



Housing supports and contact information

To get started:

- Lodge an application for housing assistance**
 - Lodge by calling P: **1800 422 322**
 - For more information: <https://www.facs.nsw.gov.au/housing/help/applying-assistance/assistance>
 - If you are unsure if you have a LIVE application contact housing to follow up.
 - If your details/ circumstances have changed, submit a change of circumstances form to your local provider (Hume/ Compass).

- Apply for pre-approval rent start bond loan**
 - Lodge by calling P: **1800 422 322** and complete the pre-approval over the phone
 - **Required Evidence:**
 - Recent income statement from Centrelink + Recent 4-week bank statement + 2x ID for all members of the household over 18 years
 - For more information: <https://www.facs.nsw.gov.au/housing/factsheets/rentstart-bond-loan>

- Submit rental Applications:**
 - Submit rental applications- include all relevant documents – include rent start bond loan pre-approval letter/ evidence of a bond.
 - Keep a rental diary for all applications submitted.
 - Apply for bond extra – If you have applied for 25+ properties unsuccessfully.

- Apply for Bond Extra-**
 - Lodge at **Compass/ Hume.**
 - For more information: <https://www.facs.nsw.gov.au/housing/factsheets/Bond-Extra-landlords-agents>
 - **Required Evidence:**
 - Completed Rental diaries reflecting 25+ properties
 - Bond Extra application form
 - Application for housing assistance
 - Recent income statement from Centrelink + Recent 4-week bank statement + 2x ID for all members of the household over 18 years



Alternative Accommodation options:

- ***If you are needing accommodation:***
- Seek alternate accommodation such as a motel/ Caravan park on a weekly rate – See Tenancy facilitation pack for a list of some options.
- Contact Link2Home **P: 1800 152 152** for emergency accommodation/ temporary accommodation.
- You can also contact Link2Home enquire about refuge vacancies.

Issues with a current tenancy:

- If you are needing advice around issues/ termination/ eviction/ breaking lease due to domestic violence – in relation to a current tenancy contact Hunter Tenants Advice and Advocacy service.
- **P: 49696 7666 – HTAAS (Call before 1pm)**
- <https://www.tenants.org.au/>
- If you are requiring a transfer for a social housing property, please contact your current housing provider (Compass, Hume, Pacific Link, DCJ Housing).

Housing/ Accommodation contacts:

Link2Home

- P: **1800 152 152** if you need emergency accommodation
- Operating 24/7
- You will need to present at your local Hume or Compass office as indicated by the Link2Home operator, in the following days with required documents.

Hume Housing-

- 464 High St Maitland (located between the Belmore pub and shenanigans)
- P: 9422 4300
- Areas Covered – Maitland and Port Stephens LGA

Compass Housing-

- 114 Vincent St Cessnock
- P: 1300 333 733
- Areas Covered- Cessnock LGA + Dungog + Singleton + Upper Hunter

Our Backyard

- P: 0402 155 586
- <http://www.ourbackyard.info/>



- If residing in your car this may be a safer place to stay.
- Based in the Newcastle area.

Domestic Violence Support:

Please call 000 in the event of an emergency.

DV Line – P: 1800 65 64 63

- Provides counselling for women who have/ are experiencing domestic and family violence.
- Understand what an Apprehended Violence order (AVO) is and how to get one.
- Support in developing a safety plan / exit plan.
- Support to find emergency accommodation.

1800 RESPECT – P: 1800 737 732

- Can call 24/7 + online chat option available.
- Counselling support for women who have experienced domestic and family violence.
- https://www.1800respect.org.au/?gclid=CjwKCAjw1ej5BRBhEiwAfHyh1AkWAnpDyEDF3UyCuQXw7TkUDPiX4EV4_ACeELt9tI4KXmkLJFaBpRoCDvAQAvD_BwE

Financial Supports

Financial counselling

- Hunter valley Project - P: 4933 8999
- Samaritans - P: 4934 0800

NILS – No interest loan scheme

- Loans up to \$1,500, no interest for low-income households – requirements on website.
- White goods, medical procedures, Education essentials, car repairs + rego.
- <https://nils.com.au/>

Centrelink Crisis payment

- P: 13 28 50
- May be eligible for a one off income support crisis payment.
- Applications need to be made within seven days of the domestic violence incident.
- <https://www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment>



LGTBQIA+ Supports

ACON

- P: 4962 7700 OR P: 1800 063 060
- <https://www.acon.org.au/>
- Mental health, DV, AOD, safety, Health +

Legal advice and information

- Hunter community legal Centre P: 4040 9121
- Legal Aid P: 1300 888 529
- Family Advocacy and support service- FASS – P: 1800 113 277
- The Women's Legal service- P: 1800 810 784

Mental Health Supports

Please call 000 in the event of an emergency.

Lifeline

- P: 13 11 14
- Text: 0477 131 114 (Between 6pm and Midnight, 7 days a week)

Mental Health Line

- P: 1800 011 511
- Professional help and advice.
- Referral to local mental health services.

Suicide call back service

- P: 1300 659 467
- <https://www.suicidecallbackservice.org.au/>

E-Headspace

- Young person's 12-25yrs
- <https://headspace.org.au/eheadspace/>
- 1 on 1 chat online open 9am to 1am (Melbourne time) 7 days a week



Family Supports

Relationships Australia

- Support programs.
- P: 1300 364 277
- <https://www.relationships.org.au/>

Family referral service

- P: 1300 006 480
- <https://www.benevolent.org.au/services-and-programs/list-of-programs/family-connect-and-support>
- Referrals and advice.

Alcohol and Other Drug Supports

Please call 000 in the event of an emergency.

LifeLine

- P: 13 11 14
- Text: 0477 131 114 (Between 6pm and Midnight, 7 days a week)
- <https://www.lifeline.org.au/get-help/information-and-support/substance-misuse-and-addiction/>

Hunter New England supports

- P: 1300 660 059
- Referral, information, and advice
- <https://www.health.nsw.gov.au/aod/Pages/contact-service.aspx>

Drug and Alcohol specialist advisory service

- P: 1800 023 687
- <https://www.svhs.org.au/our-services/list-of-services/alcohol-drug-service/drug-alcohol-specialist-advisory-service>

Other

Ask Lois

- Search engine for support services and resources
- <https://asklois.org.au/get-help/>
- <https://asklois.org.au/resources/>