

# PATH 2 HOME

## GOULBURN



*This guide is a resource to help those looking for immediate support with a crisis, housing, food, clothing and other support in the Goulburn region.*

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- Ambulance
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# Symbols



Emergency



Counselling/  
Advocacy



Koori



Bed



Assistance/  
Support



Female



Food



Clothing



Male



Information



Financial  
Assistance/  
Vouchers



Children/  
Youth



Helpline/  
Hotline/  
Call Only



Household  
Goods/  
Kitchenware/  
Bric-a-brac



Pets



Health



Shower



Legal Aid



Toilet

# Crisis/Emergency

## Police Ph Number

Goulburn (274 Sloane Street) 4821 2344 


**IN EMERGENCIES CALL '000'**

## Hospitals

Goulburn Base Hospital 4827 3111  




**IN EMERGENCIES CALL '000'**

## Ambulance Station

18 Clifford Street, Goulburn 4827 0420  

**IN EMERGENCIES CALL '000'**

## National Hotlines/Helplines (24hrs)

Lifeline	131 114	 
Suicide Prevention Line	1300 659 467	
Kids/Youth Helpline	1800 551 800	
Domestic Violence Helpline	1800 656 463	
Link2Home	1800 152 152	
Parent Line	1300 130 052	
Victims Support Line	1800 633 063	
Life Goes On	1300 364 673	
Alcohol & Drug Information Service	1800 422 599	
Crisis Pregnancy Counselling	1300 737 732	
Gambling Help	1800 858 858	
Cannabis Information & Helpline (2-11pm)	1800 304 050	
Dept of Human Services-Centrelink	136 240	
Men's Referral Line	1300 766 491	


# Beds

## Housing Providers Ph Number

**Southern Cross Community Housing** 4421 5145  

Nowra 4421 5145  
 Batemans Bay 4472 7681

Referrals and support. Community Housing offers secure, affordable, long term rental housing for people on low to moderate incomes.


**Housing NSW Goulburn Office** 4823 0555  

Suite 2, 108 Auburn Street, Goulburn  
 Housing NSW, an agency of the NSW Dept of Family & Community Services.

**Goulburn Homeless Support Service** 4823 4022 

Anglicare Canberra/Goulburn  
 130 Cowper Street, Goulburn

**Warooga Youth Refuge** 4822 1120  

12 Auburn Street, Goulburn  
 Email: [syfs@syfs.org.au](mailto:syfs@syfs.org.au)  
 24 Hour crisis service provides short term and emergency accommodation and other housing options for young people between the ages of 16 to 17 years who are homeless or those at risk homelessness and their families. The service assists with preventing homelessness. 

**Argyle Community Housing** 6297 5929  

Level 1, Suite 104, Riverside Plaza, 131 Monaro Street, Queanbeyan  
 Argyle Community Housing main objective is to provide and manage secure, sustainable housing for people on low to moderate incomes who would otherwise struggle to find accommodation and for disadvantaged people who need support in order to maintain independent living.

# Food

## Low Cost Meals

### Goulburn Workers Club

McKell Place, Goulburn  
Thursday Night- Chicken Schnitzel \$9.00  
Saturday Lunch- Fish and Chips \$8.00

Ph Number

4821 3355



## Food Vouchers/Parcels

### St Vincent De Paul Society

27 Verner Street, Goulburn  
Assistance with Food Vouchers-Referrals-Budgeting, Electricity Vouchers, Blankets, Linen and house hold goods.

4828 5971



### The Salvation Army Goulburn

6 Hovell St, Goulburn  
Assistance in food, Energy account payments assistance, Clothes, pharmaceuticals, petrol, And travel. – All vouchers

4822 2115



### Goulburn Uniting Church

43 Goldsmith Street, Goulburn  
Offers free breakfast 7am to 9am Monday to Saturday and 7am to 8am Sundays. Provides packed lunches 7 days per week. Has free shower facilities. Provides swags to those in need.

