

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. 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

Phone **9770 2867**

Monday – Friday: 9:30am - 4:30pm

After Hours: 1800 627 727

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 the Salvation Army Crisis Service.

MORE INFORMATION

Community Support Frankston 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

Looking for Rental Housing?

April 2020

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 a 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 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

HELP WITH RENTAL ARREARS & HOUSING OPTIONS

Frankston area: Phone **9770 2867**
Monday – Friday: 9:00am – 5:00pm

WAYSS YOUTH SUPPORT PROGRAM



Crisis and transitional support for 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 **9791 6111**
Monday – Friday: 9:00am – 5:00pm

Cranbourne area: Phone **5996 3333**
(Ask for Youth Support)

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.

TENANCY PLUS 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**
- **Provide rent in advance**
Call *Salvocare Eastern*
Phone: 9784 5000
9:00am – 5:00pm (Mon - Fri)
OR (AH) Salvation Army
Phone: 1800 825 995
- **Assist with Bonds**
Dept of Health & Human Services
431 Nepean Highway, Frankston
Call the *DHHS Office of Housing*
Phone: 9784 3100
- **Private Tenancy Disputes**
Call *Consumer Affairs Victoria*
Phone: 1300 558 181