

# Emergency Support and Food Relief Guide

\* Information in this guide is current as of 22 November 2023\*

## Emergency Support Lines

### Triple Zero

**Phone:** 000

**Text Emergency Call:** 106

In the event of that someone is seriously injured or in need of urgent medical help, your life or property being threatened, or you just witnessed a serious accident or crime.

*Stay focused, stay relevant, stay on the line*

### Domestic Violence Crisis Support Line:

**Phone:** (02) 6280 0900

Domestic Violence Crisis Service (DVCS) exists to help people build lives free from domestic violence and fear.

### OneLink

**Phone:** 1800 176 468

Mon-Fri: 8:00am-6:00pm (except public holidays)

Sat-Sun: 12:30pm-5:00pm (except public holidays)

Operated by Woden Community Services, OneLink provides information and connections for support services in the ACT.

### 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. When you call the Helpline, you will be directed to a St Vincent de Paul support service in your vicinity.

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## 24 Hour Support Lines

### Access Mental Health:

**Phone:** 1800 629 354

Provides mental health assessments over the phone to decide what type of mental health supports may be helpful for you. For persons over the age of 18.

### Beyond Blue:

**Phone:** 1300 224 636

If you're going through a hard time right now, the Beyond Blue Support Service is available 24/7 for brief counselling. Most calls last around 20 minutes.

Beyond Blue counsellors will listen and help you find the extra mental health help you need.

### Domestic Violence Crisis Support Line:

**Phone:** (02) 6280 0900

Domestic Violence Crisis Service (DVCS) is here to help people build lives free from domestic violence and fear.

### Healthdirect:

**Phone:** 1800 022 222

Free health advice, registered nurses are available 24 hours a day, 7 days a week to provide advice when you're not sure what to do — whether you should see a local GP, manage the condition at home, or go to an emergency department.

### Kids Helpline:

**Phone:** 1800 551 800

**Email:** [counsellor@kidshelpline.com.au](mailto:counsellor@kidshelpline.com.au) (monitored 8:00am to 10:00pm)

**Webchat:** [About WebChat Counselling | Kids Helpline](#)

Kids Helpline is Australia's only free, confidential 24/7 online and phone counselling service for young people aged 5 to 25.

Qualified counsellors at Kids Helpline are available via WebChat, phone or email (not monitored 24/7) anytime and for any reason.

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### **Lifeline Crisis Support:**

**Phone:** 13 11 14

**SMS:** 0477 13 11 14

**Webchat:** [Lifeline Crisis Online Chat Service | Lifeline Australia](#)

Lifeline provides compassionate support for people in crisis. No judgement. No conditions. No agenda. Just a human connection to help people get through their darkest moments.

### **MensLine Australia:**

**Phone:** 1300 78 99 78

**Webchat:** [Phone and Online Counselling | MensLine Australia](#)

MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime.

### **Open Arms – Veterans and Families Counselling:**

**Phone:** 1800 011 046

Open Arms provides free and confidential counselling to anyone who has served at least one day in the ADF, and their families.

### **Suicide Call Back Service:**

**Phone:** 1300 659 467

**Webchat:** [Phone and Online Counselling | Suicide Call Back Service](#)

Suicide Call Back Service is a free nationwide service providing 24/7 phone and online counselling to people affected by suicide.

## FOOD AND OTHER CRISIS SUPPORT SERVICES

### Central Canberra

#### Blue Door

**Phone:** (02) 6234 7391

**Location:** 23 Quick Street, Campbell.

**Email:** [BlueDoor.cg@vinnies.org.au](mailto:BlueDoor.cg@vinnies.org.au)

**Operating Hours:** Coffee Mon-Fri 8am-1:30pm

Hot Meal - Mon-Fri 12pm-1:30pm.

Drop-in centre that provides support including free nutritious takeaway meals, clothing, and furniture vouchers.

#### Early Morning Centre

**Phone:** (02) 6247 5041

**Location:** Uniting Church 69 Northbourne Ave, Canberra City.

**Email:** [emc@canberracityuca.org.au](mailto:emc@canberracityuca.org.au)

#### Operating Hours:

Breakfast: Mon-Fri 7.30am-8.30am for breakfast.

Community hub: Mon-Fri 9am-2pm. Sat and Sun 9am-1pm

Free Dine in or takeaway meals Monday and Wednesday Lunch at 12pm for people experiencing, or at risk of homelessness.

