

Housing Services

(inc. Housing Information & Referral and SHASP Advocacy)

This service can provide advocacy, information and referral to residents in the Dandenong, Casey, Cardinia, Frankston and Mornington Peninsula areas. This includes referral to crisis accommodation services, transitional support services and long term housing options in both public and private rental.

Housing Establishment Funds (HEF) may also be available to private tenants to provide limited financial assistance with rent arrears or rent in advance to maintain existing or establish new housing. Access to HEF is provided subject to fund availability and eligibility assessment. It is not available to public and social tenants.

DANDENONG 9791 6111

8.30 am to 5.30 pm Monday to Friday

FRANKSTON/PENINSULA 9770 2867

9.30 am to 4.30 pm Monday to Friday

PAKENHAM 5945 3200

9.30 am to 4.30 pm Monday to Friday

NARRE WARREN 9703 0044

9.30 am to 4.30 pm Monday to Friday

CRANBOURNE 5990 6789

9.00 am to 4.30 pm Monday to Friday

If the office nearest you is not open on the day or time you require assistance then please contact the Dandenong office.

Please note that this program does not provide a support service.

Family Violence Crisis Service

This service operates extended hours 7 days a week and provides assistance to women and children escaping domestic violence to access support, advice and short term crisis accommodation. This service has access to a range of support options.

8.00 am to 5.00 pm Monday to Friday 9791 6111
or 1800 357 397

5.00 pm to 10.00 pm weekdays,
10.00am to 5.00 pm weekends
and public holidays

0400 503 338

Who and what is WAYSS :

WAYSS Limited is a community based organisation which was formed as a result of the amalgamation of several small incorporated associations. Many of WAYSS Limited services have been in operation since the late 1970's. Its membership consists of individuals who live or work in the outer south eastern region of Melbourne and are committed to the provision of services to those at risk of homelessness.

A voluntary Board of Directors govern the organisation and oversee its operations, which are managed by the Chief Executive. WAYSS Limited has no political or religious affiliations of any kind.

The majority of services provided by WAYSS Limited are funded or contracted by the Victorian Government's Department of Human Services under the Support Accommodation Assistance Program (SAAP) and the Transitional Housing Management Program (THM).

WAYSS Limited aims to provide the best service possible within available resources. All staff are professionally trained and/or hold relevant tertiary qualifications. If at any stage you would like to discuss the standard of service provided please ask to speak to a member of management who will be pleased to assist.

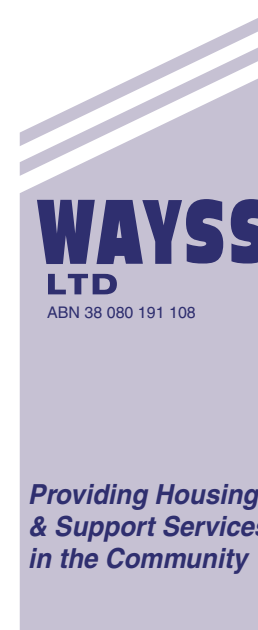
All funding received by WAYSS Limited is applied to the direct provision of housing and support services. The organisation is recognised by the Australian Tax Office as a "not for profit" public benevolent institution and as such donations of \$2.00 or more are tax deductible.

Are all services free ?

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 but may be interest free loans in other circumstances. If Transitional Housing is provided it is subject to income and asset eligibility, rent is charged at the same rate as public housing in Victoria.

Why aren't there any addresses on this brochure?

WAYSS does not generally provide a drop in service, while you are more than welcome at any of our locations, in order to avoid a long wait it is best to call and talk to a worker first. If an appointment is required staff will discuss the best location option to suit you.



Service & Contact Information 2008

Registered Office :

294-300 Thomas Street
Dandenong Vic 3175

Phone: (03) 9791 6111

Fax: (03) 9793 5078

Email: info@wayssltd.org.au

Web: www.wayssltd.org.au

Youth Support Program - *Crisis & Transitional*

This program provides support services to single young people who are homeless or at risk of homelessness. The service aims to increase a capacity to live independently, through improving access to long term secure and affordable housing, to secure income support and to a range of social supports. This is provided by a case management approach based on individualised support plans to assist young people to reach their full potential.

