

<https://www.youthrightsresourcecompass.org/en/>

Youth Rights Resource **COMPASS** Australia

WHERE CAN I SEEK SHELTER?

Crisis accommodation for youths is largely available (with new procedures) across Australia (other than in South Australia - where they do not appear to be answering our calls). We've set out below a number of shelter assistance providers below. Given Australia's large geographical space, these shelters may not be conveniently placed for some youths, but we have listed out a couple in each capital city. If you do not live near a capital city, we suggest you call one of the numbers below in your state and they can hopefully provide further assistance.

1.1 Western Australia

(a) Accommodation Support Services in Perth

The Youth Accommodation Support Service (YASS) supports young people living in Perth who are homeless or at risk of homelessness by providing crisis accommodation for 15-18 year olds, and transitional accommodation to young people aged 16-25 for up to 12 months in two transitional on-site units. Young people may then be referred to longer term accommodation. YASS provides 24-hour care and case management, presenting an opportunity for clients to address their homelessness, mental health, alcohol and other drug, relationships, education, and employment and build independent living skills.

Phone: 0893294480

<https://www.missionaustralia.com.au/servicedirectory/191-housing-homelessness/youth-accommodation-support-services-yass>

(b) YES! Housing

YES! Housing (Youth Externally Supported Housing) helps young people aged 15–25 years who are homeless or at risk of homelessness to access and maintain stable, longer term housing with added support to develop independent living and tenancy skills. Yes! Housing is no longer providing referrals, but will assist with information and phone support for accommodation options.

The program can be contacted by phoning (08) 9263 2009 or by emailing

yeshousingduty@anglicarewa.org.au.

<https://www.anglicarewa.org.au/get-help/housing-and-homelessness/yes!-housing>

1.2 South Australia

Many shelters in South Australia do not appear to be answering their telephone numbers at this point. If you live in South Australia, please call another shelter listed in Australia who may be able to direct your call to a sister organisation.

1.3 Victoria

(a) Melbourne City Mission

MCM provides crisis accommodation that supports people aged 16-25 in the CBD and the western and northern suburbs of Melbourne.

MCM's four youth refuges provide emergency accommodation where young people can stay for around 6 to 8 weeks.

During their stay, young people are provided with mental health and case management support and assistance to find stable accommodation.

For more information, please contact Melbourne Youth Support Service on 03 9614 3688.

<https://www.mcm.org.au/homelessness/accommodation>

1.4 New South Wales

(a) Youth Off The Streets

Youth Off The Streets offers crisis accommodation, referrals to other services, and ongoing support to young homeless people. Currently there are allocated places for self-isolation. There are two accommodation locations as follows:

Don Bosco House 02 8217 4700 Marrickville 2204

Knight St 02 8217 4700 Erskineville 2043

For more information:

<https://youthoffthestreets.com.au/what-we-do/safety/placetostay/crisis-accommodation/>

(b) Taldumande Youth Services

Taldumande Youth Services operates three 24/7 and two semi-independent accommodation programs and also offer community housing programs. Taldumande supports vulnerable and homeless children and young people aged 12-21 years.

For more information:

<https://www.taldumande.org.au/>

(c) Oasis Youth Support Network

Oasis Youth Support Network offers crisis and transitional accommodation, case management, education and training; living skills, vocational programs, counselling, and outreach services. Oasis School is currently occurring online.

365 Crown Street, Surry Hills

oasisysn@salvationarmy.org.au

For more information:

<https://www.salvationarmy.org.au/oasis/>

(d) Caretakers Cottage

Caretakers Cottage offers an early intervention program, caretakers cottage youth refuge, and transitional accommodation.

96 Bondi Rd, Bondi Junction NSW 2022, 02 9389 0999

For more information:

<https://www.caretakers.org.au/>

(e) Parramatta Mission

Parramatta Mission offers a youth crisis refuge in various Sydney locations. Some locations are currently offering self-isolation rooms.

