



YOU HAVE TAKEN A BIG STEP IN RECOGNISING YOU NEED SUPPORT! THE ACT OF TAKING THE FIRST STEP IS WHAT SEPARATES THE WINNERS FROM THE LOSERS!

YHARS will help you to make a plan to sort out your housing, teach you the skills to be able to live by yourself, help you buy the things you need to get set up, and support you to access education, training or employment ... so you can be successful!

But if you're on the waiting list, there are some **things you can do for yourself** to make a start...

TAKE ALL THE SUPPORT YOU CAN GET, TO HELP YOU MAKE YOUR LIFE HAPPEN THE WAY YOU CHOOSE!

HOW DO I GET ON THE DEPARTMENT OF HOUSING WAITING LIST?

To get on the Department of Housing waiting list **you need to make an appointment for an interview** to discuss your eligibility and housing needs by either ringing **4938 4089** or visiting **209 Bolsover St, Rockhampton**.

When you attend your interview, it will speed up your application if you **take the following things with you**:

- **Photo ID or Birth Certificate** If you don't have either of these you will need to apply for a Birth Certificate at the office of Birth, Deaths and Marriages at the Court House. Your jobactive agency should be able to help you pay for it.
- **Medicare card** Ask how to get one at the Medicare desk at Centrelink.
- **Pension card or Health Care Card**
- **Income Statement** You can get this from Centrelink or your employer.
- **Bank Statement** This needs to be current.

IF YOU HAVE ANY QUESTIONS, DON'T FORGET YOU CAN ALWAYS JUST ASK ONE OF THE YHARS TEAM...

If you've got the money to get a place in the private rental market, but are having difficulty because:

- You've got **no rental history**
- You **don't understand how the private rental market works**
- You **don't have all the documents required** for private rental applications

HAVE A CHAT TO RENTCONNECT AT THE DEPARTMENT OF HOUSING SERVICE CENTRE OR RING 13QGOV (13 7468)

WHERE CAN I GO IF I NEED SOMEWHERE TO STAY?

SHELTER, EMERGENCY AND SHORT TERM ACCOMMODATION

Rockhampton Hostel (Ozanam House)	Men	233 Alma St Rockhampton	4937 4280
Women's Shelter	Women & Children	PO Box 5882 Red Hill Rockhampton	4926 5603
Jack's House	Youth 16-19 Years	122 Kent St Rockhampton	4922 2453
Buderoo	Youth 16-25 Years	185 George St Rockhampton	4927 5715
Anglicare (CRS)	All	164 Musgrave St North Rockhampton	4927 8200
Anglicare (FSAS)	Families	164 Musgrave St North Rockhampton	4922 2766

