

Referral Guide to Emergency Accommodation and Support Services in the ACT Region





CONTACT DETAILS

Phone:
02 6202 7200

Fax:
02 6247 7175

Mail:
PO Box 195 Civic Square
ACT 2608

Email:
actcoss@actcoss.org.au

Location:
Jamieson House
43 Constitution Avenue
Reid ACT 2612

Director:
Ara Cresswell

Guide compiled by:
Veronica Wensing and
Barbara Lawson

Design and Layout:
Delene White

July 2005
©Copyright ACT Council of
Social Service Incorporated

ISBN 0 9750500 4 4

This work is copyright. It may be reproduced in whole or in part subject to the inclusion of an acknowledgment of the source and no commercial usage or sale. Reproduction for purposes other than those indicated above require a written permission from the Director of ACTCOSS.

ACKNOWLEDGMENTS

ACTCOSS acknowledges that modern day Canberra has built on the traditional lands of the Ngunnawal people. We pay our respects to their elders and recognise the displacement and disadvantage they have suffered since European settlement. ACTCOSS celebrates the Ngunnawal's living culture and valuable contribution to the ACT community.

The development of this resource was jointly funded through the ACT Department of Disability, Housing and Community Services and the Australian Government as a part of the Supported Accommodation Assistance Program Resource and Development Service (SAAP RaDS). SAAP RaDS is a part of the Sector Development work undertaken by ACTCOSS.

The ACT Council of Social Service Inc (ACTCOSS) is the peak representative body for not-for-profit community organisations in the ACT. ACTCOSS is a member of the nationwide COSS network, made up of each of the state Councils and the national body, the Australian Council of Social Service.

Membership of ACTCOSS includes the majority of community based service providers in the social welfare area, a range of community associations and networks, self-help and consumer groups and interested individuals.

ACTCOSS' principle objectives are the representation of disadvantaged people, the promotion of equitable social policy, and the development of a well-resourced, cohesive and sustainable community sector.





DISCLAIMER

This resource was compiled by ACTCOSS SAAP Resource and Development Service from information received from the organisations included in this guide.

Every effort has been made to ensure the information in this Guide is accurate and current at the time of printing. Should you have any additional information, concerns or questions please contact the ACTCOSS office on phone: 6202 7200 or via email to actcoss@actcoss.org.au

SAAP Resource and Development Service

ACTCOSS
PO Box 195 Civic Square
ACT 2608

UPDATES: Please refer to the ACTCOSS web site for update information.
www.actcoss.org.au

ACRONYMS/ DEFINITIONS

ACTCOSS

Australian Capital Territory Council of Social Service

R a D S

Resource and Development Service

S A A P

Supported Accommodation and Assistance Program

D H C S

Department of Disability, Housing and Community Services

Case Management

Case management in SAAP is an approach to service delivery which emphasises working with clients in a way which respects them as individuals and in a way which ensures their particular needs are being met.

INTRODUCTION

The key objectives of the Supported Accommodation and Assistance Program (SAAP) Resource and Development Service are to act as an information resource for the sector, promote service development and improvement, co-ordinate training, develop protocols and assist networking for the SAAP sector.

In achieving these objectives, we have developed the first comprehensive guide to Supported Accommodation and Assistance Program (SAAP) emergency accommodation and general support services for the ACT and Region.

The guide was developed to ensure services, agencies and clients can access appropriate referrals more efficiently and is designed for ease of navigation and access to information. Each section is colour coded and contains a page on each service with details of specific referral information. The loose leaf format enables updates and amendments to be made easily. Workers are encouraged to use the blank side of each page for writing relevant specific notes such as contact names etc.

The services in this guide have been categorised into

- Outreach and general support services,
- Women's accommodation,
- Men's accommodation,
- Family accommodation,
- Youth accommodation services and
- Food providers

The SAAP Resource and Development Service is committed to strengthening and improving the capacity of the SAAP sector to provide high quality services and reduce the burden of homelessness in the ACT and region.

We welcome any enquires and feedback regarding the new guide.

For any further information please contact:

Veronica Wensing

Co-ordinator
SAAP Resource and Development Service
ACTCOSS

PO Box 195 Civic Square
Ph 6202 7200
Fax 6247 7175
actcoss@actcoss.org.au



CONTENTS

Entry into SAAP funded services is not contingent on a person's ability to pay

Outreach & General Support Services

Aboriginal & Torres Strait Islander Sexual Assault Counselling Support*
Aim Program
Aleta Outreach Service
Barnardos POP – Parenting Outreach Program
Barnardos Queanbeyan Adolescent and Family Counselling Services
Blue Door Drop In Centre
Canberra Emergency Accommodation Service – Anglicare
Canberra Emergency Accommodation Service – Lifeline
DVCS – Domestic Violence Crisis Service*
Galilee – Lift Project
Homelinx
Inanna Outreach Service
JPET Multicultural Youth Service*
Men's Accommodation and Support Outreach Services
Rape Crisis Centre*
SAMSSA – Service Assisting Male Survivors of Sexual Assault*
STREETS – Sustaining Tenancy Through Referral
Education Empowerment and Tailored Support
The Sobering Up Shelter*
WIREDD – Women's Information Referral & Education
on Drugs & Dependency*

Womens' Accommodation Services

Beryl Womens Refuge
Betty Searle House*
Caroline Chisolm Refuge
Doris Womens Refuge
Gunyah Womens Housing
Heira House
Inanna Womens Service
Karinya House for Mothers and Babies
Lesley's Place*
Louisa Womens Refuge
Lourdes Home*
Marzenna*
Monica House Women and Children's Refuge
Niandi
Northside Womens Supported Accommodation Program
Toora House
Womens Housing Program

Youth Accommodation Services

Barnardos – Transition Program
Belleden Youth Refuge
Canberra Youth Refuge
Castlereagh House
CCHYP – Canberra Community Housing for Young People
Dyiramal Migay
George Lloyd House
Lasa Youth Centre
Lowanna Young Womens Service
Narrabundah House*
Queanbeyan Youth Refuge
Tumladden

CONTENTS

Family Accommodation Services

Family Accommodation & Support Service
FEATT – Families Experiencing Accommodation Transitions in
Tuggeranong
FHOS – Family Housing Outreach Service
Raja
St Judes Family Support Service

Mens' Accommodation Services

AIM Program – See entry in outreach and general support services
CANFaCS – Crisis Accommodation
CANFaCS – Medium Term Accommodation
Mary's Place
Mens Accommodation & Support Services (MASS)
Minosa House
Samaritan House

Food Providers

ADRA
Ainslie Village Dining Room
Baptist Church
Blue Door Drop In Centre
Canberra Community Care
Communities@Work Tuggeranong Youth Resources Centre
Directions
Early Morning Centre in the City
Griffin Centre
Hare Krishna
Missionheart
Northbourne Community Centre
People Living With HIV/Aids
Stasia's Soup Kitchen
Salvation Army Community Services
Smith Family
St Benedicts Community Day Centre
St Johns Care
St Vincent De Paul
St Vincent De Paul Night Patrol
U Turn Youth Services – Belconnen
Woden Youth Centre – Bus Stop Cafe
Youth in the City
Y.W.C.A. – Mura

**Entry into SAAP funded services is not
contingent on a person's ability to pay**

ABORIGINAL & TORRES STRAIT ISLANDER SEXUAL ASSAULT COUNSELLING SUPPORT

Agency	Canberra Rape Crisis Centre
Location	ACT region
Target Group	Sexual assault survivors – Women and children
Service Model	Support, counselling and education
Philosophy	Feminist perspective on rape and sexual assault
Contact Details	<p>P 6247 2525 24 hour counselling service P 6247 8558 Office 9.00 am – 5.00 pm F 6247 2536 TTY 6247 1657 E crcc@rapecrisis.org.au</p> <p>PO Box 916, Dickson ACT. 2602</p>
Referral Process	Direct referral through 24 hour counselling phone service
Staff Duty Hours	24 hour phone counselling and support service Office hours 9.00 am – 5.00 pm Monday to Friday
Support Provided	Counselling, support and advocacy, support groups, education and information and workshops
Rules	N/A
Costs Involved	Nil
Disability Access	N/A

AIM PROGRAM

Agency	Centacare
Location	Northside
Target Group	People over 18 who are at risk of homelessness
Service Model	Outreach support
Philosophy	To work proactively with clients to help them to become independent of the SAAP services by providing them with skills and resources to develop lifestyle skills that can be utilised in the future
Contact Details	<p>P 6162 6800 F 6249 6886 M0439 485 999 E</p> <p>P.O. Box 75 Civic Square ACT. 2601</p>
Referral Process	Contact by phone, then complete application form in office. Reply within 1 week to 10 days. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Case management within an outreach model to residents living at Ainslie Village and in the community
Rules	Respect for non-violence, harm minimisation approach to drug and alcohol, no pets, no visitors under 18 at night, self managing, cooking in communal areas or meal purchased in dining room for those residing at Ainslie Village. Rent/Tariff
Costs Involved	Rent/Tariff – approx. 25% of income. No charge for outreach support
Disability Access	Only at office

