



- Information about Temporary Accommodation
- Applying at your local Housing Office
- Further TA assistance
- Local housing offices

Lismore Branch

Level 1
107 Molesworth Street
PO Box 145,
Lismore NSW 2480
P: (02) 6627 5300
F: (02) 6622 4261

Tweed Branch

Units 9 & 10,
2 Blundell Boulevard
PO Box 6423,
Tweed Heads South 2486
P: (07) 5523 5800
F: (07) 5513 0337

Grafton Branch

119 Pound Street,
Grafton NSW 2460
PO Box 948, Grafton
P: (02) 6642 9100
F: (02) 6643 2569

info@ncchc.org.au

ACN: 002-685-761
ABN: 97 002 685 761

Information about Temporary Accommodation

If you have nowhere safe to stay tonight, and there is a risk to your personal safety or mental health, please follow the process below:

1) Ring Link2Home on 1800 152 152

- The Client Service Officer will interview you and determine whether you are eligible for assistance.
- The interview usually takes 25 minutes but it can take longer.
- If you are eligible, Link2Home Client Service Officer will check for vacancies in your area and make arrangements for your stay there.
- You should listen carefully and follow their instructions.

In case Link2Home determine that you are eligible for assistance, but they are not be able to find any vacancies for you, you may be asked to apply for assistance through your local Housing office (*see contact details over*).

Applying at your local Housing Office

If you have to apply for temporary accommodation through your local Housing office, you will require:

- Completed Application for Housing Assistance (available from the office)
- At least 1 form of ID
- Centrelink Income Statement
- Bank Statement
- Evidence of risk factors

3. If you apply via NCCH:

- You will be interviewed about your circumstances and your application for TA will be sent to Housing NSW for assessment.
- An Officer from Housing NSW will telephone you to advise whether you have been approved for TA and for how many nights.

- NCCH staff will provide you with a list of local temporary accommodation providers and Property Information Form.
- Once you confirm availability with chosen provider (from the list) and arrive there, have the provider complete the Property Information Form and fax to Housing NSW on fax: 02 6623 2460.

Further TA assistance

If you require further TA, after the first approval has expired, you will have to show what you have done to resolve your housing situation. Please ask an Officer at your local NCCH or Housing NSW office for more information.

Local housing offices

NCCH

Opening hours:

Grafton:

- Mon-Fri 9.00am to 1.00pm

Lismore:

- Mon-Fri 9.00am to 4.00pm (except Wed 9.00am to 12.30pm)

Tweed Heads:

- Mon, Tues and Thursday (9.30am to 3.00pm) (Closed between 12:30-1:00pm)
- Wed (9.00am to 12.30pm)
- Friday (closed)

All NCCH office details are listed in the left margin of this factsheet

Housing NSW

Opening hours:

- Monday to Friday - 9am to 5pm

Offices:

- 4 Zadoc Street, Lismore
Telephone: (02) 6623 2424
- 69 Wharf Street, Tweed Heads
Telephone: (07) 5524 0666