

Fact Sheet: Homelessness In Public Spaces

(November 2024 – HPE 23/176271)



SERVICE TYPE	CONTACT
Emergency	000
City of Sydney & Eastern Suburbs First Point of Call (During Business Hours)	Missionbeat – 1800 306 461 Missionbeat provides rapid response crisis intervention, on street support, welfare assistance, case management and post housing support to the rough sleepers and street dwellers of Sydney.
24/7 telephone information and referral to homelessness services (Out of Business Hours)	Link2Home – 1800 152 152 Link2home is the statewide homelessness information and referral telephone service. It is available 24 hours a day, 7 days a week, every day of the year.
Crisis Accommodation	Jewish House – 1300 544 357 or (02) 9386 0770 Jewish House operates a 24/7 phone service which offers support for people experiencing crisis, such as drug and alcohol addiction, suicidal thoughts, domestic violence and homelessness. Caretakers Cottage (13 – 17 yrs.) – (02) 9389 0999 Caretakers Cottage provides a comprehensive approach to youth homelessness, assisting young people and their families through times of crisis. Mathew Talbot Hostel (males 18 yrs. and above) – (02) 9368 0262 Provides support and accommodation for people at a time of crisis while facilitating access to other essential services and more sustainable housing options.
Youth Support Services	Oasis Youth Services - (02) 9331 2266 Offers support services for young people including housing.
Food; Washing; Showers; Lockers (During Business Hours)	Norman Andrew House – (02) 9130 5749 A drop-in Centre, that provide meals, facilities, activities and access to specialist services and referrals. The Salvation Army Street Level Mission – (02) 9360 1321 A place where anyone and everyone is welcome to come and connect with others in the community, also offering food services.
Health Assessment; Treatment; Referral (During Business Hours)	St Vincent’s Homeless Outreach Team – 1800 602 417
24/7 telephone crisis support	Lifeline – 13 11 14
Domestic Violence Support	Domestic Violence Line – 1800 737 732

For other key services please refer to
[Protocol for Homeless People in Public Places Implementation Guidelines](#)