



Sydney City Community Welcome Pack



This Welcome Pack was compiled and provided by Counterpoint Community Services.

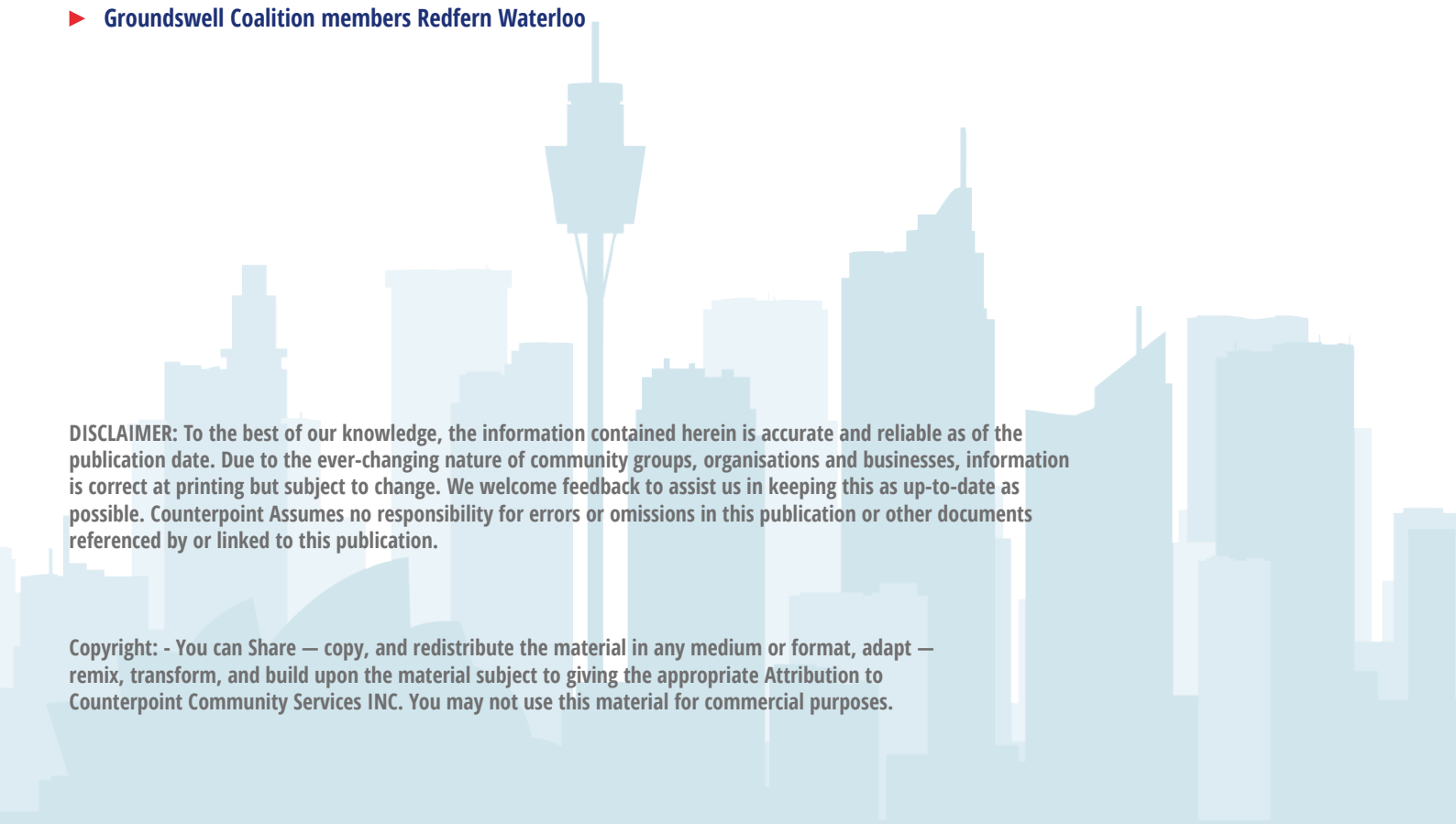
Counterpoint Community Services produced it in partnership with residents and local supporting Government and Non-Government. Proudly sponsored by Amazon in the community small grants administered by **Give2Asia Australia Limited**.



Myriad - Alliance for Borderless Giving

SPECIAL ACKNOWLEDGMENTS AND THANKS TO:

- ▶ Representatives from the various City's Neighbourhood Advisory Boards
- ▶ NSW Government - DCJ Housing- Sydney District
- ▶ NSW Government Land and Housing Corporation
- ▶ City of Sydney
- ▶ Mission Australia TPCE Team
- ▶ Inner Sydney Voice
- ▶ REDWatch
- ▶ Groundswell Coalition members Redfern Waterloo



DISCLAIMER: To the best of our knowledge, the information contained herein is accurate and reliable as of the publication date. Due to the ever-changing nature of community groups, organisations and businesses, information is correct at printing but subject to change. We welcome feedback to assist us in keeping this as up-to-date as possible. Counterpoint Assumes no responsibility for errors or omissions in this publication or other documents referenced by or linked to this publication.

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Support and Advocacy Services for Individuals, Families and Communities

- ▶ **Individual support, case management and advocacy** ◀
 - ▶ Support for local groups ◀
 - ▶ **Specialised children and family services** ◀
 - ▶ Community events and social activities ◀
 - ▶ **Meeting spaces for hire** ◀
- ▶ **Free computers, internet access and office facilities** ◀
- ▶ **Social, educational, cultural programs** ◀
- ▶ **Partner services covering legal issues, health, counselling, support, harm reduction** ◀
- ▶ **Poets corner preschool** ◀



**THE FACTORY
COMMUNITY CENTRE**

67 Raglan Street, Waterloo
Phone: 02 9698 9569

**COUNTERPOINT
MULTICULTURAL CENTRE**

73 Garden Street, Alexandria
Phone: 02 9319 4073

**POET'S CORNER
PRE-SCHOOL**

Rear of 55 Morehead Street, Redfern
Phone: 02 9699 3175

info@counterpointcs.org.au

www.counterpointcs.org.au

Welcome to the Inner City

On behalf of our team and partners, greetings and a warm welcome to your new home in the Inner City of Sydney!

We are excited to provide you with this helpful handbook that aims to assist you in settling into your community. Though your neighbours will undoubtedly be welcoming and supportive, this guide offers a comprehensive overview of available services and activities to help you connect with the community.

Our team at Counterpoint Community Services, in partnership with the Department of Communities and Justice, the City of Sydney, and numerous community groups, has produced this welcome pack, sponsored by Amazon and Give2Asia Australia Limited. We are grateful for their support and hope you find this handbook useful as you navigate your new community.

The guide includes valuable information about your tenancy and opportunities for community involvement, as well as resources for support should you ever need it.

We have endeavoured to make it as accurate, timeless, and relevant as possible, but we apologise in advance for any omissions or mistakes. Though we could only include some agencies and community groups in the city, the main ones listed will be able to point you in the right direction if they cannot provide direct assistance.

We encourage you to reach out and connect with your local neighbours and community services. Please do not hesitate to contact us if you have any additional suggestions or find anything that requires correction or addition for future productions. We hope this handbook helps you easily settle into your new home and community.

Mike Shreenan
CEO Counterpoint Community Services



TRIPLE ZERO

000

FOR EMERGENCIES

CRIME
STOPPERS
.com.au
1800 333 000

POLICE ASSISTANCE LINE

131 444

TO REPORT OTHER CRIME

HOW TO CONTACT THE POLICE

IN NEW SOUTH WALES

CRIME STOPPERS

1800 333 000

REPORT CRIMINAL
INFORMATION

1800 333 000

<https://nsw.crimestoppers.com.au>

Welcome to the Inner City

Sydney, the capital city of New South Wales, is a vibrant and captivating metropolis that boasts numerous attractions and a rich cultural heritage.

With its breathtaking landmarks, such as the iconic Sydney Opera House and Sydney Harbour Bridge, along with its thriving events and festivals, Sydney offers a truly unforgettable experience.

Sydney is known for its stunning waterways; geographically, Sydney is bordered by the Tasman Sea to the east, the Blue Mountains to the west, the Hawkesbury River to the north, and the Woronora Plateau to the south. The city comprises 33 suburbs, each contributing to its diverse and multicultural landscape.

Our local area's estimated resident population reaches 217,748 people, representing approximately 4.6% of Greater Sydney's total population. Visitors worldwide, numbering over 629,000 per day, come to Sydney to explore its vibrant shopping precincts, be entertained, seek inspiration, expand their knowledge, connect with friends, and engage in personal or corporate endeavours.

Sydney's local area is inclusive, embracing individuals from diverse cultural and social backgrounds. A significant portion, 54.9% of residents, were born overseas, with 36% originating from countries where

English is not their first language. Furthermore, 41.3% of residents speak a language other than English at home, with Mandarin, Thai, and Cantonese being the most spoken non-English languages. It is also worth noting that our local area is home to a vibrant Aboriginal and Torres Strait Islander community. The local area is a thriving business hub, with over 23,500 separate establishments catering to various industries and sectors.

One of the most notable features of Sydney is its stunning coastline, boasting more than 100 beautiful beaches. From Bondi to Manly, these pristine stretches of sand offer a haven for beach lovers, surfers, and nature enthusiasts alike.

Sydney's captivating history and dynamic presence make it an exceptional place to call home. With its unique blend of cultures, awe-inspiring landmarks, and a year-round calendar of exciting events, Sydney stands out as one of the best cities in the world. Living in Sydney is a fantastic opportunity; we encourage you to immerse yourself in the captivating tale of this remarkable city.





Access and update your housing information on the go with the **MyHousing App**



View accounts and make payments



View household and income details



Lodge repair requests



View application details



View and update contact details



Access support services

MyHousing services to meet your needs



facs.nsw.gov.au/myhousing



Download MyHousing mobile app



Assisted service in our offices



The Gadigal people, the original Aboriginal inhabitants of the City of Sydney, have a rich culture that persevered despite the destructive impact of colonisation.

They were part of the Eora Nation, which comprises about 29 clan groups in the Sydney metropolitan area. Even after the arrival of the British in 1788, Aboriginal communities maintained their connection to the land, with many important hunting, fishing, and camping grounds remaining significant today. Over time, the urban Aboriginal community in Sydney grew, with Redfern becoming a focal point for civil and land rights activism. Education, self-determination, and the arts were crucial in nurturing and empowering Sydney's Aboriginal population. Sporting, leisure activities and artistic expressions continue reinforcing social connections and retaining cultural and spiritual significance for urban Aboriginal and Torres Strait Islander people.

We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land – Australia. The Gadigal of the Eora Nation are the traditional custodians of our local area.

CULTURAL ADVICE

As a mark of respect to the traditional custodians, our events, official meetings, functions and other special occasions begin with a Welcome to Country or an acknowledgement of Country. Organisations, community groups and event producers are encouraged to include a Welcome to Country or an Acknowledgement of Country on appropriate occasions.

WELCOME TO COUNTRY

A Welcome to Country or Traditional Welcome is where the traditional Aboriginal or Torres Strait Islander custodians welcome people to their land at the beginning of a meeting, event or ceremony. An appropriate person, such as a recognised Elder from the local area, must conduct this welcome. Welcome to Country enables the Traditional Custodians to give their blessing to the event and is an essential mark of respect for Aboriginal and Torres Strait Islander people as Australia's original inhabitants.

The ceremony aims to acknowledge the traditional custodians and welcome the wider community, whether spoken or performed.

The Elder or a representative will give their blessing to the event, function, meeting or occasion. In response, the host or key speaker will acknowledge the Aboriginal and Torres Strait Islander communities by paying respects to Elders past and present.

ACKNOWLEDGEMENT OF COUNTRY

Acknowledgement of Country is where other people acknowledge and show respect for the traditional custodians of the land on which the event occurs.

Such an Acknowledgement of Country can be used exclusively if an Elder or other appropriate Aboriginal or Torres Strait Islander community member is not available to perform a Welcome to Country.

In our area, when opening an event or at the start of a speech, a statement like this can be used:

"I would like to acknowledge the Gadigal of the Eora Nation, the traditional custodians of this land and pay my respects to the Elders both past and present."

Please get in touch with the Metropolitan Local Aboriginal Land Council for more information regarding traditional owners and custodians.

CONTACTS

Contact the Metropolitan Local Aboriginal Land Council for information about appropriately conducting a Welcome to Country.

If you would like to be provided with contact details for an appropriate representative to conduct a traditional welcome, please get in touch two weeks minimum before your event.

Metropolitan Local Aboriginal Land Council
PO Box 1103
Strawberry Hills 2012
02 8394 9666
bookings@metrolalc.org.au

Keep emergency departments for emergencies

Patients will be seen according to the clinical urgency of their condition.

Other care options are available for people needing **non-urgent** medical care or advice.

Please speak to staff if your condition gets worse or if you decide to leave before receiving or completing your treatment.



Healthdirect

Feeling unwell and unsure what to do next?

- Call healthdirect free on **1800 022 222**
- Visit **healthdirect.gov.au**



Pharmacy

Speak to a pharmacist if you have mild illnesses including:

- Common cold
- Stomach upsets
- Bites and stings



GP

Speak to a GP if you have illnesses including:

- Gastro
- COVID-19
- Flu
- Chronic pain



Emergency Department

Keep emergency departments for emergencies including:

- Sudden collapse
- Chest pressure or pain lasting more than 10 minutes
- Breathing difficulty
- Serious mental health condition
- Uncontrollable bleeding.

