

Emergency and Food Relief Guide

* Information in this guide is current as of 30 March 2023*

Emergency Relief Services

Lifeline Crisis Support: 13 11 14 (24/7)

Domestic Violence Crisis Support Line: (02) 6280 0900 (24/7)

Beyond Blue: 1300 224 636 (24/7)

Suicide Call Back Service: 1300 659 467 (24/7)

MensLine Australia: 1300 78 99 78 (24/7)

Kids Helpline: 1800 551 800 (24/7)

Open Arms – Veterans and Families Counselling: 1800 011 046 (24/7)

Drug and Alcohol Support Line: or <https://health.act.gov.au/services-and-programs/alcohol-and-drug-services/counselling-and-treatment-service>

Alcoholics Anonymous Helpline: 1300 222 222

Find a meeting: <https://www.aacanberra.org/meetings-list>

Narcotics Anonymous Helpline: 1300 652 820

Find a meeting: <https://www.na.org.au/multi/meetings/>

Healthdirect: 1800 022 222 (24/7)

Access Mental Health: 1800 629 354 or 6205 1065 (24/7)

Salvos Assessment Line

Phone: 1300 371 288

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

St Vincent de Paul – Emergency Relief Helpline

Phone: 13 18 12 or (02) 6282 2722

Mon-Fri 9am-3.30pm. May be able to provide emergency relief with food assistance, clothing, furniture, budget support, assistance with utility bills or back to school costs.

For more national crisis numbers, please visit:

<https://www.ideas.org.au/facts/national-crisis-numbers-aus.html>

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Central Canberra

Blue Door Phone: (02) 6234 7391 Email: BlueDoor.cg@vinnies.org.au
Mon-Fri 12pm-1pm. 23 Quick Street, Campbell. Drop-in centre that provides support including free nutritious takeaway meals, clothing, and furniture vouchers.

Red Cross Roadhouse

Phone: (02) 6234 7600 Email: roadhouse@redcross.org.au
Sat-Thurs 3pm-5.30pm and Fri 12.30pm-3.30pm. Griffin Centre, 20 Genge Street, Canberra City. OzHarvest groceries available during food service.

Early Morning Centre

Phone: (02) 6247 5041 Email: emc@canberracityuca.org.au
Open Mon-Fri 7.30am-8.30am for breakfast. Community hub 9am-2pm. Open Sat and Sun, 9am-1pm Uniting Church 69 Northbourne Ave, Canberra City. Free takeaway meals for people experiencing, or at risk of homelessness. Limited access: tea, coffee, and food. Showers available weekdays 9am-2pm one person at a time.

St John's Care (Parish Centre)

Phone: (02) 6248 7771 Email: enquiries@stjohnscare.org.au
Mon-Fri 9:30am-2pm. 45 Constitution Ave, Reid. Crisis relief including food service and assistance with bills can be provided by application over phone or email.

Northside, Belconnen & Gungahlin

Communities at Work

Phone: (02) 6293 6500 Email: admin@commsatwork.org
Mon 12.30pm-3pm. Tues-Fri 9.30am-11.30am and 12.30pm-3pm. Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin. Crisis Support includes information and referral, access to interim food, payment of medical scripts and other supports. Please phone to make an appointment.

Uniting Care Kippax

Phone: (02) 6254 1733 Email: front.office@kippax.org.au
Mon-Fri 9:00am-4:30pm. Uniting Church Kippax, Corner of Luke St & Hardwick Cres, Holt. Walk-in assistance available for emergency access to household and personal items and financial aid. For more information visit <https://kippax.org.au/>

HelpingACT – Food Relief Service

Phone: 0404 947 260 Email: contact@helpingact.org
Mon-Sun 10am-5pm. 14 Daniels Street, Franklin 2913. Free emergency food relief hampers available. Delivery available for those who can't collect from a hub in

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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 to 0404 947 260.

Southside

Communities at Work

Phone: (02) 6293 6500 Email: admin@commsatwork.org

Mon 12.30pm-3pm. Tues-Fri 9.30am-11.30am and 12.30pm-3pm.

Communities at Work Tuggeranong, Tuggeranong Community Centre, 245 Cowlshaw St, Greenway ACT 2900. Crisis support includes access to food items, payment of medical scripts and other supports. Please phone ahead to make an appointment.

Woden Community Services

Phone: (02) 6282 2644 Email: info@wcs.org.au

Mon-Fri 9am-5pm. 26 Corinna Street, Woden ACT 2606. Provides referral, crisis support, and ongoing case management to vulnerable people of all ages and backgrounds.

Migrant and Refugee services

Companion House - for eligible asylum seekers and refugees only

Phone: (02) 6251 4550 Email: info@companionhouse.org.au

Mon-Fri 9.30am-5pm. Cook Community Hub, 41 Templeton St, Cook. Emergency relief is available for eligible asylum seekers and those from the refugee community.

