

PATH 2 HOME

YASS



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

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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	
Yass – 47 Rossi Street IN EMERGENCIES CALL '000'	6226 9399	
Hospitals		
Yass District IN EMERGENCIES CALL '000'	6220 2000	 
Ambulance		
Yass – Meehan Street IN EMERGENCIES CALL '000'	131 233	 
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 57-59 Massie Street, Cooma Referrals and support. Community Housing offers secure, affordable, long term rental housing for people on low to moderate incomes.	6452 1298	 
Housing NSW Goulburn Office Suite 2, 108 Auburn Street, Goulburn Housing NSW, an agency of the NSW Dept. of Family & Community Services.	4823 0555	 
Yass Valley Homeless Support Service Anglicare Canberra/Goulburn 130 Cowper Street, Goulburn	4823 4022	
Rae Burgess Centre Banjo Patterson Park, Yass, NSW 2582 Email: Caseworker: judie.stearman@anglicare.com.au Assisting with accommodation options for women, men and families who reside in the Yass or catchment area and have become homeless due to domestic violence or other reasons. Also, to offer practical support and counselling to women, men and children to assist them to make decisions towards a positive future.	6226 4872 Tues, Wed or Thurs 0408 401 528	  
Argyle Community Housing Young Office, Shop 4, Clark Street, Young, NSW 2594 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.	6382 7818	 
















Food

Food	Ph Number	
<u>The Salvation Army</u> Belconnen, ACT Thursdays-By appointment only Assistance in food, energy account payments assistance, clothes, pharmaceuticals, petrol and travel-All vouchers	6254 8901	  
<u>St Vincent de Paul</u> 97 Meehan Street, Yass We assist people in need-Food, Clothing, emergency (overnight Accommodation) and travel assistance.	6234 7451	   
Meals On Wheels		
<u>Yass Meals on Wheels</u> Goodradigbee Centre, 67 Rossi Street, Yass Yass Meals on Wheels don't just offer a meal, that's why they are called Meals on Wheels Plus. They provide a regular drop in café, senior's social club, shopping buses and veteran's services. They support their community with assistance in organizing respite carers and neighbour aid volunteers.	6226 1036	
Low Cost Meals		
<u>Yass Soldiers Club</u> 86 Meehan Street, Yass Lunch meals \$10.00-\$12.00	6226 1911	
Food Vouchers/Parcel		
<u>St Vincent De Paul Society</u> 97 Meehan Street, Yass We assist people in need-Food, Clothing, Emergency (Overnight Accommodation) and Travel assistance.	6234 7451	
<u>Salvation Army</u> 94 Meehan Street, Yass Assistance in food, Energy account payments assistance, clothes, pharmaceuticals, petrol and travel. – All vouchers	6254 8901	
















Support Services

Helplines	Ph Number	
Crime Stoppers	1800 333 000	 
DOC's Helpline	132 111	
NSW Rape Crisis Line	1800 424 017	
Beyond Blue	1300 224 636	
Sexual Assault Counselling Australia	1800 211 028	
Koori		
<u>Ngunnawal Aboriginal Corporation</u> 147 Meehan St, Yass, NSW 2582 Aged care, home and Community Care	6226 3799	 
<u>Yass Valley Indigenous Consultative Committee</u> PO Box 6, Yass, NSW 2582 The Indigenous Consultative Committee (ICC) exists to provide a forum for support and information on programs and services relevant to the Yass Valley Aboriginal community.	6226 2598	  
<u>NSW Aboriginal Tenancy Service - Murra Mia</u> Monday - Friday 9:00-5:00 Tenants Advice Line: Monday 10:00-1:00 and 2:30-5:30 A service for Aboriginal and Torres Strait Island tenants. Murra Mia also provides out of office outreach support for clients requiring, representation at the Tribunal, client visits, and mediation and advocacy between tenant and land lord.	1800 672 185 4472 9363 Tenants Advice Line- 1800 251 101	  
Multicultural		
<u>Multicultural Disability Advocacy</u> Address: 10-12 Hutchinson Street, Granville, NSW 2142 The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak organisation for people from Culturally and Linguistically Diverse/ non-English speaking backgrounds (NESB) with disability, their families and carers in NSW.	1800 629 072 9891 6400	 
Family		
<u>Rae Burgess Centre</u> Assisting with accommodation options for women, men and families who reside in Yass or catchment area and have become homeless due to domestic violence or other reason. Also to offer practical support and counselling to women, men and children to assist them to make decisions towards a positive future.	6226 4872 0408 401 528	   