HOSTELS

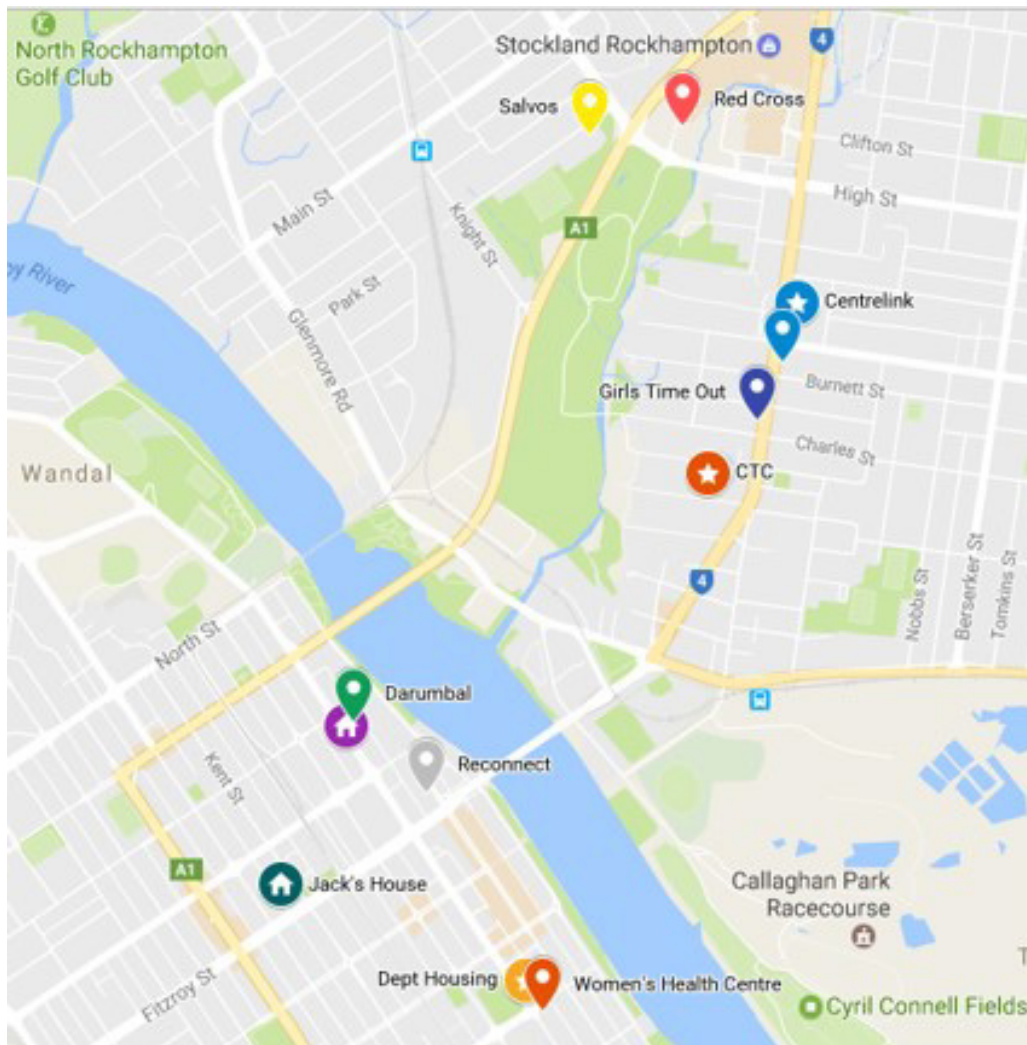
CWA Hostel	Women	12 Archer St Rockhampton	4922 1532
Pete's Place	Singles & Couples	212 Kent St Rockhampton	4922 5343
Denham Lodge	Singles & Couples	62 Denham St Rockhampton	4922 4424
Denham A House	Singles & Couples	184 Kent St Rockhampton	4922 4424
Denham Place	Singles & Couples	284 Denison St Rockhampton	4922 4424
Happy Happy Inn	Singles & Couples	261 East St Rockhampton	0438 266 840 0401 048 080
Neville Bonner Hostel	Families	5 Bridge St North Rockhampton	4927 3656














CARAVAN PARKS

Gracemere Van Park	All	Old Capricorn Highway Gracemere	4933 1310
Blue Dolphin	All	74 Whitman St Yeppoon	4939 3140
Country Club	All	870-886 Yaamba Rd North Rockhampton	4936 1022
Riverside Tourist Park	All	2 Reaney St Rockhampton	4922 3779
Southside Holiday Park	All	283 Lower Dawson Rd Allenstown	4927 3013
Discovery Holiday Park	All	394 Yaamba Rd North Rockhampton	4926 3822
Mount Morgan Van Park	All	1 Showgrounds Rd Mt Morgan	4938 1952
Kangaroo Country Van Park	All	59741 Bruce Highway Midgee	4921 1799

Call now on 1300 999 CTC (282)
Visit us at ctcql.com.au

IMPORTANT SERVICE LOCATIONS



-  CTC
-  Buderoo House
-  Salvos
-  Jack's House
-  Roseberry
-  Darumbal
-  Centrelink
-  Dept Housing
-  Girls Time Out
-  Women's Health Centre
-  Reconnect
-  Red Cross
-  Anglicare

DON'T FORGET THAT YOU CAN ACCESS FREE AT PLACES LIKE:

- Rockhampton Regional Library (free computers also available)
- McDonalds
- (Rockhampton, Yeppoon & Gracemere)
- Stockland Shopping Centre



WHO ELSE MIGHT BE ABLE TO HELP IF I'M HOMELESS?

