

# Updated Services & Programs Info Guide (due to COVID-19)

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible via phone and email.

**Info Line 02 6248 7988 (9am-5pm, Monday-Friday)**

**Email [info@volunteeringact.org.au](mailto:info@volunteeringact.org.au)**

**Visit [www.communityinfocenter.org.au](http://www.communityinfocenter.org.au)** to find more community services in the Canberra Region.

\*\* Please note that during the COVID-19 pandemic all services are subject to change with late notice.

\*\* All information in this document is current as of Tuesday 19 May 2020. This guide will be updated fortnightly to reflect changes in services.

## Free Meals, Laundry & Showers

### Free Meals

#### Monday

7:30am-8:30am **Take-Away Breakfast**. **Early Morning Centre, City Uniting Church**, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm).

10:30am-1pm **Take-Away Lunch**, **St Benedict's Community Day Centre**, 284 Crawford St, Queanbeyan.

11am-12:30pm **Take-Away Meal**, **Blue Door Drop-in Centre**, Ainslie Village, Quick St, Campbell. No Drop-in service available.

4:30pm-5:40pm **Take-Away Dinner**, **Griffin Centre**, Meeting room 1, Genge St, City. Provided by Australian Red Cross.

#### Tuesday

7:30am-8:30am **Take-Away Breakfast**. **Early Morning Centre**, City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm).

10:30am-1pm **Take-Away Lunch**, **St Benedict's Community Day Centre**, 284 Crawford St, Queanbeyan.

11am-12:30pm **Take-Away Meal**, **Blue Door Drop-in Centre**, Ainslie Village, Quick St, Campbell. No Drop-in service available.

4:30pm-5:40pm **Take-Away Dinner**, **Griffin Centre**, Meeting room 1, Genge St, City. Provided by Australian Red Cross.

## **Wednesday**

7:30am-8:30am **Take-Away Breakfast**, **Early Morning Centre**, City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm).

10:30am-1pm **Take-Away Lunch**, **St Benedict's Community Day Centre**, 284 Crawford St, Queanbeyan.

11am-12:30pm **Take-Away Meal**, **Blue Door Drop-in Centre**, Ainslie Village, Quick St, Campbell. No Drop-in service available.

4:30pm-5:40pm **Take-Away Dinner**, **Griffin Centre**, Meeting room 1, Genge St, City. Provided by Hare Krishna Food for Life Program Canberra.

## **Thursday**

7:30am-8:30am **Take-Away Breakfast**, **Early Morning Centre**, City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm).

11am-12:30pm **Take-Away Meal**, **Blue Door Drop-in Centre**, Ainslie Village, Quick St, Campbell. No Drop-in service available.

4:30pm-5:40pm **Take-Away Dinner**, **Griffin Centre**, Meeting room 1, Genge St, City. Provided by Australian Red Cross.

## **Friday**

7:30am-8:30am **Take-Away Breakfast**, **Early Morning Centre**, City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm).

10:30am-1pm **Take-Away Lunch**, **St Benedict's Community Day Centre**, 284 Crawford St, Queanbeyan.

11am-12:30pm **Take-Away Meal**, **Blue Door Drop-in Centre**, Ainslie Village, Quick St, Campbell. No Drop-in service available.

12pm-3pm **Take-Away Lunch**, **Griffin Centre**, Meeting room 1, Genge St, City. Provided by Stasia's Soup Kitchen. Hours subject to change.

## **Saturday**

4:30pm-5:40pm **Take-Away Dinner**, **Griffin Centre**, Meeting room 1, Genge St, City. Provided by Hare Krishna Food for Life Program Canberra.

## **Sunday**

11:30am-1pm **Take-Away Lunch**, **St Benedict's Community Day Centre**, 284 Crawford St, Queanbeyan.

4:30pm-5:40pm **Take-Away Dinner**, **Griffin Centre**, Meeting room 1, Genge St, City. Provided by Australian Red Cross.

