

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.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.

** Information in this guide is current as of 10th November 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 COVID-19 can access food and non-perishable items via community partners. By calling 1800 43 11 33 our connect centre team will have a conversation around how we can support you and help find you a suitable local community partner who can supply you with ongoing food relief. The community partners include Communities@work, St Vincent de Paul Society, Canberra City Care, Uniting Care Kippax, St Johns Care, Red Cross Roadhouse, MARSS, Multicultural Hub, Community Services #1.

HelpingACT – Food Relief Service 0404 947 260 Email: contact@helpingact.org

Mon-Sun 9am-7pm. Free food relief hampers for any struggling family or individual. Long life food, culturally and religiously sensitive food (halal products), vegetables, fruit, baby food and pet food available. Delivery available for those in quarantine or can't collect from a hub in either Franklin or Wright. To request food, complete the online form at www.helpingact.org/let-us-help-you or by phone call or SMS.

Communities@Work 6293 6500 Email: admin@commsatwork.org

Mon 12.30pm-3pm. Tues-Fri 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. Orange Sky operating on site at Tuggeranong 9am-11am on Thursdays and at Gungahlin 1.30pm-3.30pm on Tuesday.

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 available for Emergency Material & Financial Aid. Social inclusion and counselling can be accessed via telephone appointments only.

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.

Community Services #1 6126 4700 or 1800 960 938 Email:

reception@communityservices1.org

Mon- Fri 9.30am-4pm. 63 Boolimba Cres, Narrabundah. Emergency relief food hampers available. Transport services to pharmacies, medical appointments, and COVID testing sites also available. Please phone ahead to check availability and make an appointment.

Blue Door – St Vincent de Paul 6234 7391 Email: BlueDoor.cg@vinnies.org.au

Mon-Fri 12pm-1pm. 23 Quick Street, Campbell. Drop-in centre that provides support such as free nutritious takeaway meals, clothing, and furniture vouchers as well as information, advice, advocacy, and referrals. For Vinnies Emergency Relief please call the Helpline on 13 18 12.

St Vincent de Paul Society – Emergency Relief Helpline 13 18 12 or 6282 2722 Email:

info.cg@vinnies.org.au

Mon-Fri 9am-3.30pm. Vinnies provides emergency relief to families and individuals who are in crisis or may be experiencing difficulties with: financial stress, housing affordability, unemployment, domestic and family violence, medical conditions, mental health issues, disabilities, debt, or legal issues. Types of assistance Vinnies may be able to provide includes information, advocacy, referrals, food assistance, clothing, furniture, budget support, assistance with utility bills or back to school costs.

Salvos Assessment Line 1300 371 288

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

Domestic Violence Crisis Service 6280 0900 (24 hours) Email: crisis@dvcs.org.au

24/7 - 365 days a year. Crisis intervention services available to anyone who is experiencing, or has experienced, domestic and family violence. Services include telephone support, attendance with police at domestic and family violence incidents, access to safe emergency accommodation, safety planning and referrals to support services.

Canberra Rape Crisis Centre 6247 2525 Email: crcc@crcc.org.au

Sun-Sat 7am-11pm. Crisis and counselling support service.

MARSS Australia Inc - Migrant and Refugee Settlement Services

6248 8577 Email:

info@marss.org.au

Mon-Fri 9am-5pm. Emergency relief for individuals and families experiencing financial stress. Support is available in the form of supermarket vouchers, culturally appropriate food hampers, and delivering hot meals to CALD families. MARSS can also assist with bills including utilities, rent, medical bills, and financial counselling. Emergency relief, casework, advocacy, referral, and counselling services are available for migrant, refugee, humanitarian entrant and asylum seeker clients over the phone.

Companion House – for eligible asylum seekers and refugees only

6251 4550 Email:

info@companionhouse.org.au

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

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.

Early Morning Centre

6247 5041

Email: emc@canberracityuca.org.au

Open Mon-Fri 9am-2pm. Breakfast available Mon-Fri 7.30am-8.30am. Lunch available Mon and Wed only 12pm-1pm.

Open Sat and Sun, 9am-1pm for Morning Tea only. City Uniting Church 69 Northbourne Ave, Canberra City. Free takeaway meals 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. Orange Sky operating nearby 9am-11am Mondays.

Canberra Roadhouse – Australian Red Cross Society

6234 7600

Email:

roadhouse@redcross.org.au

Sat-Thurs 4.30pm-5.30pm and Fri 12.30pm-3.30pm. Griffin Centre, 20 Genge Street, Canberra City. Free takeaway meals available and referrals to other services. Mon and Thurs access to Oz Harvest food. Thurs and Sun Orange Sky operating nearby in Narellan St 4pm-6pm.

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 Pet Rescue – Pet Assist Program

Email: CanberraPetRescue@gmail.com

Offers pet owners FREE quality pet food and other essential items and support when experiencing difficult times. Simply fill in the online form at <https://www.canberrapetrescue.org.au/petassist/>. For help with rehoming or surrendering your pet please contact Canberra Pet Rescue on Facebook or by email.

