

## **Hardship and Welfare related Local Services – Parramatta Region (2016)**

Below you will find information on local services providing hardship and welfare assistance. Click on the area of interest to be directed to the relevant section, or scroll down the screen.

- **Emergency Relief** (*Food and Food Vouchers, Bills, Furniture etc.*)
- **Financial Counselling** (Help to stabilise finances and move toward gaining financial independence)
- **No Interest Loans Scheme** (*provides interest-free loans for individuals or families on low incomes for the purchase of essential goods and services*)

### **Housing and Homelessness**

If you are seeking assistance in relation to housing and homelessness, go to <http://www.housing.nsw.gov.au/help-with-housing> to be directed to the NSW Government's Department of Family and Community Services webpage for housing assistance, which includes contact phone numbers and eligibility information.

### **Free and Low Cost Meal Services**

If you are seeking information on free and low cost meal services in the area, go to <http://parrarhi.org/resources-links/general-resources/> to be directed to the local Parramatta Region Homelessness Interagency. Their General Resources page provides access to a resource you can download on Free and Low Cost Local Services.

### **Local Emergency Relief Assistance (Food and Food Vouchers, Bills, Furniture etc.)**

Funded through the Federal Government Department of Social Services:

#### **Wesley Mission**

Access: Referral via one of the Wesley Missions local partner organisations:

- Parramatta Mission: 119 Macquarie Street, Parramatta - (02) 9891 2277
- High Street Youth Health Service: 65 High Street, Parramatta - (02) 8860 2500
- Hope Connect: 16 Shortland Street, Telopea – (02) 9638 7955
- Pathways Community Church: Dunmore Street & Pendle Way, Pendle Hill - (02) 9636 7400

#### **St Vincent De Paul – 1800 606 724 (Family Assistance Hotline)**

Access: Assistance is accessed through trained volunteer teams - one is allocated by calling the 1800 number. The volunteer team provides a home visit where issues can be discussed and requests for assistance made.

#### **Salvation Army - 1300 371 288 or 137 258**

Access: Referral to most local Connect centre site is via 1300 number – assistance is determined and approved on the phone. Drop-in to a Connect site is possible, but assistance will still require consultation and approval via phone with Salvation Army Head Office.

#### **Red Cross / Jesuit Refugee Service (Focus on refugees and asylum seekers)**

Access: Assistance accessed through Jesuit Refugee Service's Drop-In Centre - Arrupe Place, Coolock Cottage, 4 Victoria Road, Parramatta

Or: Red Cross in city for people living in Parramatta area - St Andrews House, Level 4, 464 Kent Street, Sydney – (02) 9229 4266 or 9229 4111

*Other Emergency Relief Providers:*

It is advised to call services first to confirm opening hours and appointment requirements.

**Christian Community Aid**

12 Lakeside Road, Eastwood  
(02) 9858 3222 or [administration@ccas.org.au](mailto:administration@ccas.org.au)

**Parramatta Mission Emergency Food Parcels**

Contact the Mission office during business hours and ask to speak with a Case Manager.  
119 Macquarie Street, Parramatta  
(02) 9891 2277

**Cumberland Multicultural Community Services**

Call to make an appointment  
Granville TAFE, Block C - 136 William Street, Granville  
(02) 9637 7600

**Financial Counselling Services**

Assistance for people currently experiencing or at-risk-of experiencing financial problems to help to stabilise finances and move toward gaining financial independence, including: one-on-one budget counselling, consumer education, help with arranging payment plans to deal with debt.

**Caroline Chisholm Centre for Social Justice, St Vincent De Paul**

Drop-in style.  
94 Kurrajong Ave, Mount Druitt  
(02) 8804 3434 or [CCC.Reception@vinnies.org.au](mailto:CCC.Reception@vinnies.org.au)

**Wesley Financial Counselling – Credit and Debt Hotline**

Call the Credit and Debt Hotline (office hours) to speak with a Financial Counsellor. They can assist with what to do next and who to see regarding financial difficulties.  
1800 007 007

**Wesley Financial Counselling Western Sydney**

Appointment by phone.  
Level 1, 148 Henry Street, Penrith  
1300 827 638 / (02) 4723 9240 or [financialcounselling@wesleymission.org.au](mailto:financialcounselling@wesleymission.org.au)

**Salvation ARMY Moneycare Counselling Service**

Appointment by phone.  
426 Church Street, Parramatta  
(02) 9633 5011

**UCMH Counselling Services**

Appointment by phone.  
153 George Street, Parramatta  
(02) 9891 6212

**CCA Financial Counselling**

Contact to make an appointment.  
2 Dickson Ave, West Ryde  
(02) 9858 1377 or [f.counselling@ccas.org.au](mailto:f.counselling@ccas.org.au)

**No Interest Loans Scheme (NILS)**

The No Interest Loan Scheme® provides interest-free loans for individuals or families on low incomes to access credit for the purchase of essential goods and services. As loans are repaid, the money is lent out to other members of the community to utilise this service.

**NILS Hotline**

1800 509 994,  
Weekdays, 9.30am to 4.30pm.

**Caroline Chisholm NILS, St Vincent De Paul**

94 Kurrajong Avenue, Mt Druitt  
(02) 8804 3434 or [nils.ccsj@vinnies.org.au](mailto:nils.ccsj@vinnies.org.au)

**Christian Community Aid**

12 Lakeside Road, Eastwood  
(02) 9858 3222

**Northwest No Interest Loans Scheme, The Hills Community Aid & Information Service**

390 Windsor Rd, Baulkham Hills –  
(02) 9639 8620 or [nils@hca.org.au](mailto:nils@hca.org.au)

**Telopea NILS, Hope Connect**

16 Shortland St, Telopea  
(02) 9638 7955