4821 7283



## Meals On Wheels

### Meals on Wheels Goulburn

Goulburn Base Hospital, Goldsmith Street, Goulburn NSW 2580  
More than just a meal - Meals on Wheels has had a place in the hearts and homes of Australians for more than 50 years  
Helping the frail older people and younger people with disabilities and their carers stay in their homes where most are happiest is at the heart of the matter.

4827 3209



### The Sally Van (Salvation Army)

The Sally Van operates every Friday and Saturday night in Goulburn. The van departs from the Hovell St Citadel at around 10pm and stops shortly afterwards at the Railway Station and

4822 2115



# Support Services

## Helplines

Crime Stoppers  
DOC's Helpline  
NSW Rape Crisis Line  
Beyond Blue  
Sexual Assault Counselling Australia

Ph Number

1800 333 000  
132 111  
1800 424 017  
1300 224 636  
1800 211 028



## Koori

### Dhunlung Yarra Service

The Dhunlung Yarra Service is a dedicated Aboriginal and Torres Strait Islander therapeutic service staffed by Aboriginal professionals. Members of the team work across a range of programs to deliver a range of culturally appropriate services, including counselling, family dispute resolution and other relationship support services.

1300 364 277



### Aboriginal Legal Service (NSW/ACT)

Colonial Mutual Building, Level 3, 17-21 University Avenue, Canberra City

ALS is an Aboriginal community organisation giving information and referral, and legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children across NSW and ACT.

6249 8488



### Southern NSW Aboriginal Tenants Service

(For Aboriginal and Torres Strait Tenants) Mon-Fri 9am-5pm  
Murra Mia Tenant Advice Service provides out of office outreach support for clients requiring, representation at the Tribunal, client visits, and mediation and advocacy between tenant and landlord. We provide this service right across our region which includes, the Illawarra, South coast, Southern Highlands, Hume Murray, and Riverina.

1800 672 185  
4472 9363



## Multicultural

### Multicultural Disability Advocacy

10-12 Hutchinson Street, Granville  
The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak organisation for people from Culturally and Linguistically Diverse (CALD) non-English speaking backgrounds (NESB) with disability, their families and carers in NSW.

1800 629 072



# Support Services

## Family Ph Number

### Southern NSW Family Referral Service

1300 736 384



Email: [info@southernnswfrs.org.au](mailto:info@southernnswfrs.org.au)

Linking families, children and young people in need of assistance with local support services that can help them to address their individual needs. When you contact the Southern NSW family Referral Service you will speak with a Family Referral Worker who will talk with you about your situation and connect you with the right services to help you and your family.

### Goulburn Family Support Service Inc.

4822 2200



85 Goldsmith Street, Goulburn, NSW 2580

Website: <http://gfss.ned.org.au/>

Goulburn Family Support Service Inc., (GFSS) is a small community managed, government funded, not for profit agency working with disadvantaged local families in crisis. GFSS provides assistance to families in crisis through, advocacy around issues such as housing, emergency food and financial assistance, referrals to medical practitioners etc. We assist with any identified need that may impact on the ability of the family to care and support their children



### Relationships Australia Canberra & Region

6122 7190



“Pine Lodge” Manning Drive, Old Kenmore Hospital,

197 Taralga Rd, Goulburn

Mon, Wed and Fri 9:00am - 5:00pm

Email: [CanberraFRC@racr.relationships.org.au](mailto:CanberraFRC@racr.relationships.org.au)

Relationships Australia Canberra & Region has worked to support all people in the ACT and southern NSW region to achieve positive and respectful relationships:

- Information and referral
- One-on-one assessment with a clinical practitioner
- Child inclusive practice
- Family dispute resolution
- Early intervention programs and workshops

# Support Services

## Family (Cont'd) Ph Number

### Department of Family and Community Services

4823 0799



108 Auburn Street, Goulburn

FACS enable vulnerable people to participate fully in NSW social and economic life and build stronger, more sustainable and inclusive communities:

- Help vulnerable young people build their capacity for a good future
- Improve social and economic outcomes for Aboriginal people
- Provide support to vulnerable adults and families so that they can participate fully in community life
- Build strong and inclusive communities.