GIRLS TIME OUT

Is a free information and support service for young women. They can give you help around housing or parenting if you are a young mum. Drop in to **137 Musgrave St** or you can call **4922 7236**

RECONNECT

Supports Aboriginal, Torres Strait and South Sea Islander young people who are homeless or at risk of homelessness. They are at **2/181 East St** or call **4922 3544**

DARUMBAL COMMUNITY YOUTH SERVICES

can help you with: a place to stay at Buderoo House, safe transport home with VSM, and Eaglehawk can help you sort things out with your family...

Darumbal Office is at **79b Bolsover St** or call **4922 6180**

Buderoo House (shelter for 16-25 y.o.) **4927 5715** or VSM Outreach **0400 716 019**

ROSEBERRY COMMUNITY SERVICES

Can help you out with somewhere to stay at Jack's House, and support you to become independent in their Transition to Independent Living (TIL) units.

Jack's House (shelter for 16-19y.o.) at **122 Kent St** or call **4922 2453** or the Transition to Independent Living (TIL) office is at **73 Davis St** on **4923 7700**

YOU CAN FIND OUT WHERE WE ARE ON THE MAP IN THIS BOOKLET.

If you need to learn how to manage your money better, why not visit www.moneysmart.gov.au

WHERE DO I GO IF I NEED HELP TO PAY MY BILLS, BUY FOOD OR GET MONEY IN A REAL EMERGENCY?

If you are in a crisis situation, you can make an appointment with the Social Worker at Centreline and request a crisis payment.

Or you can drop-in at Anglicare at 164 Musgrave St and take a number to join the queue...

- Tuesday or Wednesday between 9–11am they might be able to help you with Emergency Relief to pay your rent or bills
- Thursday morning they sometimes have food vouchers
- And Telstra vouchers are available any day before 12 if there are any left

But don't forget that they are not always available, and you only get help once every 12 months. Phone 4927 8200.

St Vinnies may be able to provide food vouchers, clothing or help with paying bills. Drop in to the Support Centre at 233 Alma St between 9am–1pm (Mon, Tues, Thurs, Fri)

Salvo's may provide food vouchers at cnr of Park St and Alexandra St but you will need to call between 9am - 11.30am on a Monday, Wednesday or Friday on 4923 5600..

You can always call for free by dialing 1800 REVERSE (1800 738 3773).

If you receive Centrelink Benefits and have a Smart Phone, why not download the Centrelink App which makes it easy to monitor your payments...

USEFUL NUMBERS

YHARS (CTC)	1300 999 CTC (282)
Anglicare Emergency Housing	4922 2766
ATODS (Alcohol Tobacco & other services)	4920 5500
Buderoo House	4927 5715
Child Safety Crisis Care	1800 177 135
DV Connect-Domestic & Family Violence	1800 811 811
Emergency Department (Rockhampton Hospital)	4920 6211
True Relationships & Reproductive Health (formerly Family Planning)	4927 3999
Girls Time Out	4922 7236
13 HEALTH (Queensland Health 24Hr Advice Line)	1343 2584
Homeless Persons Info Line	1800 474 753
Jack's House	4922 2453
Kids Help Line	1800 551 800
Life Line	13 11 14
Mandalay Medical Centre	4937 6111
Rent Connect	1800 801 176
Sexual Assault Crsis Line	1800 010 210
Red Cross	4836 4980
Women's Health Centre	4922 6585
Taxi	131 008
Fire, Ambulance, Police (Dial 112 if your mobile is out of range)	000