

Emergency and Food Relief Guide (During the Canberra lockdown)

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible via phone and email. To be added to this guide please contact us on 02 6248 7988.

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.

** 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 30 August 2021.

Emergency Relief Services

Community Info Hub (VolunteeringACT) – Food relief service *1800 43 11 33*

Mon-Fri 9am-5pm. Any Canberran significantly and adversely impacted by the current lockdown can access food and non-perishable items delivered to their home by calling 1800 43 11 33. This service used to be known as the Canberra Relief Network.

Anglicare Food Fair and Retail – Emergency Relief – Queanbeyan *6232 9272*

Mon-Fri 10am-4:15pm. Closed weekends and public holidays. 170 Crawford St, Queanbeyan. Food assistance through Pantry still available during lockdown – ‘Tick and collect system’ providing COVID safe distribution. (Retail section for clothing, bedding and household items is NOT open during lockdown).

Companion House *6251 4550* Email: info@companionhouse.org.au

Mon-Fri 10am-5pm. Cook Community Hub, 41 Templeton St, Cook. For eligible asylum seekers and refugees only. Emergency relief is available. Medical and Counselling services are conducted via phone during lockdown, please phone to make an appointment.

Communities@Work *6293 6500* Email: via website www.commsatwork.org

Monday, 12.30pm-3pm. Tues-Friday, 9.30am-11.30am and 12.30pm-3pm. Communities@Work Tuggeranong, Tuggeranong Community Centre, 245 Cowlshaw St, Greenway ACT 2900. Communities@Work Gungahlin, Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin ACT 2912. Crisis Support includes information and referral to supports, access to interim food, payment of medical scripts and other supports. Please phone ahead to make an appointment.



Early Morning Centre

6247 5041 Email: canberracityuca.org.au

Mon-Friday, Breakfast 7.30am-8.30am. Monday and Wednesday, Lunch 12pm-1pm.

Sat-Sunday, Tea only 9am-1pm. 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 available one person at a time.

Uniting Care Kippax

6254 1733 Email: front.office@kippax.org.au

Mon-Fri 9am-4pm. Uniting Church Kippax, Corner of Luke St & Hardwick Cres, Holt. Emergency hampers available – non-perishables, bread, vegetables, frozen meat and essential home and hygiene items. Walk-in assistance for Emergency Material & Financial Aid. Social inclusion and counselling can be accessed via telephone appointments only.

Multicultural Hub Canberra

6100 4611 Email: info@mhub.org.au

Mon-Fri 9am-5pm. Theo Notaras Multicultural Centre, Level 2, 180 London Circuit, Canberra City. Provides services to support migrants, refugees, and asylum seekers. Mental Health support, advocacy, referrals, and online activities can be accessed during lockdown by phone or email or contact through Facebook. Physical offices are closed during lockdown.

Community Services #1

6126 4700 or 1800 960 938 Email: reception@communityservices1.org

Provides transport services to pharmacies, medical appointments, COVID testing sites. Please phone ahead to check availability and make an appointment.

Salvos Assessment Line

1300 371 288

Mon-Fri 9am-5.00pm. 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. Food baskets available. Free take-away lunch held on the first Friday of each month.

St Vincent de Paul Society

13 18 12

Emergency relief helpline. Volunteers will support callers to find suitable services.

Australia Post: Free Pharmacy Home Delivery Service (extended until 31 December 2021) 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 & Region Food Co-Ops and 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 (Canberra City Care); the FoodHut Co-op Belconnen; Anglicare Food Fair, Lyons Food Corner.

Northside, Belconnen & Gungahlin

Communities@Work- Gungahlin Community Pantry

6293 6500

Email: via website www.commsatwork.org

Mon 12.30pm-3pm, Tue-Fri 9.30am-11.30am and 12.30pm-3pm. Community pantries have a 'Tick and Collect' system while in lockdown. Clients select their food and essential items, wait at the pantry door, and staff will collect and bring items to them. Please phone ahead to make an appointment or for more information.

Holy Cross Tuckerbox

0413 751 502 Email: tuckerbox@holycrosshackett.org.au

Sat 1pm-4pm. Holy Cross Anglican Church, Corner of Phillip Ave & Anthill St, Hackett.

The Junction – for 12–25-year-olds only.

6232 2423

Mon- Fri 9.30pm-5pm. 30 Scott's Crossing, Canberra City

For those aged 12-25 only. Non-perishable items for walk-ins or call ahead to arrange a food delivery.