## Free Showers & Mobile Laundry – Orange Sky 0408 760 536

**Sunday** 4pm-6pm **Red Cross Roadhouse**, Narellan St, CIVIC

**Monday** 9am-11am **Early Morning Centre**, 69 Northbourne Ave, Canberra CBD.

## Free Showers

**Monday-Friday** 9am-11am **Early Morning Centre**, 69 Northbourne Ave, City. Ph: 6247 5041. Only one person allowed in the building at a time.

## St Vincent de Paul Night Patrol Van

Vinnies offers a mobile outreach service, offering refreshments and friendly faces to people on the streets.

**Night Patrol will be operating at the normal stops with shorter times (15 minutes as opposed to 30-45minutes). Social distancing of 2 metres, serving 1 person at a time.**

### Normal Schedule:

#### 1) Van 1

**Mondays:** **Cube area in Civic** approx. 7.30pm, **City Walk in Garema Place** approx. 8.00pm

**Tuesdays:** **Cube area in Civic** approx. 7.30pm, **City Walk in Garema Place** approx. 8.20pm

**Wednesdays:** **Cube area in Civic** approx. 7.30pm, **City Walk in Garema Place** approx. 8.00pm

**Thursdays:** **Dickson Library**, Dickson Pl approx. 7.00pm, **City Walk in Garema Place** approx. 8.00pm

**Fridays:** **Dickson Library**, Dickson Pl approx. 8.00pm, **City Walk in Garema Place** approx. 9.00pm

**Saturdays:** **Cube area in Civic** approx. 8.00pm, **Dickson Library, Dickson Pl** approx. 8.45pm, **City Walk in Garema Place** approx. 9.30pm

**Sundays:** **Cube area in Civic** approx. 7.30pm, **City Walk in Garema Place** approx. 8.00pm

#### 2) Van 2

**Mondays:** **Dickson Library**, Dickson Pl approx. 7.30pm

**Tuesdays:** **Dickson Library**, Dickson Pl approx. 7.00pm, **Havelock House**, 85 Northbourne Ave approx. 7.40pm

**Wednesdays:** **Queanbeyan Visitors Information Centre**, Farrer Pl approx. 7.30pm, **Corner of Bradley & Neptune St** Woden approx. 8.15pm

**Thursdays:** **Queanbeyan Visitors Information Centre**, Farrer Pl approx. 7.30pm, **Corner of Bradley & Neptune St** Woden at approx. 8.15pm

**Fridays:** **Queanbeyan Visitors Information Centre**, Farrer Pl approx. 7.30pm, **Corner of Bradley & Neptune St** Woden approx. 8.15pm

**Saturdays:** **Queanbeyan Visitors Information Centre**, Farrer Pl approx. 7.30pm, **Corner of Bradley & Neptune St** Woden approx. 8.15pm

**Sundays:** **Dickson Library**, Dickson Pl approx. 7.30pm

## Emergency Relief Services

### Emergency Relief Providers

**\*\*Some organisations have now registered with the Canberra Relief Network (CRN), which is the ACT Government's response to our community's overwhelming and increasing demand for food and non-perishable essential items. To register for a food boxes or to find out which organisations have joined go to website: <https://canberrarelief.com.au/> or call 1800 43 11 33**

**Anglicare Emergency Relief Queanbeyan** 6232 9272

**Mon-Fri 10am-4:15pm.** 170 Crawford St, Queanbeyan. Food, clothing, bedding, household items.

**Companion House** 6251 4550

**Mon-Tues & Thu-Fri 10am-5pm, Closed Wednesday.** 41 Templeton St, Cook. For eligible asylum seekers and refugees only.

**\*\* Communities@Work** 6293 6500 Email: via website [www.commsatwork.org](http://www.commsatwork.org)

**Mon-Fri 9am-3pm** Crisis Support includes information and referral to supports, including how to register for a hamper, access to interim food, payment of medical scripts and other supports. This service is by appointment only.

**Early Morning Centre** 6247 5041

**Mon-Fri 9am-2pm** City Uniting Church 69 Northbourne Ave. For people experiencing, or at risk of homelessness. Limited Access-tea, coffee and food parcels at the door. Showers one person at a time.