Support Services

Family	Ph Number	
<p><u>Southern NSW Family Referral Service</u> Email: 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</p>	1800 736 384	 
<p><u>Family Relationships Advice Line</u> 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.</p>	1800 050 321	 
<p><u>Mission Australia Brighter Futures Program</u> Mission Australia Brighter Futures is a targeted program designed to support families with problems that impact on their ability to properly care for their children. Mission Australia provide case management, Parenting programs,(one on one or group), brokerage and in home visiting.</p>	0447 267 113	   
<p>Youth</p>		
<p><u>Yass Youth Association and Youth Centre</u> Soldiers Memorial Hall, Comur Street, Yass</p>	6226 2566	
<p><u>Alcohol & Drug Information Service</u> ADIS is a NSW state-wide telephone service providing education, information, referral, crisis counselling and support about illegal drugs such as heroin, ice and cannabis, and legal drugs such as alcohol.</p>	1800 422 599	   
<p><u>Kids/Youth Helpline</u> Kids Helpline is Australia's only free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.</p>	1800 551 800	 
<p><u>Youth Emergency Accommodation Line</u> Support of young people aged 12 – 25yrs who are homeless or at risk of being homeless. Updated Mon, Wed & Fri by 9.30am.</p>	1800 424 830	 

Support Services

Youth (Cont'd)	Ph Number	
<p><u>NSW Rape Crisis Line</u> 24 Hour help Line. Rape & Domestic Violence Services Australia delivers a number of counselling services for those affected by sexual assault, domestic and family violence in Australia:</p>	1800 424 017 1800RESPECT	 
<p><u>Southern NSW Family Referral Service</u> Email: info@southernnswfrs.org.au We link families, children and young people (to 24yrs old) 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.</p>	1800 736 384	 
<p><u>Youth Connections - Catholic Care</u> Youth Connections manages a number of youth based programs and offers a range of flexible, individualised and responsive service to assist young people aged between 11 and 19 years of age who are most at risk of disengaging from education.</p>	6226 5880	   
<p><u>Rae Burgess Centre</u> Banjo Patterson Park, Yass Outreach support, case management, information, Advocacy, access and referral to support services including: family services, counselling, legal aid, mental health, disability services, childcare, housing, alcohol and other drug services, gambling help, financial counselling and emergency relief. For families, single woman, single men and young people in the Yass shire that are at risk of homelessness, or who are homeless.</p>	6226 4872 0408 401 528	   
<p><u>Legal Aid NSW - Youth Hotline</u> 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.</p>	1800 101 810	 
<p>Women</p>		
<p><u>Women's Legal Contact Line</u> Free confidential legal information, advice and referrals for women in NSW with a focus on family law, domestic violence.</p>	1800 801 501 8745 6988	

Support Services

Support Services

Support Services

Women (Cont'd)

Women's Legal Contact Line

Sexual assault and discrimination.

Mondays 9:30-12:30pm, Tuesdays 1:30-4:30pm and Thursdays 9:30-12:30pm

Domestic Violence Line

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

Community Services Helpline

Report Suspected abuse or neglect of children

Domestic Violence Legal Advice Line

Free confidential legal information, advice and referrals for women in NSW with a focus on domestic violence and AVO's.

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

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

Men

Dads in Distress

Help and hope for separated Dads

MensLine Australia

For men with relationship and family concerns.

Domestic Violence Helpline

If experiencing DV or you know someone who is.

Rae Burgess Centre

Banjo Patterson Park, Yass, NSW 2582

Email: Caseworker: judie.stearman@anglicare.com.au

Outreach support, case management, information, advocacy, access and referral to support services including: family services, counselling, legal aid, mental health, disability services, childcare, housing, alcohol and other drug services, gambling help, financial counselling and emergency relief. For families, single women, single men and young people.