WEBSITES

Aboriginal Affairs Nsw	www.aboriginalaffairs.nsw.gov.au
Aboriginal Affairs Family Records Unit	www.aboriginalaffairs.nsw.gov.au/ healing-and-reparations/family-records-service
Aboriginal Housing Company	www.ahc.org.au
Aiatsis	www.aiatsis.gov.au
Aboriginal Legal Service (NSW/ACT) Ltd	www.alsnswact.org.au
Art Gallery Of Nsw	www.artgallery.nsw.gov.au
Australian Museum	www.australianmuseum.net.au
Bangarra	www.bangarra.com.au
Care Leavers Australian Network	www.clan.org.au
Dictionary Of Sydney	www.dictionaryofsydney.org
Eora College	www.tafensw.edu.au/locations/sydney-institute/eora
Eora People	www.eorapeople.com.au
Find And Connect	www.findandconnect.gov.au
Gadigal Information Service	www.gadigal.org.au
History Of Aboriginal Sydney	www.historyofaboriginalsydney.edu.au
IndigenousX	www.guardian.co.uk/commentisfree/series/indigenousx
Chau Chak Wing Museum	www.sydney.edu.au/museums
Metropolitan Local Aboriginal Land Council	www.metrolalc.org.au
Museum Of Contemporary Art	www.mca.com.au
Museum Of Sydney On The Site Of First Government House	www.sydneylivingmuseums.com.au
NAIDOC	www.naidoc.org.au
Native Title Services Corporation	www.ntscorp.com.au
NCIE	www.ncie.org.au
Nsw National Parks And Wildlife Service	www.nationalparks.nsw.gov.au
Nsw Aboriginal Land Council	www.alc.org.au
Powerhouse Museum	www.powerhousemuseum.com
Redfern Oral History	redfernoralhistory.org
Rediscovering Indigenous Languages	indigenous.sl.nsw.gov.au
The Rocks Discovery Museum	www.therocks.com
The Royal Botanic Gardens And Domain Trust	www.rbg Syd.nsw.gov.au
State Library Of NSW	www.sl.nsw.gov.au
Sydney Observatory	www.sydneyobservatory.com.au
The Torres Strait Islands Collection Research Guide (NLA)	www.nla.gov.au/research-guides/ Torres-Strait-Islands-Collection
Tranby	www.tranby.edu.au
Tribal Warrior Association	www.tribalwarrior.org
Wyanga	www.wyanga.org.au
Yaama Dhiyaan	www.atp.com.au



Our commitment to our clients

1

We respect your needs and are here to help

2

We promote a supportive and co-operative environment

3

We will communicate with consideration and respect

4

We welcome feedback to improve the way we work

5

We are committed to making a difference

6

We are honest and accountable at all times

Learn more about our Housing Practice Standards at www.facs.nsw.gov.au



About Public and Social Housing

Department of Communities and Justice provides approximately 96,700 houses and apartments in Sydney to qualified low-income tenants.

Additionally, non-profit housing associations, cooperatives, and welfare organisations offer around 54,300 more units.

Public (government-owned) and community (NGO-owned) social housing tenants benefit from subsidised rents at 25% of their household income. It's important to note that public housing tenants cannot be evicted without cause. However, it's worth mentioning that, based on new rules implemented in 2006, eligibility for lease renewal can be reviewed at fixed intervals in the event of changing circumstances.

NSW's social housing system was created for low-income working families after the Second World War. In the 1950s, it was pivotal in pioneering new housing development on Sydney's urban fringe. 73% of people using social housing were couples with children. Today, the social housing system supports a very different demographic. Due to the lack of stock, it mainly focuses on those in 'priority need'. It is a safety net for the most vulnerable in the community – including older adults, people with a disability, carers with long-term caring responsibilities and those who have suffered from domestic and family violence.

Over the past decade, the availability of subsidised social housing in Sydney has decreased as a proportion of all households, dropping from 6% to just over 5%. Accordingly, the number of dwellings has also reduced, resulting in a loss of approximately 1,000 units. Currently, the number of eligible individuals on the waiting list for public housing is almost equivalent to the existing housing units. Notably, about half of the public housing stock is concentrated in "estates" of 100 or more units.

To address this issue, the NSW government is partnering with private developers and community housing associations to renew housing estates, initiating ambitious redevelopment projects in which tenants have conflicting views regarding support or opposition to such proposals.

Public housing providers face a substantial challenge in adjusting the housing types in their portfolios to meet the population's evolving needs better. Interestingly, around 70% of metropolitan applicants require one- or two-bedroom accommodations, although this type of housing comprises just over half of the social housing stock. Up to 60% of applications are for pensioner accommodation, representing less than a quarter of Sydney's public housing units. Consequently, the public housing system is confronted with the progressive task of redeveloping, renewing, and growing its housing stock to better align with the needs of its tenants and applicants.

Sadly, Misinformed media and public commentators often stigmatise our communities. In our experience, Public and Social housing communities comprise some of Sydney's most resilient, active, connected, welcoming, and diverse residents despite aging and dwindling stock challenges.

Tenant participation is a valuable aspect of housing, allowing tenants to actively engage in decision-making processes and influence housing policies, conditions, and services.

By getting involved in discussions with other tenants and your housing provider, you can help improve housing standards. There are many ways to get involved.

Everyone benefits when we talk together about housing and our communities.

Communication between staff and tenants is strengthened, fostering better community-landlord relationships. Informed and knowledgeable tenants are empowered with the skills and confidence to influence decisions.

By understanding each other's perspectives and considering organisational and financial constraints, staff and tenants can foster mutual respect and understanding, dispelling misunderstandings and building trust.





Energy & Water
Ombudsman NSW
Free, fair and independent

Having problems with your electricity gas or water provider? Talk to us



"In the time of our ancestors there were
three essentials of life – light, fire and water."
Within reach by Vee Thornbury, Wiradjuri, Dubbo NSW

Contact the Energy & Water Ombudsman NSW (EWON).

 Freecall 1800 246 545  ewon.com.au





Gas, Water and Electricity

One of the first things you'll need to do is arrange gas and electricity supplies.

You are responsible for letting the electricity, gas and water supplier know when you move in or out of a property. You can usually open or close an account by contacting the supplier by telephone or online.

WHEN YOU OPEN AN ENERGY ACCOUNT:

You must provide your name and address, identification and ensure the meter is accessible. Let your provider know if you're eligible for any rebates and/or any electricity-run specialist medical equipment. Please ensure everyone who needs access to the account is named on it.

WHEN YOU CLOSE YOUR ACCOUNT:

Allow at least five days for the retailer to process your request! If you're moving to a new property, give your new address to the retailer. You can be held responsible for usage at a property while the account is in your name, even if you no longer live there. So, take your name off the bill when you move. It is also a good idea to make a note or take a photo of the meter readings when you move in or out of a property in case of an issue with your account later.

WHAT IF I DON'T SET UP AN ACCOUNT?

If you don't open an account, you will receive bills or letters addressed to the 'Customer' or 'Occupant' from the retailer that currently owns the billing rights for the property. The retailer will ask you to contact it to open an account. If you don't take any action, your supply may be disconnected. You will have to pay bills addressed to the Occupant for the energy you use from the date you moved in.

TIPS ON CHOOSING AN ENERGY RETAILER

You can buy electricity and gas from the standard retailer in your area or take up a market contract with any other licensed retailer. To find a retailer or compare prices, visit www.energymadeeasy.gov.au. You can approach any of the retailers to find out what they offer. Shop around to find an offer that suits your situation and budget. Take your time – read all the terms and conditions before you agree to anything.

TELL PEOPLE YOU ARE MOVING!

You may want to contact some or all the following organisations before you move so you can tell them about your change of address:

- ▶ **City of Sydney Council**
- ▶ **Centrelink**
- ▶ **The Post Office (to redirect your mail)**
- ▶ **Your bank, credit card and savings organisations**
- ▶ **Service NSW to update your driver's licence.**
- ▶ **Your employer**
- ▶ **Your GP, Dentists, and other health workers**
- ▶ **Medicare**
- ▶ **The Electoral Register (for voting)**
- ▶ **Department of Communities and Justice.**

Phone these numbers to check who supplies utilities to your address within Sydney

- ▶ **Aus Grid Electricity: 13 13 65**
- ▶ **Gas: 1300 137 078**
- ▶ **Sydney Water: 13 20 92**
- ▶ **The Energy & Water Ombudsman NSW (EWON): 1800 246 545**

There's no excuse for domestic violence.

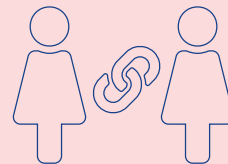


Call the NSW Domestic Violence Line on

1800 65 64 63

(free call)

**We're here for you 24 hours a day,
7 days a week.**



The NSW Domestic Violence Line can **link you to supports** in your local area. This can include:



counselling



emergency accommodation



legal support services



medical services

They can also give you information about how to obtain an Apprehended Violence Order (AVO).



Interpreters are available.

If you are hearing impaired: National Relay Service 133 677.

If you are in immediate danger, please call the Police on 000.



Getting About

Sydney has an extensive public transport system of buses, trains, metro rail, light rail and ferries.

You'll need to purchase an Opal card or use a contactless credit card, debit card or mobile device to use the network. You may be eligible for a travel concession card. Check with Transport NSW to see if you are entitled to one.

- ▶ **Use an Opal card or your preferred payment method on public transport services in Sydney.**
- ▶ **Purchase an Opal card and load it with funds at participating retailers such as newsagents, convenience stores and supermarkets, and Sydney Airport. There are also top-up machines at some train stations, light rail stops and ferry wharves.**
- ▶ **Tap your Opal card on the reader when you board your selected mode of transport and be sure to tap the reader again when you disembark.**

Whether planning or leaving now, there are several ways you can plan your trip, look up times or check for travel alerts on your phone, tablet, or computer. For more information, go to: www.transportnsw.info/plan

COMMUNITY TRANSPORT

Access Sydney has a range of individual transport options, whether it's getting you to and from your medical or personal appointments, letting you visit places like nursing homes or libraries, getting to recreational activities like a fitness class or the swimming pool, or even leisurely visits to the coffee shop or park.

When you need to go, they can take you there! Visit our website to learn more about their options: www.accesssydney.org.au or call them today on **8241 8000** to discuss it further with one of their customer service specialists.

Getting Involved

Tenant participation is a valuable aspect of housing, allowing tenants to actively engage in decision-making processes and influence housing policies, conditions, and services.

By getting involved in discussions with other tenants and your housing provider, you can help improve housing standards. There are many ways to get involved.

Everyone benefits when we talk together about housing and our communities.

Communication between staff and tenants is strengthened, fostering better community-landlord relationships. Informed and knowledgeable tenants are empowered with the skills and confidence to influence decisions.

By understanding each other's perspectives and considering organisational and financial constraints, staff and tenants can foster mutual respect and understanding, dispelling misunderstandings and building trust.

Tenant satisfaction with their homes and neighbourhoods increases, and supporting staff experience higher job satisfaction.

Various tenants' and residents' community groups and associations are available to promote tenant participation. Talk to your Tenant Participation Officers, housing officer or local community centre if a group isn't in your area.

Regular meetings of local neighbourhood housing forums and elected officials like the local are held by local community centres, tenant groups, the local MP, or Lord Mayor.

These provide opportunities to monitor housing service performance and discuss community and housing issues. This includes addressing concerns like vacant properties or antisocial behaviour and providing updates on new projects and services.

These meetings are typically advertised through letterbox drops, local notice boards, community newsletters, and DCJ housing SMS alert systems.

To explore the existence of an association in your area or stay informed about local news, contact your local housing team or community centre.

Are you living with **DOMESTIC VIOLENCE?** tell your doctor

economic abuse

e.g. taking or restricting money, demand to know where every dollar goes.

isolation

e.g. controlling contact with friends, family and services, where and when you can go.

sexual abuse

e.g. any unwanted sexual contact, sexually degrading language.

threats and intimidation

e.g. smashing things, showing weapons, driving recklessly, threats; of suicide, to hurt, or to kill which may lead to murder.

physical abuse

e.g. kicking, hitting, hair pulling, strangling, using weapons, punishing.

emotional abuse

e.g. degrading name calling, isolation, humiliation, jealousy to justify actions.

children or pets

e.g. hurting or threatening to harm children, using visitation rights to harass, abusing pets.

spiritual/religious/cultural abuse

e.g. prevent from following religious, cultural or spiritual beliefs, misusing practises to punish, forcing to act against beliefs.

NONE OF THESE ARE OK!

Tell your health professional or call 1800 737 732

RESPECT

Information About Your Tenancy

RENT

DCJ offer many easy payment options to pay your rent, water, rental bond (if applicable) and other accounts. You can pay:

RENT DEDUCTION SCHEME (RDS)

If you receive an income from Centrelink, you can have your DCJ Housing payments automatically taken from your pension or allowance. Complete the Online Tenancy Form or an Authority for Rent deduction form available at your local DCJ Housing office. The scheme is voluntary and free; you can withdraw from the system anytime.

EPAY

Pay your DCJ Housing accounts and Rentstart Bond Loan repayments via a secure online page through the My Housing app or DCJ website, 24 hours a day, seven days a week. www.facs.nsw.gov.au/myhousing

BPAY

BPAY lets you pay your accounts by telephone or Internet banking 24 hours a day, seven days a week. To use BPAY®, you must register for Internet or phone banking with your financial institution.

DIRECT DEBIT – DCJ HOUSING ACCOUNTS

Direct debit allows you or other household members to have your rent, water, and additional tenancy-related charges (such as a rental bond if required) taken from your bank, building society or credit union account, and credited to your DCJ Housing accounts. You must complete the Direct Debit Request form to pay by direct debit. Speak to your **Client Service Officer** for more information about how to set up payments.

