

# The Fairfield Housing Directory



**FAIRFIELD HOUSING TASK FORCE**

## **Guide to Housing Information Fact Sheets**

### Fact Sheet 1: Emergency Relief Providers

Contact details of services providing various forms of financial support for people in urgent need of assistance

Fact Sheet 2: Strategies and support services for preventing and dealing with problems as tenants

Fact Sheet 3: Contact details for emergency temporary crisis accommodation services

Fact Sheet 4: Contact details for agencies providing rent assistance, brokerage for assistance towards bond, rent arrears, moving, storage, etc. and other forms of assistance

Fact Sheet 5: Contact details and links to services and agencies that help people find housing

Fact Sheet 6: Guide to housing services and advice for older people

Fact Sheet 7: Information for people with mental health conditions about housing

## Fairfield/Liverpool Emergency Relief Providers – Updated August 2010

Agency Details	Salvation Army	St Vincent's De Paul Society	Liverpool Uniting Church	Fairfield Uniting Church	Salvation Army	Anglicare	Parks Community Centre
Address:	473 Hamilton Rd Fairfield West NSW 2165	248 Humphries Road Bonnyrigg	28 Pirie Street Liverpool	Harris Street cnr William Street	51 Memorial Avenue, Liverpool 9601 2813	9 Northumberland St Liverpool	Stockland Town Centre, Polding St, Wetherill Park 9609 7400
Telephone:	9725 3908	9823 1222	9602 6772	9728 3886		9824 0822	
Opening hours:	M, Th & F, 9.30am- 12/1-2.30pm	M-F, 9-3	Tues 12-2	M & W, 11.30am- 1pm	M,W,F, 9.30am-2pm	M-Thurs 9-4pm	Every second Tu & W Fridays at 17 Greenfield Road, Greenfield Park
Eligibility for assistance and referral requirements Important Note:	Appointment is required Financial Problems Referral from Centrelink or other services Customer needs to present evidence of expenditure and bills.	Ring to give customer details Home visit only (by volunteers) Referral from Centrelink or other services Clients need to present evidence of expenditure and bills	Anybody with Financial Problems	Anybody with financial problems	Appointment is required  Customer needs to present the original bill	Appointment is required  Customer needs to present evidence of expenditures and bill	Appointment is required  Support, services, programs, information, and referrals
Areas Covered	Fairfield LGA	Fairfield LGA	Liverpool LGA	Fairfield LGA	Liverpool LGA	Liverpool LGA ONLY	
Food	Food voucher in emergency only, once every 3 months	Hamper (box of food) delivered to client's home after the home visit, depends on area	'Agaby Cafe' Free meal every Tuesday	Free meal every Monday and Wednesday (11.30-1.00)	Yes. Voucher/basket depends on assessment	No.	Yes
Electricity	Yes One every 3 Months	Yes. Sometimes in emergency circumstances	No	No	Yes except for disconnection notice	Yes, one a year	Yes
Water	Yes One every 3 months	Yes	No	No	For owner occupiers only	No	Yes
Gas	Yes One every 3 months	No	No	No	Yes except for disconnection notice	Yes, once a year	Yes
Furniture	Some time in emergency circumstances	Yes needs assessed on home visit and delivery afterwards	No	No	Yes	No	
Clothing	Occasionally, only in emergency circumstances	Yes. Clothing docket. Redeemable at St Vincent	No	No	Yes – Salvos Stores	Clothes voucher	

## **Dealing with and Preventing Problems as Tenants**

### ***Tenancy Advice and Advocacy***

South West Sydney Tenants Advice and Advocacy Service, Macarthur Legal Centre Campbelltown. Phone advice hrs M9-1, Tu9-1 & 4-6, W9-1, F9-3; 4628 1678 or 1800 631 99; Face to face advice every Friday 9-12.30 at 317 Queen St, Campbelltown (opposite Macdonalds)

Tenants Union Advice Hotline. Mondays 3-6pm 1800 251 101  
<http://www.tenants.org>

Office of Fair Trading (Tenancy Services) 133 220/1800 451 301

South Western Regional Tenants Association Inc Liverpool. Advocacy and assistance with forms for public housing tenants and applicants. Community develop projects. 9821 1700

### ***Complaints and Disputes***

Real Estate Institute of NSW – send written complaints about agents members of the Institute. 9267 6311

Specialised Support & Services (Office of Fair Trading) – telephone complaints about real estate agents, requests for inspectors, 9267 6311.

