

Support for Tenants



**WE ALL NEED
A HAND**

**FROM
TIME TO TIME**



Newtown Neighbourhood Centre exists to create a more inclusive, resilient, vibrant and self-reliant community.

This information sheet intends to direct tenants to practical community support when times are tough so tenancies are maintained.

WHAT IF SOMEONE WHO UNDERSTANDS COULD HELP YOU?

MONEY

Is juggling everything a nightmare?

Debt Helpline, 1800 007 007 (Monday to Friday, 9.30am to 4.30pm)

An information and referral service for people who are struggling to pay rent or juggling bills and debts. Debt Helpline have professional financial counsellors who offer a free, confidential and independent service. They are there to help you get back on track, they give you personalised options and advice.

WORK

There is a job for everyone

MTC Australia, 1300 232 663 (Monday to Friday, 8.30am to 5pm)

There are several programs which provide people - of all ages - with practical skills to find a job or access training and education. You can gain skills, access resources and increase your connections through their support. A lot of their services are free of charge! It's worth giving them a call to talk things through.

EMOTIONAL HEALTH

Are you feeling overwhelmed?

NSW Mental Health Line, 1800 011 511 (7 days a week, 24hrs)

If you have not been feeling yourself and everything is getting too hard to handle, make sure you speak to someone about it. When you ring, you will be asked for your postcode, so that the call can be directed to a service in your location. They will then connect you with relevant support services for yourself or those you care about.

RELATIONSHIPS

Making it work

Anglicare, 02 9798 1400 (Monday to Friday, 9am to 5pm)

Through personal or family counselling they can support you in strengthening your relationships, no matter what your age is. Some services are free and others require a contribution based on income. No one is denied services if they are unable to pay.

SEXUALITY & GENDER

Acceptance and wellbeing

QLife, 1800 184 527 (7 days a week, 3pm to 12am)

To explore what's going on in your life, QLife is a great place to start whether you'd prefer to speak with a counsellor on the phone, chat with someone online, or even to start the conversation and get some ideas via email. The decision is in your hands. What is most comfortable for you?

ALCOHOL & DRUGS

Do you need those to cope?

Alcohol and Drug Information Service, 02 9361 8000 (7 days a week, 24hrs)

They will listen to you non-judgmentally, they will support and motivate you to overcome your addiction if this is what you want to do. They have heard it all and your call and details will be kept completely confidential.

GAMBLING

Ready to get on top of it?

Gambling Line, 1800 858 858 (7 days a week, 24hrs)

If you feel ready to make a change, then this platform has it all. Ring them anytime if you'd like to discuss your habits with a specialist counsellor. If this feels too daunting then check their website (gamblinghelponline.org.au) and have a try of their online chat service, online forums, SMS support or self-help modules. Something will work for you!

DISPUTES

Do you need effective dispute resolution?

Community Justice Centres, 1800 990 777 (Monday to Friday, 9am to 4.30pm)

They provide advice and mediation services to help you resolve disagreements with family members, your workplace, neighbours, business and services. It is a completely free service, they are informal and can come to you when it's convenient for you.

FUN

Fun gives you the strength to go further

- Time Out Sydney: <https://www.timeout.com/sydney>
- What's On Sydney: <https://whatson.cityofsydney.nsw.gov.au/>
- You can even filter free events on these websites, they're a great way to keep up with what's fun out there!

DON'T KNOW WHERE TO START?

Information and Referral Services

Newtown Neighbourhood Centre 02 9564 7333 (select option #4)

Whatever the situation is we'll point you in the right direction. We'll listen carefully and together can help you find practical support near where you live.

Or visit: www.askizzy.org.au

It's easy to use and you can do your own search for local support.