Tips For A Successful Tenancy

WHAT YOUR LANDLORD EXPECTS:

- ▶ You must pay your rent and other charges on time.
- ▶ You must let them know if anyone moves into or out of your home or if your name changes.
- ▶ You must look after the fixtures and fittings in your home.
- ▶ You must keep your garden tidy and cut the grass regularly.
- ▶ If you live in a flat, you may take turns cleaning shared areas, like stairs and landings.
- ▶ You may have to ask for permission to keep a dog. You cannot keep dogs if you live in a multi-storey or sheltered property. Please get in touch with your housing officer first
- ▶ You must keep your pets under control.
- ▶ You must keep any noise in your home at an acceptable level.
- ▶ You must not paint or varnish wooden gas-fire casings or fire surrounds for safety.
- ▶ You must not install ceiling fanlight fittings for safety in rooms with gas or solid-fuel appliances.

WHAT YOU CAN EXPECT FROM YOUR LANDLORD:

They have responsibilities to you. As your landlord, they will:

- ▶ Ensure the wind and rain cannot get into your home.
- ▶ Carry out necessary repairs to your home.
- ▶ Tell you, each year, about any change to your rent; and

We are committed to providing good quality, affordable housing in an attractive and secure environment. To help us achieve this, you must look after your home and be a good neighbour.

WHEN YOU NEED THE LANDLORD'S PERMISSION:

You must ask Housing or your landlord if you want to do the following:

- ▶ Make alterations to your home or change any fixtures and fittings (for example, change the doors, or install a fitted kitchen or laminated flooring).
- ▶ Transfer your tenancy to someone else.
- ▶ Exchange homes with someone else.
- ▶ Take in a lodger or rent your home to someone else if you must leave the area for a while.
- ▶ Leave your home for more than four weeks.
- ▶ Have a dog.

FOR RENT, WATER, AND OTHER TENANCY CHARGES:
The Biller Code is **334292**. The PRN will be on your tenancy agreement or quarterly statement. (i.e., rent, water).

Get Ready for Disasters

Five simple steps to prepare for disasters



1. Know your risk

Think about the area you live in and the types of disasters that could affect you.



2. Plan now for what you will do

Sit down and talk with your family and plan for what you will do if a disaster affects your area.



3. Get your home ready

Prepare your home by doing general home maintenance and checking your insurance.



4. Be aware

Find out how to prepare and what to do if there is a disaster in your area. Connect with NSW emergency services to stay informed.



5. Look out for each other

Share information with your family, friends, neighbours and those who may need assistance.



emergency.nsw.gov.au/getready



Rent and Tenancy Charges

Rent, Water Usage and Other Charges

Tenants are required to pay rent, water usage and other tenancy charges weekly, and to pay on or before the due date.

If you are on Centrelink payments, you need to complete an Authority for Rent Deduction to authorise automatic payments.

DCJ will advise tenants in writing of any tenancy charges it places on their accounts, and any changes to their tenancy charges.

RENTAL BONDS

Some tenants who cause significant damage to their properties are obliged to pay rental bonds. These can be up to \$1400 and are based on four weeks market rent. Rental bonds can be paid upfront (20% discount) or in a scheduled instalment plan.

MARKET RENT

Tenants generally pay market rent, based on an assessment of the likely rent paid for a private market property, and updated yearly. If you pay market rent and are not happy with a new market rent assessment, you have 30 days to contest the decision in the NSW Civil and Administrative Tribunal.

SUBSIDISED RENT

Tenants can apply for a rent subsidy if their household has a low or moderate income using a 'Rent Subsidy Application Form'. Check with your housing provider about the latest income limits eligibility for a rent subsidy. You have 28 days to advise DCJ if your household circumstances change, including the number of people living in your household or your income.

If you pay subsidised rent and believe the amount you pay is incorrect, or if you become ineligible for a rent subsidy, you can ask for this decision to be reviewed through a 'Review of Decisions' form.

APPLYING FOR A TRANSFER

If you would like to move social housing properties, you will need to fill in a **transfer form**.

In this transfer form you need to provide evidence that your home is no longer suitable for your needs for one of the following reasons:

- ▶ **A medical condition.**
- ▶ **You are at risk in your home.**
- ▶ **Severe and ongoing harassment.**
- ▶ **Overcrowding.**
- ▶ **There are spare bedrooms.**
- ▶ **You need to move because of your job.**
- ▶ **There has been a family breakdown; or**
- ▶ **Other compassionate reasons**
- ▶ **Nominate an area you would like to live in and show why you need to live there.**

If your application is not accepted, you can lodge an appeal against the decision. But there are time limits so you should seek legal advice as soon as possible.

If you are approved, it can still take time for you to be given a new house. Whilst this depends on who your housing provider is, the urgency of your circumstances and housing availability, this can take up to 5 years in some circumstances.

You will receive 2 reasonable offers. An offer is reasonable if the property is in the general area you wanted to move to and meets the housing needs outlined in your transfer application, including the correct number of bedrooms.

If you do not think an offer is reasonable or want to decline an offer for any reason, you should **seek legal advice**.



Maintenance

DCJ's contractors conduct regular property inspections to determine whether maintenance needs to be planned or undertaken. You will be contacted by letter prior to the inspection. Maintenance work is prioritised based on need.

THE REPAIRS PROCESS - SUPPORT

If you need help at any point in this process, you can receive legal and practical assistance from Redfern Legal Centre, the Tenants Union, Counterpoint Community Services, the Tenants Union or LawAccess.

If you need support accessing technology to lodge or follow up repairs, you can visit your local library or community centre to access computers and the internet free of charge.

ALTERATIONS

You can make only **minor alterations** to your home **without prior written approval**.

All other alterations to the leased premises and common area **require written consent and approval** or you may be in breach of your residential tenancy agreement (lease).

You can apply for reimbursement for approved alterations **only when**:

- ▶ **You are relocated for management purposes to another property which does not have comparable alterations or amenities; and**
- ▶ **The alterations cannot be removed and relocated to the new property.**

Minor alterations include:

Installing telephones, pictures, small garden sheds, worm farms or compost bins, building a garden bed less than 1 metre from existing buildings, laying lawn, planting trees or shrubs less than 3 metres from existing structures.

COSTS OF REPAIR

A tenant is obliged to pay the cost of repairs undertaken because of intentional damage or neglect of a tenant, member of the tenant's household, pet or visitor who enters with permission.

Tenants are not expected to cover repair costs for property damage caused by fair wear and tear, the criminal activity of a third party or where a tenant has had a domestic and family violence offence perpetrated against them.

DCJ will charge for repair costs only if the tenant has accepted liability or DCJ has sufficient evidence, substantiated by the NSW Civil and Administrative Tribunal, of the tenant's responsibility for the damage.

PAINTING

You cannot undertake major internal painting, only professional DCJ contractors can do so.

You need to apply to do any painting to your property. Minor internal painting may be approved (one to two coats of decorative paint in a pastel or neutral and 100% water-based paint)

Your social housing provider has an obligation under the Residential Tenancies Act 2010 (NSW) to provide and maintain your home in a reasonable state of repair.

How to request a repair

- ▶ **Phone the Housing Contact Centre 1800 422 322 for urgent repairs like damage related to sewerage, flooding, a gas leak, major water leak, or reporting fire damage.**
- ▶ **Visit your local Housing Office or use e-repairs on the DCJ Website or MyHousing App.**

Make sure you **ask for**, and **make a note** of the **reference number** and the **expected timeline** for repair.

Phone back if the repair has not been done in the expected time frame. Now they have been informed about a need for a repair, your social housing provider must fix the issue within a reasonable amount of time or they are in breach of your lease.

As a last resort, the NSW Civil and Administrative Tribunal can be used to seek legal orders for repairs to be conducted.



HOUSING MAINTENANCE REPAIRS DIARY

***REMEMBER TO ALWAYS ASK FOR A REFERENCE NUMBER WHEN CALLING THE HOUSING MAINTENANCE CONTACT CENTRE**

NAME: _____

ADDRESS: _____

_____ POSTCODE: _____

WHAT IS THE ISSUE? _____

HOW DOES THIS AFFECT YOUR LIFE? _____

DATE THE ISSUE STARTED? _____

DATE & TIME YOU REPORTED THE ISSUE? _____

HOUSING CONTACT CENTRE REFERENCE NUMBER: _____

NAME OF THE PERSON YOU SPOKE TO: _____

TIMEFRAMES GIVEN FOR REPAIR? _____

It is a good idea to keep as much evidence as you can about the maintenance issue that needs repairing and how it has caused you difficulty, such as:

- Photos of the damage or problem Copies of letters to/from FACS Housing
- Quotes of how much it would cost to fix the problem
- Receipts for anything you had to spend because of the problem (e.g. take away food if the stove is broken)

If the repair has not been done within timeframe then call back the Contact Centre with your **reference number**, and also report it on feedback line. Please keep a record of conversations with the housing maintenance contact centre:

DATE OF CALL	TIME	PERSON YOU SPOKE TO	WHAT HAPPENED? ADVICE GIVEN, UPDATE ON REPAIR, NEW TIMEFRAME

If the issue is still not resolved then please report to your Client Service Officer at FACS Housing, phone numbers provided above. If the issue is still not resolved report it to your tenant representative/attend precinct meetings as advertised to escalate your issues at the Neighbourhood Advisory Board Housing Standards meetings. Alternatively contact a support worker to escalate your case, ie, Redfern Legal Centre or the Factory Community Centre. NCAT (Tribunal) is the last resort, but often the only option to resolve maintenance issues in severe cases.

IMPORTANT INFORMATION

TO REPORT URGENT MAINTENANCE

Call **1800 422 322**
7 days a week 24/7

TO REQUEST A REPAIR

Non-urgent maintenance.
Go to: **www.facs.nsw.gov.au/myhousing**

Click: **eRepair** to let us know of a repair

Add **your email** address to receive a receipt of your report.

TO DISCUSS AN EXISTING MAINTENANCE REQUEST

Redfern Strawberry Hills
Housing Office:
92683434

Waterloo Drysdale Housing
Office: **93844166**

TO ESCALATE AN EXISTING MAINTENANCE REQUEST

Inner Sydney Tenant's
Advice Service:
9698 5975

A small investment of time and commitment on your part will ensure everyone is respected.

Your Responsibilities

When taking your pet out in public, make sure you are prepared to pick up any litter it leaves behind. As a responsible dog owner it's up to you to ensure that your dog is well behaved and manageable in public environments such as parks and public pavements.

Picking up after your pet

Dog faeces are unsightly and unpleasant, particularly when you step in them. They can also pollute waterways when washed in by rainwater.

When exercising your pet in public, please use dog tidy bags and pick up after your pet. If walking your dog in an area where bags have not been provided, please make sure that you take your own with you.

City Rangers play a key role in raising and promoting awareness of dog owner's responsibilities. They are empowered to take measures to ensure dog owners comply with the Companion Animals Act 1998. Failure to pick up after your pet in public areas can incur on-the-spot fines.

Why it is important to pick up dog litter

- Leaving dog faeces in public is against the law.
- Dog faeces pollute our parks, waterways and pathways. They are unsightly and smell.
- They are dangerous – injuries can occur from slipping in dog faeces.

Infectious Diseases and Parasites

Bacteria and parasites (including fleas and worms) can be passed onto other animals. Dog owners can reduce this risk by regular intestinal worming disposing of dog faeces and preventing dogs from scavenging.

An adult dog should be wormed every three months, puppies must be wormed every two weeks until they're 12 weeks old and then monthly until they're six months old.

Contact the City of Sydney

For further information about microchipping and lifetime registration fees (including discounts for desexed animals and reduced fees for pensioners) call the City of Sydney on 9265 9333 or send a fax to 9265 9222. Information is also available on the City of Sydney website at www.cityofsydney.nsw.gov.au/Residents/Animals/Default.asp

Pets in the City

City of Sydney understands the importance of the human/companion animal bond and is committed to supporting responsible pet ownership to benefit the entire community. Enjoy being a considerate and responsible companion animal owner.



To effectively safeguard your home against potential intruders and criminal activity, it is crucial to take necessary precautions. Here are some key measures to consider:

- ▶ **Always lock your windows and doors whenever you leave, even if it's just for a few minutes. Prioritise a quick inspection to ensure everything is secured.**
- ▶ **If you plan to be out after dark, leaving a light on can serve as an effective deterrent.**
- ▶ **Avoid leaving spare keys in obvious hiding spots, as burglars are often familiar with these locations. Be cautious and safeguard your keys.**
- ▶ **If you reside in a flat with a door-entry system, always keep the door shut and exercise caution when granting access through the handset.**
- ▶ **Refrain from allowing strangers into your home. If an individual claims to be a tradesman or an official, insist on seeing their identity card. If they cannot provide proper identification, it is advised not to let them inside.**
- ▶ **Promptly report any suspicious activity to the police without delay. It is crucial to maintain a proactive and vigilant approach.**
- ▶ **Furthermore, per your tenancy's conditions, you must notify your housing provider if you plan to be away from your home for more than four weeks.**
- ▶ **When embarking on a holiday, consider the following actions:**
 - ▶ **Securely store your valuables in a bank or another safe location.**
 - ▶ **Entrust your keys and the address of your accommodation to a trusted individual, preferably a reliable neighbour.**
 - ▶ **Request a friend or neighbour to monitor your home while you are away.**
 - ▶ **Temporarily suspend any regular deliveries to avoid drawing attention to your absence.**

By implementing these strategies, you can significantly enhance the security and protection of your home.



Fire Safety

There are smoke alarms in your home. Some alarms are connected to the electricity supply. They will have a battery in case there is a power cut. Other smoke alarms will be battery-operated. You must check that your smoke alarm is working properly.