Parra House 02 8880 8222 Harris Park 2150

Wiyanga House 02 8880 8222 Westmead 2145

Koompartoo 02 8880 8222 Merrylands 2160

For more information:

<https://www.parramattamission.org.au/accommodation-services/accommodation/>

(f) Platform Youth Services

Platform Youth Services provides youth crisis support, food and accommodation, personal and family support at various Sydney locations.

Platform Katoomba House 02 4760 0800 Katoomba 2780

Platform Richmond House 02 4760 0800 Richmond 2753

Platform Penrith House 02 4760 0800 Penrith 2750

For more information: <https://www.platformmys.org.au/>

1.5 Northern Territory

(a) NT Shelter

NT Shelter's work, as the peak body for affordable housing and homelessness, involves research and policy development, advocacy and communications, sector consultation and coordination, and capacity building. They represent and promote the important work and interests of their members across the affordable housing and homelessness sector with a view to achieving better outcomes for Territorians without access to appropriate and affordable housing.

They are also responsible for delivery of the Homelessness Response Group (HRG) Darwin Pilot, the ShelterME website, and other activities.

08 8985 4389

admin@ntshelter.org.au

For more information:

<https://ntshelter.org.au/>

(b) Mission Australia Housing

The Housing for Young People Program provides housing for young people aged 18-25 years who are leaving, or who have previously left, Out of Home Care. The program helps young people to access appropriate, affordable, safe, and secure housing in the private rental market across Greater Darwin, and supports them to develop the skills they need to live independently. Young people accessing the service are required to engage in education or training, community activities, and/or employment while they are a part of the service.

08 8935 0900

adminnt@missionaustralia.com.au

For more information:

<https://www.missionaustralia.com.au/housing>

(c) YWCA National Housing

YWCA National Housing is the only national women's housing provider in Australia. They currently provide more than 150,000 nights of affordable accommodation to women through their owned and operated properties in Victoria, Queensland, and Northern Territory.

YWCA National Housing believe the provision of safe, secure, and affordable accommodation is a foundation for empowering women to lead a fulfilled life. They are a regulated housing provider, meeting the applicable regulatory performance standards wherever their accommodation is located.

They provide and advocate for improved access to safe, secure, and affordable housing for low income Australians, particularly women and their children. Safe, secure, and affordable housing is fundamental to women's social, economic, and educational participation, and the realisation of gender equality and women's human rights.

03 8341 8700

For more information:

<https://www.ywcahousing.org.au/>

(d) ShelterMe

ShelterMe provides information to those seeking accommodation and support services and assists the sector as a referral tool. ShelterMe contains up-to-date information about accommodation and services throughout the NT, including crisis, transitional, short term, low cost, and supported accommodation, and other support services.

For more information:

<https://www.shelterme.org.au/>

(e) Alice Springs Youth Accommodation and Support Services

The housing program offers young people, who are unable to reside with family, through case management, the opportunity to re-engage with education, training, or to gain employment, as well as to develop and strengthen the life skills (including living skills) required to establish themselves independently. Where appropriate, ASYASS also supports and encourages involvement with family.

Main Office

(08) 8953 4200

Crisis Refuge

Office (08) 8953 4096

Mobile 0438 534 096

For more information;

<https://www.asyass.org.au/>

1.6 Tasmania

(a) Annie Kenney Young Women's Refuge

Provides supportive accommodation 24/7 to young people aged 13-20 years, who are experiencing homelessness or may be at risk of becoming homeless.

(03) 6272 7751

For more information:

<https://www.legalaid.tas.gov.au/referral-list/listing/a-k-young-womens-emergency-accomodation-service>

(b) Colville Place

Provides short term accommodation (6-12 weeks) for young people aged 12-15 years who may not have a safe place to stay.

Colville Place promotes healthy relationships and supports young people to engage with education, develop living skills, emotional resilience, interpersonal skills, and to reconnect with family where appropriate. Any person can make a referral for a young person.

1800 931 686

For more information:

<https://www.legalaid.tas.gov.au/referral-list/listing/colville-place>

(c) Jireh House

24 hour crisis accommodation for women and children. Child care, support and counselling, and referrals. Offering 24 hour crisis accommodation and ongoing support for women and children who have been made homeless due to situations of domestic violence and other life crises.