Snacks available on other days including weekends. Open or unlimited access: tea, coffee, and food.

Showers available weekdays 9am-2pm. Open access with no limits on number of people.

Range of support services provide outreach from the centre.

#### Vinnies Roadhouse

**Phone:** (02) 6234 7600

**Location:** Ground Floor, Griffin Centre, 20 Genge Street, Canberra City.

**Email:** [roadhouse@vinnies.org.au](mailto:roadhouse@vinnies.org.au)

**Operating Hours:** Mon-Thurs, Sat: 4:30pm-5.30pm and Fri 12.00pm-2:00pm.

Free nutritious takeaway meals.

Wednesday and Saturday service provided by Hari Krishna (vegetarian), Friday service provided by Soup Kitchen.

OzHarvest groceries available during food service on Mondays, Wednesdays, and Fridays.

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

**Phone:** (02) 6248 7771

**Location:** 45 Constitution Avenue, Reid.

**Email:** [enquiries@stjohnscare.org.au](mailto:enquiries@stjohnscare.org.au)

**Operating Hours:** Mon-Fri 9:30am-2pm.

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

**Location:** Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin.

**Email:** [admin@commsatwork.org](mailto:admin@commsatwork.org)

**Operating Hours:** Mon 12.30pm-3pm. Tues-Fri 9.30am-11.30am and 12.30pm-3pm.

#### **HelpingACT – Food Relief Service**

**Phone:** 048 161 HELP (4357)

**SMS:** 048 161 HELP (4357)

**Location:** 14 Daniels Street, Franklin 2913.

**Email:** [contact@helpingact.org](mailto:contact@helpingact.org)

**Website:** [www.helpingact.org/help](http://www.helpingact.org/help)

**Operating Hours:** On request.

Free emergency food relief hampers available, including for those with cultural or dietary needs.

Submit your request Sat-Tue on our website for pickup on the weekend.

Instructions will be sent.

Delivery available for those who can't collect from a hub in Civic, Franklin or Wright.

#### **Uniting Care Kippax**

**Phone:** (02) 6254 1733

**Location:** Uniting Church Kippax, Corner of Luke St & Hardwick Cres, Holt.

**Email:** [front.office@kippax.org.au](mailto:front.office@kippax.org.au)

**Website:** <https://kippax.org.au/>

**Operating Hours:** Mon-Fri 9:00am-4:30pm.

Walk-in assistance available for emergency food relief and financial aid.

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## Southside

### Communities at Work

**Phone:** (02) 6293 6500

**Location:** Tuggeranong Community Centre, 245 Cowlshaw St, Greenway ACT 2900.

**Email:** [admin@commsatwork.org](mailto:admin@commsatwork.org)

**Operating Hours:** Mon 12.30pm-3pm. Tues-Fri 9.30am-11.30am and 12.30pm-3pm.

Crisis support includes access to food items, payment of medical scripts and other supports.

### Woden Community Services

**Phone:** (02) 6282 2644

**Location:** 26 Corinna Street, Woden ACT 2606.

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

**Operating Hours:** Mon-Fri 9am-5pm.

Provides referral, crisis support, and ongoing case management to vulnerable people of all ages and backgrounds.

## MIGRANT AND REFUGEE CULTURALLY SENSITIVE FOOD SERVICES

### Companion House - for eligible asylum seekers and refugees only

**Phone:** (02) 6251 4550

**Location:** Cook Community Hub 41 Templeton St, Cook.

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

**Operating Hours:** Mon-Fri 9.30am-5:00pm.

Emergency relief is available for eligible asylum seekers and those from the refugee community.

### HelpingACT – Food Relief Service

**Phone or SMS:** 048 161 HELP (4357)

**Location:** 14 Daniels Street, Franklin 2913.

**Email:** [contact@helpingact.org](mailto:contact@helpingact.org)

**Website:** [www.helpingact.org/help](http://www.helpingact.org/help)

**Operating Hours:** On request.

Free emergency food relief hampers available, including for those with cultural or dietary needs. Submit your request Sat-Tue on our website for pickup on the

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weekend. Instructions will be sent. Delivery available for those who can't collect from a hub in Civic, Franklin or Wright.