Community Justice Centre – free mediation services for disputes resolution, eg between flatmates or neighbours 1800 671 964

Consumer, Trader and Tenancy Tribunal 1800 451 292 (please contact a tenancy advice service)

Housing Appeals Committee – for reviews of decisions of social housing providers to see if they were fair, reasonable and consistent with policy 1800 629 794

Housing NSW Client Feedback Line 1300 468 746

NSW Ombudsman 9286 1000; email [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au) for complaints about unfair treatment by a NSW government agency

Energy and Water Ombudsman NSW 1800 246 545 – complaints about electricity, gas and some water suppliers

Anti Discrimination Board 9268 5555, for info on rights and responsibilities under Antidiscrimination law, and make these complaints

Human Rights Commission investigates complaints of discrimination, harassment and bullying 1300 656 419

Your local MP (state or federal depending on the matter, and relevant ministers, are also contact points to make complaints relating to government service provision and policy.

## **Dealing with and Preventing Problems as Tenants**

### ***Q. Which do I contact to make my complaint???***

There are many different channels, some to make complaints, to influence policies, and to negotiate outcomes on individual cases.

### ***Q. What if I want to find out about my tenancy rights?***

Whether you are a private or public tenant, you can contact tenancy services – Tenancy Advice and Advocacy Service, Tenants Union, or Office of Fair Trading. You may need to go to the Consumer, Trader and Tenancy Tribunal (CTTT) or Housing Appeal Committees (an additional avenue for social tenants) to resolve the matter through conciliation or orders from the tribunal bodies.

### ***Q. What additional channels are there for Housing NSW tenants?***

You can also contact the Housing NSW funded South Western Regional Tenants Association Inc Liverpool for assistance, and send in complaints through the Housing NSW Client Feedback Line. To appeal Housing NSW decisions (in addition to CTTT), and before Housing Appeals Committee, letters can be directed to the Housing NSW Senior Customer Service Officer. Others you may want to send a copy to in extreme cases include the area director and the minister for housing. The Human Rights Commission and Anti-discrimination Board are also possible channels for obtaining outcomes in situations where discrimination are implicated. You can also contact the local MP.

### ***Q. What about problems with neighbours?***

Community Justice Centre can provide free mediation services for disputes resolution, which is outside of tenancy legislation.

### ***Q. What about problems with electricity and water bills?***

If you believe you have been overcharged by electricity and water providers, contact your Energy and Water Ombudsman. If you are charged normally but require assistance paying for these contact your local Emergency Relief Provider which may be able to help. Also with some electricity providers they provide concession for people in special circumstances and can negotiate payment plans

### ***Q. What about complaining to create awareness of issues?***

To complain about unethical behaviour of Real Estate Agents, complaints can be made to the Real Estate Institute of NSW and the Specialised Support and Services of Office of Fair Trading. To lobby for policy change, you can contact your MP and other political representatives.

## **Getting emergency, temporary and crisis accommodation**

### ***Emergency and crisis accommodation***

Homeless Persons Information Centre (HPIC)  
1800 234 566/9265 9081

Housing NSW – Temporary Emergency Accommodation  
9754 6800  
After hours line 1800 152 152  
(4.30pm-10pm weekdays, 10-10pm weekends)

### **For youth**

Emergency Youth Accommodation Line (vacancies, for ages 14-18)  
9267 5918

Youth Emergency Accommodation Line (24 hr recorded listing of crisis refuges in NSW)  
9318 1531/1800 424 830

Kids Helpline (24 hr) 1800 551 800

Fairfield Youth Accommodation Service Incorporated, supported accommodation for ages 16-24  
[www.fyas.org.au](http://www.fyas.org.au) 9757 2121

Our House Youth Accommodation: Med-long term semi-independent ages 16-24/Accommodation & Brokerage Youth Service – case mgmt, support, brokerage, referral Mark/Nhung, CCC, 9727 0477