(03) 6232 3850

For more information:

<http://www.jirehhouse.org.au/>

(d) Mara House

Provides 24 hour supported accommodation for up to six young women aged 13-20 years who are homeless or at risk of homelessness. It can also provide emergency accommodation. Aims to support young women to build their resilience and a pathway out of homelessness.

(03) 6231 2782

For more information:

<https://www.legalaid.tas.gov.au/referral-list/listing/mara-house>

(e) Pathways Tasmania

Pathways Tasmania is a Tasmanian not-for-profit organisation and registered charity. They operate two supported accommodation facilities in the greater Hobart area:

- 1) Launch Youth is a Hobart-based government funded shelter for male youth (13-20 years) who are homeless. As a medium- to long-term home for these young men, it is the only such shelter in Tasmania.
- 2) Velocity Transformations is a partially government-funded residential rehabilitation program for adult men and women from the age of 18 years old. The program assists people who suffer from drug and alcohol dependency, depression, eating disorders, and other life altering conditions. The program is the only long-term residential rehab in Southern Tasmania, with accommodation for up to 24 adults.

(03) 6224 3090

For more information:

<http://www.pathwaystas.org.au>

1.7 Queensland

(a) Carinity Orana – Youth Accommodation & Support

Carinity Orana provides crisis accommodation and emergency housing for young people aged 16 to 19 years who have become or are at risk of becoming homeless. There are increased safety measures in place during the coronavirus period.

(07) 3261 3969

For more information:

<https://carinity.org.au/>

1.8 Australian Capital Territory (ACT)

(a) OneLink

OneLink provides information and connections for support services in the ACT.

When you get in contact with OneLink, an assessing officer will talk to you about your situation and what services might help. They will provide you with information about options and, where appropriate, will follow up to connect you to services.

OneLink covers a wide range of support services including services for families and young people, and services for people who are homeless or at risk of homelessness.

The outreach service is temporarily suspended, but the weekend service remains open as a phone service.

Call: 1800 176 468. Phone lines are open from 8 am to 6 pm, Monday to Friday, excluding public holidays.

info@onelink.org.au

For more information:

<https://www.onelink.org.au/>

(b) Oasis Youth Services ACT / The Salvation Army Youth Emergency Accommodation Network

The Oasis Youth Services provides emergency accommodation for homeless young people aged 16-25 years, with a service in each of the four Canberra regions. Referrals are through OneLink during business hours on 1800 176 468. Outside of business hours, the services can be contacted directly for referral enquiries:

Tuggeranong 6292 0894
Weston Creek 6288 4965
North Canberra 6247 0330
Belconnen 6258 1133

7B Hester Place
CHISHOLM ACT 2905

(c) Canberra Youth Residential Service

Accommodation for youths aged 16-25 years who are homeless. Referrals through OneLink are required.

02 6247 0330

WHERE CAN I ACCESS HEALTH CARE?

1. Where can I find health care and emergency health care?

If you are sick and think you have symptoms of COVID-19, call the National Coronavirus Helpline at [1800 020 080](tel:1800020080) for advice, open 24/7.

If you think you have symptoms of COVID-19, you can contact a clinic to be assessed and get clinical advice. To locate a clinic near you, go to <https://www.health.gov.au/initiatives-and-programs/coronavirus-covid-19-gp-respiratory-clinics>

For other health-related queries, please contact your GP at a first instance, or for emergencies, visit your local hospital's emergency department (after you have called to confirm). For emergencies in which you require an ambulance, please call 000. Hospitals are largely operating business-as-usual for non-COVID-19 related queries. However, there are various limitations with respect to elective surgeries.