Test the alarm every week by pressing the button in the centre. If your smoke alarm is not working, report the fault to the maintenance repair line.

Your life, your family's and neighbours' lives depend on an early warning if there is a fire. Do not disconnect your smoke alarm, even if the noise is irritating when the toast burns!

SOME GENERAL FIRE SAFETY TIPS ARE TO ALWAYS:

- ▶ **Unplug electrical appliances at night when you are not using them.**
- ▶ **Put out all cigarettes properly and empty all ashtrays at night.**
- ▶ **Put a fireguard before open fires.**
- ▶ **Close all the doors inside your home at night.**
- ▶ **Never overload electrical power points.**
- ▶ **Never leave matches where children can reach them.**
- ▶ **Never leave open fires unattended.**
- ▶ **Never leave the cooker on unattended.**

ADDITIONAL SAFETY INFORMATION FOR HIGH-RISE FLATS

Living in a high-rise flat does not put you at any more or less risk from fire. Planning what you should do in a fire is the same as for people in other homes. But you should know some key differences if you live in a high-rise flat. Your building has been designed and built with fire safety in mind. The walls and the doors between apartments, stairs and corridors are designed to resist fire and stop the spread of smoke. Most fires don't spread across more than one or two rooms, so if a fire is in your building, you are usually safest in your own flat unless heat or smoke affects you.

If a fire breaks out in the building

- ▶ **If you smell smoke in the corridor, bin area or refuse chute, call 000.**
- ▶ **Stay inside your flat and close all windows and doors.**
- ▶ **Only leave your flat if you are affected by heat or smoke or told to do so by the firefighters or police. If there is a fire in your flat**
- ▶ **Try to keep calm. Make sure everyone in your home knows about the fire. Then get out and stay out.**
- ▶ **Don't stop for valuables – your life is more important.**
- ▶ **Don't go looking for the fire.**
- ▶ **Don't open doors if they are warm to touch.**
- ▶ **If there is much smoke, crawl on the floor, as the air will be clearer.**
- ▶ **Do not use the lift – go down the stairs.**
- ▶ **As soon as possible, call 000, giving them your full address, including your flat number and floor. If your escape route is blocked**
- ▶ **Get everyone into a room with a window or balcony.**
- ▶ **Put cushions, bedding etc., around the bottom of the door to keep out smoke.**
- ▶ **If possible, open the window for fresh air, wave a sheet and shout for assistance to let firefighters know you are there and need to be rescued.**
- ▶ **If the fire is outside your flat, seal your front door with tape, damp towels or bedding.**
- ▶ **Close any ventilators.**
- ▶ **Phone 000, giving the number of your flat.**
- ▶ **If your front door becomes hot, wet it down.**



Other Emergencies

MAKE A FIRE PLAN!

- ▶ Plan to make one room in your home a 'safe room' in case you can't escape. It's best if it's a room with a window and a phone.
- ▶ If you are trapped, go to the balcony or window. Wait for the fire and rescue services.
- ▶ If you leave your flat, do not use the lift – go down the stairs.
- ▶ Tell everyone in your home what the escape plan is.
- ▶ Tell everyone where the door key is
- ▶ Practice what you would do if you had a real fire.

TIP: YOU MUST NOT FIT POLYSTYRENE CEILING TILES. IF THERE IS A FIRE, THESE TILES ARE EXTREMELY FLAMMABLE AND GIVE OFF POISONOUS GAS.

What to do in an emergency involving water, electricity, or gas

WATER

There will usually be two water supplies in your home. To turn off the water, turn the stopcocks. The first stopcock is generally in the kitchen beside or under the sink. The stopcock for the storage tank, which feeds water into your toilet cistern and bath, is usually in the bathroom or bedroom.

If you can't find your stopcocks, your repairs officer can tell you where they are.

ELECTRICITY

The electricity meter is usually in the hall next to the fuse box. If a fuse blows and your power goes off, something (usually an appliance) is overloading the fuse. If you know which appliance it is, unplug it. Repair the fuse and reset the circuit breaker (reset the switches on your fuse box).

Ask an electrician to check your faulty appliance. If you need to switch the electricity off at the mains, the switch is next to the fuse box.

GAS

If you need to turn off the gas supply, your customer control valve is next to the gas meter. Make sure you have turned it off completely. When you turn it back on, turn the control valve fully and relight the pilot lights on all appliances.

By law, your landlord must carry out a safety check every year. Please try to keep any appointments we make for the safety check. If you need to change the appointment, please get in touch with us beforehand.

GENERAL ADVICE

- ▶ Never use or store bottled gas cylinders.
- ▶ Never tamper with water inlets on landings. It could cost lives if they are not working properly during a fire.
- ▶ If you see a water inlet vandalised, report it immediately to Housing.
- ▶ Outside the building, roads and other areas are designed so fire engines can get as near as possible. They must not be blocked by parked vehicles.
- ▶ Keep landings and other common areas clear. Storing furniture, rubbish, etc., in these areas can pose a serious fire risk and hinder firefighters. If you see any rubbish, please report it to your concierge/caretaker. If you need help leaving your home in the event of a fire, please inform your caretaker/concierge now. This will help the fire and rescue service if there is a fire.



Child Home Safety Guidelines

Around 50 children fall from windows or balconies yearly, and many suffer serious injuries. Sometimes these falls are fatal.

Most people don't give a second thought to the cords used to open and close curtains and blinds. For this reason, NSW Fair Trading urges parents and carers to take steps to remove the very real threat posed to youngsters by existing curtains and blind cords.

Steps to protecting children take these **four simple steps** to ensure that blind and curtain ropes/chains in your home are out of reach of children, particularly children under six years of age:

- ▶ **Check all blinds and curtain cords at home and when away on holidays. Please make sure they are out of reach of children.**
- ▶ **Make loose cords safe – use cleats or cut the cord loop and attach a tassel at the end of each strand.**
- ▶ **Choose safe blinds and curtains – make sure new curtains and blinds have warning labels and provide a way to secure cords out of reach**
- ▶ **Keep children away from all cords – move furniture, cots, and beds away.**



Take the following steps to reduce the risk of a fall injury:

- ▶ **Take notice of balcony rails/fences – the standards older buildings were built under (that continue to apply to them) may be different from today's standards. New rails/fences on balconies must be at least 1m high, with no gaps wider than 12.5 cm. On high balconies, footholds must be restricted to prevent climbing.**
- ▶ **Fix windows open at no more than 12.5cm (and ensure they can only be opened by adults), or fit secure window guards.**
- ▶ **Lock doors and windows when the balcony is not being used.**
- ▶ **Keep an eye out for potentially dangerous windows and balconies when visiting other people's homes and keep a close eye on your child.**
- ▶ **Don't put furniture and pot plants near windows or balcony edges because children can climb or stand on them.**
- ▶ **Cover low windows with shatter-resistant film if safety glass is not installed to prevent children from cutting themselves if they run into common windows.**
- ▶ **Don't put lightweight furniture on the balcony. Children can drag it to the edge.**
- ▶ **Don't rely on fly screens to keep children in – they are designed to keep insects out but are not strong enough to hold children in.**

For more information & tips go to the NSW Health website at:

www.health.nsw.gov.au/childsafety

or Kid Safe NSW at:

www.kidsafensw.org

Remember, for any power or gas you use; you will have to pay for it. It makes sense to use it as wisely as possible. This doesn't mean sitting in a cold house – it means making sure you don't waste energy.

TO MINIMISE CONDENSATION IN YOUR HOME, FOLLOW THESE EFFECTIVE STRATEGIES:

- ▶ **Enhance Home Warmth**
Ensure optimal heating to maintain a comfortable temperature.
- ▶ **Improve Ventilation**
Increase air circulation by opening windows slightly and utilising extractor fans. Avoid blocking airbricks or vents.
- ▶ **Reduce Moisture**
Limit moisture production by drying clothes outdoors whenever possible. Vent tumble dryers outdoors as well.
- ▶ **Manage Steam**
Open the kitchen window while cooking and keep other doors closed to prevent steam from spreading.
- ▶ **Avoid Portable Gas Fires and Paraffin Heaters**
Refrain from using these appliances to prevent condensation-related issues.

If you encounter persistent condensation problems, please don't hesitate to contact your Housing officer who are there to assist you.



BY FOLLOWING THESE SIMPLE ENERGY-SAVING TIPS, YOU CAN SAVE MONEY ON YOUR FUEL BILLS:

- ▶ Turn your heating or air condition down by one degree, and you could save 10% on your bill.
- ▶ Always turn off lights when you leave a room.
- ▶ For the winter, Get lined curtains. Close your curtains at dusk to prevent heat from escaping through the windows, and check around windows and doors for draughts. Use door snakes to avoid the loss of warm air.
- ▶ Do not leave appliances on standby.
- ▶ Try to fill appliances such as washing machines and dishwashers.
- ▶ Only boil the water you need in the kettle (but always remember to cover the element)
- ▶ Use energy-saving light bulbs. They last longer than standard light bulbs and can save you \$\$ over the bulb's lifetime.
- ▶ Use a lid on saucepans where possible so that the contents heat up faster and require less energy. Set your heating to go off 30 minutes before you leave the house and come on 30 minutes before you are due back!
- ▶ When buying new appliances, buy those with good energy-efficient ratings, as these will cost you less to run.

Use your energy wisely!



City of Sydney Services

The City of Sydney offers services to social housing residents through events, local community centres, recreational and cultural centres, libraries, an annual grants program and the Lord Mayor's social housing forum.

HOUSING

Our social housing project manager is the main council contact for social housing residents across the local area. This role also works with key government agencies and other organisations part of the inner-city Sydney Neighbourhood Advisory Boards to resolve issues.

LORD MAYOR FORUMS

Lord Mayor forums provide an opportunity for social housing tenants to ask questions of the Lord Mayor or delegate, state member of parliament and senior officers from state government including representatives from the NSW DCJ Housing and NSW Police. Our employees and government representatives also attend each forum to follow up on individual matters.

OUTDOOR ALCOHOL RESTRICTIONS

We establish outdoor alcohol restrictions to prevent anti-social behaviour and related crime in public places. These restrictions allow NSW Police to confiscate alcohol in designated areas. There are no fines associated with the offence.

COMMUNITY SHARPS

Community sharps include needles, syringes and lancets. We encourage safe disposal to prevent needlestick injuries by installing community sharps bins in community centres, libraries, parks and public toilets.

To find a sharps bin near you visit www.cityofsydney.nsw.gov.au/sharps

To report littered sharps call the NSW Health needle clean-up hotline **1800 633 353** or City of Sydney customer service on **02 9265 9333**

To report sharps on housing land call the NSW Housing Contact Centre **1800 422 322**

COMMUNITY CENTRES, PARKS & LIBRARIES

Explore our parks, playgrounds and libraries. Attend a class at one of our gyms, have a swim in one of our pools or meet others at our community centres and gardens. For more information visit www.cityofsydney.nsw.gov.au/places

LIBRARIES

We have 9 library branches where you can browse and borrow from the collection, access free wifi and use our public computers and printers. If you find it difficult to visit a library in person, we offer a home library service. For more information visit a branch or call **02 9265 9705**

PARKS

There are more than 400 parks and open spaces in the local area. Our parks cover an area of more than 188 hectares and many have off-leash areas for dogs.

COMMUNITY CENTRES

We operate 17 community centres and library spaces that offer activities and events. These spaces offer social connection and affordable access to lifelong learning, creative, cultural, health and wellbeing activities.

LIVING WITH PETS IN THE CITY

We know that furry friends can bring joy and companionship to many of our residents. Our services and policies ensure that pets remain healthy, well-socialised and safe, and that their needs are balanced with those of the wider community.

Our companion animals policy outlines your responsibilities as a pet owner. Pet owners are responsible for controlling their pets in the local neighbourhood and public places, as outlined in the NSW Companion Animals Act. Dogs also need training to learn basic commands and to understand what you require of them.

Owners should also learn about how dogs behave and children should be taught how to stay safe around dogs. All dogs need regular exercise and we provide off-leash areas.



CHECK OUT OUR SERVICES AT:

cityofsydney.nsw.gov.au

council@cityofsydney.nsw.gov.au

02 9265 9333 – our 24-hour call centre aims to answer all calls within 30 seconds.

For further assistance in other languages, or if you are deaf or have a hearing or speech impairment, contact us through the Translating and Interpreting Service on **13 14 50** or the National Relay Service on **1800 555 660**.

City of Sydney
GPO Box 1591
Sydney NSW 2001

We aim to respond within 10 business days. If the issue is complex, we will keep you informed of progress. Visit a customer service centre at Town Hall, Kings Cross, Glebe, or Green Square. We aim to resolve face-to-face enquiries immediately.

CITY OF SYDNEY WHAT'S ON

To find about upcoming events and things to do in your area, visit our *Whats On* website at

whatson.sydney

CITY OF SYDNEY 



Be Prepared and Stay Safe

Heatwaves are deadly. Here's a brief guide on what to do during a heatwave.



AT HOME

- › Spend time in cool, well air-conditioned places or places with indoor fans. If you do not have air conditioning or indoor fans at home seek out local places that do, such as public libraries, shopping centres, etc
- › Stay hydrated by drinking plenty of water throughout the day
- › Avoid alcohol and drinks with caffeine, such as tea and coffee
- › Cancel all non-essential outside tasks – particularly those involving physical activity
- › Complete any essential outside tasks early in the day
- › The elderly, sick and young are particularly vulnerable and should stay in cool environments, and wear cool, comfortable clothes
- › Check with your local council to hear their heatwave response plan.