Fairfield Youth Connections – Mission Australia (ages 15-18), crisis accommodation 9756 4580

Loftus House, for NESB females (14-18) 9727 0826

Liverpool Youth Accommodation Assistance Company, ages 16-25, up to 2 years. 9600 6011

Liverpool Youth Refuge Pregnancy Project. 9824 0192

Catholic Care Youth Supported Accommodation Program (14-25), transitional accommodation options in Yagoona, 9603 4994

### **For Women**

NESH Women's Housing Scheme, Supported accommodation 3-12 mths for NESB women and their children 9724 0554

<http://www.nesh.org.au>

Bonnie's Women's Refuge  
1800 656 463  
DoCS Domestic Violence Line 1800 656 463

Domestic Violence Advocacy Service  
9637 3741/1800 810 7814

### **For Asylum Seekers**

The House of Welcome. Limited housing avail. 9727 9290, 140 Wattle St, Carramar [thow@tpg.com.au](mailto:thow@tpg.com.au)

## **Getting emergency, temporary and crisis accommodation**

### ***Q. What are the steps for getting temporary emergency housing?***

When an individual or family find themselves temporarily homeless, for example they have been evicted and have not yet been successful in their applications in social housing and the private market, there is some help available.

Homeless Persons Information Centre (HPIC) manages vacancies and provides referrals to refuges. Refuges can be inappropriate or unavailable, so Housing NSW may provide temporary emergency housing (motels, caravan parks) for these, but they require that the person fulfils criteria and has contacted HPIC that same day and HPIC could not provide a referral.

1. Contact HPIC to be assessed for referral. If no referral made or referral is inappropriate – in which case the case needs to be made to Housing NSW:
2. Go to the Housing NSW office or if after hours contact the afterhours line; if you are assisting someone you may want to call on the person's behalf while they are with you
3. This process generally has to be repeated everyday that the person needs temporary emergency accommodation until more permanent options are found. Housing NSW may be able to provide temporary emergency accommodation for up to 3 months

### ***Q. What other needs should be considered?***

Many people in the situation of needing temporary emergency housing also will require financial assistance and assistance in finding more permanent housing. Please refer to the relevant factsheets for more information.

## **Financial Assistance – Housing Needs**

### ***Centrelink Assistance***

Cabramatta Office:

251-257 Cabramatta Road

Fairfield Office:

29-33 Barbara Street

See <http://www.centrelink.gov.au>

- Commonwealth Rent Assistance

### ***Brokerage Services – assistance towards bond, rent arrears, moving, storage, etc***

Housing NSW, Fairfield, Ground Floor  
360-362, The Horsley Drive,  
9754 6800

& Hume Housing, 3/119 The  
Crescent, Fairfield, 9724 0554

- Rentstart (bond, rent in advance, rent arrears)
- Tenancy Guarantee
- Mortgage Assistance

<http://www.housing.nsw.gov.au> for further info

Homeless Persons Information  
Centre 1800 234 566/9265 9081

- Brokerage – moving/storage for households unable to pay for this.

Call and asked to be assessed for this assistance. If eligible you will be asked to obtain 3 quotes for this service. Costs of up to \$200 are generally covered.

Southwest Metro Brokerage Project,  
St Vincent de Paul, Campbelltown,  
4625 1828

- Limited assistance with rent arrears for single women in private rental/possible assistance for other situations

### ***Emergency Relief Providers***

Please see table on the back for information on local Emergency Relief Providers for assistance such as food, electricity, water, clothing and furniture vouchers.

## **Finding a Home to Rent**

### ***Within the private market***

#### **Rental listings**

See real estate agent listings.