**\*\*Kippax Uniting Care** 6254 1733

**Mon-Fri 930am-12pm and 1pm-4:30pm.** Corner Luke St & Hardwick Cres, Holt. Emergency food hampers. Assistance via EMFA (Emergency Material & Financial Aid) [info@kippax.org.au](mailto:info@kippax.org.au)

Counselling via phone.

**\*\*MARSS (Migrant and Refugee Settlement Services)** 6248 8577 [info@marss.org.au](mailto:info@marss.org.au)

**Mon-Fri 9am-5pm-Please phone office first** (social distancing applies). A variety of emergency relief services for eligible migrants and refugees only, including those with uncertain immigration status. Theo Notaras Multi Cultural Centre, Level 2, 180 London Cct, CIVIC. Offices in Belconnen & Queanbeyan closed. Bus, food & Telstra vouchers.

**Salvos Assessment Line** 1300 371 288

**Mon-Fri 9am-5pm.** Crisis assistance & case management referral.

**\*\*St John's Care (Parish Centre)**

6248 7771

**Mon-Fri 9:30am-2pm.** 45 Constitution Ave, Reid. Crisis relief including utilities will be provided by phone or email [enquiries@stjohnscare.org.au](mailto:enquiries@stjohnscare.org.au) . Pre-packaged hampers available.

**St Vincent de Paul Society**

6282 2722

**No face-to-face services being provided.** Volunteers dropping off relief packages and vouchers into letter boxes.

**Havelock Housing Meal Service**

0466 585 432

**Mon-Fri 9am-5pm** 85 Northbourne Ave, Turner. We provide low cost ready-to-eat meals to the community amid the uncertainty of the coronavirus pandemic. Halal & Vegetarian options available. <https://www.havelock.asn.au/news/meal-service-in-response-to-coronavirus/>

**Woolworths Basics Box** Provides essential products to elderly, people with a disability, those with compromised immunity and people in mandatory isolation who are currently unable to visit a store.

\$80 including delivery.

<https://www.woolworths.com.au/shop/discover/community/news/basics-box>

**Coles Community Box** Provides essential products to eligible customers. \$80 including delivery.

<https://www.coles.com.au/customernotice/community-box>

**Australia Post: Free Pharmacy Home Delivery Service** available for vulnerable people who:

- have been advised by a doctor to self-isolate,
- are 70 years old and over, or
- have a chronic health condition

<https://auspost.com.au/pharmacy-home-deliveries#customers>

## Canberra & Yass Food Co-ops & Pantries

### ACT Foodbank Voucher System

**Where to get Foodbank vouchers:** St Vincent de Paul, UnitingCare Kippax, Companion House, St John's Care, Red Cross Migration Support Programs, Throughcare.

**Where vouchers can be used:** Communities@Work Community pantries, Pantry on Southside (Community Service #1); Holy Cross Tuckerbox Hackett; The Pantry (Youth with a Mission) Watson; Helping Hand Pantry, St Paul's Spence; HandUp Food Care Charnwood; the FoodHut Coop Belconnen; Anglicare Food Fair, Lyons Food Corner.

## Canberra & Yass Food Co-ops & Pantries

**\*\*Communities@Work's Community Pantry** 6293 6500 Email: via website [www.commsatwork.org](http://www.commsatwork.org)  
Mon-Fri 9am-3pm. By appointment only. Gungahlin Community Centre, 47 Ernest Cavanagh St, Gungahlin. Part of the Canberra Relief Network. Existing clients can get their first pre-packed hamper and register with the Canberra Relief Network and nominate Gungahlin Pantry as a collection point. Other members of the Canberra community can nominate the Gungahlin Pantry as a pickup location for hampers arranged through the CRN. Crisis Support available-includes information and referral to supports (including how to register for a hamper), access to interim food, payment of medical scripts and other supports.

**\*\*Holy Cross Tuckerbox** 0413 751 502

**Sat 2pm-4pm** Holy Cross Anglican Church, Corner of Phillip Ave & Anthill St, Hackett.

Email: [tuckerbox@holycrosshackett.org.au](mailto:tuckerbox@holycrosshackett.org.au) Variety of food (milk, fruit & vegetables when available are free but restrictions apply). Bring your own bag. Annual membership fee of \$2 per family. No more than three people served at a time.