ALETA OUTREACH SERVICE FOR WOMEN

Agency	Toora Women Inc
Location	ACT region
Target Group	Single women without children over 16 years at risk of, experiencing or transitioning from homelessness
Service Model	Outreach support
Philosophy	Feminist model of service delivery with underpinnings of empowerment, supporting women to make positive life changes. Values of safety, respect and choice
Contact Details	<p>P 6230 5222 F 6230 5099 M 0408 380 086 M 0438 010 616 E outreach@toora.org.au</p> <p>Griffin Centre, Bunda Street, Canberra City 2601</p>
Referral Process	Direct referral, women can call us directly, response within 24 hours
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	We support women with an unlimited range of issues, including access to housing, drug and alcohol dependency, post traumatic stress disorder, mental illness, domestic violence etc
Rules	N/A
Costs Involved	Nil
Disability Access	N/A

BARNARDOS POP – Parenting Outreach Program

Agency	Barnardos
Location	ACT region
Target Group	Parents of all ages, but there is a specific focus on young people experiencing parenthood and homelessness
Service Model	Outreach support in the client's home
Philosophy	To support and assist parents and their children to develop living skills, independence and to enhance their quality of life
Contact Details	<p>P 6241 5466 F 6241 4560 M E popcanb@barnardos.org.au</p> <p>PO Box 384 Dickson ACT 2602</p>
Referral Process	Contact by phone, referrals can come from anyone in the community. Referrals are responded to within 24 hours. After hours pager 016 301 605
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	A family support worker will assist the parent on a regular basis and can offer practical support of information, education and referral to other agencies. This support can be provided until the parent is confident enough to go it alone. After hours on call service available for emergencies
Rules	N/A
Costs Involved	Nil
Disability Access	N/A

BARNARDOS QUEANBEYAN ADOLESCENT AND FAMILY COUNSELLING SERVICE

Agency	Barnardos
Location	Queanbeyan
Target Group	Young people aged 12 – 18 years
Service Model	Counselling service
Philosophy	Offers a creative and interactive service that utilises an array of tools to ensure that clients are able to express themselves without relying solely on verbal or literacy skills
Contact Details	<p>P 6297 9500 F 6297 9599 M E qufamily@barnardos.org.au</p> <p>PO Box 384, Dickson ACT 2602</p>
Referral Process	Young people and/or their families can self refer. Online support and phone support can be provided immediately if required. Referrals are responded to within 24 hours. After hours information on 6241 5466
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	The service is heavily resourced with a strengths based focus. Utilisation of an array of tools allows development and exploration of meaningful conversations with clients in a non-threatening manner, to explore their strengths, resources, and competencies through art, storytelling and creativity
Rules	N/A
Costs Involved	Nil
Disability Access	Yes

BLUE DOOR DROP IN CENTRE

Agency	St. Vincent De Paul Society
Location	Northside
Target Group	People who are homeless or at risk of homelessness
Service Model	Drop in centre at Ainslie Village
Philosophy	To provide opportunities for improved health outcomes, knowledge, skills and confidence to manage future crisis through referral to ongoing education, employment, community resources and support networks
Contact Details	P 6247 8058 F 6247 8058 M E C/- Society of St Vincent De Paul PO Box 642, Mawson ACT 2607
Referral Process	Can self refer
Staff Duty Hours	9.00 am – 2.30 pm Monday to Friday 12.00 noon – 3.00 pm Sundays
Support Provided	Breakfast and lunch, continuous tea and coffee, haircuts, basic toiletries, food and clothing vouchers, provision of information and referral and assistance to access other services. Emotional and other material support
Rules	No drugs and alcohol, no abusive language, no aggressive or violent behaviour, no smoking inside
Costs Involved	Nil
Disability Access	Staff assistance if needed

CANBERRA EMERGENCY ACCOMMODATION SERVICE – BROKERAGE SERVICE

Agency	Anglicare Youth and Family Services
Location	ACT region
Target Group	People experiencing housing crisis who are relatively self managing
Service Model	Brokerage service – ie assistance with bond money, motels, rental arrears
Philosophy	Flexible options for people experiencing housing crisis
Contact Details	<p>P 6230 1486 F 6230 1419 M E ceas@saviours.ath.cx</p> <p>GPO Box 628 Canberra ACT 2601</p>
Referral Process	By phone for assessment – SAAP referral form. Turnaround time 24 hours. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday after hours emergency phone contact on above number
Support Provided	Low interest loans towards rent arrears and bond. 1 – 3 days crisis accommodation in a caravan / hotel / motel. Transitional accommodation for 3 months, case management
Rules	To be discussed with clients
Costs Involved	Clients are encouraged to contribute to accommodation costs up to 25% of income in addition to repaying any loans provided
Disability Access	N/A

CANBERRA EMERGENCY ACCOMMODATION SERVICE – CRISIS LINE

Agency	Lifeline Canberra
Location	ACT region
Target Group	People facing homelessness
Service Model	Telephone support and information service
Philosophy	Inclusive, non-judgemental, caring for people of all beliefs, backgrounds and circumstances, affirming the essential dignity of each person
Contact Details	<p>P 6257 2333 F 6257 4290 M E ceas@act.lifeline.org.au</p> <p>PO Box 583 Canberra City 2601</p>
Referral Process	Can self refer
Staff Duty Hours	24 hours
Support Provided	Trained volunteer counsellors assist callers to explore issues and options through a confidential and anonymous service. Information (updated daily on business days) on availability of beds and intake criteria in crisis accommodation services. General information on long term supported accommodation and other support services for related issues
Rules	N/A
Costs Involved	Nil. Can ring from any ACT police station if no money
Disability Access	N/A

DVCS – Domestic Violence Crisis Service

Agency	DVCS
Location	ACT region
Target Group	All people in the ACT affected by Domestic Violence
Service Model	24 hours/7 days a week Domestic Violence crisis intervention service
Philosophy	Uses a Feminist and Narrative approach to working with all people and the effects of domestic violence in their lives. Priority of the service is safety for all persons affected, particularly women and children who are recognised as the majority of those subjected to domestic violence in our community
Contact Details	<p>P 6280 0900 24 hour service</p> <p>P 6280 6999 office F 6280 9777</p> <p>E admin@dvcs.org.au</p> <p>PO Box 1922 Fyshwick ACT 2609</p>
Referral Process	Will accept referral from clients and others with consent of client. Respond immediately to requests for assistance where safety is at risk
Staff Duty Hours	24 hours – crisis workers
Support Provided	24/7 direct crisis intervention and telephone support, information and referrals, contact with safe accommodation agencies, court support, education and resourcess. For any person affected by abuse and violent behaviours in a relationship or a family
Rules	All people affected by domestic violence including those who use violence in their relationships are able to access DVCS
Costs Involved	Nil

GALILEE – LIFT PROJECT

Agency	Galilee Inc
Location	Southside
Target Group	Young people aged 14 – 21 who are at risk of homelessness
Service Model	Living skills programs for young people
Philosophy	The living skills for teenagers, focuses on life skills, peer education, pre-vocational training and personal development for homeless people
Contact Details	<p>P 6296 5509 F 6290 2512 M 0418 254 330 E galilee.inc@webone.com.au</p> <p>PO Box 205, Mawson ACT 2607</p>
Referral Process	Self referral by phone call or contact worker. No time constraints
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Legal assistance and court support, accommodation assistance, employment and training, material aid and transport, recreation and health referral, assistance with drug and alcohol support, living skills and personal development, general counselling including financial education
Rules	N/A
Costs Involved	Nil
Disability Access	Yes

	HOMELINX
Agency	Centacare
Location	ACT region
Target Group	15 – 25 year olds experiencing or at risk of homelessness
Service Model	Outreach support
Philosophy	Homelinx is a voluntary, long term program. Offering flexible service delivery and have the ability to meet wherever the client feels comfortable
Contact Details	<p>P 6163 7631 P 6163 7633 P 6163 7635 F 6163 7676 M</p> <p>PO Box 3167 Manuka ACT 2603</p>
Referral Process	Phone referrals by client or agency. Sometimes there is a waiting list
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Housing assistance, advocacy, referrals, living skills, employment / education assistance
Rules	Voluntary program
Costs Involved	Nil
Disability Access	N/A