<http://www.domain.com.au>

<http://www.realestate.com.au>

#### **Share Accommodation**

<http://www.gumtree.com.au>

<http://www.flatmatefinders.com.au>

<http://www.flatmates.com.au>

<http://www.domain.com.au>

University and TAFE noticeboards  
and share accommodation

### ***Outside the private market***

#### **Public Housing**

Housing NSW, Fairfield, Ground Floor  
360-362, The Horsley Drive,  
9754 6800

#### **Community Housing**

Hume Community Housing,  
3/119 The Crescent, Fairfield,  
Ph. 9724 0554

Affordable Community Housing  
Silverwater Office  
Ph. 8622 1500

St George Community Housing  
Ph. 9585 1499

### **Housing Co-operatives**

Van Lang and Lac Viet Housing Co-  
operative  
(for aged Indo-Chinese couples and  
singles, in Fairfield)  
Contact: Ms Phan Than (Aged  
Support Worker)  
Ph. 9754 2537 or 0425 256 345

Kapit-Bahaya Cooperative  
Contact: Mr Ruben Amores  
Ph. 9645 6670 or 0407 870 771

Surcoop  
(for Latin American families)  
Contact: The Secretary  
Ph. 9610 7212  
Email: [surcoop@surcoop.org](mailto:surcoop@surcoop.org)  
<http://www.surcoop.org>

### ***What other services might be helpful to help someone find a home?***

Refer to the factsheet about financial  
assistance for further information



## **Finding a Home to Rent**

### ***Q. How to apply for social housing?***

The main social housing providers in Fairfield are Housing NSW and Hume Housing. Eligibility criteria include having Australian residence and the household gross income being assessed to be under limits. Those offered public or community housing pay a rent that is calculated to a percentage of their income. However, meeting the criteria does not guarantee someone housing – the system includes a normal waiting list which is currently 20 years long in Fairfield, and a priority waiting list. Due to housing shortage, getting onto the priority waiting list is extremely difficult.

The Steps:

1. Application form can be obtained from either Housing NSW or Hume Housing (or on the Housing NSW website), this needs to be filled out along with other requested documentation
2. The applicant who hopes to obtain priority housing needs to obtain support letters explaining why the applicant's circumstances mean, from their expert knowledge, that they need priority housing – from caseworkers, doctors, specialists, teachers, etc.
3. The applicant takes the form and paperwork to either Housing NSW or Hume Housing and waits to for the initial assessment interview. The housing staff should advise the applicant when and how they will hear the decision.

### ***Q. What is co-operative housing?***

It is a form of community housing where the tenants manage and maintain the housing themselves as a community. The rent paid is determined by a household's income. It provides affordable housing for people on low to moderate incomes, and is usually formed by community groups of a particular culture, gender, age, etc. Households from communities that have established cooperatives can apply on the respective cooperative's waiting list. Communities wishing to establish a cooperative should contact Common Equity NSW for further information. [Http://www.commonequity.com.au](http://www.commonequity.com.au)

### ***Q. Who can give assistance for someone applying in the private market?***

Due to language and other barriers, some people need intensive assistance in making applications in the private market; they are often people in need of social housing forced to apply in the private market due to severe shortage of social housing. It is worth contacting Housing NSW to ask about their waiting list for a Private Rental Brokerage Specialist who could help in some cases. Often, the community sector caseworker is obliged to provide this service as it is unavailable, assisting with internet searches, filling out applications and even taking the applicant to real estate agents and viewings.

## **Housing for Older Persons – housing, aged care, etc.**

### ***Finding housing***

Housing NSW Community Housing providers

give priority to people aged 80+ (or 55+ if Aboriginal and Torres Strait Islanders) who qualify for public housing  
(02) 9754 6800

ACHA (Assistance with Care and Housing for the Aged Person), Catholic Care Liverpool provides case management on housing issues for anyone of Liverpool, Fairfield and Bankstown LGAs over 65 (02) 8778 4222 and ask for 'ACHA'.