MARSS Australia Inc - Migrant and Refugee Settlement Services

Phone: (02) 6248 8577 Email: info@marss.org.au

Mon-Fri 9am-5pm. Emergency relief for individuals and families experiencing financial stress, for migrants, refugees and people who have arrived in Australia less than 5 years ago. Support is available in the form of supermarket vouchers and culturally appropriate food hampers. MARSS can also assist with other forms of emergency relief including bills.

Multicultural Hub Canberra

Phone: (02) 6100 4611 Email: info@mhub.org.au

Mon-Fri am-5pm. Theo Notaras Multicultural Centre, Level 2, 180 London Circuit, Canberra City. Provides services to support migrants, refugees, and asylum seekers.

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Canberra & Region Food Co-Ops and Pantries

Food Pantries are run by community organisations and groups to provide low cost and sometimes free groceries to those in need. Pantry contents are usually based on what has been donated allowing them to offer a variety of goods such as non-perishables, culturally appropriate foods, fruit, vegetables, cold goods, meat, bread, hygiene products, and other non-food daily necessities when available. Please note, most pantries are closed during public holidays, please contact the individual service if needing confirmation.

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 at Work Community Pantries (Gungahlin and Tuggeranong), 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 (Lyons), Anglicare Food Fair (Queanbeyan)

Central Canberra

St John's Care (Anglicare Partner)

Phone: (02) 6248 7771 Email: community@stjohnscare.org.au

Mon-Fri 9.30am-2pm. 45 Constitution Ave, Reid (located within the St John's Church Precinct). Free membership, just bring Centrelink card if applicable or any form of ID. Members can access once per month. Walk-ins accepted.

The Junction, for 12–25-year-olds only - St John's Care (Anglicare Partner)

Phone: (02) 6232 2423

Mon-Fri 9.30am-5pm. 30 Scott's Crossing, Canberra City. Walk-ins accepted or call ahead to arrange a food delivery.

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Northside, Belconnen & Gungahlin

Communities at Work - Gungahlin Community Pantry

Phone: (02) 6293 6500 Email: admin@commsatwork.org

Get In Touch form: <https://www.commsatwork.org/about-us/contact-us/>

Mon 12.30pm-3pm, Tue-Fri 9.00am-11.30am and 12.30pm-3pm.

Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin. (Please note that they can only accept cash or Foodbank cards as we do not currently have EFTPOS facilities) Walk-ins accepted.

FoodHut Co-op

Phone: (02) 6253 1672 Email: office@nationsheart.com.au

Tues 4pm -5.45pm during school terms. NationsHeart Christian Community, 27 Rae St, Belconnen. Email or phone ordering available for current Food Pantry members. For crisis support send email or call office and leave a message, and staff will return call.

HandUp Food Care – Canberra City Care

Phone: (02) 6196 8630

Mon-Fri 10am-3pm. Canberra City Care, 20 Cartwright St, Charnwood. Access to food pantry with membership is \$4 per year. Walk-ins accepted.

Helping Hand Food Pantry

Phone: (02) 6259 2931 Email: admin@stpaulsginninderra.org.au

Thurs 9am-12.30pm at St Paul's Ginninderra Anglican Church in the Mt Rogers Community Centre, Curly St, Spence. Register with your concession card. For emergency relief please phone 0417 523 013. Walk-ins accepted.

Holy Cross Tuckerbox

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

Sat 2pm-4pm. Holy Cross Anglican Church, Corner of Phillip Ave & Antill St, Hackett. Access to food pantry with membership is \$2 per family per year. Walk-ins accepted.

The Pantry

Phone: 0419 017 552 Email: info@ywamcanberra.org

Thurs 10am-3pm. Youth with a mission, 76 Federal Highway, Corner Zelling

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Street, Watson. Access to food pantry with membership is \$2 per year. Walk-ins accepted.

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

Phone: (02) 6206 8594 Email: foodpantry@canberra.edu.au

Tues & Thurs 11am-1pm and Wed 4pm-6pm. UCX Student Lounge, 1a Kiranari St, Bruce. Must be a student at the University of Canberra, bring your student card. Walk-ins accepted.

Southside

Communities at Work - Greenway Community Pantry

Phone: (02) 6293 6500 Email: admin@commsatwork.org

GET IT TOUCH FORM: <https://www.commsatwork.org/about-us/contact-us/>

Mon 12:30pm-3pm, Tue-Fri 9.30am-11:30am and 12:30pm-3pm.

Tuggeranong Community Centre, 245 Cowlshaw St, Greenway. Walk-ins accepted but contact to make a crisis support appointment.

Community Care Hub – Capital Edge

Phone: (02) 6231 4447

Tuesday - Wednesday - 10:00am - 4:00pm. 16-32 Grattan Court, Wanniasa. Walk-ins accepted.

Community Services #1 Food Pantry

Phone: (02) 6126 4700 or 1800 960 938 Email: reception@communityservices1.org

Mon – Tues 10am – 1pm, Wed – Fri 1pm-4pm. 63 Boolimbah Crescent, Narrabundah. Contact to make an appointment.