INANNA OUTREACH SERVICE

Agency	Inanna
Location	ACT region
Target Group	Women in distress
Service Model	Outreach support
Philosophy	Narrative feminist framework
Contact Details	<p>P 6295 3323 F 6295 0602 M E health@inanna.org.au</p> <p>PO Box 4093 Kingston ACT 2604</p>
Referral Process	Contact by phone, waiting lists for all programs if unable to assist immediately. One off crisis appointments available. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday with on call service
Support Provided	Client driven practical and emotional support for women experiencing problems affecting their mental health. Meetings can be arranged anywhere that is safe. Assistance with budgeting, cooking, cleaning and creative skills. Assistance with visiting agencies such as housing, GP's, schools, lawyers, leisure and community services. Referral to other agencies/programs
Rules	N/A
Costs Involved	Free. Gold coin donation to some activities
Disability Access	N/A

MULTICULTURAL YOUTH SERVICES

Agency	Queanbeyan Multilingual Centre
Location	ACT region, Queanbeyan and Goulburn
Target Group	Migrant youth and refugees aged 12 – 25 years
Service Model	Youth and family service drop in and outreach service using a case management framework
Philosophy	We work with clients in a way that is flexible and empowering. We also work with families, schools, and other services
Contact Details	<p>P 6247 1794 6248 0635 M E</p> <p>Griffin centre PO Box 697 Canberra City ACT 2601</p>
Referral Process	Contact by phone, self referral, usually within a week
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday. Some community development work after hours and on weekends
Support Provided	The service works to a case management model to support clients with regard to accommodation, employment, education, training and family support
Rules	N/A
Costs Involved	Nil
Disability Access	Yes

MENS ACCOMMODATION AND SUPPORT OUTREACH SERVICES

Agency	Canberra Mens Centre
Location	ACT region
Target Group	Single men experiencing or at risk of homelessness
Service Model	Outreach services using a case management model
Philosophy	Canberra Mens Centre Support and Accommodation Service works with a flexible person centred approach to achieve the highest success rate with sustainable accommodation
Contact Details	<p>P 6230 6999 F 6257 1223 M E mass@menscentre.com.au</p> <p>GPO Box 1753 Canberra City ACT 2601</p>
Referral Process	Contact by phone – referral form, no waiting, subject to capacity of program. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Outreach support to address homelessness or risk of homelessness
Rules	N/A
Costs Involved	Nil
Disability Access	N/A

RAPE CRISIS CENTRE

Agency	Canberra Rape Crisis Centre
Location	ACT region
Target Group	Sexual assault survivors – women and children
Service Model	Support only
Philosophy	Feminist perspective on rape and assault
Contact Details	<p>P 6247 2525 24 hour crisis line/ counselling service</p> <p>P 6247 8071 Administration</p> <p>F 6247 2536 TTY 6247 1657</p> <p>E crcc@rapecrisis.org.au</p> <p>PO Box 916 Dickson ACT 2602</p>
Referral Process	Direct referral through crisis line
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday (office) 24 hour crisis line, 24 hour sexual assault counselling service
Support Provided	24 hour crisis and counselling service, advocacy and information, support through all legal and medical processes including court preparation, information on legal and medical processes, referral to other services, support for family and friends, education workshops, support groups for survivors of sexual assault, free community library service. Male survivors service – see SAMSSA in guide. Aboriginal & Torres Strait Islander Counselling, Support & Education Program – refer to guide for more information
Rules	N/A
Costs Involved	Nil
Disability Access	N/A

SAMSSA – Service Assisting Male Survivors of Sexual Assault

Agency	Canberra Rape Crisis Centre
Location	ACT region
Target Group	Male survivors of sexual assault
Service Model	Face to face counselling, telephone support
Philosophy	SAMSSA is opposed to all forms of sexual violence and domination. SAMSSA is a male positive, gay affirming and pro-feminist service
Contact Details	<p>P 6262 7377 F 6262 7388 M E samssa@effect.net.au</p> <p>Unit 2/114 Maitland St Hackett ACT 2602</p>
Referral Process	Contact by phone. Referrals can be processed within a week, usually at the time. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Face to face counselling; phone counselling; education; sexual assault information; support; information about follow up medical assistance
Rules	N/A
Costs Involved	Nil
Disability Access	Yes

STREETS – Sustaining Tenancy through Referral Education Empowerment and Tailored Support

Agency	Anglicare
Location	Northside
Target Group	Young people aged 12 – 25 at risk of homelessness
Service Model	Housing outreach support/case management
Philosophy	Client focused based on dignity and the worth of an individual within an atmosphere of acceptance, warmth and respect; and in ways which empower individuals to achieve and maintain control over their lives
Contact Details	<p>P 6247 7749 F 6230 1491 M E streets@saviours.ath.cx</p> <p>PO Box 628 Canberra City ACT 2601</p>
Referral Process	Over the phone referral. STREETS prefers to speak with the young person directly, we ask whether they can contact us or give permission for us to contact them
Staff Duty Hours	10.00 am – 6.00 pm Monday to Saturday
Support Provided	Case management, advocacy, information and referral, assistance to apply for accommodation and living skills
Rules	Voluntary participation
Costs Involved	Nil
Disability Access	N/A

THE SOBERING UP SHELTER

Agency	Centacare
Location	Northside
Target Group	People over 18 years
Service Model	Shelter
Philosophy	To provide a safe and caring environment in which intoxicated persons can sober up
Contact Details	<p>P 6162 6836 F 6249 6886 M E</p> <p>PO Box 75 Civic Square Canberra City ACT 2601</p>
Referral Process	Contact by phone. Must be referred from the ACT
Staff Duty Hours	11.00 pm – 11.00 am Thursday, Friday and Saturday
Support Provided	Over night care in a safe drug free environment. Bed, breakfast, shower and toilet. Referral to other suitable agencies and the option to terminate care without future discrimination. Be treated with dignity, be offered care that is culturally appropriate and sensitive. Transport to and from shelter – (cab vouchers)
Rules	People accessing shelter must be under the influence of alcohol and other drugs, be at risk to self injury or risk to the public, be willing to enter the Sobering up Shelter in effect, voluntary admission, be able to walk unassisted, be conscious and not displaying violent behaviour at time of admission
Costs Involved	Nil
Disability Access	Yes

WIREDDD – Women’s Information Referral and Education on Drugs and Dependency

Agency	Toora Women Inc
Location	Northside
Target Group	Women
Service Model	Wholistic and feminist approach to counselling and support for women in addressing problematic drug use and dependency. Provision of information and referral. Assistance to family members
Philosophy	Feminist model of service delivery, underpinned by empowerment, supporting women to make positive life changes. Values of safety, respect and choice
Contact Details	<p>P 6248 8600 F 6257 5257 M E wireddd@toora.org.au</p> <p>Griffin Centre Bunda St Canberra City</p>
Referral Process	Drop in times: Monday, Thursday and Friday 11 – 3, Tuesday 2 – 4, Wednesday not open for drop in. Intake form used for counselling
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Drop in counselling. Relapse prevention groups every Tuesday 10.30 – 12.30 – no bookings required. Groups on growing up in a dysfunctional family – bookings essential
Rules	N/A
Costs Involved	Nil
Disability Access	Yes

BERYL WOMEN'S REFUGE

Agency	Beryl Women Inc
Location	Northside
Target Group	Women with children escaping domestic and family violence
Service Model	Community living with some cluster housing
Philosophy	Beryl Womens Refuge is committed to providing a professional and accountable service that is based on justice and equality, recognising and fostering cultural diversity within the service and the broader community. Provides opportunities for women and their children to feel good about themselves and their abilities
Contact Details	<p>P 6247 5689 F 6247 5822 M</p> <p>E beryl_women@bigpond.com</p> <p>PO Box 390 Dickson ACT 2602</p>
Referral Process	By phone, however, for women to have name on waiting list, assessments are done over the phone with women seeking accommodation
Staff Duty Hours	9.00 am – 5.00 pm (with after hours on call)
Support Provided	Beryl provides supported accommodation through case management practices
Rules	Women are required to sign an "agreement of stay" which outlines rules of the service. No male visitors except boys under 12 years, no drugs and alcohol, no violence. Requirement to pay a contribution in lieu of rent
Costs Involved	Approximately 25% of income in addition to contribution for costs of utilities
Disability Access	Yes, 1 house with full disability access