### Family Relationships Advice Line

1800 050 321



National telephone service assisting families affected by relationship or separation issues. Family Relationships online provides all families (whether together or separated) with information and advice about family relationship issues.

### Parent Line

Support for parents with children under 18yrs

1300 130 052



## Youth

### Crisis Youth Refuge Goulburn (Warooga)

4822 1120



12 Auburn Street, Goulburn

The Crisis Youth Refuge Goulburn provides emergency and short-term accommodation and support to young people aged from 15 -17 years inclusive who are vulnerable, disadvantaged, homeless or those at risk of disadvantage and homelessness and their families.



### Medicare Local Southern NSW

4827 0515

Goulburn and Yass areas

Young people often have specific health needs and Medicare Local has a dedicated youth health team 'South Youth' who support the region's young people in accessing GPs and health care services.

Nicole Toia

0428 262 574



# Support Services

## Youth (Cont'd)

### PCYC Goulburn

Cnr Avoca & Derwent Streets, Goulburn

We provide an extensive and varied range of fun, safe activities for young people and the wider community. We are focussed on the reduction of crime by and against young people and on the promotion of citizenship within communities across the state.

### Kids/Youth Helpline

Kids Helpline is Australia's only free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.

### Legal Aid NSW- Youth Hotline

The Hotline provides legal advice and information to young people under 18, and operates 9am to midnight weekdays, with a 24-hour service from Friday 9am to Sunday midnight and also on public holidays.

### Southern Youth & Family Services

Providing Queanbeyan Youth Homelessness Support Service.

Ph Numbers

4822 2133



1800 55 1800



1800 10 1810



4229 9363



## Women

### Domestic Violence Line

If you or someone you know is experiencing domestic violence, you can ring the Domestic Violence Line for help.

1800 656 463



### Domestic Violence Legal Advice Line

Free confidential legal information, advice and referrals for women in NSW with a focus on domestic violence and Apprehended Domestic Violence Orders.

Mondays: 1.30pm-4.30pm, Tuesday: 9.30am-12.30pm

Thursday: 1.30pm-4.30pm, Friday: 9.30-12.30pm

1800 810 784  
02 8745 6999



### Women's Legal Contact Line

Free confidential legal information, advice and referrals for women in NSW with a focus on family law, domestic violence, sexual assault and discrimination. Mon 9.30am-12.30pm, Tues 1.30pm-4.30pm, Thurs 9.30-12.30pm

1800 801 501  
02 8745 6988



# Support Services

## Men

### MensLine Australia

For men with relationship and family Concerns. There services include an Open line – an immediate, single-session discussion and support available 24/7. Call back service – ongoing support through a series of up to six follow-up telephone counselling sessions with the same counsellor

Ph Numbers

1300 789 978



### Dads in Distress

Help and hope for separated Dads

1300 853 437



### Goulburn Mens Shed

67 Blackshaw Road, Goulburn

Our Shed is open Monday to Friday from 10:00 until 2:00. On Fridays we have a social meeting and morning tea in the conference room and we welcome you to drop in to visit us.

4822 9541



### Men's Referral Line

The NSW Government has funded NSW's first telephone counselling and referral service for violent or potentially violent men to help reduce domestic violence. Staffed by trained counsellors who will support male callers to take responsibility for their abusive behaviour and end the violence against their family. Refers callers to men's behaviour change programs or other service providers for longer-term support, such as specialist counselling or legal advisory services. Supports family members, friends, colleagues, and professionals who call the line because they are concerned about the behaviour of a male partner, family member or client. 24hr line

1300 766 491



## Mental Health

### Richmond PRA

Richmond PRA works in local communities to help people on their mental health recovery journey.

1300 779 270



### Mental Health Information Service

Information, telephone support and referral on issues relating to mental health generally.