Chinese Speaking Elderly Housing Project Anglicare Cabramatta has a waiting list for this community housing project (02) 9728 0200

### ***Services to help people who have housing to continue living independently in the community***

FAHMOS (Fairfield Area Home Modification Outreach Service)  
9607 2977  
[Cabracc.org.au/fahmos/contact-us.htm](http://Cabracc.org.au/fahmos/contact-us.htm)

Red Cross Telecross  
to arrange short daily calls from volunteers (02) 9229 4222

Housing NSW Tenant Connect – to arrange short daily calls by volunteers to Housing NSW tenants 70+, 1800 827 677

### ***Tenancy issues***

Older Persons Tenants Service,  
(02) 9566 1120 (M, Tu, Th, 10-4pm, W 10-1pm)  
[opts@cpsa.org.au](mailto:opts@cpsa.org.au)

### ***Aged care***

Central Cluster Referral and Information Service  
For referral to the Liverpool/Fairfield Aged Care Assessment Team, (ACAT assessment is required for referral 1800 455 511

Commonwealth Carelink Centre South West Sydney  
For information about aged care, disability and support services such as respite. 1800 052 222,  
[southwestcarelink@anglicare.org.au](mailto:southwestcarelink@anglicare.org.au),  
40 Cumberland St, Cabramatta

Aged Care Triage (ACT) Service  
For aged care residents needing re-assessment of the level of care needed. 1800 556 211 8am-10pm

Problems – Aged Care Rights Service TARS  
9281 3600

## **Housing for Older Persons – housing, aged care, etc.**

### ***Q. Are you a tenant or resident of an aged care service and need to know your rights?***

- For tenants:

**Older Persons Tenants Service** provides advice and advocacy, and community education, for private and social housing tenants aged 55 years and older and to all ‘protected tenants’ regardless of age (if a tenancy began before 1986, one could be a protected tenant and have different rights)

- For residents of hostels, nursing homes and retirement villages:

Contact the **Aged Care Rights Centre**

### ***Q. What steps to take to get information on or arrange aged care?***

There are different levels of care available according to how much assistance is needed. Eg there are hostels and nursing homes and different levels of care within these categories too. See below for what these are. To ensure people are housed appropriate to their level of need people cannot directly apply to nursing homes or hostels.

The Steps:

1. Contact Centre Cluster Referral and Information Service for a referral to ACAT – Aged Care Assessment Team
2. ACAT will arrange a home visit to find out the level of care needed
3. Contact Commonwealth Carelink Centre after ACAT’s report, to find out what services are available and arrange visits.

### ***Q. What is the difference between nursing homes and hostels?***

Nursing homes are for those who cannot cope with daily tasks of making meals, laundry, dressing, and need full time care by registered nurses or occupational therapists. Residents usually share rooms, except in homes that are more expensive.

Hostels suit those who need help with caring for themselves, such as showering, dressing, and medication. Most residents have their own room, but use common facilities for dining and recreation.

### ***Q. What aged care facilities are near Fairfield?***

Lansdowne Aged Care Facility, Cabramatta, 60+. Languages: Vietnamese, Spanish, Italian, Romanian, Serbian, Croatian, Indian and Fijian

Canley Gardens Aged Care, Canley Vale. Languages: Cantonese, Mandarin, Vietnamese, Teochew

Australian Chinese and Descendents’ Mutual Association (ACDMA) Aged Hostel, Canley Vale – low level, high level and respite care. Languages: Mandarin and Chinese

Heiden Park Lodge, Carramar

Rosary Village, Yennora,

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## **People with mental health conditions and Housing.**

### **General Mental Health Services**

Fairfield Community Mental Health Services

Intake: 1300 787 799

Ongoing casework: 9794 1714

- Crisis intervention
- Casework
- Referrals – accommodation and community support services
- Support letters for housing applications

Liverpool Hospital

Afterhours: 9828 3000

*Always call 000 in case of emergency*

### **For Refugees/Torture Survivors**

Service for the Treatment and Rehabilitation of Torture and Trauma Services.

168 The Horsley Drive, Carramar

[startts@swsahs.nsw.gov.au](mailto:startts@swsahs.nsw.gov.au)

9794 1900

- Support
- Casework
- Referrals and other services

### ***How do I assist someone with mental health issues with housing needs?***

Depending on the mental health issue the person is presenting, especially faced with a housing crisis, if in doubt, you may need to directly ask the person if they are in a suicidal state. If they say they are, you have a duty of care to contact the Mental Health Team and ask them to intervene, or 000 in the case of an emergency. Advise the person of this duty you have where possible.

Always ensure that this person has all the necessary supports by talking with the person and finding out what supports they have already and if other referrals may be helpful, while assisting in collaboration with others, in their housing issues.