BETTY SEARLE HOUSE

Agency	Toora Women Inc & Havelock Housing Inc
Location	Southside
Target Group	Women over 55
Service Model	Shared housing, long term
Philosophy	Partnership between Toora and Havelock, for co-operative shared living. Toora provides support and Havelock provides tenancy management. Toora has a feminist model of service delivery, underpinned by empowerment, supporting women to make positive life changes. Values of safety, respect and choice
Contact Details	<p>P 6230 5222 F 6230 5099 M E outreach@toora.org.au</p> <p>Griffin Centre, Bunda St Canberra City ACT 2601</p>
Referral Process	Assessment criteria – must be eligible for Housing ACT property. Must be self managing. Need to have money up front to sign lease. Time: approximately 2 weeks if eligible. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday (Referrals)
Support Provided	Weekly house meetings around shared living. Linking to other support agencies if required
Rules	Rent required up front. To give notice period when leaving. Respect their and other people's property. Attend weekly house meetings
Costs Involved	26.75% of income and \$40 for utilities per fortnight
Disability Access	Yes, 2 rooms with full disability access

CAROLINE CHISHOLM REFUGE

Agency	St Vincent De Paul
Location	Southside
Target Group	Women with accompanying children
Service Model	Communal living
Philosophy	We seek to empower and liberate women and their children from the effects of homelessness by enhancing well being and living skills to enable positive independence
Contact Details	<p>P 6286 2173 F 6290 1759 M E Caroline.Chisholm@stvincanb.com.au</p> <p>PO Box 642 Mawson ACT 2607</p>
Referral Process	Contact by phone. Self or other referrals. All referrals are placed on a waiting list, up to 6 month wait
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Medium term supported accommodation, case management for adults and children, information, advocacy and referral, activities and outings
Rules	Clients must be homeless or at risk of homelessness. Offers medium term accommodation. All house rules pertain to maintaining healthy communal living. No drugs and alcohol, no violence, no discrimination, maintain health and hygiene
Costs Involved	\$55 per adult, \$5 per child per week. Includes rent and utilities
Disability Access	No

LAST REVISED JULY 2005

DORIS WOMEN'S REFUGE

Agency	Doris Women's Refuge
Location	Northside
Target Group	Women with children escaping domestic violence
Service Model	Crisis to medium term accommodation in individual units
Philosophy	Support women to gain self confidence to enable them to determine their own future
Contact Details	<p> P 6278 9999 Crisis line P 6278 9901 Office F 6259 0575 M E dwrwomen@bigpond.net.au </p> <p>PO Box 197 Belconnen ACT 2616</p>
Referral Process	Referrals accepted 24 hours, via crisis line above. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday 24 hours on call duty worker
Support Provided	24 hours on call duty worker, counselling, advocacy, referral, case management, outreach support for former residents
Rules	Participate in case management plan, follow security procedures, no males visitors over 12 years, no drugs and alcohol, no violence, no discrimination, smoke free environment
Costs Involved	\$70 per week including amenities, negotiable according to circumstances
Disability Access	To 1 house

GUNYAH WOMEN'S HOUSING

Agency	Molongolo Women and Children's Service
Location	Queanbeyan
Target Group	Women with children
Service Model	Free standing houses
Philosophy	Feminist – aims to provide affordable, safe and appropriate housing to women and their dependent children who are homeless and in need
Contact Details	<p>P 6297 5827 F 6297 4191 M</p> <p>E gunyahwh@tpg.com.au</p> <p>PO Box 1152 Queanbeyan N.S.W. 2620</p>
Referral Process	Ring and make time for interview, usually in person, but can do on phone for long distance. Needs based waiting list
Staff Duty Hours	8.30 am – 4.30 pm Monday to Thursday 9.00am – 4.00pm Fridays
Support Provided	Medium and long term supported housing, workers meet with women a couple of times per week (or more or less depending on need). Also provide drop-in and outreach support, advice, living skills, budgeting, court support and referral to other services
Rules	Women and children only, must want support and initially engage in meetings once a week. The normal N.S.W. Tenancy Legislation applies
Costs Involved	25% of parenting payment and 11% family tax payment plus utilities for rent per fortnight
Disability Access	No

	HEIRA HOUSE
Agency	Toora Women Inc
Location	Northside
Target Group	Women escaping domestic violence
Service Model	Communal living – own bedroom
Philosophy	Feminist model of service delivery with underpinnings of empowerment, supporting women to make positive life changes. Values of safety, respect and choice
Contact Details	<p>P 6278 3544 P 6247 2399 (a/h) F 6278 3544 M E heira@toora.org.au</p> <p>PO Box 454 Jamison ACT 2614</p>
Referral Process	Contact by phone, initial assessment over the phone to establish suitability for service, if suitability established, a time for an interview will be determined for a secondary assessment. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday After hours on call service on number above
Support Provided	Crisis accommodation up to 3 months, full board including utilities, supportive case management, advocacy, referral to other services, assistance with seeking long term accommodation, assistance with domestic violence and immigration issues
Rules	No drugs and alcohol, no violence, no physical or verbal abuse, no racism and discrimination, commit to keeping the location of property confidential, no visitors allowed. Transport provided for clients to medical appointments etc
Costs Involved	\$8 per night, \$5 per night for students
Disability Access	No

INANNA WOMEN'S SERVICE

Agency	Inanna Inc
Location	Southside
Target Group	Women in distress – with or without children
Service Model	Community living, some off site houses
Philosophy	Narrative feminist framework
Contact Details	<p>P 6295 3323 F 6295 0602 M E manager@inanna.org.au</p> <p>PO Box 4093 Kingston ACT 2604</p>
Referral Process	Contact by phone, waiting lists for all programs if unable to assist immediately. Assistance with other appropriate referrals. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday with on call service
Support Provided	Crisis accommodation, respite up to 4 weeks, short and long term mental health accommodation, outreach support service, workshop program, counselling service, community activities
Rules	Women are required to be self managing and provide own food. No illegal drugs and alcohol on premises. No violence, no discrimination
Costs Involved	25% of income in addition to utilities, \$40 bond, rebates for debt reductions available
Disability Access	1 mobility modified house

KARINYA HOUSE FOR MOTHERS AND BABIES

Agency	Karinya House
Location	Northside
Target Group	Pre and post-natal women and their children
Service Model	Residential, community living – medium to long term housing, outreach services
Philosophy	To be a dynamic, compassionate organisation providing professional care and support for women and their children in need during and after their pregnancy
Contact Details	<p>P 6259 8998 F 6258 0337 M E Karinyahouse@bigpond.com.au</p> <p>PO Box 6 Evatt Newsagency Evatt ACT 2617</p>
Referral Process	Contact by phone, clients can self refer or someone else can make the referral. We always aim to see clients as soon as possible, usually within 1 week
Staff Duty Hours	24 hours
Support Provided	Supported accommodation, transitional housing and outreach service
Rules	Respect, confidential address, participate in house and casework programs, drug and alcohol free
Costs Involved	No cost for outreach support, however if a resident– rent 25% of assessable income, \$50 food and \$10 towards utilities per week
Disability Access	Partial access–refer to co-ordinator

LESLEY'S PLACE

Agency	Toora Women Inc
Location	Northside
Target Group	Women, with or without accompanying children, in the early stages of recovery from drug and alcohol abuse
Service Model	Outreach service and communal living – own bedroom
Philosophy	Feminist model of service delivery with underpinnings of empowerment, supporting women to make positive life changes. Values of safety, respect and choice
Contact Details	<p>P 6241 7233 F 6241 8299 M E lesleys@toora.org.au</p> <p>PO Box 106 Jamison ACT 2614</p>
Referral Process	Contact by phone for initial phone assessment, direct referral from detox treatment, usually initiate meeting with the women for assessment within a few working days. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday, 24 hour on call service
Support Provided	Short term accommodation up to 3 months, support planning with a particular focus on recovery, full board with utilities provided, all women are assigned a key worker to assist with recovery, referral to other services and advocacy. Outreach service available for all women who are interested in recovery
Rules	Drug and alcohol free, no violence or discrimination of any sort. Must actively participate in recovery programs, counselling and regular meetings with key worker
Costs Involved	Rent \$50 per week, \$80 per week with children
Disability Access	No

LOUISA WOMEN'S REFUGE

Agency	Molongolo Women and Children's Service
Location	Queanbeyan
Target Group	Women with children escaping domestic violence
Service Model	One large shared house
Philosophy	Feminist – provides safe place for women and their accompanying children escaping domestic violence
Contact Details	<p>P 6299 4799 F 6297 5786 M</p> <p>E louisawr@tpg.com.au</p> <p>PO Box 810 Queanbeyan N.S.W. 2620</p>
Referral Process	Contact by phone, no waiting list so entry to service depends on vacancy. Can self refer
Staff Duty Hours	24 hours on call. Workers on premises 8.30 am – 10.30 pm Monday to Friday 10.00 am – 10.30 pm Saturday 9.00 am – 3.00 pm Sunday
Support Provided	24 hour crisis accommodation and support across the range of issues. Support with domestic violence law, housing, income, immigration, drug and alcohol, mental health issues and minimal outreach support
Rules	No men allowed in and around the refuge. Drug and alcohol free. Must not enter the premises under the influence. No violence, discrimination or racism to others. (For women and their children only)
Costs Involved	\$50 per week with one child and \$5 per week each for any additional children
Disability Access	Yes