Business hours are 9.00 am to 5.00 pm Monday to Friday at the following location.

DANDENONG	9791 6111
CRANBOURNE	5990 6789
NARRE WARREN	9703 0044
PAKENHAM	5945 3200

Emergency Youth Accommodation

This 7 bed facility is located in Dandenong and provides 24 hour residential support and case management, for a period of up to six weeks, to single young people who are homeless.

Business hours are 9.00 am to 5.00 pm Monday to Friday at the following location.

DANDENONG	9791 6111
NARRE WARREN	9703 0044
After 5.00 pm weekdays and on weekends contact	9791 5692

Private Rental Access Program

The Private Rental Access Program is accessible by worker referral only and is available to clients that are involved with specific southern catchment services.

This program is able to offer limited support in accessing private rental options. The Brokerage component of Private Rental Access Program is a time and amount limited subsidy that ensures the private rental does not become insecure while strategies are being implemented.

Family Violence Outreach Service

This service provides transitional support to women who have or are escaping domestic violence and are homeless or at risk of homelessness.

Domestic Violence Outreach Workers provide a case management approach which is based on individualised support plans. Support may include information, advocacy, referral to appropriate services including legal, court support networks and crisis accommodation options.

Subject to safety assessment, workers are able to meet with women in a variety of locations and the program has access to transitional housing options.

Business hours are 9.00 am to 5.00 pm Monday to Friday at the following location.

FRANKSTON	9781 4658
DANDENONG	9791 6111
CRANBOURNE	5990 6789
NARRE WARREN	9703 0044
PAKENHAM	5945 3200

Drug Court Homelessness Assistance Program

The Drug Court Homelessness Assistance Program is a closed program that provides support and assistance to clients referred directly and solely by the Dandenong Drug Court Team, specifically, the Specialist Community Corrections Officers responsible for the case management of the referred client.

This program aims to assist Drug Treatment Order clients to obtain long term, affordable, safe accommodation. The intent is to help clients address whatever issues are underlying the fact that they are homeless. Drug Court Homelessness Assistance Program will assist clients to identify other structural and/or personal factors contributing to homelessness above and beyond substance use. Such issues may include poverty, ill health, family violence, family breakdown etc.

Privacy Policy

WAYSS Ltd is bound by both State and Commonwealth Privacy Legislation. A copy of WAYSS Privacy Policy is available on request and is on display at all offices.

Social Housing Advocacy and Support Program

This program provides advocacy and support to social housing residents including Office of Housing tenants. The program consists of four main components including Advocacy, Assistance to Early Housing applicants, Intervention when a tenancy has been identified "at risk" and assistance to Establish a tenancy for Early Housing Applicants. The program covers the office of Housing Frankston and Dandenong catchment. The program is able to provide advocacy and support, however it does not have access to funds to pay rent arrears or maintenance debts owing to the Office of Housing. This is a voluntary program and requires client consent for referral.

DANDENONG	9791 6111
9.00 am to 5.00 pm Monday to Friday	

Women's Outreach Program

This program provides transitional support services to single women and women with children who are homeless or at risk of homelessness. The service aims to re-establish a capacity to live independently, through improving access to long term secure and affordable housing, to secure income support and to a range of social supports.

The Women's Outreach Program provides case management based on individualised support plans. Support may include information, referral to appropriate services, advocacy, life skill assistance, counselling and assisting with accessing long term accommodation. Workers are able to meet with women in a variety of locations and the program has access to transitional housing options.

DANDENONG	9791 6111
9.00 am to 5.00 pm Monday to Friday	
FRANKSTON	9783 2769
9.00 am to 5.00 pm Monday to Friday	
PAKENHAM	5945 3200
9.30 am to 5.00 pm Monday to Friday	
NARRE WARREN	9703 0044
9.00 am to 5.00 pm Monday to Friday	