AT THE WORKPLACE

- › Limit trips outside air-conditioned buildings; rearrange work meetings if necessary
- › Drink plenty of water and avoid caffeinated drinks
- › Ensure staff have ready access to shade and water. Review workloads, including breaks.



FOOD

- › Ensure that food is refrigerated properly and immediately
- › Dispose of spoilt food, and dispose responsibly



TRANSPORT/INFRASTRUCTURE

- › Stay informed and up-to-date about planned blackouts
- › Have a backup plan in case electricity or transport (road/rail) infrastructure fails.



WILDLIFE

- › Leave out shallow containers of water for birds, possums, and other animals, placing small stones in the bottom of the container and ensuring that the water is left in a shady, protected environment (out of view from birds of prey and high enough to be safe from cats)
- › If you find injured or heat-stressed wildlife, bring them into cooler environments and lightly mist with water
- › If you are concerned about an animal, call a wildlife rescue centre near to you.



PETS

- › If dogs or cats appear heat stressed, panting or restless, bath in cool water; call your vet if you are concerned about a pet.



ALWAYS

- › Take care of yourself
- › Stay hydrated
- › Stay cool
- › Avoid the sun
- › Keep in touch with family, friends and neighbours
- › Stay informed
- › Seek medical advice if you feel unwell

**IN AN EMERGENCY, CALL TRIPLE ZERO
(106 FOR PEOPLE WITH A HEARING OR SPEECH IMPAIRMENT)**

Mould and mildew are invariably present in many households. Three conditions must be current for the growth of mould:

- ▶ **Mould spores**
- ▶ **A surface with a sufficient food source to maintain life.**
- ▶ **A source of moisture**

LANDLORD'S OBLIGATIONS

Landlords are obliged to ensure the homes they lease out are in a reasonable state of cleanliness and fit for habitation by the tenant. As a result, if a leak in the roof causes mould, a faulty pipe or gutters or other structural faults, your landlord is responsible for fixing it and remediating the damage.

TENANTS' OBLIGATIONS

That being said, not all mould is caused by structural issues. Tenants can contribute to or create the problem by failing to regularly air out and clean the house, allowing condensation to build up in the home, or getting the carpet wet. Tenants also must inform landlords if there's a problem with the property, for example, a window that doesn't seal or a leaky pipe.

To prevent moisture build-up from inside the home, you need to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between 18 to 22 degrees for comfort. Ventilate your home by leaving windows open a centimetre or two, depending on the outside air movement and the amount of cross ventilation. The general rule is to ventilate little and often rather than in short, vigorous bursts. Window glass is a good guide if it starts showing more than the minimum condensation; the windows should be open a little further.



Caring For Your Home

PREVENTING MOULD:

- ▶ Open the windows and doors when you are home.
- ▶ Open windows and use extractor fans for steam to escape from cooking and bathing.
- ▶ Vent clothes dryers directly outside
- ▶ Open curtains early in the morning and close them when the sun goes down.
- ▶ Do not put damp clothes or shoes in a wardrobe.
- ▶ Keep lids on pots when cooking.
- ▶ Wipe condensation off walls and windows when it happens •Hang washing outside to dry when possible.

REMOVING MOULD:

- ▶ To protect your health and that of your family/ flatmates, remove mould as soon as it appears
- ▶ You can use diluted household bleach (one part bleach mixed with three parts water) or a less abrasive cleaner like cider vinegar.
- ▶ Use a sponge or cloth when washing off mould and rinse it often to reduce the risk of it spreading



GENERAL CLEANING TIPS:

- ▶ Keeping your home reasonably clean is not only expected by landlords but also a requirement in most tenancy agreements. To ensure you meet these obligations, pay close attention to the following areas:
- ▶ Walls, switches, power points, skirtings, doors, and doorways: Regularly wipe them down to keep them free from marks and dirty finger marks.
- ▶ Cobwebs and dusting: Remove cobwebs from windows, walls, and ceilings. Dust your light fittings, ceiling fans, and vents regularly.
- ▶ Curtains and blinds: Keep them clean and dusted. If suitable, consider machine or dry-cleaning curtains or netting annually.
- ▶ Clean and regularly dust the Windows, sills, window tracks, and flyscreens. Note that most modern windows can be easily removed from their tracks for easy cleaning.
- ▶ Floors: Sweep and mop them regularly. You may need to scrub the floors for the kitchen and wet areas to maintain clean surfaces, tiles, and grouting.
- ▶ Ventilation: Ensure all rooms are adequately ventilated to prevent condensation problems that can lead to mould and potential health issues.
- ▶ Wet areas (bathroom, toilet, and laundry) grouting/tiles: Ensure all tiles are free from grime, soap scum, and mould.
- ▶ Stovetops, grillers, and ovens: Avoid burnt-on food. Promptly clean any spills to prevent them from becoming difficult to remove.
- ▶ Cupboards and drawers: Most are lined with white lining for easy cleaning. However, substances like sauces spilled over time may leave permanent stains. Clean cupboard shelving, doors, doorframes, and inside drawers/cutlery tidies at least once a year. Store food in sealable containers to deter insects and vermin.

These structured cleaning guidelines can effectively maintain a clean and hygienic living space.

Good Neighbours

Having good neighbours is a crucial aspect of our community and daily lives. While we cannot choose our neighbours, we can take proactive steps to foster a positive relationship with them.

DEALING WITH NEIGHBOURHOOD DISPUTES

Neighbourhood disputes can occur for various reasons, such as noise, pets, rubbish, property access, privacy concerns, and children's behaviour. When faced with a strained relationship or dispute with a neighbour, it can be incredibly stressful and uncomfortable to have an unsettled home environment. To navigate these situations effectively, consider the following steps to prevent or resolve conflicts:

Initiate a conversation with your neighbour: Open communication is key. Discuss the issue directly with your neighbour to find common ground and reach a resolution.

Seek assistance from a third party: If communication proves challenging or unproductive, consider involving a neutral third party to mediate the conversation. Their impartial perspective may help facilitate a mutual agreement.

Contact your Housing office or the Community Justice Centre: If initial attempts fail to resolve the matter, you can contact the Community Justice Centre. Their services include arranging free mediation to address and settle neighbourhood disputes. For more information or to access these services, visit the Community Justice Centre's website:

www.cjc.justice.nsw.gov.au

Remember that addressing conflicts proactively and respectfully benefits both parties, leading to a harmonious community and improved quality of life.

Your neighbours can be a great source of companionship and community. Good neighbourly relations are important for your ability to feel comfortable and safe in your home.

However, sometimes issues like noise, privacy concerns, disrespectful behaviour, rubbish, or the use of common property can create conflicts between neighbours. In the unfortunate event you have conflict arise with your neighbour, it is important to try deal with these issues early to avoid escalation into a dispute.

Please try not to fall out with your neighbours. You are living in a community. What happens in and around your home affects your neighbours. Be considerate.

You will be held responsible if visitors misbehave inside or outside your home.

If you need help with your neighbours, please contact your housing office. We will do everything possible to deal with the problem of antisocial behaviour effectively and firmly but fairly. Mediation and local support services can help sort out issues between neighbours.

It is worth noting that being on bad terms with your neighbour can lead to ongoing frustration. Conversely, establishing good terms with your neighbours offers numerous benefits. It creates a friendly community, enhances neighbourhood safety, and makes the area more comfortable.



(If a neighbour ever makes threats or otherwise makes you feel unsafe, you should report this to the police. You can also make a complaint to your social housing provider. The quiet enjoyment of your property is a right you have which should be respected both by your social housing provider and neighbours.)

HOW TO RESOLVE CONFLICT

1. TALK

Try calmly speaking to your neighbour first about the difficulties you are having and suggest

2. THIRD-PARTY

If you feel unable or unsafe to talk directly with your neighbour, or if you are not happy with the outcome, try ask a third-party, like a family member, friend, or other community member for assistance.

3. COMMUNITY JUSTICE CENTRE (CJC)

If the issue has not been resolved, a CJC can help you and your neighbour resolve the dispute and improve relations by coming to an agreement. This alternative dispute resolution system is cheaper, quicker, and easier than court. You can contact a CJC on **1800 990 777** and see more information at www.cjc.justice.nsw.gov.au/.

4. COURT

As a last resort, you may consider legal options. Whilst keeping in mind that court can be a taxing process and damage the neighbourly relationship further, if you decide to proceed with court, you can receive free legal information and referral for legal advice from Law Access on **1300 888 529**.

TO BE A GOOD NEIGHBOUR, CONSIDER THE FOLLOWING TIPS

- ▶ Show consideration for your neighbours and avoid causing nuisance or disturbance to them or their visitors.
- ▶ Be mindful of the problems caused by excessive noise, including late-night activities or early-morning use of domestic appliances and visits from your guests.
- ▶ Take responsibility for your children's behaviour as being a good neighbour also applies to them. Teach them the importance of respecting their neighbours and property, particularly in shared areas or buildings.
- ▶ Ensure that no damage occurs to housing property by anyone residing with you or visiting your property.
- ▶ Be accountable for your visitors' actions and ensure that security doors are securely closed, which applies to your guests.
- ▶ Make use of the provided bins to store your rubbish properly.
- ▶ If you have permission to keep pets, keep them under control and clean up after them, preventing any mess or fouling in communal areas or outside your home.
- ▶ Park your vehicles with consideration and courtesy towards your neighbours.

Following these guidelines can contribute to a harmonious and respectful neighbourhood, fostering a sense of community and promoting a pleasant living environment.





Find the help you need with myagedcare

If you're finding it harder to do the things you used to, you might need a bit of support at home. The Australian Government's myagedcare phone line and website can help you to:

Access services to support you with:

- **Transport**
(e.g. appointments and activities)
- **Household jobs**
(e.g. vacuuming and preparing meals)
- **Modifications to your home**
(e.g. hand rails, ramps)
- **Nursing and personal care**
(e.g. help getting dressed, help shaving)

Find information in one spot on:

- **Different types of services**
(in home support, short-term care, aged care homes)
- **Your eligibility**
- **Your contribution to the cost**
- **Organisations that provide aged care**

Connect with myagedcare on
www.myagedcare.gov.au or **call 1800 200 422**

*1800 calls are free from land lines; calls from mobile phones might be charged.

Community and Services Listings

There may be times during your tenancy that you need to figure out where to turn if you or someone you care for needs support, advice, or advocacy.

A wide range of general and specialist government and independent community services are available to help people who need support. These agencies can help people with a wide range of challenges, including support for financial difficulties, Relationships, family support, housing support, legal issues, illness, disability, mental health problems or addiction.

Here we have listed some of these services; the main ones listed will be able to point you in the right direction if they cannot provide direct assistance.

KEY:

- 📍 Location
- ✉ Email
- 🌐 Website
- ☎ Phone

ABORIGINAL COMMUNITIES

13YARN Crisis Supporter

☎ 13 92 76

Aboriginal Dance Theatre Redfern

📍 82-88 Renwick Street, Redfern

Aboriginal Legal Service (ALS) NSW/ACT

📍 261-265 Chalmers Street, Level 3, Redfern

✉ www.alsnswact.org.au

General enquiries:

☎ 9213 4100

Police charges and court matters:

☎ 1800 765 767

Care and protection and family matters:

☎ 1800 733 233

Aboriginal Medical Service (AMS)

📍 36 Turner Street, Redfern

✉ www.amsredfern.org.au

☎ 9319 5823

Aboriginal Mental Health Unit

📍 Camperdown Community Health Centre, King George V Building, 86-119 Missenden Road, Camperdown 2050

☎ 9515 9000

AbSec – NSW Child, Family & Community Peak Aboriginal Corporation,

📍 21 Carrington Road, Marrickville 2204

☎ 9559 5299

Babana Aboriginal Mens Group

📍 Benledi House, 186 Glebe Point Road, Glebe 2037

✉ success@babana.org

✉ www.babana.org.au

☎ 9660 5012

Deadly Connections

📍 Enmore Park, cnr Enmore Rd and Victoria Rd, Marrickville 2204

✉ info@deadlyconnections.org.au

✉ www.deadlyconnections.org.au

☎ 1800487662

Greater Sydney Aboriginal Tenants Service

✉ admin_gsats@alsnswact.org.au

✉ www.nswats.com.au/branch-locations/sydney-gsats

☎ 9833 3314

Kinchela Boys Home

📍 139-141 Morehead Street, Waterloo 2017

✉ office@kbhac.org.au

✉ www.kinchelaboyshome.org.au

☎ 905 1690

Metropolitan Lands Council

📍 36-38 George Street, Redfern 2016

✉ metrolalc@metrolalc.org.au

✉ www.metrolalc.org.au

☎ 8394 9666

MudginGal Women's Place

📍 233 Abercrombie Street, Redfern

✉ office@mudgin-gal.org.au

✉ www.mudgin-gal.org.au

☎ 9698 1173

National Centre of Indigenous Excellence - NCIE

📍 180 George St Redfern 2016

✉ info@ncie.org.au

✉ www.ncie.org.au/contact-us

☎ 9046 7800

NSW Aboriginal Safe Gambling Services

✉ www.aboriginalsafegambling.com.au

☎ 4023 8080

Tribal Warrior

📍 Gadigal House, 180 Redfern St, Redfern

✉ hello@tribalwarrior.org

✉ www.tribalwarrior.org

☎ 9699 3491

Warringa Baiya Women's Legal Service

📍 Addison Road Community Centre, Building 13, 142 Addison Road, Marrickville

✉ warringa_baiya@clc.net.au

✉ www.warringabaiya.org.au

☎ 1800 686 587

Wyanga Aboriginal Aged Care

📍 35 Cope Street, Redfern

✉ reception@wyanga.org.au

✉ www.wyanga.org.au

☎ 9319 7175

CENTRELINK

Centrelink

☎ 136 240

Centrelink Indigenous Call Centre

☎ 1800 136 380

Child Support Enquiry Line

☎ 131 272 or 1800 241 272

Child Support Government EasyPay Service

☎ 1300 676 420

Child Support Info Service

☎ 131 107

Disabilities, Sickness and Carers Line

☎ 132 717

Employment Services

☎ 132 850

Family Assistance Line

☎ 136 150

Grandparent, Foster and Kinship Carer Advisers

☎ 1800 245 965

Medicare

☎ 132 011

Multilingual phone service

☎ 131 202

Youth Allowance Line

☎ 132 490

CHILDREN & FAMILY

Alexandria Park Early Childhood Health Centre

📍 Corner Park Road and Power Avenue, Alexandria

☎ 9562 5400

Barnados Family Connect & Support

✉ www.barnardos.org.au/services/referral-services

☎ 1800 066 757

Barnados Yuringai Learning Centre

📍 The Factory Community Centre, 67 Raglan Street, Waterloo 2017

✉ www.barnardos.org.au/centres/yuringai-learning-centre

☎ 9699 3489



Where can I
find a safe place
to stay for me
and my kids?