St John's Care (Anglicare Partner)

6248 7771

Email: community@stjohnscare.org.au

Mon-Fri 9.30am-2pm. 45 Constitution Ave, Reid (located within the St John's Church Precinct)

Food Pantry has non-perishables, fruit and vegetables, dairy, and meat.

No membership cost or fees, bring Centrelink card if applicable or any form of ID. Wear a mask or one will be provided. Access once per month.

Every Friday Orange Sky is available onsite between 11am and 1pm for washing and drying.

HandUp Food Care (Canberra City Care)

6196 8630

Mon-Fri 10am-3pm. Canberra City Care, 20 Cartwright St, Charnwood. Membership \$4 per year. Bread, fruit, vegetables, meat, and dairy. Some precooked meals available to take away.

Helping Hand Food Pantry

6259 2931

Email: stpaulsspence@inet.net.au

Thurs 9am-12.30pm. St Paul's Ginninderra Anglican Church Spence, Mt Rogers Community Centre, Curly St, Spence. Visit www.stpaulsginninderra.org.au



The FoodHut Co-Op

6253 1672 Email: office@nationsheart.com.au

Tues 4pm-5.45pm & Thurs 2.30pm-4.15pm. Community Meal Tues 4pm-5.45pm - Take away meals only. NationsHeart Christian Community, 27 Rae St, Belconnen.

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

UCX Food Pantry (for all UC Students on and off campus.)

0458 712 214

Email: foodpantry@canberra.edu.au

Tues & Thurs 11am-1pm. UCX Student Lounge, 1a Kiranari St, Bruce. Submit order by filling out online form accessed through Facebook@UCXfoodpantry. Orders need to be received by 3pm the day before pickup.

Southside

Arawang Emergency Relief Hub

0491 605 086

Email: arawang.hub@anglicare.com.au

Mon 9.30am-12.30pm. (closed public holidays). Arawang Anglican Church, Corner of Marconi Cres and Kett St Kambah. Emergency Food Relief available. Bring Photo ID, Centrelink card if applicable and shopping bags.

Anglicare Food Fair, Community Pantry, Queanbeyan

6232 9272

Email: laura.dawson@anglicare.com.au or food.fair@anglicare.com.au

Mon-Fri 10am- 4.15pm. 170 Crawford St, Queanbeyan. Grocery items, meat, fruit and vegetables available.

Community Services #1 Food Pantry

6126 4700 or 180 960 938

Email: reception@communityservices1.org

Mon-Tue 10am-1pm, Wed-Fri 1-4pm. Southside Community Service, 63 Boolimbah Crescent, Narrabundah. Please phone ahead to make an appointment.

Communities@Work- Greenway Community Pantry

6293 6500

Email via website www.commsatwork.org

Mon 12:30pm-3pm, Tue-Fri 9am-11:30am and 12:30pm-3pm. By appointment only. Tuggeranong Community Centre, 245 Cowlshaw St, Greenway. The pantry has a 'Tick and Collect' system while in lockdown. Clients select their food and essential items, wait at the pantry door, and staff will collect and bring items to them. Please phone ahead to make an appointment or for more information.

Gordon Community Centre – Lanyon Pantry

6284 7003 Email: gordon@anglicare.com.au

Tues, Wed, Fri 10am-3pm. 110 Lewis Luxton Avenue, Gordon. Food Pantry has non-perishables, fruit and vegetables, dairy, and meat.



Lanyon Food Hub

6185 2090 Email: mlycc.manager@ywca-canberra.org.au

Thu 9am-2pm. Mura Lanyon Youth & Community Centre, 22 Sidney Nolan St, Conder. Supporting people from Tuggeranong region. Emergency Food relief available and access to Food Pantry which includes a mixture of non-perishable, fresh produce and refrigerated and frozen items.

Woden Community Service (Little Pantry)

6282 2644 Email: info@wcs.org.au

Mon 9am-5pm. Woden Community Service, 26 Corinna St, Woden (across the road from Woden Library and behind discount chemist). Emergency food relief and non-perishables. Please phone ahead if possible.

Yass Community Food Care

6226 1444 Email: generaloffice@yassvinechurch.com.au

Thu 9am-5pm. Yass & New South Wales Yass Vine Church Community, 66 Lead St, Yass. Emergency Food relief available and access to Food Pantry with Membership \$2 per year.