LOURDES HOME

Agency	Missionaries of Charity
Location	Queanbeyan
Target Group	Women over 19 years with or without children under 8 years escaping domestic violence
Service Model	House with 2 bedrooms, shared rooms, communal living
Philosophy	To provide a safe place for women and their children escaping domestic violence
Contact Details	<p>P 6297 1296 F M</p> <p>E</p> <p>3 West Ave Queanbeyan N.S.W. 2620</p>
Referral Process	Contact by phone for direct referral, answer usually immediately or within 24 hours
Staff Duty Hours	9.00 am – 5.00 pm Monday to Thursday Saturday and Sunday
Support Provided	Short term emergency crisis accommodation for up to 2 weeks. Full board, emotional support, referral to other services
Rules	Women are required to be self managing, no drugs and alcohol, no violence or discrimination, women are to be responsible for the care of their children. No male visitors over 7 years of age. No accommodation for males over 8 years of age. Female children over 8 years accepted
Costs Involved	Nil
Disability Access	No

	MARZENNA
Agency	Toora Women Inc
Location	Northside
Target Group	Women with or without accompanying children recovering from drug/alcohol use
Service Model	Halfway house, communal living – own bedroom
Philosophy	Feminist model of service delivery, empowerment underpinnings supporting women to make positive life changes. Values of safety, respect and choice
Contact Details	<p>P 6241 7233 F 6241 8299 M E lesleys@toora.org.au</p> <p>PO Box 106 Jamison ACT 2614</p>
Referral Process	Contact by phone to initiate meeting to determine suitability, referrals taken from other agencies. Assessment usually within a few working days. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday, 24 hour on call service
Support Provided	Medium term accommodation for 6 – 12 months, Support plan with particular focus on recovery, accidental counselling, emotional support, referral to other services, advocacy, outreach service available after leaving service
Rules	Must be in recovery and be able to self manage, no drugs and alcohol, no violence or discrimination of any sort. Must participate in active recovery process
Costs Involved	Rent 25% of income, contribution for food \$35 p/w
Disability Access	No

MONICA HOUSE WOMEN AND CHILDREN'S REFUGE

Agency	St Vincent De Paul
Location	Southside
Target Group	Women with accompanying children up to the age of 12 years
Service Model	Communal living – own bedroom
Philosophy	To work with women and children to support them to regain independence, dignity and self esteem
Contact Details	P 6239 5166 F 6232 7626 M E PO Box 642 Mawson ACT 2607
Referral Process	Contact by phone. If room available, assessments are done. Approximate usual turnaround 2 days. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday, Staff duty hours 8.00 am – 8.30 pm Monday to Friday and 10.00 am – 4.00 pm Saturday and Sunday
Support Provided	Case management, all forms including – identifying support needs, health, long term accommodation, budgeting, counselling, referral etc
Rules	No violence of any kind, no swearing, up before 9.00 am, home before 10.30 pm, children supervised, own meals, pay rent. No drugs and no alcohol
Costs Involved	\$70 board per week
Disability Access	Partial

	NIANDI
Agency	Beryl Women's Refuge
Location	Northside
Target Group	Women with children escaping domestic and family violence
Service Model	Communal living
Philosophy	Beryl Women's Refuge is committed to providing a professional and accountable service that is based in justice and equality, recognising and fostering cultural diversity within the service and broader community. Provides opportunities for women and their children to feel good about themselves and their abilities
Contact Details	<p>P 6247 5689 F 6247 5822 M</p> <p>E beryl_women@bigpond.com.au</p> <p>PO Box 390 Dickson ACT 2602</p>
Referral Process	By phone, however, for women to have name on waiting list, assessments are done over the phone with women seeking accommodation
Staff Duty Hours	9.00 am – 5.00 pm (with after hours on call)
Support Provided	Niandi provides supported accommodation through case management practices
Rules	Women are required to sign an "Agreement of Stay" which outlines rules of the service. No male visitors except boys under 12 years, no drugs and alcohol, no violence. Requirement to pay a contribution in lieu of rent
Costs Involved	Approximately 25% of income in addition to contribution for costs of utilities
Disability Access	Yes

NORTHSIDE WOMEN'S SUPPORTED ACCOMMODATION PROGRAM

Agency	Northside Community Service
Location	Northside
Target Group	Women with children escaping domestic violence
Service Model	2 bedroom self contained units
Philosophy	Provision of a safe place where women can regain strength and independence
Contact Details	P 6249 1113 F 6247 7800 M E PO Box 859 Civic Square ACT 2608
Referral Process	Referral by phone. Interviews are conducted within a week and potential tenants placed on a waiting list. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Medium and transitional accommodation only. Individual case management, and case management of accompanying children by child support worker. Accommodation provided for up to 12 months
Rules	Location is confidential, perpetrators must not enter premises. Tenants must participate in case management. No illegal drugs on premises. Residents must engage in meetings at least once a week with support worker
Costs Involved	Rent is based on income and is paid weekly via direct debit. Utilities are resident's responsibility
Disability Access	No

	TOORA HOUSE
Agency	Toora Women Inc
Location	Northside
Target Group	Women over the age of 16, unaccompanied by children
Service Model	Communal living, one woman per bedroom
Philosophy	Feminist model of service delivery with underpinnings of empowerment, supporting women to make positive life changes. Values of safety, respect and choice
Contact Details	<p>P 6247 2399 F 6249 8523 M E toorahouse@toora.org.au</p> <p>PO Box 75 Watson ACT 2602</p>
Referral Process	Direct phone referral, service needs to speak with the woman who requires support
Staff Duty Hours	24 hours
Support Provided	24 hour supported crisis accommodation for up to 3 months, case management, information, referral and advocacy for financial, housing, drug and alcohol, mental health, domestic violence and legal issues
Rules	No drugs and alcohol on or near the premises, no violence or threat of violence, no discrimination, no stealing, address is confidential. No men
Costs Involved	\$8 per night
Disability Access	Yes

WOMEN'S HOUSING PROGRAM

Agency	Communities @ Work Inc
Location	Southside
Target Group	Women with children who are homeless or at risk of homelessness escaping domestic violence
Service Model	Individual houses – one family per house
Philosophy	We are respectful of the strength and expertise of women and provide a professional, confidential and supportive service
Contact Details	<p>P 6293 6500 F 6293 6577 M E admin@commsatwork.org</p> <p>PO Box 1066 Tuggeranong ACT 2901</p>
Referral Process	Referrals can be made by phoning the service. Eligibility for the program is identified during a service / client introduction interview. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Accommodation provided for a period up to 12 months. Access to a Women's Housing Support Worker during the clients time in the program. Assistance with issues of parenting, finances, health and housing. Advocacy when accessing legal and other community services.
Rules	Tenants are required to sign a Tenancy Agreement, this includes a commitment to weekly meetings, an active demonstration to seek long term housing, have commitment to keeping the location of the property confidential
Costs Involved	25% of income in addition to utilities
Disability Access	No

BARNARDOS TRANSITION PROGRAM

Agency	Barnardos
Location	ACT region
Target Group	Young people who are chronically homeless
Service Model	Independent living
Philosophy	To support young people to integrate back into mainstream accommodation, training and employment
Contact Details	<p>P 6241 5466 F 6241 4560 M E tpcanb@barnardos.org.au</p> <p>2 Atherton St, Downer ACT 2602</p>
Referral Process	<p>Contact by phone, referrals are responded to within 24 hours. Can self refer. After hours pager – 6285 6127 9.00 am – 5.00 pm Monday to Friday</p>
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	To develop a flexible support program for the young person, that provides assistance with accommodation, training, employment, and assist with follow up support if needed. The varying needs of the young person through the program will determine the service type. After hours on call service available for emergencies
Rules	N/A
Costs Involved	Nil
Disability Access	N/A

BELLEDEN YOUTH REFUGE

Agency	Anglicare Housing Program
Location	Southside
Target Group	12 – 17 year olds experiencing homelessness
Service Model	Communal living
Philosophy	We are client focused based on the dignity and worth of the individual within an atmosphere of acceptance, warmth and respect; and in ways which empower individuals to achieve and maintain control of their lives
Contact Details	P 6231 2221 F 6231 9727 M E belleden@bigpond.com.au PO Box 628 Canberra City 2601
Referral Process	Contact by phone and fill out a referral form, turnaround time usually within 24 hours. Can self refer
Staff Duty Hours	24 hours
Support Provided	Provides crisis and medium term accommodation, case management for all residents based on a key worker model, we will assist the young person to access counselling and continue with their education
Rules	Belleden is a drug, alcohol and violence free zone. Curfews based on age range, dinner at 5.30 pm, residents must have or be willing to find or partake in a daily activity
Costs Involved	25% of income – this is negotiable
Disability Access	No