 **Ask Izzy**
askizzy.org.au

One website, thousands
of support services in
your back pocket.

CHILDREN & FAMILY continued

Crown Street Out of School Hours Care (OSHC)

📍 Crown Street Public School, 356 Crown Street, Surry Hills
 ✉️ oshc@shnc.org

The Girls and Boys Brigade

📍 404 Riley Street, Surry Hills 2010
 ✉️ info@girlsandboysbrigade.com.au
 🌐 www.girlsandboysbrigade.org.au
 ☎️ 9319 4509

Glebe Early Childhood Health Centre

📍 160 Johns Road, Glebe
 ☎️ 9562 5400

Grandparent, Foster, and Kinship Carer Adviser Line

☎️ 1800 245 965

KU James Cahill Preschool

📍 7 Raglan Street, Waterloo, 2017
 🌐 www.ku.com.au/childcare/centres/kujamescahill
 ☎️ 9319 4346

KU Maybanke Preschool

📍 99 Harris Street, Pyrmont 2009
 🌐 www.ku.com.au/
 ☎️ 9660 1431

Parent Line NSW

☎️ 1300 1300 52

Poets Corner Preschool

📍 Rear of 55 Morehead St, Redfern
 ✉️ poetspreschool@counterpointcs.org.au
 ☎️ 9699 3175

ROC Occasional Care Centre

📍 55 Pitt St, Redfern
 ✉️ rocc@cityofsydney.nsw.gov.au
 ☎️ 9265 9032

SDN Children's Services

📍 Various Locations
 ✉️ sdn@sdn.org.au
 🌐 www.sdn.org.au
 ☎️ 1300 831 445

The Settlement Neighbourhood Centre

📍 17 Edward Street, Darlington, 2008
 ✉️ info@thesettlement.org.au
 🌐 www.settlement.org.au/programs/the-settlement-kids
 ☎️ 9698 3087

Surry Hills Neighbourhood Centre Long Day Care and Preschool

📍 Level 1/405 Crown Street, Surry Hills
 🌐 www.shnc.org/long-day-care-and-preschool
 ☎️ 9331 8409

Weave Women's and Children's Centre

📍 133 Morehead Street, Waterloo 2017
 🌐 www.weave.org.au
 ☎️ 9699 9036

Wunanbiri Preschool

📍 Level 1, 7-11 Park Rd, Alexandria 2015
 ☎️ 9319 5712

CITY OF SYDNEY CUSTOMER SERVICE CENTRES

City of Sydney Website

Book an appointment online on the City of Sydney website or by phone
 ☎️ 9265 9333

✉️ council@cityofsydney.nsw.gov.au

Glebe Neighbourhood Service Centre

📍 186 Glebe Point Road, Corner Wigram Road, Glebe, 2037

Green Square Neighbourhood Service Centre

📍 355 Botany Road (Located downstairs in Green Square Library), Zetland 2017

Kings Cross Customer Service Centre

📍 50-52 Darlinghurst Road, Potts Point 2011

Town Hall Customer Service Centre

📍 Town Hall House, Level 2, 456 Kent Street, Sydney 2000

(NSW DEPARTMENT OF) COMMUNITIES AND JUSTICE

Child Protection Helpline

☎️ 13 21 11

Court Service Centre

☎️ 1300 679 272

DCJ Corrective Services NSW

☎️ 8346 1333

Feedback Line

☎️ 1800 000 164

Housing Contact Centre

☎️ 1800 422 322

Link2Home Homelessness

☎️ 1800 152 152

NSW Victims Access Line

☎️ 1800 633 063

COMMUNITY AND NEIGHBOURHOOD CENTRES

Counterpoint's Factory Community Centre

📍 67 Raglan Street, Waterloo
 ✉️ info@counterpointcs.org.au
 🌐 www.counterpointcs.org.au
 ☎️ 9698 9569

Counterpoint's Multicultural Centre

📍 73 Garden Street, Alexandria
 ✉️ info@counterpointcs.org.au
 🌐 www.counterpointcs.org.au
 ☎️ 9319 4073

JNC Community Hubs

📍 Maroubra: Shop 2, 669-673 Anzac Parade
 ✉️ contact@jnc.org.au www.jnc.org.au
 ☎️ 9349 8200

Kooloora Community Centre

📍 167 Bilga Crescent Malabar
 ☎️ 9661 9160

Kings Cross Community Centre

📍 50-58 Macleay Street, Potts Point 2011
 🌐 www.kingscross.org.au
 ☎️ 9357 2164

LCSA Peak

📍 Level 2, 17/617 Elizabeth St, Redfern 2016
 ✉️ admin@lcsansw.org.au
 🌐 www.lcsansw.org.au/
 ☎️ 9660 2044

Maybanke Community Centre

📍 87-89 Harris Street, Pyrmont 2009
 ✉️ pyrmontcc@cityofsydney.nsw.gov.au
 🌐 www.cityofsydney.nsw.gov.au
 ☎️ 9298 3134

Newtown Neighbourhood Centre

📍 1 Bedford Street, Newtown 2042
 🌐 www.newtowncentre.org
 ☎️ 9564 2442

Ozanam Learning Centre

📍 99 Forbes St, Woolloomooloo
 🌐 www.vinnies.org.au/nsw/find-help/ozanam-learning-centre
 ☎️ 9358 8100

Pyrmont Community Centre

📍 Corner John & Mount Streets, Pyrmont 2009
 ✉️ pyrmontcc@cityofsydney.nsw.gov.au
 ☎️ 9298 3134

Redfern Community Centre

📍 29-53 Hugo Street, Redfern, 2016
 ✉️ redferncc@cityofsydney.nsw.gov.au
 ☎️ 9265 9333

South Eastern Community Connect (SECC)

📍 1007 Botany Rd Mascot
 ☎️ 7903 0607

Surry Hills Neighbourhood Centre

📍 405 Crown Street, Surry Hills, 2010
 🌐 www.shnc.org
 ☎️ 9331 2646 or 9356 4977.

Ultimo Community Centre

📍 40 William Henry Str, corner Bulwara Road, Ultimo 2007
 ✉️ ultimocc@cityofsydney.nsw.gov.au
 ☎️ 9298 3111

Uniting Harris Community Centre

📍 97 Quarry Street, Ultimo, 2007
 ✉️ ask@uniting.org
 ☎️ 1800 864 846

Weave Woolloomooloo

📍 49 McElhone Street, Woolloomooloo 2011
 🌐 www.weave.org.au
 ☎️ 9331 2153

Weave Youth & Community Centre

📍 Corner Elizabeth & Allen Strs, Waterloo 2017
 🌐 www.weave.org.au
 ☎️ 9318 0539

COMMUNITY NEWS

Cityhub Sydney

🌐 www.cityhubsydney.com.au

Infoxchange Service Seeker

🌐 www.serviceseeker.com.au

Inner Sydney Voice

🌐 www.innersydneyvoice.org.au

Koorimail

🌐 www.koorimail.com

Redwatch

🌐 www.redwatch.org.au

Redwater News - Counterpoint

✉️ info@counterpointcs.org.au

South Sydney Herald

🌐 www.southsydneyherald.com.au

Star Observer

🌐 www.starobserver.com.au



24/7 Mental Health Services





Is it an emergency?

If you or someone you know is at immediate risk of harm, call **triple zero (000)**

Suicide Call Back Service


Anyone thinking about suicide

 suicidecallbackservice.org.au

 1300 659 467

Lifeline

Anyone having a personal crisis


 lifeline.org.au

 13 11 14

Beyond Blue

Anyone feeling anxious or depressed


 beyondblue.org.au

 1300 22 4636

Kids Helpline

Counselling for young people aged 5 to 25


 kidshelpline.com.au

 1800 55 1800

MensLine Australia

Men with emotional or relationship concerns

 mensline.org.au

 1300 78 99 78

Open Arms

Veterans and families counselling

 openarms.gov.au

 1800 011 046

COMMUNITY SAFETY

Beyond Blue

☎ 1300 224 636

Crime Stoppers

To provide crime information confidentially

☎ 1800 333 000

Do Not Call Register

🌐 www.donotcall.gov.au/consumers/register-your-numbers

☎ 1300 792 958

Emergency - Triple Zero

For emergencies or a crime in progress

☎ 000

eSafety

🌐 www.esafety.gov.au

Kids Helpline

☎ 1800 551 800

Lifeline

☎ 131 114 **Police Assistance Line**

Non-urgent reporting and general inquiries

☎ 131 444

Services Australia Fraud Tip-off Line

☎ 131 524

Services Australia Scams and Identity Theft Help Desk

☎ 1800 941 126

Suicide Callback Service

☎ 1300 659 467

Victims Access Line

☎ 1800 633 063

DISABILITY SERVICES

3Bridges

🌐 www.3bridges.org.au

Autism Connect

☎ 1300 308 699

Carer Gateway Counselling

☎ 1800 422 737 (opt 2)

Disability Advocacy

🌐 www.da.org.au

☎ 1300 365 085

NDIS

📧 enquiries@ndis.gov.au

☎ 1800 800 110

DOMESTIC & FAMILY VIOLENCE

The Benevolent Society Domestic and Family Violence Support

🌐 www.benevolent.org.au/services-and-programs/family-parenting-support/domestic-and-family-violence-support

☎ 1800 236 762

Domestic and Family Violence

☎ 1800 RESPECT

☎ 1800 737 732

Domestic Violence Line

☎ 1800 656 463

DV Connect Sexual Assault Helpline

☎ 1800 010 120

DV Connect Women's Line

☎ 1800 811 811

DV Connect Men's Line

☎ 1800 600 636

Elder Abuse and Neglect Helpline

☎ 1300 651 192

Lou's Place

📍 67 Renwick Street, Redfern

🌐 www.lousplace.com.au

MensLine Australia

☎ 1300 789 978

Moving Out Moving On (MOMO)

📍 Numerous locations, Sydney's inner city

☎ 9251 2405

Rape Crisis

☎ 1800 424 017

Women and Girls Emergency Centre

📍 174 Redfern Street, Redfern

📧 intake@wagec.org.au

🌐 www.wagec.org.au

☎ 9319 4088

EMERGENCIES

Police, Ambulance, Fire

☎ 000

Emergency line for people with a hearing or speech impairment

☎ 106

Electricity Supply Emergencies: Ausgrid

☎ 13 13 88

Gas Supply Emergencies (24/7)

☎ 1800 427 532

NSW State Emergency Service (NSW SES)

☎ 132 500

Water Supply Emergencies:

Sydney Water (24/7)

☎ 13 20 90

FINANCIAL HARDSHIP

Financial Rights Legal Centre

🌐 www.financialrights.org.au

☎ 1800 007 007

Good Shepherd's No Interest Loans (NILs)

🌐 www.goodshep.org.au/services/nils

☎ 13 64 57

Mission Australia

📍 31 Roslyn Street Kings Cross NSW 2011

📧 emergencyreliefprogram@missionaustralia.com.au

🌐 missionaustralia.com.au

☎ 93571144

National Debt Helpline

🌐 www.ndh.org.au

☎ 1800 007 007

The Salvation Army

Salvos Phone Assistance Line Team

☎ 8775 7988

Service NSW Cost of Living Relief Schemes

🌐 www.service.nsw.gov.au/campaign/savings-finder

FINES

Work and Development Orders (WDOs)

Help for people who can't pay their fines.

Find a WDO Sponsor

🌐 www.revenue.nsw.gov.au/fines-and-fees/advocates/wdo-sponsors

FOOD RELIEF

Camperdown Food Pantry at

Common Ground Sydney (Addison Road Community Organisation)

Open Tuesday to Friday, 12 to 4pm

📍 31 Pyrmont Bridge Road, Camperdown

📧 info@addiroad.org.au

☎ 9569 7633

Glebe Assistance Partnership Program (GAPP)

📍 St John's House, 138a Glebe Point Rd, Glebe

☎ 9552 4164

OzHarvest

📍 95 Wellington St, Waterloo 2017

Open Tuesday to Saturday from 10am-2 pm

🌐 www.ozharvest.org

Reverend Bill Crews Foundation

🌐 www.billcrews.org/

☎ 8752 4600

GAS AND ELECTRICITY BILL ASSISTANCE

The Energy Accounts Payment Assistance (EAPA) Scheme and Gas Rebate

Assistance offered through Service NSW to some people unable to pay their electricity or gas bills. See website or call for information on eligibility.