### **MARSS Australia Inc - Migrant and Refugee Settlement Services**

**Phone:** (02) 6248 8577

**Location:** Theo Notaras Multicultural Centre, Level 2/180 London Cct.

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

**Operating Hours:** 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

**Location:** Theo Notaras Multicultural Centre, Level 2, 180 London Circuit, Canberra City.

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

**Operating Hours:** Mon-Fri 9am-5pm.

Theo Notaras Multicultural Centre, Level 2, 180 London Circuit, Canberra City. Provides services to support migrants, refugees, and asylum seekers.

## **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 for confirmation.

Walk-ins are accepted unless otherwise stated.

For more information, visit the Canberra Food Relief Website and interactive map at [www.volunteeringact.org.au/food-relief-network/](http://www.volunteeringact.org.au/food-relief-network/)

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## 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

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

**Phone:** (02) 6232 2423

**Location:** 30 Scott's Crossing, Canberra City.

**Operating Hours:** Mon-Fri 9am-5pm.

Walk-ins accepted or call ahead to arrange a food delivery.

### St John's Care (Anglicare Partner)

**Phone:** (02) 6248 7771

**Email:** [admin@stjohnscare.org.au](mailto:admin@stjohnscare.org.au)

**Location:** 45 Constitution Ave, Reid (located within the St John's Church Precinct).

**Operating hours:** Mon-Fri 9.30am-2pm.

Free membership, just bring Centrelink card if applicable or any form of ID.

Members can access once per month.

## Northside

### Communities at Work - Gungahlin Community Pantry

**Phone:** (02) 6293 6500

**Location:** Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin.

**Email:** [admin@commsatwork.org](mailto:admin@commsatwork.org)

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

**Operating Hours:** Mon 12.30pm-3pm, Tue-Fri 9.00am-11.30am and 12.30pm-3pm.

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### **FoodHut Co-op**

**Phone:** (02) 6253 1672

**Location:** Nations Heart Christian Community, 27 Rae St, Belconnen.

**Email:** [office@nationsheart.com.au](mailto:office@nationsheart.com.au)

**Operating Hours:** Tues 4:00pm -5:45pm during school terms.

Email or phone ordering available for current Food Pantry members.

A \$1.75 per kg is requested for some goods in order to cover service costs. A yearly membership of \$2 is charged to cover administration costs. 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

**Location:** Canberra City Care, 20 Cartwright St, Charnwood.

**Operating Hours:** Mon-Fri 10am-3pm.

Access to food pantry with membership is \$4 per year. Walk-ins accepted.

### **Helping Hand Food Pantry**

**Phone:** 0417 523 013

**Location:** St Paul's Ginninderra Anglican Church in the Mt Rogers Community Centre, Curly St, Spence.

**Email:** [admin@stpaulsginninderra.org.au](mailto:admin@stpaulsginninderra.org.au)

**Operating Hours:** Thurs 9am-12.30pm; Every 2<sup>nd</sup> Friday of each month 10am-12pm

Register with your concession card.

### **Holy Cross Tuckerbox**

**Phone:** 0413 751 502

**Location:** Holy Cross Anglican Church, Corner of Phillip Ave & Antill St, Hackett.

**Email:** [tuckerbox@holycrosshackett.org.au](mailto:tuckerbox@holycrosshackett.org.au)

**Operating Hours:** Sat 1:00pm-4:00pm.

Access to food pantry with membership is \$2 per family per year.

### **Mustard Seed Uniting Food Pantry**

**Phone:** (02) 6242 5001

**Location:** Gungahlin Uniting Church, 108 The Valley Avenue, Gungahlin

**Operating Hours:** Thursday 11am-1pm & 6pm-7pm

A one-off \$1 membership fee is required. Affordable grocery items available including toiletries and cleaning products. A contribution for goods is required in

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order to cover costs – a bonus points system is used. No EFTPOS facilities, cash only. Foodbank vouchers not accepted.

### **The Pantry**

**Phone:** 0403 113 874

**Location:** Youth with a Mission, 76 Federal Highway, Corner Zelling Street, Watson.

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

**Operating Hours:** Thurs 10am-3pm.

Access to food pantry with membership is \$2 per year. Operates on a Friday when the Monday prior is a National Public Holiday.

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

**Phone:** (02) 6206 8594

**Email:** [foodpantry@canberra.edu.au](mailto:foodpantry@canberra.edu.au)

**Location:** UCX Student Lounge, 1a Kiranari St, Bruce.

**Operating Hours:** Tues & Thurs 11am-1pm and Wed 4pm-6pm.

Low Sensory Hour from 1pm – 2pm on Tuesdays only

Must be a student at the University of Canberra, bring your student card. Walk-ins accepted.