CANBERRA YOUTH REFUGE

Agency	Youth Refuge Association of the ACT
Location	Northside
Target Group	Young people aged 16 – 19 years
Service Model	Group living – 1 house, own bedroom
Philosophy	We encourage young people to become self responsible and make informed decisions. We encourage and demonstrate this while providing a safe, secure and caring environment
Contact Details	<p>P 6247 0330 F 6247 4361 M E cyrefuge@webone.com.au</p> <p>82 Bonython St Downer ACT 2602</p>
Referral Process	Contact by phone, if no immediate reply, then within 24 hours. Can self refer
Staff Duty Hours	24 hours
Support Provided	Short term crisis accommodation. Assistance to find longer term accommodation. Referral, advocacy, emotional support and advice
Rules	Safe house, no drugs or alcohol, no violence or discrimination, curfew 10.00 pm Sun – Thurs, 12 midnight Fri – Sat, O’nights negotiable
Costs Involved	30% of any income
Disability Access	Yes, wheelchair access – clients need to be able to self manage

CASTLEREAGH HOUSE

Agency	Castlereagh House
Location	Northside
Target Group	Young people aged 16 – 19 years
Service Model	Communal living – own bedroom
Philosophy	Helping young people be all that they can be
Contact Details	<p>P 6259 9304 F 6259 3028 M E castlereaghhouse@optusnet.com.au</p> <p>PO Box 627 Jamison ACT 2614</p>
Referral Process	Contact by phone, referrals processed promptly – within 24 hours. Can self refer
Staff Duty Hours	Staff core hours usually 10.00 am – 7.00 pm 7 days a week, may vary according to client needs
Support Provided	Advocacy, support, assistance in obtaining independent housing, obtaining income, meals, liaison on their behalf
Rules	No drugs and alcohol, no violence. Chores, respect others
Costs Involved	\$65 per week if on an income
Disability Access	No

CCHYP – Canberra Community Housing for Young People

Agency	CCHYP
Location	Northside
Target Group	16 – 23 year olds who are homeless or at risk of homelessness
Service Model	1 and 2 bedroom flats
Philosophy	To provide flexible accommodation for young people in supporting and resourcing them to exit supported accommodation and to successfully achieve independent living
Contact Details	<p>P 6262 8055 F 6262 6048 M</p> <p>E CCHYP@youthweb.com.au</p> <p>PO Box 1620 Canberra City ACT 2601</p>
Referral Process	Contact by phone. Appointments to complete an application available within 3 days. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Case management dependant on client needs, contact is maintained with client if needed after leaving CCHYP
Rules	All tenants sign a lease endorsed by the Residential Tenancy Tribunal, a support agreement and a negotiated case management plan
Costs Involved	2 weeks rent in advance, rent based on 25% of income in addition to cost of utilities
Disability Access	No

DYIRAMAL MIGAY

Agency	Winnunga Nimmityjah Aboriginal Health Service ACT Inc
Location	Southside
Target Group	Aboriginal and Torres Strait Islander young women aged 12 – 17 years
Service Model	Communal living
Philosophy	To provide a culturally appropriate and safe family orientated service for Aboriginal and Torres Strait Islander young women
Contact Details	P 6291 3160 F 6291 3591 M E C/o Winnunga Nimmityjah, 63 Boolimbah Cres Narrabundah ACT 2604
Referral Process	Receive referrals from other SAAP services and Aboriginal and Torres Strait Islander services. Turnaround time 1 hour. Can self refer
Staff Duty Hours	24 hours
Support Provided	24 hour support. Case worker/youth worker, 9.00 am – 5.00 pm, House parents. 5.00 pm – 9.00 am
Rules	No drugs and alcohol, no violence, no stealing, no bullying, no racism or discrimination
Costs Involved	30% of income
Disability Access	Yes

GEORGE LLOYD HOUSE

Agency	Salvation Army
Location	Southside
Target Group	Young men aged 16 – 20 years
Service Model	Shared house – own bedroom
Philosophy	People should be served without discrimination and treated with respect so that their dignity as an individual is safeguarded. They should be recognised as people capable of making decisions and choices for their own lives
Contact Details	<p>P 6288 4484 F 6288 4484 M E</p> <p>PO Box 63 Waramanga ACT 2611</p>
Referral Process	Contact by phone when an interview date will be arranged for a face to face interview as soon as possible after contact
Staff Duty Hours	Staff core hours flexible, usually between 9.00 am – 7.00 pm Support worker available for 6 and 1/2 hours per day, 7 days a week
Support Provided	Semi-independent supported accommodation. Flexible hours to meet client needs. Living skills provided to become independent
Rules	No drugs and alcohol, no violence, no discrimination, no male visitors allowed after 8.30 pm, female visitors allowed only when staff are present
Costs Involved	\$60 per week and refundable bond of \$5
Disability Access	No

LASA YOUTH CENTRE

Agency	Salvation Army
Location	Southside
Target Group	Young people aged 12 – 18 years old
Service Model	Communal living, own bedroom
Philosophy	People should be served without discrimination and treated with respect so that their dignity as an individual is safeguarded. They should be recognised as people capable of making decisions and choices for their own lives
Contact Details	P 6288 6248 F 6288 0646 M E PO Box 63 Waramanga ACT 2611
Referral Process	Over the phone. Up to 3 months. Can self refer
Staff Duty Hours	24 hours
Support Provided	Crisis accommodation for up to 3 months, case management, living skills, recreation, transport, health and medical and referral
Rules	No drugs and alcohol, no violence, no discrimination, no weapons, no visitors when staff are absent, night time curfew, communal dinner at 6.00 pm, recreation nights and weekly resident meetings
Costs Involved	\$42 per week – negotiable if no income
Disability Access	No

LOWANA YOUNG WOMEN'S SERVICE

Agency	Lowana Young Women's Service Inc
Location	Southside
Target Group	Young women aged 13 – 18 years.
Service Model	Communal living
Philosophy	Lowana Young Womens Service operates under a feminist philosophy of social justice and democratic participation. We believe in the personal empowerment of all young people to achieve their full potential and encourage self determination
Contact Details	<p>P 6231 3297 F 6296 2378 M E lowana@webone.com.au</p> <p>PO Box 441 Erindale ACT 2903</p>
Referral Process	Contact by phone for assessment, answer within 2 hours, direct contact – no third party
Staff Duty Hours	24 hours
Support Provided	Crisis, medium and long term accommodation. Living and social skills program, case management services, therapeutic interventions, 24 hour worker support, referral and advocacy
Rules	Participate in case management, house meetings, negotiated night time curfews, no drugs, alcohol, or violence on premises, no male visitors allowed
Costs Involved	25% of income
Disability Access	Yes

NARRABUNDAH HOUSE

Agency	DHCS and the Office of Children, Youth and Family Support
Location	Southside
Target Group	Young indigenous men (12yrs – 17yrs)
Service Model	Communal House
Philosophy	Support and provide accommodation in a safe and culturally appropriate environment, and enhance living skills for young indigenous men
Contact Details	<p>P 6205 5398 F 6205 5363 M E</p> <p>63 Caley Cres Narrabundah, ACT 2604</p>
Referral Process	24 hrs turn around time, referrals must be made through –youth justice, family/community services, SAAP and other community organisations, no self referrals
Staff Duty Hours	24 hours
Support Provided	Accommodation, independent living skills, access to educational and vocational providers. Access to drug and alcohol programs
Rules	Respect all staff, residents and property. No drugs or alcohol permitted on premises, no violence, racial or sexist comments or actions
Costs Involved	N/A
Disability Access	N/A

QUEANBEYAN YOUTH REFUGE

Agency	Anglicare Housing Program
Location	Queanbeyan
Target Group	Young people aged 15 – 18 years
Service Model	Communal living
Philosophy	We are client focused based on the dignity and worth of the individual within an atmosphere of acceptance, warmth and respect; and in ways which empower individuals to achieve and maintain control of their lives
Contact Details	<p>P 6232 9717 F 6299 4923 M E qbnrfuge@bigpond.net.au</p> <p>PO Box 271 Goulburn NSW 2580</p>
Referral Process	Contact by phone and fill out a referral form, turnaround time usually within 24 hours. Can self refer
Staff Duty Hours	24 hours
Support Provided	Provides crisis accommodation, co-ordinated case management approach, liaison with various government and community agencies as required
Rules	Drug, alcohol and violence free zone, no smoking indoors, 9.30 pm curfew during the week, 10.00 pm on weekends
Costs Involved	Rent is calculated according to earnings Approximately 25% of income
Disability Access	No