🌐 www.servicensw.gov.au

☎ 13 77 88

Price Comparison

Tool for electricity and gas providers

🌐 www.energymadeeasy.gov.au

GOVERNMENT SERVICES

Darlinghurst Service Centre

📍 137-153 Crown Street Darlinghurst 2010

Haymarket Service Centre

📍 McKell Building, Ground Floor, 2-4 Rawson Place, Sydney

MyGov

🌐 www.my.gov.au

☎ 132 307

Marrickville Service Centre

📍 Marrickville Metro Shopping Centre, Shop 9, 20 Smidmore Street

National Relay Service

For people with a hearing or speech impairment to discuss Centrelink, Child Support or Medicare Services or Payments

☎ 1800 555 660 or 13 77 88

🌐 www.service.nsw.gov.au/

NSW Fair Trading

🌐 www.fairtrading.nsw.gov.au

☎ 133 220

NSW Ombudsman

☎ 1800 451 524

NSW Registry of Births, Deaths and Marriages

📍 35 Regent St, Chippendale

🌐 www.bdm.nsw.gov.au

☎ 13 77 88

Online Services Support Hotline

Technical assistance with your Centrelink, Medicare or MyGov accounts and the Express Plus Mobile App

☎ 132 307

In an emergency, call Triple Zero (000)

To contact the police, fire or ambulance in an emergency, call Triple Zero (000) from any telephone in Australia. Calls are free.



000

EMERGENCY



When to call Triple Zero (000)

You should only call Triple Zero (000) in life threatening or time critical situations when an urgent response is required from police, fire or ambulance.

What will happen when I call Triple Zero (000)?

The operator will ask you which emergency service you require—police, fire or ambulance—and will connect you. The operator may also ask where you are calling from.

What if I have difficulty speaking English?

If you have difficulty speaking English, you can ask for an interpreter once you have been transferred to the emergency service you requested. You will not have to pay for the interpreter.

When you call Triple Zero (000), stay calm, stay on the line and clearly answer the operator's questions.

GOVERNMENT SERVICES *continued*

Redfern Service Centre

📍 140 Redfern Street Redfern 2016

Service NSW

🌐 www.service.nsw.gov.au

☎ 13 77 88

Wynyard Service Centre

📍 19 York Street, Sydney

HARM REDUCTION

Alcohol and Drug Information Service

Counselling, referrals, support, and information

☎ 1800 177 833 24/7

Burton Street Centre, St Vincents Hospital

🌐 www.svhs.org.au/our-services/list-of-services

/alcohol-drug-service/burton-street-centre

Counselling Online (Drug and Alcohol)

☎ 1800 888 236

Family Drug Support

☎ 1300 368 186 (24/7)

Kirketon Road Centre

📍 KRC Firestation (Darlinghurst)

📍 KRC Kellett St (Potts Point)

☎ 9360 2766

The Langton Clinic

📍 591-623 South Dowling Str, Surry Hills 2010

☎ 9332 877

NSW Users and Aids Association (NUAA)

📍 345 Crown Street, Surry Hills 2010

🌐 www.nuaa.org.au

☎ 8354 7300 or 1800 644 413

Opioid Treatment Line

☎ 1800 642 428

Redfern Harm Reduction Program

📍 Rear of Redfern Community Health Centre, Turner Street, Redfern 2016

☎ 9395 0400

Sex Workers Outreach Project (SWOP)

📍 219 Oxford St, Darlinghurst 2010

✉ swopconnect@swop.org.au

🌐 www.swop.org.au

☎ 9184 9466

Stimulant Treatment Line

☎ 9361 8088

Uniting Medically Supervised Injecting Centre

📍 66 Darlinghurst Rd, Potts Point 2011

🌐 www.uniting.org/community-impact/uniting-medically-supervised-injecting-centre--msic

☎ 9360 1191

HEALTH - DENTAL

Sydney Dental Hospital

📍 2 Chalmers Street, Surry Hills 2010

✉ slhd-sdh@health.nsw.gov.au

☎ 9293 3200

HEALTH - GENERAL

Brown Nurses

📍 75 Bay Street, Glebe 2037

☎ 9518 6466

Camperdown Community Health Centre

📍 King George V Building, 86-119

Missenden Road, Camperdown 2050

☎ 9516 3232

Carer Assist

☎ 9708 2670

Health Direct (24/7)

🌐 www.healthdirect.gov.au

☎ 1800 022 222

Medicare

☎ 132 011

Medicare Indigenous Access Line

☎ 1800 556 955

Mental Health Access Line (24/7)

☎ 1800 011 511

Pharmaceutical Benefits Scheme

☎ 132 290

Redfern Health Centre

📍 103-105 Redfern Street, Redfern 2016

☎ 9395 0444

HEALTH - GPS

Check bulk billing options

BEFORE MAKING AN APPOINTMENT

Bourke Street Clinic

📍 421 Bourke Street, Surry Hills

🌐 www.thebourkestreetclinic.com.au

☎ 9332 0400

Broadway General Practice

📍 M105/Level 1, Broadway Shopping Centre,

1 Bay Street, Broadway

🌐 www.broadwaygeneralpractice.com.au

☎ 8245 1500

City Doc Medical Centre

📍 7-9 Gibbons Street, Redfern

🌐 www.citydoc.com.au

☎ 8399 5320

Crown Street Medical Centre

📍 351 Crown Street, Lower Ground, Surry Hills

🌐 www.crownstmedicalcentre.com.au

☎ 9360 3338

Darlinghurst Medical Centre

📍 213-219 Darlinghurst Road, Darlinghurst

🌐 www.darlinghurstmedical.com.au

☎ 8302 1111

Glebe Family Medical Practice

📍 114 Glebe Point Rd, Glebe

🌐 www.gfmp.com.au

☎ 9660 8399

MyHealth Central Park

📍 Shop RB08 Lower Ground Level, Central

Park Shopping Centre, 1 Central Park Ave,

Chippendale 2008

🌐 www.myhealth.net.au/central-park

☎ 8197 1888

Myhealth South Eveleigh

📍 Shop 17/2 Central Avenue, Eveleigh

🌐 www.myhealth.net.au

☎ 9197 3990

Poets Corner Medical Centre

📍 Shop 5, 45 Morehead Street, Redfern

🌐 www.poetscornermc.com.au

☎ 9698 3060

Redfern Station Medical Centre

📍 1/147-151 Redfern Street, Redfern

🌐 www.redfernstationmc.com.au

☎ 8313 2999

Surry Hills Medical Centre

📍 569/573 Crown Street, Surry Hills

🌐 www.shfmc.com.au

☎ 9699 3311

Waterloo Medical Centre

📍 Shop 4/45 Wyndham St, Alexandria

🌐 www.waterloomedicalcentre.com.au

☎ 9319 4251

HEALTH - HOSPITALS

The Royal Prince Alfred Hospital

📍 50 Missenden Rd, Camperdown 2050

☎ 9515 6111

St Vincent's Hospital Sydney

📍 90 Victoria St, Darlinghurst 2010

☎ 8382 1111

HEALTH - PSYCHOLOGY SUPPORT & COUNSELLING

3Bridges

🌐 www.3bridges.org.au

☎ 1300 327 434

ACAP Psychology Clinic

🌐 www.acap.edu.au/current-students/acap-psychology-clinic

☎ 8236 8070

Australian College of Applied Professions (ACAP) Psychology Clinic

📍 Level 11/255 Elizabeth St, Sydney 2000

🌐 www.acap.edu.au/applied-psychology/psychology/psychology-clinic

☎ 8236 8070

Butterfly Foundation (eating disorders)

🌐 www.butterfly.org.au

☎ 1800 334 673

Dokotela

✉ cesphn@dokotela.com.au

🌐 www.dokotela.com.au

🌐 www.cesphn.org.au/telehealth-psychiatry-service

☎ 8003 7668

Flourish Australia

🌐 www.flourishaustralia.org.au

☎ 1300 779 270

Head to Health

🌐 www.cesphn.org.au/mental-health/head-to-health

☎ 1800 595 212

Mental Health Line

☎ 1800 011 511

Neami National

🌐 www.neaminational.org.au

OneDoor Mental Health

🌐 www.onedoor.org.au

☎ 1800 843 539

Psychological Support Services (PSS)

🌐 www.cesphn.org.au/pss

✉ mentalhealth@cesphn.com.au

☎ 1300 170 554

Relationships Australia NSW

🌐 www.relationshipsnsw.org.au

☎ 1300 364 277

Suicide CallBack Service

🌐 www.suicidecallbackservice.org.au

☎ 1300 659 467

This Way Up

🌐 www.thiswayup.org.au



Free legal advice & casework

Community legal education & law reform

General: 02 9698 7277

**Inner Sydney Tenants Advice & Advocacy Service:
02 9698 5975**

Financial Abuse Service NSW: 0481 730 344

Employment Rights Legal Service: 02 8004 3270

International Student Service: 02 9698 7645

First Nations
Justice



Discrimination \neq

Money
Problems



Housing



Domestic
Violence



Financial
abuse



Police
complaints



Fines



Employment



Victims
Compensation



At Redfern Town Hall, Gadigal Country
73 Pitt St, Redfern NSW 2016
info@rlc.org.au
rlc.org.au/contact

HEALTH - PSYCHOLOGY, SUPPORT & COUNSELLING continued

University of Sydney Brain and Mind Centre Psychology Clinic

📧 www.sydney.edu.au/brain-mind/our-clinics/psychology-clinic.html
📞 9114 4343

UNSW Psychology Clinic

📧 www.clinic.psy.unsw.edu.au
📞 9385 3042

UNSW Traumatic Stress Clinic

📧 traumaticstressclinic@unsw.edu.au
📧 www.traumaticstressclinic.com/posttraumatic-stress-disorder
📞 8627 3314

UTS Psychology Clinic

📞 9514 7339

Vinnies - The Cleveland Centre

📍 317 Cleveland Street, Redfern 2016
📞 9690 5620

Wellbe Counselling and Psychology

📧 www.wellbe.net.au
📞 9627 1177

HEALTH - SEXUAL HEALTH

ACON

📍 Ground Floor, 414 Elizabeth Street, Surry Hills 2010
📧 www.acon.org.au
📞 9206 2000

The Albion Centre

📍 150-154 Albion Street, Surry Hills 2010
📞 9332 9600

Bobby Goldsmith Foundation

📍 3/111-117 Devonshire St, Surry Hills 2010
📧 www.bgf.org.au
📞 9283 8666

NSW Sexual Health Infolink

📞 1800 451 624

RPA Sexual Health Service

📍 16 Marsden Street, Camperdown 2050
📞 9515 1200

Sydney Sexual Health

📍 Level 3, Nightingale Wing, Sydney Eye Hospital, 8 Macquarie St, Sydney 2000
📧 www.sshc.org.au
📞 9382 7440

HEALTH - SHARPS WASTE

Maintenance Contact Centre

Report community sharps found in DCJ Housing common areas to:
📞 1800 422 322

National Needlestick Injury & Other Exposures Hotline

📞 1800 804 823

NSW Needle Clean-Up Hotline

Report community sharps found on the street to:
📞 1800 633 353

HOMELESSNESS

The Crossing (Mission Australia)

📍 31 Roslyn Street, Kings Cross 2011
📧 thecrossing@missionaustralia.com.au
📞 9357 1144

Father Chris Riley's Youth Off the Streets

📧 www.youthoffthestreets.com.au

The Haymarket Foundation

Crisis Accommodation Service, Chippendale Alcohol and Other Drugs Service, Woolloomooloo
📧 www.haymarket.org.au
📞 1300 029 202

Link2home Homelessness (24/7)

9am to 10pm: Information, assessments and referrals to appropriate specialist services.
10pm to 9am: Information and assessments, referrals only to emergency services.
📞 1800 152 152

Link2Home Veterans & Ex-Service

📞 1800 326 989

Mission Australia Housing

📧 www.missionaustralia.com.au/servicedirectory/211-homelessness

Oasis Youth Support Network

📧 traumaticstressclinic@unsw.edu.au
📧 oasisysn@aue.salvationarmy.org
📧 www.salvos.org.au/oasis
📞 9331 2266

Redfern Vinnies Support Centre

📍 317 Cleveland St, Redfern
📧 Redferncsc@vinnies.org.au
📞 9690 5600

St Vincent de Paul Society

📧 vinnies@vinnies.org.au
📧 www.vinnies.org.au
📞 13 18 12 (option 3)

Wayside Chapel

📍 Kings Cross, 29 Hughes St, Potts Point
📧 mail@thewaysidechapel.com
📧 www.waysidechapel.org.au
📞 9581 9100

Way2Home

📧 way2home@neaminational.org.au
📧 www.neaminational.org.au/find-services/way2home
📞 1800 505 501

HOUSING ADVICE

Glebe DCJ Housing Outreach

Tuesday and Thursday 12.30pm - 3.00pm
📍 The Old Fire Station, 113 Mitchell St, Glebe
📞 9268 3434

Poets Corner Outreach Office

📍 Gilmore Building, 55 Morehead St, Redfern

Redfern DCJ Housing

📍 Ground Floor, 219-241 Cleveland St, Redfern
📞 9268 3434

Redfern DCJ Housing Outreach

Poets Corner Outreach Office
Tuesday and Thursday, 9.00 am - 12.00 pm
📍 Gilmore Building, 55 Morehead St, Redfern
📞 9268 3434