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

Ph Number

1800 801 501
02 8745 6988



1800 656 463



132 111



1800 810 784
02 8745 6999



1300 853 437



1300 789 978



1800 656 463



6226 4872
0408 401 528



1300 766 491



Support Services

Men (Cont'd)

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.

Men's Shed Yass Valley

1428 Yass Valley Way, Yass

Open: Tues 11am-2pm, Thurs from 2pm, Sat 12noon-3pm

Activities: carpentry, wood, metal turning, gardening, chatting over tea or coffee-generally having a good time. No compulsion to be involved in projects or "work" but we do have activities. All welcome.

Mental Health

The Disability Trust-Mental Health Respite

Queanbeyan

The Mental Health Respite programs provide short-term care and activities for people with mental illness, so that their full-time carers, can take a much needed break or return to work. Services include in-home and centre-based care, recreational activities, day centre services and holiday respite. Carers supporting a person with a mental illness, autism or an intellectual disability are eligible to apply for Targeted Community Care Packages

Better Access

Various Locations in Yass, Queanbeyan, Goulburn and ACT

Email: betteraccess@catholiccare.cg.org.au

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 bulkbilling. Catholic care employs qualified, experienced Psychologists and Mental Health Social Workers to provide these services to people where otherwise access would not occur due to cost.

Mental Health Information Service

Info, support and referral on mental health issues.

Ph Number

0419 282 022



6232 9440



6163 7600



1300 794 991



Support Services

Mental Health

Personal Helpers and Mentors (PHaMS)

Ph Number

6297 4590



Queanbeyan/Yass

Suite 1, 69-71 Monaro Street, Queanbeyan, NSW 2620

The Personal Helpers and Mentors is a new community service assisting people with mental health issues on their recovery journey, reconnecting people to the community and accessing services that may assist. PHaMs is a program which is provided by the Schizophrenia Fellowship of NSW and provides 1 to 1 service, whatever that may be - anxiety, depression, as well as schizophrenia and other disorders.



Beyond Blue

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

1300 224 636



Legal

Legal Aid New South Wales

Level 2, 59 Berry Street, Nowra, NSW 2541

Free legal advice, assistance and representation for homeless people.

4422 4351



Yass Outreach Service -

Goulburn Family Law Advice Service

Second Thursday of each month 9.30am - 4pm

1800 551 589



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

1800 010 810



Department of Human Services – Centrelink

204 Comur Street, Yass

Open 8:30am - 4:30pm Mon-Fri, Closed 12.30pm - 1.30pm, daily
Centrelink can:

136 240



- Make sure you get the payments you are entitled to
- Work out how to get your payment if you don't have an address
- Help with proof of identity requirements
- Check if you can receive Rent Assistance

Support Services

Legal (Cont'd)

Ph Number

Department of Human Services – Centrelink, (Cont'd)

136 240



- Offer you Centrepay-many organisations accept Centrepay deductions, which are taken directly from your Centrelink payments, making it easier for you to manage YOUR money, pay bills and secure accommodation.
- Arrange weekly payments if this will help you
- Help you get a Medicare card
- Link you to social workers who will help support you
- Refer you to other community organisations who may be able to help
- Help with referrals and questions about child support, rehabilitation or hearing services

Community Support

Yass Senior Citizens Club Inc.

6226 1937

Rossi Street, Yass

The Yass Senior Citizens Club caters for the senior members of the Yass Valley community. The Club is a non-profit organisation. Activities include weekly meetings that are held from 1pm - 4.30pm every Wednesday. Committee meetings are held at 10.30am every second Wednesday. Activities include games, bus trips, guest speakers, interclub visits and special theme days. Our meeting room has handicap facilities.



Resource Centres

Yass Library

Memorial Hall, Comur Street, Yass

Email : library@yass.nsw.gov.au

6226 1305



Murrumbateman

Old School House Murrumbateman, Saturday: 10am - 1.00pm
Yass & Murrumbateman are part of Yass Valley Council

6226 8053



Yass Valley Mobile Library

The Yass Valley Mobile Library will be visiting villages within the Yass Valley Local Government Area on a fortnightly timetable. Membership to the Library is free to residents of the Yass Valley Local Government Area

6226 1305
(Yass Library)



Support Services

Transport

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.