TUMLADDEN

Agency	Tumladden Youth Accommodation Inc
Location	Southside
Target Group	Young people aged 16 – 18 years
Service Model	Group house and flat accommodation – semi independent living – own bedroom
Philosophy	To support and skill young people for independent living
Contact Details	P 6231 3475 F 6231 3442 M E tumladden@optusnet.com.au PO Box 1391 Tuggeranong ACT 2900
Referral Process	Initial phone referral – interview then arranged, clients informed within 24 hours. Can self refer
Staff Duty Hours	8.00 am – Midnight Monday to Thursday 4.00 pm – Midnight Friday and Saturday 4.00 pm – 10.00 pm Sunday
Support Provided	Medium term supported transitional accommodation for up to 12 months, case management, support in all areas – educational, financial and recreational
Rules	No drugs and alcohol, no violence, no sexual activity, some curfews, no weapons or vandalism, no stealing, smoking outdoors, no visitors allowed when staff are not present
Costs Involved	25% of income
Disability Access	No

FAMILY ACCOMMODATION AND SUPPORT SERVICE

Agency	Family accommodation and support service
Location	Queanbeyan
Target Group	Families
Service Model	Individual units
Philosophy	Aims to provide support and assistance to achieve independence.
Contact Details	<p>P 6298 0112 F 6298 0133 M E</p> <p>PO Box 90 Queanbeyan N.S.W. 2620</p>
Referral Process	Contact by phone, depends on vacancies. Can self refer
Staff Duty Hours	9.00 am – 4.00 pm Monday to Thursday
Support Provided	Support for up to 3 months to find affordable and secure housing and to achieve independence. Referral and advocacy support
Rules	Covered by NSW Residential Tenancies Act – each family has own accommodation and lease. Residents are required to accept case management
Costs Involved	25% of income
Disability Access	No

FEATT – Families Experiencing Accommodation Transitions in Tuggeranong

Agency	Y.W.C.A. of Canberra
Location	Southside
Target Group	Families, including pregnant women
Service Model	6 individual houses for families
Philosophy	As part of an international and national movement the YWCA of Canberra acts to empower women and girls and build a better community in the ACT through advocacy, community development education and services
Contact Details	<p>P 6291 8333 F 6291 8600 M</p> <p>E featt@ywca-canberra.org.au</p> <p>PO Box 2480 Tuggeranong ACT 2901</p>
Referral Process	Contact by phone. FEATT accepts intakes from all eligible families, however does not keep a waiting list. When a house becomes vacant it is allocated according to a procedure assessing priority of need. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday On call after hours and weekends
Support Provided	Low cost supported accommodation, transitional outreach support, information and referral
Rules	Families sign a Tenancy Agreement with Modified Prescribed Terms. Must be self managing, be willing to engage in case management and support programs
Costs Involved	Capacity to pay is not an eligibility requirement. Transitional and outreach support is free. Accommodation is up to 25% of income
Disability Access	Partial access to some houses

LAST REVISED JULY 2005

FHOS – Family Housing Outreach Service

Agency	Y.W.C.A. of Canberra
Location	Northside
Target Group	Families including pregnant women
Service Model	Individual homes for families (7 homes)
Philosophy	As part of an international and national movement, the YWCA of Canberra acts to empower women and girls and build a better community in the ACT through advocacy, community development, education and services
Contact Details	<p>P 6242 6211 F 6242 6311 M E fhos@ywca-canberra.org.au</p> <p>PO Box 85 Mitchell ACT 2911</p>
Referral Process	Contact by phone, FHOS accepts intakes from all eligible families, however does not keep a waiting list. When a house becomes vacant it is allocated according to a procedure assessing priority of need. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Low cost supported accommodation in individual homes for up to 12 months. Transitional outreach support, information and referral
Rules	Families sign a Tenancy Agreement with Modified Prescribed Terms Must be self managing, be willing to engage in case management and support programs
Costs Involved	Capacity to pay is not an eligibility requirement, transitional and outreach support is free. Accommodation is up to 25% of income
Disability Access	Partial access to some houses

RAJA

Agency	Inanna Inc
Location	Northside – West Belconnen and Gunghalin
Target Group	Families
Service Model	Short term accommodation – 1 communal house Short/medium term accommodation – 11 free standing houses
Philosophy	Narrative and feminist approach. Strengths based and child centred
Contact Details	P 6163 6300 F 6163 6398 M E coordinator@raja.org.au PO Box 260 Mitchell ACT 2911
Referral Process	Contact by phone, self referral, other agency referral. Accommodation for approximately 3 – 12 months. Waiting list. Outreach offered to families eligible for inclusion on waiting list
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday. On call after hours for residents. Staff meeting 9am – 1pm Wednesdays
Support Provided	Case management, advocacy, referral, information, education, counselling, group for women, kids and teenage groups
Rules	Acceptance of case management, no violence, no discrimination, no firearms, no lethal or offensive weapons, noxious, explosive or other dangerous substances, no illegal drugs, acceptance of other suitable accommodation when offered
Costs Involved	25% of income in addition to utilities
Disability Access	Some houses have partial disability access

LAST REVISED JULY 2005

ST JUDE'S FAMILY SUPPORT SERVICE

Agency	St Vincent De Paul
Location	Southside – Tuggeranong
Target Group	Men and/or women with accompanying children
Service Model	Independent living 6 houses, one family per residence
Philosophy	To support families by equipping with life skills to achieve maximum self reliance and independent living
Contact Details	<p>P 6294 9034 F 6294 9046 M E</p> <p>12 Larkin Close Gordon ACT 2906</p>
Referral Process	Phone contact with any staff member. Turnaround time within 24 hours – answering machine. Can self refer
Staff Duty Hours	8.30 am – 5.00 pm Monday to Friday
Support Provided	Accommodation for up to 12 months. Case management, life skills program to maximise ability to become independent. Outreach support before and after program participation
Rules	Families sign a Tenancy Agreement with Modified Prescribed Terms. Must be self managing and be genuinely willing to engage in case management and support programs
Costs Involved	25% of income in addition to payment for utilities
Disability Access	Depends on ability to be self managing, partial disability access only, no modifications for wheelchairs

LAST REVISED JULY 2005

CANFaCS – CRISIS ACCOMMODATION

Agency	CANFaCS – Canberra Fathers and Children Service Inc
Location	Northside
Target Group	Sole father families experiencing or at risk of homelessness
Service Model	Communal living, crisis supported accommodation
Philosophy	CANFaCS values are: fathers matter, homelessness is a social justice issue, safety for all, the relationship is ‘the client’, first call for children, community is important
Contact Details	<p>P 6123 4000 F 6241 0327 M E office@canfacs.org.au</p> <p>PO Box 522 Mitchell ACT 2911</p>
Referral Process	Referrals are received from anyone in any form. Please call on above number. CANFaCS has a ‘no turnaway’ policy so all eligible families will receive support according to our intake guidelines
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Crisis accommodation and case management services
Rules	No violence, respect and co-operation, guidelines for communal living, please refer to CANFaCS for complete conditions of stay and terms of occupancy agreement
Costs Involved	Rent as per Housing ACT guidelines approx 25% of income
Disability Access	Access to downstairs only

CANFaCS – MEDIUM TERM ACCOMMODATION

Agency	CANFaCS – Canberra Fathers and Children Service Inc
Location	Northside and Southside
Target Group	Sole father families experiencing or at risk of homelessness
Service Model	Independent medium term accommodation with case management support
Philosophy	Values of CANFaCS are: fathers matter, homelessness is a social justice issue, safety for all, the relationship is "the client", first call for children, community is important
Contact Details	<p>P 6123 4000 F 6241 0327 M E office@canfacs.org.au</p> <p>PO Box 522 Mitchell ACT 2911</p>
Referral Process	Generally through our crisis accommodation property. Referrals are received from anyone in any form. Please call on above number
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday
Support Provided	Medium term accommodation, outreach and case management services
Rules	Ability to self manage. Please refer to CANFaCS for terms of residency agreement
Costs Involved	Rent as per Housing ACT guidelines – approx 25% of income
Disability Access	1 House – full access

LAST REVISED JULY 2005

MARY'S PLACE

Agency	Community for the Celebration of Christ
Location	Queanbeyan
Target Group	Men over 18 years
Service Model	Crisis accommodation 2 flats joined together
Philosophy	To endeavour to always help people
Contact Details	P 6299 1619 F 6299 5504 M E mcockayne@ozemail.com.au PO Box 1077 Queanbeyan N.S.W. 2620
Referral Process	Referrals must be received from other agencies or services, such as police, hospitals, mental health, government or church agencies. All ACT referrals must come through Samaritan House (6247 6691)
Staff Duty Hours	24 hours – 7 days a week Service delivered by volunteers, no paid staff
Support Provided	Breakfast and evening meals and washing provided, case management, referral to other agencies and services and referral to day care facility
Rules	Morning and evening curfew, no drugs and alcohol, no sexual activity, no violence, must shower on arrival
Costs Involved	No
Disability Access	No