2. Specific Territory Information

2.1 NSW

There are more than 220 public hospitals and health services in NSW which provide free health care to Australian citizens and permanent residents. Services provided at public hospitals may include emergency care, elective and emergency surgery, medical treatment, maternity services, and rehabilitation programs. To find a public hospital in your area go to <https://www.health.nsw.gov.au/Hospitals/Pages/default.aspx>

Most people that are not eligible for Medicare will have health or travel insurance. For those that do not have adequate insurance coverage, NSW Health will waive these costs. This includes the waiving of payment and debt recovery procedures for ambulance transfers of people suspected to have COVID-19 infection who are taken to NSW Health facilities for assessment. <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/frequently-asked-questions.aspx#1-11>

For emergency services, go to your nearest hospital. Locations available at <https://www.emergencywait.health.nsw.gov.au>.

2.2 Victoria

To get information on how to get tested for COVID-19, call your general practitioner or the 24-hour coronavirus hotline at 1 800 675 398.

People can be tested for COVID-19 in a range of settings and options at the following locations around Victoria. Go to <https://www.dhhs.vic.gov.au/gp-respiratory-clinics-and-hospital-respiratory-clinics-covid-19> To get tested, bring your Medicare card. If you don't have a Medicare card, then bring one form of identification (e.g. your driver's license or student ID). The test is free. <https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19#do-i-have-to-pay-to-get-tested>

2.3 Queensland

If you develop a fever, cough, sore throat, or shortness of breath, contact a doctor or call 13HEALTH (13432584). <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

Fever clinics are specialist clinics to assess people who may be infected with COVID-19. Fever clinics are managed by Hospital and Health Services. For details of your closest clinic, please contact your GP or local hospital. Find your local hospital at <https://www.qld.gov.au/health/contacts/service-finder>

To support Queensland's response to COVID-19, people who do not have adequate insurance coverage and are not eligible for Medicare will not be charged out-of-pocket expenses if they present to any Queensland Health facility for assessment in relation to COVID-19 infection.

2.4 Western Australia

The Coronavirus Information helpline is available 24/7 at 13 COVID (13 268 43) To find a clinic to get tested, visit https://healthywa.wa.gov.au/Articles/A_E/COVID-clinics

For medical assistance, contact your General Practitioner (GP). If your GP is not able to assist, contact an after-hours GP telehealth service, a list is available at <https://www2.health.wa.gov.au/~media/Files/Corporate/general%20documents/Infectious%20diseases/PDF/Coronavirus/COVID19-Medical-and-welfare-support-after-hours-GPs.pdf>

2.5 Southern Australia

The SA COVID-19 Information Line provides local information on COVID-19 to South Australians. It is available 8.00 am to 8.00 pm, seven days a week on 1800 253 787.

People with COVID-19 symptoms can also visit a dedicated COVID-19 clinic to be assessed and tested. To find your closest testing facility, visit

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid+2019/covid-19+response/covid-19+clinics+and+testing+centres>

2.6 Tasmania

If you think you might have COVID-19, phone your GP or the Tasmanian Public Health Hotline on 1800 671 738 straight away.

For a list of testing locations, go to <https://www.coronavirus.tas.gov.au/keeping-yourself-safe/testing-for-covid19>

2.7 Northern Territory

If you think you might have COVID-19 call your GP or the dedicated NT wide COVID-19 number 1800 008 002 for people who need to arrange testing only. If you live in Darwin and need to arrange testing, call the Public Health Unit on 8922 8044.

For a list of locations and further information, go to <https://coronavirus.nt.gov.au/stay-safe>.

2.8 Australian Capital Territory

If you think you might have COVID-19, call your GP or present for testing at one of our two designated Respiratory Assessment Clinics at Weston Creek Walk-in-Centre or the EPIC drive through testing site.

For further information and a listing of testing sites, go to: <https://www.covid19.act.gov.au/protecting-yourself-and-others/getting-tested>

3. What mental health resources may be available to me in this time of crisis?

Youth focused mental health and support services:

- (a) **Headspace** - Call eheadspace on 1800 650 890 or online at www.headspace.org.au
- (b) **Kids Helpline** is open to answer your call, email, or webchat - Call 1800 55 1800 or Web chat- <https://kidshelpline.com.au/get-help/webchat-counselling>, or Email- counsellor@kidshelpline.com.au
- (c) **ReachOut** - Online at reachout.com.au

Mental health services for all people:

- (a) **BeyondBlue**- BeyondBlue has begun providing 24/7 mental health support, both online and by phone, delivered by mental health professionals. It is providing information and advice around coping with COVID-19, isolation and connection, workplace and financial hardship, and how best to support the mental health of others. Call 1800 512 348 or go to <https://coronavirus.beyondblue.org.au>
- (b) **Lifeline**- 24-hour crisis support telephone service. Lifeline provides 24/7 crisis support and suicide prevention services. Call 0477 13 11 14

A number of regional Mental Health Support Lines are also available:

- (a) The [SA COVID-19 Mental Health Support Line](#) provides support for South Australians who are feeling overwhelmed during the COVID-19 pandemic. The support line is available 8.00 am to 8.00 pm, 7 days a week on 1800 632 753.
- (b) **Rural Health Tasmania** - Rural Health Tasmania provides mental health counselling via phone and face to face for at-risk patients. They also provide Mental Health Nurses for people with severe and complex mental illness. These services are provided across the entire north west, west coast, central coast and king island. For a list of phone numbers and locations in your area, go to <https://mhct.org/covid-19-and-mental-health/>
- (c) **NSW Mental Health Line** - The Mental Health Line is available to everyone in NSW and operates 24 hours a day, 7 days a week. Call 1800 011 511 or go to <https://www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx>
- (d) **Queensland Mental Health Line** - 1300 MH CALL (1300 642255) is a confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders. Open 24/7.
- (e) For information on mental health services in Western Australia visit <https://www.thinkmentalhealthwa.com.au/mental-health-and-covid-19/>

WHAT ARE MY RIGHTS?

Police powers can vary in each state and territory. Sometimes police can ask you to leave a place and to move on for a certain period of time.

The basis for which the police can arrest you is dependent on what state or territory you are in. Generally, police can arrest you if you are committing a crime or have already committed a crime, or where they have a warrant (permission from the court).

For assistance with further understanding your rights or if you have a legal question contact the following:

- (a) Legal Aid Youth Hotline, 1800 10 18 10 (open until midnight during the week and 24 hours over the weekend), <https://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/burn-movie/legal-aid-nsw-services-for-under-18s-childrens-legal-services>
- (b) Marickville Legal Centre, 02 9559 2899, <https://www.mlc.org.au/services/youth/>
- (c) Youth Law Australia, (02) 9385 9588 Monday – Friday, 9:30 am to 5:00 pm (AEST), <https://yla.org.au/>

For information on legal issues relating to the below topics in each state and territory visit <https://yla.org.au/>:

- (a) courts, police and the law;
- (b) cars and driving;
- (c) school and cyberbullying;
- (d) health;
- (e) public transport;

- (f) internet, phones, and technology;
- (g) violence and harm;
- (h) money, tax, welfare;
- (i) employment;
- (j) getting official documents; and
- (k) at home, parents, and family.

CAN I CONTINUE MY EDUCATION?

Education in Australia is managed separately by each state and territory government.

The current status of public schooling is set out below:

State/Territory	Status
NSW	<p>As of 1 May 2020, the NSW government has announced a phased operating model with the following key dates:</p> <ul style="list-style-type: none"> • 29 April - 8 May: students learning from home where practical • 11 May: students attend school one day a week and learn from home on the other days
Victoria	<p>To increase physical distancing across the population and slow the spread of coronavirus (COVID-19), children in Victorian government schools have moved to remote and flexible learning and care at the commencement of Term 2. This has meant that from the start of Term 2 all students who can learn from home must learn at home. More information from the Victorian government is expected in the coming weeks.</p>
Queensland	<p>Schools and community kindergartens will move to a home-based learning model from 20 April until at least 22 May 2020. During this period, all students who are able to be supervised at home and learn from home are to stay home, except for vulnerable students and children of essential workers.</p> <p>Students will actively participate in home-based learning and will follow the learning material provided by their classroom teacher.</p> <p>Children of essential workers or those who are vulnerable or in a designated Indigenous community, can attend their school if they are unable to remain at home.</p>
Western Australia	<p>From 29 April, schools are open for all parents and carers who choose to send their children. Students who attend school will be taught a face-to-face program and timetable.</p> <p>For those students who learn from home, distance education packages and resources will be provided. Where schools can provide online support and teaching for students at home, this will be implemented. For those students who are learning from home, contact by school will be made each week by phone and/or online.</p> <p>Year 11 and 12 students are strongly encouraged to attend school to continue their critical study program.</p> <p>There will be a review of these arrangements in the lead up to week 4 (18 May) and any adjustments will be made based on the best health advice.</p>