## **Southside**

### **Arawang Emergency Relief**

**Phone:** (02) 6231 9905

**Location:** Cnr. Kett Street & Marconi Cres, Kambah, ACT 2902.

**Operating Hours:** Mon-Thurs – 9am-5pm, Sun 8am-7pm

### **Communities at Work - Greenway Community Pantry**

**Phone:** (02) 6293 6500

**Location:** Tuggeranong Community Centre, 245 Cowlshaw St, Greenway.

**Email:** [admin@commsatwork.org](mailto:admin@commsatwork.org)

**Get in touch form:** <https://www.commsatwork.org/about-us/contact-us/>

**Operating Hours:** Mon 12:30pm-3pm, Tue-Fri 9.30am-11:30am & 12:30pm-3pm.

### **Community Care Hub – Capital Edge**

**Phone:** (02) 6231 4447

**Location:** 16-32 Grattan Court, Wanniasa.

**Operating Hours:** Tuesday - Wednesday - 10:00am - 4:00pm.

### **Community Services #1 Food Pantry**

**Phone:** (02) 6126 4700 or 1800 960 938

**Location:** 63 Boolimbah Crescent, Narrabundah.

**Email:** [reception@communityservices1.org](mailto:reception@communityservices1.org)

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**Operating Hours:** Mon – Tues 10am – 1pm, Wed – Fri 1pm-4pm.  
Bookings required.

**Lanyon Food Hub- YWCA (Available to Tuggeranong valley residents)**

**Phone:** (02) 6185 2090

**Location:** Mura Lanyon Youth & Community Centre, 22 Sidney Nolan St, Conder.

**Email:** [mlycc.manager@ywca-canberra.org.au](mailto:mlycc.manager@ywca-canberra.org.au)

**Operating Hours:** Thu 9am-2pm.

New users need to be assessed for eligibility, contact to make an appointment.

**Lanyon Pantry – Gordon Community Centre**

Phone: (02) 6284 7003

Location: Gordon Community Centre, 110 Lewis Luxton Avenue, Gordon.

Email: [gordon@anglicare.com.au](mailto:gordon@anglicare.com.au)

**Operating Hours:** Tues, Wed, Fri 10am-3pm.

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.

**The Little Pantry**

**Phone:** (02) 6282 2644

**Location:** Woden Community Hub, Westfield Woden, Office Suite 003 (mezzanine level above Commonwealth Bank), Keltie Street, Phillip, ACT.

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

**Operating Hours:** Mon-Fri 9am-5pm.

Individuals can access this service once a month for three consecutive months. Supplies non-perishable food and personal hygiene items. Contact to make appointment.

**Lyons Food Corner**

Phone: (02) 6282 1502

Location: Lyons Church of Christ, 2 Marrawah St, Lyons.

Email: [admin@lyons.org.au](mailto:admin@lyons.org.au)

**Operating Hours:** Sunday 9:30am-10:45am

Access to food pantry with membership is \$2 per year.

**The Pantry**

Phone: (02) 6296 7701

Location: 490 Sulwood Drive, Canberra 2902

**Operating Hours:** Wednesday 9:30am-3:30pm

Access to food pantry with membership is \$2 per year.

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## Queanbeyan

### Anglicare Food Fair Community Pantry

**Phone:** (02) 6232 9272

**Location:** 170 Crawford St, Queanbeyan.

**Email:** [food.fair@anglicare.com.au](mailto:food.fair@anglicare.com.au)

**Operating Hours:** Tue-Fri 10.30am-4:00pm.

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.

## Yass

### Vine Community Food Care

**Phone:** (02) 6226 1444

**Location:** Yass & New South Wales Yass Vine Church Community, 66 Lead St, Yass.

**Email:** [generaloffice@yassvinechurch.com.au](mailto:generaloffice@yassvinechurch.com.au)

**Operating Hours:** Thu 10:00am-5:00pm.

Anyone with a Centrelink concession card or who just needs help are welcome to join. Access to food pantry with membership is \$2 per year.

**To be added or request changes to this guide please contact us.**

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

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

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

**Visit** [www.communityinfohub.org.au](http://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](mailto:info@volunteeringact.org.au)

**w** [volunteeringact.org.au](http://volunteeringact.org.au)

**p** (02) 6248 7988

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