Mens Accommodation and Support Services (MASS)

Agency	Canberra Mens Centre
Location	Northside and Southside
Target Group	Single men experiencing homelessness
Service Model	Individual dwellings, medium to long term accommodation
Philosophy	Works with a flexible, person centred approach to achieve the highest success rate with sustainable accommodation
Contact Details	<p>P 6230 6999 F 6257 1223 M E mass@menscentre.com.au</p> <p>GPO Box 1753 Canberra City ACT 2601</p>
Referral Process	Contact by phone. Written referral and assessment process. 14 days. Can self refer
Staff Duty Hours	9.00 am – 5.00 pm Monday to Friday 24 hour on call service
Support Provided	Tenancy, case management, 24 hour on call service
Rules	Must abide by tenancy agreement and engage in case management
Costs Involved	Subject to tenants capacity to pay
Disability Access	Accommodation may be accessible dependent on client need and availability

MINOSA HOUSE

Agency	Centacare
Location	Northside
Target Group	Single men over the age of 18
Service Model	Crisis accommodation – 1 double room Short term accommodation – single rooms
Philosophy	Centacare service offering safe, supportive accommodation
Contact Details	P 6162 6837 F 6249 6886 M 0439 485 999 E PO Box 75 Civic Square Canberra City ACT 2601
Referral Process	Via phone, interview in person. Can self refer
Staff Duty Hours	24 hours Referral hours 9.00 am – 8.00 pm No after hours referral / placement
Support Provided	Case management
Rules	No drugs and alcohol, no violence on premises, no visitors, no smoking in house, 10.00pm curfew, residents must be case managed and medically compliant on premises
Costs Involved	No cost for 3 days crisis accommodation, \$12 per night – on ability to pay. Residents are encouraged to pay some percentage during their stay
Disability Access	No

SAMARITAN HOUSE

Agency	St. Vincent De Paul
Location	Northside
Target Group	Men over the age of 18 experiencing homelessness
Service Model	12 bedroom house
Philosophy	St Vincent De Paul Society
Contact Details	P 6247 6691 F 6247 6695 M 0417 228 206 E samhouse@stvincanb.com.au 19 Hackett Place Hackett ACT 2602
Referral Process	Phone or appear any time, immediate assessment. Criteria are (a) be in crisis (b) not be under influence of drugs and alcohol. Can self refer
Staff Duty Hours	24 hours
Support Provided	Case management, referral, board and lodging, support
Rules	Maximum stay usually 3 weeks, no drugs and alcohol, active involvement in resolving crisis, finding accommodation
Costs Involved	\$10 per night
Disability Access	Wheelchair access to house, shower and toilet

ADRA	<p>6257 3890 emergency food parcels for those with assessed need. Shop 2, 14 Lonsdale Street, Braddon</p> <p>Mondays to Thursdays – 10.00 am – 5.00 pm Fridays – 10.00am – 4.00 pm</p>
Ainslie Village Dining Room	<p>6162 6800 Quick St Ainslie. \$5.00 Main, dessert and beverages</p> <p>7 Nights – 5.00pm – 6.00 pm</p>
Baptist Church	<p>6257 4750 Baptist Church – 17 Condamine St, Turner. Free meal</p> <p>Tuesday – 12.00 noon</p>
Blue Door Drop In Centre	<p>6247 8058 breakfast and lunch continuous tea and coffee, food and clothing vouchers. Soup or sandwiches</p> <p>Monday to Friday – 9.00 am – 2.30 pm Sundays – hot meal 12.00 noon – 3.00 pm</p>
Canberra Community Care	<p>6287 1480 Cooleman Court, Weston Creek basic food hampers for emergency situations</p> <p>By appointment</p>
Communities@Work Tuggeranong Youth Resources Centre	<p>6293 2146 afternoon tea, information, referral, education, recreation and support. Some emergency food relief available</p>
Directions	<p>6248 7677 1st floor, 35 East Row</p> <p>Parent body of community based drug and alcohol programs.</p> <p>7 Days – Breakfast Monday to Saturday – lunch (during programs)</p>
Early Morning Centre in the City	<p>6247 5041 Canberra City Uniting Church, Pilgrim House, 69 Northbourne Ave. Assistance with accommodation. Referral service & office and mailbox facilities 9.00 am – 11 am.</p> <p>Monday to Friday – breakfast 7.30 am – 8.30 am</p>

Griffin Centre	<p>Room 4, Civic Mon, Tues, Thurs – 4.30 pm – 6.00 pm Red Cross Road House 6287 4311 Wed, Sat – 5.00 pm – 6.00 pm Food For Life 6262 6208, 0429 180 108 Sundays – 5.00 pm – 6.00 pm Free Masons 6288 7377</p>
Hare Krishna	<p>6262 6208 (Ainslie), free vegetarian feast Sundays 5.00 pm cnr Quick St & Limestone Ave</p>
Missionheart	<p>6230 6601 Griffin Centre, community support, regular drop in times, streetwork, free food & clothing, personal support & referral</p>
Northbourne Community Centre	<p>6247 8004 St Phillips Anglican Church, Block 5 Northbourne flats, Forbes St, Turner. Small friendly caring community centre Mondays – 12.00 noon to 4.00 pm – free lunch for people on low incomes, closed most public holidays</p>
People Living With HIV/Aids	<p>6257 4985 Westlund House, 16 Gordon St, Acton, peer support network with a free meal on various days of the week. Contact for support information</p>
Stasia's Soup Kitchen	<p>6288 3630 Friday – 4.30 pm onwards Garema Place Civic Monday to Thursday – 10.30 am onwards Griffin Centre</p>
Salvation Army Community Services	<p>Provides help for people in crisis, food parcels, clothing and furniture. Based on assessed need 6247 3635 Monday to Friday – Dickson, 6297 6761 Tuesday and Wednesday – Queanbeyan ,</p>

Smith Family	<p>6285 4000 (Phillip) provides emergency relief to clients in crisis, long term family support programs. Based on assessed need</p>
St Benedicts Community Day Centre	<p>6297 5331 – 1Thorpe Ave, Queanbeyan. Provides lunches to those in need and refreshments for those needing a quiet place. Assistance with housing applications Monday to Friday – 9.00 am – 3.00 Monday, Wednesday, Friday – 12.30 pm lunch Sunday – 12.00 noon lunch</p>
St Johns Care	<p>6248 7771 – 43–47 Constitution Ave, Reid Provides crisis support, emergency food, clothing and material assistance. 1st Friday of the month – Free community lunches</p>
St Vincent De Paul	<p>6282 2722 – 17-19 Colbee Court, Phillip. Provision of financial and material aid based on assessed need</p>
St Vincent De Paul Night Patrol	<p>6122 9729 Night patrol co-ordinator Hot drinks, blankets, sandwiches and a friendly chat. Van operates 6 nights per week in Canberra and Queanbeyan Mondays and Tuesdays Canberra Centre & Garema PI Civic, Wednesdays Tuggeranong and Garema Place Civic, Thursdays Queanbeyan, Dickson, Garema PI Civic, Fridays Lanyon, Tuggeranong, Dickson & Garema PI Civic, Saturdays Jamison, Kippax, Belconnen Interchange, Dickson, Canberra Centre and Garema Place</p>
U Turn Youth Services – Belconnen	<p>6264 0260 Cnr Chandler St and Swanson Crt, Belconnen. Free tea, coffee and toast during drop in hours and free hot food most days. For young people between 12 and 25 years. Emergency relief and case management. Drop in hours 3.00pm – 6.00pm</p>

**Woden Youth
Centre –
Bus Stop Cafe**

6282 3037 located opposite the Woden Bus Interchange, Callum St, Woden, provides information, support, advocacy, and referral for young people aged 12 – 25 years. Low cost food

Youth in the City

6247 0770 Ballumbir St, Civic. Provides free meals for people 12 – 25. Emergency relief food parcels

Mondays – 1.00 pm lunch

Fridays – 5.30 pm – 9.00 pm dinner

Coffee, tea and toast

Monday – 2.00 pm to 6.00 pm

Tuesday – 1.00 pm to 6.00 pm

Wednesday – 2.00 pm to 7.00 pm,

Thursday – 2.00 pm to 6.00 pm

Fridays – 1.00 pm to 9.00 pm

Y.W.C.A. – Mura

Lanyon Youth Centre, Sidney Nolan Street, Condor. Under 25's emergency relief

Fridays – 6.00 pm free dinner