1300 794 991



### Beyond Blue

The Beyond Blue support service provides advice and support via telephone 24/7

1300 224 636



# Support Services

## Mental Health (Cont'd)

### Better Access - Catholic Care

Various Locations in Yass, Queanbeyan, Goulburn & ACT  
Better Access Offers bulk billed psychological counselling Services to assist the wider community to access counselling at no cost to the individual. Catholic Care utilises the Medicare rebate to cover the cost of the service, encouraging Better Access to psychological Services for individuals and families through bulk billing. CatholicCare employs qualified, experienced and Mental Health Social Workers to provide these services to people where otherwise access would not occur due to cost.

Ph Number

02 6163 7600



### Richmond Fellowship ACT Inc.

189 Auburn Street, Goulburn

Email: [debra.phams@rfact.org.au](mailto:debra.phams@rfact.org.au)

The Personal Helpers and Mentors support people whose lives are affected by a severe mental illness. The program focuses on strengths-what people with mental illness can do rather than what they can't do. It focuses on recovery - demonstrating that people with mental illness can lead a fulfilled life in the community with the same opportunities as other people. People who join the program will work with their own Personal helper and Mentor who will support them on their recovery journey.

4821 0074



## Legal

### Legal Aid New South Wales

Free legal advice, assistance and representation for Homeless people.

4422 4351



### Goulburn Family Law Advice Service

Goulburn Court House, Open second Thursday of each month 9.30 am to 4pm. Legal Aid NSW provides free family law assistance at this location.

1800 551 589



## Community Support

### The Salvation Army Goulburn

6 Hovell St, Goulburn

Assistance in food, Energy account payments assistance, Clothes, pharmaceuticals, petrol, and travel. All Vouchers

4822 2115



# Support Services

## Community Support (Cont'd)

### Catholic Care Goulburn

29 Montague Street, Goulburn

Catholic Care have programs which operate under the following service areas: Youth, Mental Health, Homelessness and Family Support Programs, Disability & Aged Care, Counselling, Regional & Family Services, Comorbidity & Housing

Ph Number

4824 2700

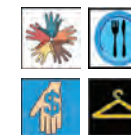


### St Vincent De Paul Society

27 Verner Street, Goulburn

Assistance with Food Vouchers-Referrals-Budgeting, Electricity Vouchers, Blankets, Linen and house hold goods.

4821 7145



## Health

### Goulburn Community Health Centre

Cnr Goldsmith & Faithful Sts, Goulburn, NSW 2580

Community health centres, also referred to as community health services (CHSs), operate across the state and aim to provide a broad range of services and health promotion activities to local populations

Ph Number

4827 3913



### Health Direct Hotline

For 24 Hour health advice and information you can trust.

1800 022 222



### Hepatitis C Helpline

Hep C Helpline the NSW Hep C Helpline is a state-wide telephone information and support service for people affected by hepatitis C. It is a free, confidential and non judgemental service and callers are offered up to date, accurate information about hep C and a supportive environment to talk over experiences and any particular issues.

1800 803 990



### Queanbeyan Sexual Health Service

Goulburn Community Health Centre

This service is operated by Queanbeyan Community Health. They work with priority populations such as youth at risk, Aboriginal communities and other groups. The service is free and confidential. Monthly Doctors clinics available.

Monday 10.30am -1pm

4827 3913



### HIV/AIDS Information

The HIV/AIDS Info line is a NSW state-wide telephone info and support service for people affected by HIV/AIDS.

1800 451 600



# Support Services

## Health (Cont'd)

### Medicare Local Southern NSW

39 Goldsmith Street (PO Box 1312), Goulburn

Email [info@snswml.com.au](mailto:info@snswml.com.au)

The Southern NSW Medicare Local is a primary health care organisation working with the region's general practitioners and allied health professionals to keep people well and out of hospital. We play a critical role in the planning and delivery of the region's primary health care services, using local clinicians and communities to help us identify gaps and find the best solutions.