Canberra & Region Food Co-Ops and Pantries

ACT Foodbank Voucher System

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

Where vouchers can be used: Communities@Work Community Pantries, Community Services #1 Food Pantry (Narrabundah), Holy Cross Tuckerbox (Hackett), The Food Pantry (Watson), Helping Hand Pantry (St Paul's Spence), HandUp Food Care (Canberra City Care Charnwood), the FoodHut Co-op (Belconnen), Lyons Food Corner, Anglicare Food Fair (Queanbeyan).

Northside, Belconnen & Gungahlin

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 stocks 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.

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

6232 2423

Mon-Fri 9.30am-5pm. 30 Scott's Crossing, Canberra City. Pantry stocks non-perishable items for walk-ins or call ahead to arrange a food delivery.

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. Food Co-op for people needing to stretch their dollar further. Membership \$2 per year. Non-perishables and fresh bread, frozen and fresh produce when available. Orange Sky is available onsite between 1pm and 3pm for washing and drying.

The Pantry at Watson

6241 5500

Email: info@ywamcanberra.org

Thurs 10am-3pm. Youth with a mission, 76 Federal Highway, Corner Zelling Street, Watson. Membership \$2 per year. Foodbank vouchers accepted. Pantry stocks non-perishables, fridge and frozen foods, bread, personal hygiene and cleaning products, and some fresh produce when available.

HandUp Food Care

6196 8630

Mon-Fri 10am-3pm. Canberra City Care, 20 Cartwright St, Charnwood. Membership \$4 per year. Pantry stocks non-perishables, bread, fruit, vegetables, meat, dairy, and pet food. Some pre-cooked meals are available to takeaway.

Helping Hand Food Pantry

6259 2931

Email: admin@stpaulsginninderra.org.au

Thurs 9am-12.30pm. St Paul's Ginninderra Anglican Church Spence, Mt Rogers Community Centre, Curly St, Spence. Food Pantry stocks non-perishables, fresh and frozen foods. Register with your concession card to shop. Please phone 0417 523 013 for emergency food relief outside opening times.

FoodHut Co-op

6253 1672

Email: office@nationsheart.com.au

NationsHeart Christian Community, 27 Rae St, Belconnen. Email or phone ordering available for current Food Pantry members. Place order then collect at set time. Take away Community Meals available on Tues, please phone to make a time to come in. For crisis support send email or call office and leave a message, and staff will return call.

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.

Communities@Work - Gungahlin Community Pantry

6293 6500

Email:

admin@commsatwork.org

Mon 12.30pm-3pm, Tue-Fri 9.30am-11.30am and 12.30pm-3pm. Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin. Community pantry at Gungahlin has a 'Tick and Collect' system during 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.

Southside

Community Services #1 Food Pantry

6126 4700 or 180 960 938

Email:

reception@communityservices1.org

Mon-Fri 9.30am-4pm but bookings are essential. 63 Boolimbah Crescent, Narrabundah. Emergency relief food hampers are available. Food Pantry stocks non-perishables, fresh food and vegetables, meat, some dairy, and pet food. There is also a range of pre-cooked and fresh food meals available. To access Food Pantry please make an appointment by calling 1800 960 938.

Lyons Food Corner

6282 1502

Email: admin@lyons.org.au

Mon 1.30pm-2.30pm. Lyons Church of Christ, 2 Marrawah St, Lyons. Food Pantry Membership \$2 per year. Food Pantry stocks non-perishables, fresh produce, refrigerated and frozen items.

The Little Pantry 6282 2644 Email: info@wcs.org.au

Mon-Fri 9am-5pm. Woden Community Service, 26 Corinna St, Woden (across the road from Woden Library and behind discount chemist). Please phone ahead to organise an emergency relief pack that can be tailored to your requirements, may include non-perishables and personal items depending on item availability.

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.

Communities@Work - Greenway Community Pantry 6293 6500 Email: admin@commsatwork.org

Mon 12:30pm-3pm, Tue-Fri 9am-11:30am and 12:30pm-3pm. Tuggeranong Community Centre, 245 Cowlshaw St, Greenway. Community Pantry at Tuggeranong has a 'Tick and Collect' system during 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.

Lanyon Pantry – Anglicare 6284 7003 Email: gordon@anglicare.com.au

Tues, Wed, Fri 10am-3pm. Gordon Community Centre, 110 Lewis Luxton Avenue, Gordon. Emergency Relief to assist people in crisis through the provision of food and personal care items; non-perishables, fruit and vegetables, dairy, and meat may be available.

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 stocks non-perishables, fresh produce, refrigerated and frozen items.

Queanbeyan

Anglicare Food Fair Community Pantry 6232 9272 Email: food.fair@anglicare.com.au

Mon-Fri 10am-4:15pm. (Closed public holidays). 170 Crawford St, Queanbeyan. Food assistance through Pantry available during lockdown – 'Tick and collect system' providing COVID safe distribution. Non-perishables, meat, fruit, and vegetables available (retail section for clothing, bedding and household items is NOT open during lockdown).

Yass

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.