**\*\*The Mustard Seed Uniting Food Pantry** 6242 5001

Pick up point only for Canberra Relief Network 1800 43 11 33 to register for a hamper

**Thu 11am-1pm & 6pm-7pm.** Gungahlin Uniting Church & Community Centre, 108 The Valley Ave, Gungahlin.

**\*\*The Pantry at Watson** 0419 017 552

**Thu 10am-3pm.** Youth with a Mission, 76 Federal Highway, Corner Zelling St, Watson. A limited range of products is available on a weekly basis. Social distancing procedures in place.

## Belconnen

**\*\*HandUp Food Care (Canberra City Care)** 6196 8630

**Tue-Fri 10am-12noon & 1pm-4pm.** 20 Cartwright St, Charnwood. A service of Canberra City Care. Groceries, essential toiletries, budgeting planning assistance. Annual membership \$4.

**\*\*Helping Hand Food Pantry** 0438 018 197

**Thu 9am-1230pm, Fri 10am-12pm.** St Paul's Ginninderra Anglican Church Spence, Mt Rogers Community Centre, Curly St, Spence. St Paul's provides food on an 'as available' basis. \$2 voluntary contribution. Food parcels will be pre-prepared. Email: [stpaulsspence@inet.net.au](mailto:stpaulsspence@inet.net.au) or visit [stpaulsginninderra.org.au](http://stpaulsginninderra.org.au)

**The FoodHut Co-op (Nations Heart Christian Community)** 6253 1672

**Tues 4:00pm-5:45pm & Thurs 2:30pm-4:15pm** 27 Rae St, Belconnen. The FoodHut Co-op is an outlet for Foodbank NSW and the Yellow Van whose aim is to provide food donated by businesses to people in need. The FoodHut is available to anyone in need or on a limited income. \$1.75p/kg may be requested for some goods. Yearly membership of \$2. Social distancing of 2 metres, with only one person allowed in at a time. **Belco Kitchen Tues 4pm-5:45pm-Take away meals only**

Website: <http://www.nationsheart.com.au/community.html>

## Southside

**Arawang Emergency Relief (see Gordon Community Centre Pantry) 6284 7003**

**Mon 10am-1pm** Now running from Gordon Community Centre

**Anglicare Food Fair Queanbeyan**

6232 9272

**Mon-Fri 10am-4:15pm.** 170 Crawford St, Queanbeyan. Groceries, fruit, vegetables & meat (per-kilo).

Annual Membership \$2. Email: [food.fair@anglicare.com.au](mailto:food.fair@anglicare.com.au)

**Capital Healing Rooms Fyshwick**

6162 1977

Hampers available on **Thursdays**, by appointment only. Please ring and leave a message with your name and number and someone will call you back.

**Community Services #1 Pantry**

6126 4700

**Mon 1pm-4pm, Wed 10am-4pm, Thur 10am-4pm, Fri 1pm-4pm.** Southside Community Service, 63 Boolimbah Crescent, Narrabundah. Drop in available at above times, however, appointments can be made if preferred on Wed & Thurs. New people welcome. A variety of groceries and household products are available at affordable prices. Email: [admin@communityservices1.org](mailto:admin@communityservices1.org)

**\*\*Communities@Work's Community Pantry 6293 6500**

**Mon-Fri 9am-3pm.** By appointment only. Email: via website [www.commsatwork.org](http://www.commsatwork.org)

Tuggeranong Community Centre, 245 Cowlshaw St, Greenway. Part of the Canberra Relief Network. Existing clients can access their first pre-packed hamper and register with the Canberra Relief Network and nominate Tuggeranong Community Centre as a pickup point. Other members of the Canberra Community can nominate Tuggeranong Community Centre as a pickup location for hampers arranged through CRN. Crisis Support available-includes information and referral to supports (including how to register for a hamper), access to interim food, payment of medical scripts and other supports.

