

## COST OF SERVICES



All information, referral and support services are provided free of charge.

Housing Establishment Funds are generally provided as non-repayable grants in the case of rent arrears or rent in advance. In other circumstances they may be Interest free loans.

If transitional housing is provided subject to income and assessment eligibility, rent is charged at the same rate as public housing in Victoria.

## CONTACT WAYSS



There are no addresses given in this brochure as WAYSS does not generally offer a drop in service (even though you will be made welcome at their locations). To avoid a long wait it is best to call and talk to a worker about your situation first.

If an appointment is required they will discuss the best location option to suit you.

To contact Frankston WAYSS  
ring  
**9770 2867**

Monday - Friday 9:30am - 4:30pm

**NOTE:** WAYSS can be very busy and it may be difficult to get through. Leave a message and they will call you back.

Website

**www.wayssltd.org.au**

## MORE HELP



If you are homeless, at risk of homelessness or escaping family violence call the DHS 24 hour statewide toll free number on **1800 825 955** to speak with a housing and support worker.

This number will direct your call to a service closest to you, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services.

## MORE INFORMATION



Visit our website:

**www.frankston.net**

Or look at the following brochures:

### ***Emergency Accommodation Services***

– List of agencies providing services in emergency accommodation and housing information.

***Residential Caravan parks*** – Contact numbers, addresses, regulations and approximate weekly cost of local permanent caravan parks.

***Homeless in Frankston*** – Availability and location of free hot meals and showers.



**COMMUNITY SUPPORT FRANKSTON**

Inc. Reg. No. A0000431J ABN 95 426 151 625

Tailored information for Sole Parents  
Project funded by FaHCSIA

# Looking for rental housing?

May 2012

in the Frankston area



- local housing information ●
- how WAYSS can assist ●



35 Beach Street, Frankston  
Phone: 9783 7284

## Do you:

- **Need information on housing options within the local area?**
- **Have a notice to vacate?**
- **Need assistance with Office of Housing Application Forms or Policies?**

## Are you:

- **In private rental (through real estate agent or private landlord) or in a caravan park?**

## WHAT IS WAYSS?



WAYSS Ltd. is a "Not for Profit" community based organisation which has operated in the outer south east of Melbourne since the late 1970's. It is committed to assist those at risk of homelessness and aims to provide the best possible service with available resources. WAYSS has no political or religious affiliations.

## WHAT WAYSS CAN PROVIDE



- Funds to assist with rent in advance or rent arrears.
- Transitional housing (if eligible and if available)
- Information about local services
- Information with public housing applications
- Advocate on your behalf with your local landlord or real estate agent
- Discuss access to public housing
- Give advice on public tenancy issues

## WOMEN'S OUTREACH PROGRAM



Transitional support services to single women and women with children who are homeless or at risk of becoming homeless. Program provides case management and aims to improve access to long-term secure and affordable housing, secure income and social support.

**Frankston area: Phone 9783 2769**

Monday – Friday: 9:00am – 5:00pm

## WAYSS YOUTH SUPPORT PROGRAM



Crisis and transitional support to single young people who are homeless or at risk of becoming homeless. This service aims to increase their capacity to live independently through improving access to long term secure and affordable housing, income and a range of social supports. Case management based on individualised support plans to assist young people reach their full potential.

**Dandenong area: Phone 0791 6111**

Monday – Friday: 9:00am – 5:00pm

## PRIVATE RENTAL ACCESS PROGRAM



Time and amount limited private rental subsidy to ensure client does not lose accommodation while being assisted with other issues. **Accessible by worker referral only to clients involved with specific services in the south-east region.**

## SOCIAL HOUSING ADVOCACY and SUPPORT PROGRAM



Voluntary program requiring client consent for referral. Intervention for at-risk tenancies. Advocacy and assistance to establish tenancy for Early Housing applicants. The program is unable to pay rent arrears or maintenance debts owed to the Office of Housing.

**Frankston: Phone 9781 0898**

Monday – Friday: 9:30am – 4:30pm

(Advocacy only)

## OTHER AGENCIES



WAYSS **CANNOT** do the following:

### Find or provide crisis or emergency accommodation

Call the *Frankston Crisis Centre*

**9784 5050**

8:30am – 5:30pm

or (AH) Salvation Army

**1800 802 398**

### Assist with Bonds

Call the *DHS Office of Housing*

**9784 3200**

### Private tenancy disputes

Call *Consumer Affairs Victoria*

**1300 558 181**