Ph Number

4821 0434



## Financial

### Wesley Mission Creditline

Financial advice and referral, Monday to Friday 9.30-4.30pm

### Nils NSW South Coast

Email: [nilsadmin@anglicare.com.au](mailto:nilsadmin@anglicare.com.au)

The No Interest Loans Scheme (NILS) program provides access to credit without charging interest or fees, therefore improving a person's Quality of Life.

### The Salvation Army Moneycare

6 Hovell Street, Goulburn

Email: [sarah.baines@ave.salvationarmy.org](mailto:sarah.baines@ave.salvationarmy.org)

Financial Counselling

Ph Number

1800 808 488



1800 644 556



0478 402 058



## Other

### Sobering up Shelter

Lower M Block, Ainslie Village, Quick Street, Campbell

Email: [Sobering-UpShelter@catholiccare.cg.org.au](mailto:Sobering-UpShelter@catholiccare.cg.org.au)

CatholicCare Canberra & Goulburn's Sobering Up Shelter (SUS), Provides a safe place for men and women over the age of 18 to recover from the effects of alcohol and/or other drugs. The SUS is open Thursday, Friday and Saturday nights from 11pm to 11am. Workers provide close monitoring throughout the night. Referrals are accepted from the general community, health and community services, and the police. The SUS also provides info on supported accommodation services, and mental health support services.

6163 3711



# Support Services

## Other (Cont'd)

### Catholic Care Goulburn

29 Montague Street, Goulburn

Catholic Care have programs which operate under the following service areas: Youth, Mental Health, Homelessness and Family Support Programs, Disability & Aged Care, Counselling, Regional & Family Services, Comorbidity & Housing.

Ph Number

4824 2700



### Telstra Message Box

Messaging service for people who don't have a phone. You can set up your own personal message box so that you can retrieve voice messages throughout Australia. Messages can be retrieved for free from most Telstra fixed home, business or public payphone services. Call charges apply for those who leave a message.

Apply for Service through support agencies

### Anglicare Gambling Help Counselling Service

138 Cowper Street, Goulburn. Opening Hours: 8:30am-4:00pm

Anglicare Gambling Help Counselling Service provides a confidential, professional counselling service for people affected by problem gambling. The program also provides information, education and community awareness.

1800 858 858



## Transport

### Transport NSW information Line

### Valmar Support Services

Valmar Support Services Ltd. is a not-for-profit community organisation providing a range of assistance to people with a disability and the frail aged to help them live with dignity and independence. The organisation is committed to ensuring that people with a disability have an opportunity to participate and be valued members in their community.

131 500



4821 2933





# Support Services

## Resource Centres

### Goulburn Mulwaree Library

Civic Centre, Cnr Bourke & Clifford Sts, Goulburn, NSW 2580

Email: [library@goulburn.nsw.gov.au](mailto:library@goulburn.nsw.gov.au)

Goulburn Library Opening Hours

Monday to Friday: 10.00am - 6.00pm,

Saturday: 10.00am - 1.00pm, Sunday: 2.00pm - 5.00pm

Marulan Library Access Point : Reserved items for collection will be available at the Brewer Centre on Thursday each week, between 10.00am and 2.30pm.

For Further Information contact Goulburn Library.

4828 5971



### Goulburn Library Wireless Hotspot

Goulburn Library clients can connect to free wireless broadband, during library opening hours, using their own Wi-Fi enabled device and the Library's Wi-Fi network. Use of the Wireless network is free. Obtain a Wi-Fi ticket from the Library's front counter. Each ticket will allow you one hour access. Further sessions of one hour will require a new Wi-Fi ticket. For more information regarding the Goulburn Mulwaree community and services go to [www.igoulburn.com](http://www.igoulburn.com)

4823 4435



## 2nd Hand Goods

### St Vincent De Paul Society

158-162 Auburn Street, Goulburn, NSW 2580

Men, Ladies and Children's second hand clothing. Clothing and general household good.