**\*\*Gordon Community Centre Pantry 6284 7003**

**Mon 10am-1pm, Tues, Wed, Fri 10am-1pm & 2pm-4pm.** 110 Lewis Luxton Avenue, Gordon. Emergency relief through the provision of Food relief and personal care items.

**Lanyon Food Hub**

6185 2090

**Tues & Thu 9:30am-2pm.** Lanyon Youth & Community Centre, Sydney Nolan St, Conder. Pre-packaged hampers for those in the Tuggeranong region. Can access once a fortnight. Register with I.D. One off food hampers can be supplied for those outside Tuggeranong region area.

**Lyons Food Corner**

6282 1502

**Mon 1pm-2:30pm.** Lyons Church of Christ, 2 Marrawah St, Lyons. Lyons Food Corner is an outlet for Foodbank NSW&ACT and is available to anyone in need or on a low income. Annual membership \$2. Open during school term. <https://lyonschurchofchrist.com/lyons-food-corner/>

**\*\*The Little Pantry/ Woden Community Service** 6282 2644

**Mon-Fri 9am-5pm.** 26 Corinna St, Woden (across the road from Woden Library and behind discount chemist). Emergency Pre-packaged hampers. Can be delivered if no transport.

## Yass & New South Wales

**Yass Vine Church Community Foodcare** 6226 1444

**Thu 10am-5pm.** 66 Lead St, Yass. Affordable groceries, free bread, meat, fruit and veg. Available to Centrelink concession card holders. \$2 per financial year. Social distancing in place.

## Short Stay and Low-Cost Accommodation

### **Crisis Accommodation – OneLink 1800 176 468**

OneLink provides information and connections for support services in the ACT, including services for families and young people, and services for people who are homeless or at risk of homelessness. For an interpreter service, please call the Telephone Interpreter Service at 131 450 and ask them to call OneLink on 1800 176 468.

## Hostels

**Canberra City Youth Hostel (YHA)** 7 Akuna St, Canberra **Closed until 30<sup>th</sup> June 2020**

## Caravan Parks

**\*\* All Caravan Parks are currently close to tourists. Open to worker groups, essential services, self-isolation and stranded International guests**

**Eaglehawk Holiday** 6241 6411

RMB 1246 Federal Highway, Sutton. Cabins from \$95 (\$12 extra child, \$20 extra adult). 1-bedroom villa \$130 2 bedroom from \$145 per night

**Crestview Tourist Park** 6297 2443

81 Donald Rd, Queanbeyan. Cabin Studios ensuite: Double/ Single from \$115 per night. Families from \$155 (\$15 extra adult/child). 2 bed villas from \$175 per night 3 bed villas from \$235



**Southside Village Caravan Park**

*6280 6176*

250 Canberra Ave, Fyshwick. Budget ensuite short to medium term cabins \$360 per week - 2 adults, no children. Two-bedroom cabins from \$550 per week – 2 adults.

## Hotels/Motels

**Lyneham Motor Inn**

*6249 6855*

39 Mouat St Lyneham. Rooms from \$89 per night- check online for current prices.

**Red Cedars Motel**

*6241 1888*

11 Aspinall St, Watson. Double room from \$125; Family room from \$139 (2 adults & 2 children-\$20 extra adult, \$15 extra child). Weekly Rate \$490/week (1-2 adults) or \$525/week (up to 2 adults & 2 children)

**Parkway Motel**

*6297 1411*

8 Lowe St, Queanbeyan. Standard double \$110 Twin room \$120 Triple Room \$150.

**Kingston Hotel**

*6295 0123*

73 Canberra Ave, Griffith. Room weekly only. \$220 per week minimum stay 1 week. Key deposit \$200. No bookings taken via telephone, in person enquiries only.

**Ibis Budget Canberra**

*6253 9020*

Corner Antill St and Federal Highway. From \$85/night - check online for current prices.

## Camping Grounds

**ACT Forests – Camping sites** \*\*All National Parks camping sites continue to remain closed

**Epic Camping Facility** 10 Flemington Rd Lyneham – Closed