Lanyon Pantry – Gordon Community Centre

Phone: (02)6284 7003 Email: gordon@anglicare.com.au

Tues, Wed, Fri 10am-3pm. Gordon Community Centre, 110 Lewis Luxton Avenue, Gordon. Individuals can use this service once per calendar month. Walk-ins accepted.

Lanyon Food Hub- YWCA

Phone: (02) 6185 2090 Email: mlycc.manager@ywca-canberra.org.au

Thu 9am-2pm. Mura Lanyon Youth & Community Centre, 22 Sidney Nolan St,

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Conder. **Lyons Food Corner**

Phone: (02) 6282 1502 Email: admin@lyons.org.au

Mon 1.30pm-2.30pm during school term. Lyons Church of Christ, 2 Marrawah St, Lyons. Access to food pantry with membership is \$2 per year. Walk-ins accepted.

The Little Pantry

Phone: (02) 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). Contact to make an appointment.

Queanbeyan

Anglicare Food Fair Community Pantry

Phone: (02) 6232 9272 Email: food.fair@anglicare.com.au

Wed-Fri 19.30am-5pm. 170 Crawford St, Queanbeyan. Food Fair memberships are available with a small sign-up fee and applicants must have a Centrelink card, a Health Care Card or be on a low income. Walk-ins accepted.

Yass

Vine Community Food Care

Phone: (02) 6226 1444 Email: generaloffice@yassvinechurch.com.au

Thu 10am-6.30pm. Yass & New South Wales Yass Vine Church Community, 66 Lead St, Yass. Access to food pantry with membership is \$2 per year. Walk-ins accepted.

To be added or request changes to this guide please contact us on (02) 6248 7988.

Contact us to find out more about these and other community services in the Canberra Region.

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Info Line 02 6248 7988 (10am-4pm, Monday-Friday)

email info@volunteeringact.org.au

Visit www.communityinfohub.org.au

Community Info Hub

Griffin Centre 20 Genge Street
Canberra 2601

Open Hours

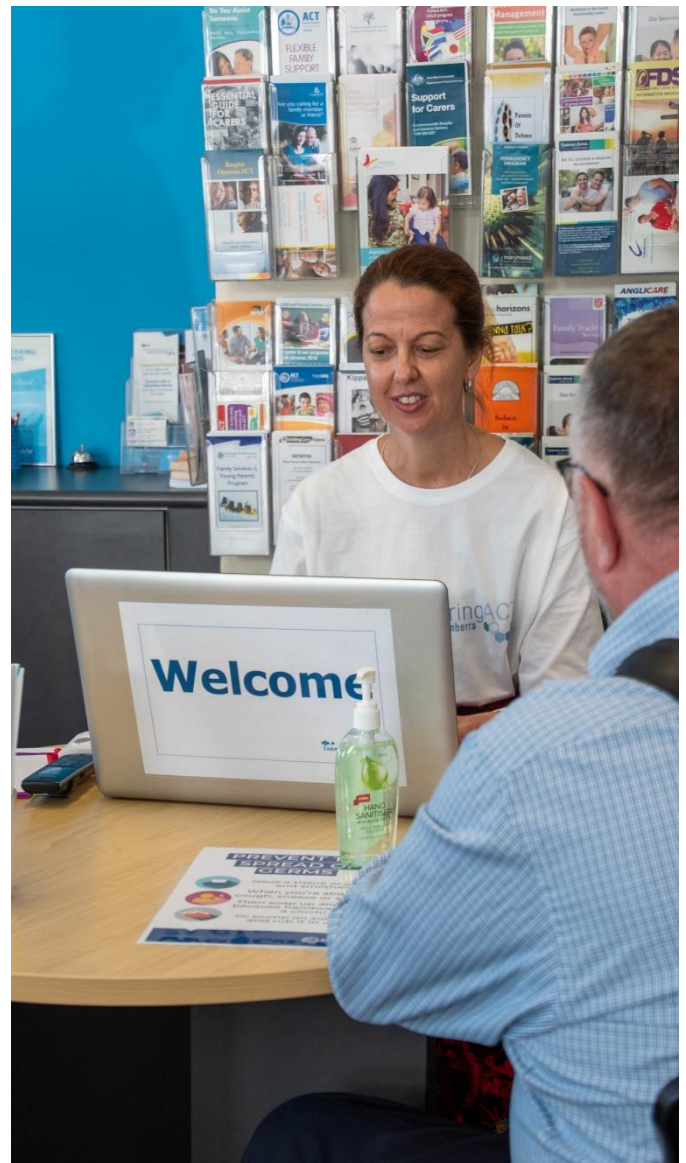
Monday-Friday, 10am - 4pm

e info@volunteeringact.org.au

w volunteeringact.org.au

p (02) 6248 7988

**Click on the map to search the
ACT Community Directory**



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