Strawberry Hills DCJ Housing Office

📍 219/241 Cleveland Street, Redfern
📞 9377 6000

Surry Hills DCJ Housing

📍 The Pottery, Ground Floor, 31 Belvoir Street, Surry Hills
📞 9319 9333

Waterloo DCJ Housing

📍 Ground Floor, 232 Pitt Street, Waterloo
📞 9384 4166

INCOME MANAGEMENT

Abstudy

📞 13 24 90

Apprentices and Trainees

📞 13 36 33

Assistance for Isolated Children

📞 132 318

Child Support

📞 13 11 07

Disability, Sickness and Carers

📞 13 27 17

Families

📞 13 61 50

Grandparent, Foster, and Kinship

Carer Adviser Line

📞 1800 245 965

Income Compliance

📞 1800 171 846

Indigenous Debt Recovery

📞 1800 138 193

Job Seekers

📞 13 28 50

Older Australians

📞 132 300

Pensions

📞 13 23 00

Youth and Students

📞 132 490

LEGAL SERVICES

Aboriginal Legal Service

📧 www.alsnswact.org.au
General enquiries
📞 9213 4100
Police charges and court matters
📞 1800 765 767
Care and protection and family matters
📞 1800 733 233

Community Legal Services NSW Directory

📧 www.findlegalhelp.clnsw.org.au

Inner City Legal Centre

📍 Basement, Kings Cross Library, Neighbourhood Centre, 50-52 Darlinghurst Road, Kings Cross 2011
📧 iclc@iclc.org.au
📧 www.iclc.org.au
📞 9332 1966

Kingsford Legal Centre

📧 www.legal@unsw.edu.au
📞 9385 9566

LawAccess NSW

For referrals to other community legal services
📞 1300 888 529

Redfern Legal Centre

📍 73 Pitt Street, Redfern
📧 info@rlc.org.au
📧 www.rlc.org.au
📞 9698 7277

Welfare Rights Centre

📧 www.welfarightscentre.org.au

Women's Legal Service NSW

📧 www.wlsnsw.org.au
📞 8745 6999 Domestic Violence Legal Advice
📞 8745 6988 Women's Legal Advice
📞 8745 6977 First Nations Women's Contact

COMMUNITY AND SERVICES LISTINGS

LGBTQI+ COMMUNITY

ACON

www.acon.org.au
1800 063 060

Anti-Discrimination Board

www.lawlink.nsw.gov.au/adb
9268 5555

Bobby Goldsmith Foundation

www.bgf.org.au
9283 8666

Gay and Lesbian Counselling Service of NSW

8459 9596

The Gender Centre

www.gendercentre.org.au
9569 2366

Minus 18

www.minus18.org.au

Organisation Intersex International Australia

www.oiaustralia.com/

QLife

www.qlife.org.au
1800 184 527

Transgender Anti-Violence Project

9569 2366
www.tavp.org.au

Twenty10

www.twenty10.org.au
8594 9555

LIBRARIES

City of Sydney Local Libraries

Current information on the City of Sydney's Local Libraries can be found at:

library@cityofsydney.nsw.gov.au
www.cityofsydney.nsw.gov.au/libraries
9265 9333

Customs House Library

31 Alfred Street, Circular Quay, 2000

Darling Square Library

The Exchange, Levels 1 and 2,
1 Little Pier Street, Haymarket 2000

Glebe Library

(and Customer Service Centre)
186 Glebe Point Road, Glebe 2037

Green Square Library

(and Customer Service Centre)
355 Botany Road, Zetland 2017

Kings Cross Library

(and Customer Service Centre)
Level 1, 50-52 Darlinghurst Road,
Potts Point 2011

Newtown Library

8-10 Brown Street, Newtown,
Pyrmont Link 2042
Town Hall Express, Level 1, Town Hall
House, 456 Kent Street, Sydney, 2000

Pyrmont Link Library

87-89 Harris Street, Pyrmont 2009

Surry Hills Library

405 Crown Street, Surry Hills 2010

Ultimo Library

Level 1, Ultimo Community Centre,
40 William Henry Street, Ultimo 2007

Waterloo Library

770 Elizabeth Street, Waterloo 2017

LOCAL RESIDENT GROUPS

Alexandria Residents Action Group (ARAG)

Meets every second month

info@ARAG.org.au

The Forest Lodge And Glebe

Coordination Group (FLAG)

Second Tuesday of each month from 11am to
12.30pm

Glebe Town Hall, 160 St Johns Road, Glebe
flagatglebetownhall@gmail.com

Friends of Erskineville Inc

Second Tuesday of each month from 7.30pm

Erskineville Town Hall, 104 Erskineville Road

friends@friendsoferskineville.org

www.friendsoferskineville.org

The Glebe Society

Every second Wednesday of the month

(except January) from 7pm

Glebe Town Hall, 160 St Johns Road, Glebe

president@glebesociety.org.au

www.glebesociety.org.au

REDWatch

First Thursday of each month

(except January) from 6pm

Factory Community Centre,
67 Raglan Street, Waterloo

mail@redwatch.org.au

www.redwatch.org.au

2011 Residents' Association Inc

Meets on the first Monday of each month.

2011rai@gmail.com

For a complete list, search the City of Sydney
website or contact your local community centre.

LOCKSMITHS

Bensons Locksmiths & Security Services

9516 4688

ED's locksmith

9519 9519

Houdini Locksmiths

Offers centre pay

houdinilocks [at] gmail.com

www.houdinilocksmiths.com.au

9136 5165

MIGRANTS, REFUGEE AND VISITOR SERVICES

Asylum Seekers Centre

9078 1900

Communitiy Migrant Resrouce Centre

9687 9901

Department of Home Affairs

www.homeaffairs.gov.au

www.immi.homeaffairs.gov.au

13 18 81

Department of Immigration and Border Protection

26 Lee St, Haymarket

13 18 81

Ethnic Communities Council of NSW

221 Cope St, Waterloo 2017

9319 0288

Multilingual Phone Service

131 202

MULTICULTURAL SERVICES

Asylum Seekers Centre

43 Bedford Street, Newtown 2042

www.asylumseekerscentre.org.au

9078 1900

Jewish Care

hello@jewishcare.com.au

www.jewishcare.com.au

1300 133 660

Multicultural Disability Advocacy Association of NSW

madaa@madaa.org.au

9891 6400

NSW Multicultural Health

Communication Service

www.mhcs.health.nsw.gov.au

Spanish Community Care Association

info@spanishcare.org.au

www.spanishcare.org.au

Sydney Multicultural Community Services

info@sydneymcs.org.au

www.sydneymcs.org.au

9663 3922

Transcultural Mental Health Line

1800 648 911

Translating and Interpreting Service (TIS)

13 14 50

OLDER PEOPLE SERVICES

3Bridges Community

www.3bridges.org.au

1300 327 434

Australian Chinese Community

Association of NSW

info@acca.org.au

www.acca.org.au

Dementia Support Australia (24/7)

1800 699 799

Eastern Sydney/City of Sydney

Dementia Advisory Service

8382 1450 (Intake)

0416 144 100

HammondCare, Darlinghurst

www.hammond.com.au

1800 776 112

My Aged Care

www.myagedcare.gov.au

1800 200 422

NSW Ageing and Disability Abuse Helpline

1800 628 221

Services Australia Aged Care Line

1800 227 475

PETS AND ANIMAL WELFARE

Animal Welfare League NSW

www.awlnsw.com.au

8899 3333

Maggie's Rescue

admin@maggiesrescue.org

www.maggiesrescue.org

RSPCA

Council Pet Microchipping (free for pensioner, concession card or student concession card holders), Registration, and for when your pet goes missing

📧 www.cityofsydney.nsw.gov.au/pet-animal-services

RSPCA NSW

📧 www.rspcansw.org.au

RSPCA Lost and Found:

☎ 9770 7555 – option 3

Report a Cruelty Case:

☎ 1300 278 3589

VetPay

✉ support@vetpay.com.au

📧 www.vetpay.com.au

☎ (08) 8465 1850

WIRES

📧 www.wires.org.au

☎ 1300 094 737

POLICE STATIONS

Remember, Police stations have various specialist liaison officers to help specific communities understand their rights and responsibilities when in contact with the police and can help explain how police respond to and manage crime and community safety. This includes Aboriginal Liaison Officer, Domestic Violence Liaison Officer, Community and crime prevention Liaison Officer, Multicultural Liaison Officer, and LGBTQIA Liaison Officer.

For non-urgent police assistance

☎ 131 444

Day Street Police Station (24/7)

📍 192 Day Street, Sydney 2000

☎ 9265 6499

Glebe Police Station (24/7)

📍 1-3 Talfourd Street, Glebe 2037

☎ 9552 8099

Kings Cross Police Station (24/7)

📍 Corner of Elizabeth Bay Road and Barncleuth Square, Kings Cross 2011

☎ 8356 0099

Mascot Police Station (24/7)

📍 965 Botany Road, Mascot 2020

☎ 8338 7399

Newtown Police Station (24/7)

📍 222 Australia Street, Newtown 2042

☎ 9550 8199

Redfern Police Station (24/7)

📍 1b Lawson Street, Redfern 2016

☎ 8303 5199

Surry Hills Police Station (24/7)

📍 Level 3, Sydney Police Centre, 151-241

Goulbourn Street, Surry Hills 2010

☎ 9265 4144

Woolloomooloo Police Station

📍 Shop 10/164 Cathedral Street,

Woolloomooloo

☎ 9380 2189

CUSTOMER ASSISTANCE UNIT

If you need help, you can contact the Customer Assistance Unit to obtain assistance on how to lodge a complaint or compliment.

☎ 1800 622 571

POST OFFICES

AUSTRALIA POST

📧 www.auspost.com.au

☎ 13 76 78

Alexandria Post Shop

📍 1 Mitchell Road, Alexandria 2015

Broadway Post Shop

📍 The Broadway Shopping Centre Shop

21g 1, 21 Bay Street, Ultimo

Haymarket Post Shop

📍 Shop 13, 477 Pitt Street, Sydney 2000

Newtown Post Shop

📍 21-25 Enmore Road, Newtown 2042

Potts Point Post Shop

📍 50-58 Macleay Street, Elizabeth Bay 2011

Redfern LPO

📍 168-170 Redfern Street, Redfern 2016

Strawberry Hills Post Shop

📍 219-241 Cleveland Street, Redfern 2016

Surry Hills Post Shop

📍 4/500 Crown Street, Surry Hills 2010

Sydney South Post Shop

📍 Shop 22, 201 Elizabeth Street, Sydney 2000

Waterloo Parcel Collection

📍 10/5 Potter Street, Waterloo 2017

SWIMMING POOLS

Andrew (Boy) Charlton Pool

📍 1C Mrs Macquaries Road, The Domain 2000

📧 www.abcpool.org

Belgravia

✉ askbelgravia@belgravialeisure.com.au

☎ 1300 198 412

Cook + Phillip Park Pool

📍 4 College Street (Corner William Street),

Sydney 2000

📧 www.cookandphillip.org.au

Gunyama Park Aquatic and Recreation Centre

📍 17 Zetland Avenue, Zetland 2017

📧 www.gunyamapark.com.au

Ian Thorpe Aquatic Centre

📍 458 Harris Street, Corner William Henry

Street, Ultimo 2007

📧 www.itac.org.au

Prince Alfred Park Pool

📍 105 Chalmers Street, Surry Hills 2010,

📧 www.princealfred.org

Victoria Park Pool

📍 Victoria Park, City Road Corner

Parramatta Road, Camperdown 2050

📧 www.vppool.com.au

TENANCY AND LEGAL SERVICES

Inner Sydney Tenant's Advice Service

☎ 9698 5975

Tenants Union NSW

📧 www.tenants.org.au/tu

TRANSLATION & INTERPRETING

Translating & Interpreting Service (TIS)

☎ 13 14 50

TRANSPORTATION

Access Sydney

📧 www.accesssydney.org.au

☎ 8241 8000

Opal Travel

📧 www.transportnsw.info/apps/opal-travel

Transport NSW

📧 www.transportnsw.info

☎ 131 500

Transport NSW Trip Planner

📧 www.transportnsw.info/apps

VETERAN SERVICES

Veterans Support Service

☎ 1800 011 046

VOTING AND ELECTIONS

Australian Electoral Commission

📧 www.aec.gov.au

☎ 13 23 26

NSW Electoral Commission

📧 www.elections.nsw.gov.au

☎ 1300 135 736

YOUTH SERVICES

Caretakers Cottage

📧 www.caretakers.org.au

The Fact Tree Youth Service

📍 703 Elizabeth Street, Waterloo

✉ info@facttree.org.au

📧 www.facttree.org.au

Glebe Youth Service

📍 84 Glebe Point Road, Glebe 2037

📧 www.glebeyouth.org.au

☎ 9331 2646 or 9319 2078

Headspace/Headspace Camperdown

📍 Level 2, Building K (Brain and Mind Centre),

97 Church St, Camperdown 2050

📧 www.headspace.org.au

PCYC Waterloo

📍 638 Elizabeth Street, Redfern

✉ southsydney@pcycnsw.gov.au

📧 www.pcycnsw.org.au/south-sydney

☎ 9319 4240

Redfern Youth Connect

📍 160 Botany Rd, Alexandria 2015

✉ info@redfernyouthconnect.org

☎ 7204 3888

The Settlement Neighbourhood Centre

📍 17 Edward Street, Darlington 2008

✉ info@thesettlement.org.au

📧 www.settlement.org.au/programs/the-settlement-youth

☎ 9698 3087

Weave Youth and Community Services

📍 1B Elizabeth Street, Waterloo 2017

📧 www.weave.org.au

☎ 9318 0539

Youth Block Youth Health Service

📍 288 Abercrombie Street, Redfern

☎ 9562 5640



ABN: 21 334 613 263

Counterpoint Community Services Incorporated
67 Raglan Street, Waterloo NSW 2017
Phone: 02 9699 896 Email: info@counterpointcs.org.au



counterpointcs.org.au