4821 7145



### Salvation Army-Red Shield Family Store

Address: 123 Auburn Street, Goulburn, NSW 2580

Men's, ladies and children's clothing, general household goods and furniture.

4822 6913



### Australian Red Cross

Address: 146 Auburn Street, Goulburn, NSW 2580

Men's, ladies and children's clothing. Household items and books.

4823 5010



### Big Heart Op Shop

Address: 148-158 Sloane Street, Goulburn, NSW 2580

Men's, women's and children's clothing, Furniture and household goods.

4821 1897



# Other

## Showers/Public Toilets

### Goulburn Aquatic Centre

85 Deccan Street, Goulburn; Hot showers token operated.

Entry fee applies.

Ph Number

4823 4834



### Goulburn South Caravan Park

149 Hume Street, Goulburn

Will allow non guests to pay a fee to use the amenities

4821 3233



### Public Toilets

Leggett Park, Victoria Street, Goulburn

Marsden Weir, Off Fitzroy Street, Goulburn

Victoria Park, Faithfull Street, Goulburn

Belmore Park 1, Montague Street, Goulburn

Belmore Park 2, Market Street, Goulburn

Cartwright Place, Montague Street, Goulburn

North Park, Allison Street, Goulburn

O'Brien Park, Sydney Road, Goulburn

Goulburn Train Station, Sloane Street, Goulburn

Goulburn Visitors Centre, Sloane Street, Goulburn

Coles Express, Goulburn, Big Merino, 1-3 Sowerby Street

9am-6pm

9am-6pm

9am-6pm

7am-9pm

9pm-7am

9am-4pm

9am-6pm

8am-6pm

Variable Hrs

9am-5.30pm

24 Hours



## Pets

### RSPCA: Living Ruff

If you find yourself homeless and you have a pet that you are unable to care for temporarily, please contact a community organisation. The RSPCA Operate a "Living Ruff" program which is by referral only from a community organisation and is set up to look after pets when their owners find themselves in temporary or crisis accommodation and are actively seeking permanent housing.

Referral from  
A support  
Worker is  
needed.



### RSPCA: Safe Beds for Pets

The Safe Beds Program allows families to leave Domestic violence situations without fear for the safety of their pets. It offers temporary housing for pets of people who are seeking refuge from Domestic violence


02 9770 7555



# Notes

# FREE

**MISSION AUSTRALIA** | together we stand

 **Southern Cross Community Housing Ltd**



'Path 2 Home' is a free phone app and is a guide to help those looking for immediate support with a crisis, housing, food, clothing & other support, and do not know where to go for help in the Goulburn, Queanbeyan, Yass, Bega, Nowra, Bomaderry, Ulladulla, Monaro, Eurobodalla, Jindabyne & Bombala regions.

It provides a list of names and location maps of services in these areas that can help, such as support agencies, counselling, free showers, toilets, laundry facilities, food banks, free or low cost meals, food parcels, help with emergency shelter or a bed for the night, Police & hospital locations & numbers and 1800 hotlines.

To download the app, firstly download a QR scanner from your app store (Android® or Apple®). Then once the QR scanner is downloaded, open the QR scanner app and hold your phone in front of the correct QR code below. This will then take you to your app store and you will be able to download the 'Path 2 Home' app.

Alternatively go to your app store and type in **Path2Home**.

Or visit our **Path2Home** website [www.path2home.org.au](http://www.path2home.org.au)





This Guide has been produced by

*Southern Cross Community Housing Ltd*

For enquiries or to add/change information please contact SCCH:

69 Kinghorne Street, Nowra 2541

Ph: 4421 5145

E-mail: [penni@scch.org.au](mailto:penni@scch.org.au)

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***Please visit the Path2Home website: [www.path2home.org.au](http://www.path2home.org.au)***

**Southern Cross Community Housing Ltd**

August 2014

At the time of printing all information in the 'Path 2 Home' guide was correct