

housing & financial support

The aim of this factsheet is to provide a list of organisations that provide housing or financial support, and information on these services.

Each organisation will have guidelines on who is eligible and how they can receive support.

HOUSING SUPPORT		
Organisation	Type of support	Contact
North Coast Community Housing Company NCCHC	Manages long-term social housing for people with special needs and residents with low and moderate incomes in Far North Coast Region of NSW.	Lismore 02 6627 5300 Tweed 07 5523 5800 Grafton 02 6642 9100 info@ncchc.org.au www.ncchc.org.au
Housing NSW	Provides a range of housing solutions to meet the needs of today's community. In partnership with the community, industry and individuals, Housing NSW provides affordable housing opportunities.	1300 468 746 www.housing.nsw.gov.au
Tenants Advice and Advocacy Service TAAS	Advises and advocates for tenants from Tweed Heads to Coffs Harbour. Free service for both public (housing NSW) and private tenants	Lismore 1800 649 135 www.northernriversclc.org.au
OTCP	Delivery of Specialist Homelessness Services (SHS) for women who are experiencing domestic and family violence and for Aboriginal people, who are at risk of, or experiencing homelessness across the North Coast	1300 355 305 8.30am – 4.30pm Monday – Friday www.otcp.com.au/services/homelessness
Link2home	If you are homeless or at risk of becoming homeless call Link2home. It is a 24 hour state wide telephone service for enquiries about homelessness in NSW.	1800 152 152
Connecting Home (Social Futures)	A service for adults, young people and families experiencing or at risk of homelessness providing support, information or advocacy around housing issues. Connecting Home is being delivered by the Communities North Consortium.	1800 048 310 9.00am – 4.30pm firstresponse@socialfutures.org.au

income support & subsidies

FINANCIAL SUPPORT		
Organisation	Type of support	Contact
Financial Counselling Australia	Free financial counselling services on the North Coast are typically located at Community Centres. Financial Counsellors provide a FREE service for people having money problems, in particular with debts, bankruptcy and harassment by creditors.	Lismore 02 6622 2171 Murwillumbah 02 6672 6237 Grafton/Ballina 02 6643 4844 www.financialcounselling.org.au fc@financialcounselling.org.au
Financial Rights Legal Centre	Specialises in financial services, particularly matters and policy issues related to consumer credit, banking and debt recovery. It is the only such Centre in NSW, and it has a particular focus on issues that affect low income and disadvantaged consumers	Credit & Debt HOTLINE 1800 007 007 www.financialrights.org.au
Centrelink Financial Information Service FIS	Assists you to make informed financial decisions and help you to understand the consequences of those decisions in the short, medium and long term. FIS Officers provide information over the telephone, at personal interviews or through financial education seminars.	132 300 www.humanservices.gov.au
National Social Security Rights Network (NSSRN)	Provides advice and representation on all Social Security matters helping people by advising them of their rights and entitlements and assisting them to appeal against Centrelink decisions which they disagree with.	1800 226 028 www.welfarerights.org.au sydney@welfarerights.org.au
Fair Trading NSW	Manages consumer laws and looks after the rights of consumers.	133 220 www.fairtrading.nsw.gov.au
ASIC Money Smart Financial Guidance	Created to give all Australians the opportunity to increase their financial knowledge and manage money better. The website contains useful financial tools, including a budget planner, and loan and savings calculator.	1300 300 630 www.moneysmart.gov.au 1800 509 994 www.nilsnswfindascheme.org.au
No Interest Loan Scheme NILS	Provides interest-free loans. NILS is a community based program that enables people to access fair, safe and equitable credit for the purchase of essential goods.	1800 509 994 www.nilsnswfindascheme.org.au