Ph Numbers

02 48211644



Financial Support

Wesley Mission Creditline

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

1800 808 488



Department of Human Services – Centrelink

204 Comur Street Yass

Open 8:30am - 4:30pm Mon-Fri, Closed 12pm - 1:30pm, daily
Centrelink can:

136 240



- Make sure you get the payments you are entitled to
- Work out how to get your payment if you don't have an address
- Help with proof of identity requirements
- Check if you can receive Rent Assistance
- Offer you Centrepay-many organisations accept Centrepay deductions, which are taken directly from your Centrelink payments, making it easier for you to manage your money, pay bills and secure accommodation.
- Arrange weekly payments if this will help you
- Help you get a Medicare card
- Link you to social workers who will help support you
- Refer you to other community organisations who may be able to help
- Help with referrals and questions about child support, rehabilitation or hearing services.

Health

Yass Community Health Service

Sheahan House, 143 Meehan Street, Yass

Receptionist available two days per week - phone will be answered by hospital staff at other times. Services include women's health and other community health services.

6220 2111



Support Services

Health (Cont'd)

Ph Numbers

Yass Valley Dental

77 Lead Street ,Yass (Open one Saturday per month)
Yass Valley Dental provides general dentistry, orthodontics, prosthetics, hygiene treatments and a children's dental therapist. We accept all health fund cards for HICAPS, veteran's affairs (DVA), Medicare, Southern Area Health vouchers, Enhanced Primary Care (EPC) dental plan and teen dental vouchers.

6226 1015



Northcott

139 Uriarra Road, Queanbeyan - Northcott is one of Australia's leading organisations providing programs and services for children and adults with disabilities and their families living in NSW and the ACT. Northcott supports people with physical, intellectual and rare or lesser known disabilities to help develop independence, confidence and life skills

6152 5000



Mental Health Information Service

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

1300 794 991



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



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.

1800 803 990



Queanbeyan Sexual Health Services

Yass 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 clinics in Yass.

0427 893 247



Support Services

2nd Hand Goods

St Vincent De Paul Society

97 Meehan Street, Yass

We Assist people in need- Food, clothing, Emergency (Overnight accommodation) and Travel assistance.

6234 7451



Salvation Army Family Store

92A Meehan Street, Yass

Open Thursdays & Fridays 10am –12.30pm and the First Saturday of every month The Salvation Army Family Store aims to make available good quality second goods and clothing at low prices for all to afford.

6254 8901



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.

Other

Showers/Public Toilets

Ph Numbers

Yass Caravan Park

Cnr Grampian and Laidlaw Streets, Yass

The Yass Caravan Park is located within walking distance to the local shops which is the central business district, it is next to the Yass Memorial swimming pool and Victoria park plus there are food outlets near by. There is also a coin operated laundry.

6226 1173



Public Toilets

Memorial Hall, Comur Street, Yass
 Coronation Park, Comur Street, Yass,
 Joe O'Connor Park, Laidlaw Street, Yass
 Banjo Paterson Park, Meehan Street, Yass
 Yass Train Station, Faulder Road, Yass
 Victoria Park, 12 Laidlaw Street, Yass
 Riverbank Park, Comur Street, Yass
 Sports Stadium, Grand Junction Road, Yass

Variable Hrs
 Daylight Hrs
 Variable Hrs
 8am-7pm
 Variable Hrs
 24 Hours
 24 Hours
 Variable Hrs



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



PATH2HOME

Visit Our Path2Home Website

www.path2home.org.au

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

Support Services

Other

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 Yass, Queanbeyan, Goulburn, 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





This Guide has been produced by

Southern Cross Community Housing Ltd

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

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Ph: 4421 5145

E-mail: penni@scch.org.au

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funded by Mission Australia



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Please visit the Path2Home website: www.path2home.org.au

Southern Cross Community Housing Ltd

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