South Australia	<p>With the current low rates of COVID-19 infection in South Australia, students are encouraged to return to the classroom for Term 2.</p> <p>Remote learning will be available for students who are kept at home.</p>
Tasmania	<p>Keeping children at home and supporting their learning where possible is the best thing we can do to support Tasmania's response to COVID-19.</p> <p>However, school sites in the North West will now be open for students who cannot be supervised or supported to learn from home, for example, due to parents or carers' work commitments. More information is expected from the Tasmanian government is expected in the coming weeks.</p>
Northern Territory	<p>From 20 April 2020, all Northern Territory students are expected to physically attend school.</p>
ACT	<p>ACT public schools have moved to remote learning in Term 2. Most public school students will undertake their learning from home.</p> <p>Safe and Supervised Sites are available to students who, for any reason, are unable to do their remote learning from home. Students attending the sites will undertake the same remote learning program as their classmates at home.</p> <p>Students attending Safe and Supervised Sites will be supervised by ACT Education Directorate teachers and staff.</p>

WHERE CAN I SEEK EMERGENCY SERVICES, FOOD AND OTHER RESOURCES?

In the case of an emergency call the police on 000.

The following food services continue to be available:

- (a) Mobile Community Pantry (Sydney locations)
 - (i) Cabramatta Anglican Church, 42 Cumberland St, Cabramatta, 2166, NSW. Mobile Community Pantry - Every second Wednesday - 7:30 pm - 8:30 pm
 - (ii) Granville Anglican Church, 39 Jamieson St, Granville, 2142, NSW. Mobile Community Pantry - Every second Friday 11.30 am - 12.30 pm
- (b) Sydney Night Patrol - St Vincent de Paul Society (Sydney locations)
 - (i) Eddie Ward Park – Belvoir Street side, Surry Hills: 7:30 pm – 8:15 pm and 9:45 pm – 10:30 pm
 - (ii) Martin Place – Phillip Street, Sydney: 8:30 pm – 9:30 pm
 - (iii) Belmore Park – Eddie Ave, Haymarket: 10:45 pm – 11:30 pm
- (c) C3 Church (Sydney) Thursdays 11:00 am -1:00 pm, Cnr Palmer St & Stanley St Darlinghurst, [\(02\) 9326 0119](tel:0293260119), <http://www.c3churchcity.com.au>
- (d) Crows Nest Centre (Sydney) Level 2, 2 Ernest Place Crows Nest, [\(02\) 9439 5122](tel:0294395122), <http://www.crowsnestcentre.org.au>

- (e) Good Start Breakfast Club - Australian Red Cross (Sydney) Level 4, Red House 464 Kent St Sydney, 1800 812 028, <http://www.redcross.org.au>
- (f) Oz Harvest Market (Sydney), 147 Anzac Parade Kensington, [1800 108 006](http://www.ozharvest.org/market),
<http://www.ozharvest.org/market>
- (g) Wayside Café (Sydney locations) Free breakfast, takeaway lunch.

77 Roscoe Street, Bondi Beach NSW 2026 Telephone: 02 9581 9100
cscbondi@thewaysidechapel.com

29 Hughes Street, Potts Point NSW 2011 Telephone: 02 9581 9100
- (h) The Pantry (Canberra), open Thursdays 10:00 am-3:00 pm, 76 Federal Highway, Watson ACT 2602, 0419 017 552.
- (i) Foodbank Australia, 9 Mel Rd, Berrimah NT 0828, Australia, 08 8947 3669.
- (j) For food services in other states and territories please call the Red Cross on 1800 733 276.