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
Visit www.communityinfohub.org.au to find more community services in the Canberra Region.

The Canberra Relief Network (CRN) can provide food and non-perishable essential items.
Register for a food box at www.canberrarelief.com.au/ or call 1800 43 11 33

** Please note that during the COVID-19 pandemic all services are subject to change with late notice.
** Information in this guide is current as of Thursday 18 June 2020

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
Thursday & 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 30-45 minutes). There will be physical 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

**denotes which organisations have now registered with the Canberra Relief Network (CRN)

This 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 box or to find out which organisations have joined go to the Canberra Relief Network website at www.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
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. Free computer and phone access- needs to be booked due to physical distancing rules.

**Kippax Uniting Care 6254 1733 Email: info@kippax.org.au

**MARSS (Migrant and Refugee Settlement Services) 6248 8577 Email: info@marss.org.au
Mon-Fri 9am-5pm-Please phone office first (physical 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 Circuit, Civic. Offices in Belconnen & Queanbeyan closed. Bus, food & Telstra vouchers available.

Salvos Assessment Line 1300 371 288
Mon-Fri 9am-5pm. Crisis assistance & case management referral.
**St John’s Care (Parish Centre)** 6248 7771 Email: enquiries@stjohnscare.org.au
Mon-Fri 9:30am-2pm. 45 Constitution Ave, Reid. Crisis relief including utilities will be provided by phone or email. 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.

**Coles Community Box** Provides essential products to eligible customers. $80 including delivery. Website: 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
Website: 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 Pantry, 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
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 is also available to new and existing clients, it 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 Email: tuckerbox@holycrosshackett.org.au
Sat 2pm-4pm Holy Cross Anglican Church, Corner of Phillip Ave & Anthill St, Hackett.
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. Call 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@iinet.net.au or visit 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. Physical distancing of two metres required, with only one person allowed in at a time. Closed during school holidays.

Community Meal 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  Email: food.fair@anglicare.com.au  
**Mon-Fri 10am-4:15pm.** 170 Crawford St, Queanbeyan. Groceries, fruit, vegetables & meat (per-kilo).  
Annual Membership $2.

**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

**Communities@Work’s Community Pantry** 6293 6500  Email: via website www.commsatwork.org  
**Mon-Fri 9am-3pm.** By appointment only. Tuggeranong Community Centre, 245 Cowlishaw 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 is also available to new and existing clients and 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.** Mura 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. Website: 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. Physical 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 30th June 2020

Caravan Parks

**Eaglehawk Holiday**  6241 6411  
RMB 1246 Federal Highway, Sutton. 1-bedroom villa from $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 2 bed villas from $185 per night 3 bed villas from $245

**Southside Village Caravan Park**  6280 6176  
250 Canberra Ave, Fyshwick. Unpowered campsites only from $35 per night (maximum stay 14 days)

Short to medium term cabins $290-$370 per week via rental application (2 weeks bond + 2 weeks rent in advance) minimum 4 weeks stay.
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

**EPIC Camping Facilities** 6205 5230
10 Flemington Rd Lyneham. Bookings required in advance. Powered sites from $35, unpowered $30 per night for 2 people (extra person $5 per night) Bookings Essential

**ACT Forests – Camping sites** 13 22 81
Sites are located some distance from central Canberra. Own transport and camping equipment required. Cost dependent on the number of people.


**Maximum occupancy restrictions are in place across all campsites in line with latest ACT COVID-19 health advice.** Any gatherings held on site will also need to adhere to the ACT’s restrictions on gatherings which are limited to a maximum of 20 people.

At Cotter campground, all facilities will be cleaned on a daily basis. All other campsites will be cleaned after bookings. All visitors must comply with current physical distancing and hygiene requirements.
• **Blue Range**
Blue Range Blue Range Rd Uriarra Forest. Key Deposit $50. Per campsite per night: $10 per person; under 15 years free. Hut Hire: $60 per night up to 6 people. Dogs on leash in campsite.

• **Old Kowen Homestead**

• **Cotter Campground**
1691 Cotter Rd, Stromlo. $15 per person per night. Children under 15 free. Seniors: $12. Concessions: $10. Fees can be paid to the rangers or left in the honesty box at the entrance. Site bookings are not available.

• **Centenary Trail Northern Border Campground**
Near the border of NSW, north of Gungahlin on the Centenary Trail. Access is only by foot or bicycle via the trail corridor between Forde and Hall Village. $6 per person per night. Children under 15 years free. Seniors: $5. Concessions: students $4.

Please note: Honeysuckle Creek, Mt Clear, Orroral and Woods Reserve campgrounds are closed to allow for ongoing bushfire recovery efforts. The two homesteads – Ready Cut Cottage and Nils Desperandum – will also remain closed for renovations and bushfire recovery works.