

Homelessness Services Guide

* Information in this guide is current as of 15 April 2024*

Housing Services

OneLink

Phone: 1800 176 468

Website: <https://www.onelink.org.au>

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

Sat-Sun: 12.30pm-5pm (except public holidays)

Most community housing services in the ACT require a referral from OneLink.

Ainslie Lodge (this service is for MEN ONLY)

You DO NOT need a referral from OneLink to access this service

Email: ainslielodge@argylehousing.com.au

Address: Ainslie Village, 23 Quick Street Campbell

Operating hours: Last referral 5pm each day; last admission 8pm

- There are limited beds and the service is available on a first-come, first-served basis.
- This is a short-term service up to 28 days with extensions possible assessed on a case-by-case basis.
- All men entering Ainslie Lodge must adhere and sign an agreement to stay under the Ainslie Village Social Code of Conduct.
- All men staying in Ainslie Lodge are required to enter an individual plan with the Intake Officer.
- Prior to exiting Ainslie Lodge, Argyle Housing staff assist men to find appropriate long-term housing if required.

This information guide is an ACT Government funded initiative.

Health Services

Emergency departments at Canberra Hospital and North Canberra Hospital

Canberra Hospital Yamba Dr, Garran ACT 2605, (02) 5124 0000

North Canberra Hospital Mary Potter Cct, Bruce ACT 2617, (02) 6201 6111

ACT Health Walk-In Centres

Walk-in centres provide free health care for non-life-threatening injuries and illnesses to anyone who is over one year of age. The centres are open 7 days a week, including Christmas Day and New Year's Day between 7.30am and 10pm. You don't need to make an appointment, just walk in.

COVID Rapid Antigen Tests are available at walk-in centres.

Walk-In Centres are located at:

Belconnen Walk-In Centre: 56 Lathlain Street, Belconnen ACT 2617

Tel: (02) 5124 8080

Gungahlin Walk-In Centre: 57 Earnest Cavanagh Street, Gungahlin ACT 2912

Tel: (02) 5124 8080

Inner North (Dickson) Walk-In Centre: 111 Dickson Place, Dickson ACT 2602

Tel: (02) 5124 8080

Tuggeranong Walk-In Centre: Corner Anketell and Pitman Street, Greenway, ACT 2900

Tel: (02) 5124 8080

Weston Creek Walk-In Centre: 24 Parkinson Street, Weston, ACT 2611

Tel: (02) 5124 8080

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Chat to PAT

Operated by Directions Health Services

Phone: (02) 6132 4800

Website: <https://directionshealth.com/chat-to-pat/>

‘Chat to PAT’ is a purpose-built mobile medical clinic that provides wrap around support to Canberrans who can’t easily access health services, including people who are homeless or experiencing significant disadvantage.

The service is provided by a multi-disciplinary team that includes GPs, nurses, counsellors and mental health practitioners. The team provides primary health, mental health, drug and alcohol support and case management.

Chat to PAT schedule:

MONDAY

- Chat to PAT at the Early Morning Centre, 69 Northbourne Avenue, Civic ACT
9am – 12 noon
- Counselling service at headspace Tuggeranong, 167 Soward Way, Greenway, ACT
10:00am (fortnightly)
- Chat to PAT at Windeyer Court, Watson ACT
1:30pm – 4:30pm

TUESDAY

- Chat to PAT at Kanangra Court, Corners of Gooreen and Ainslie Avenue (carpark of apartments) Reid ACT
9:30am – 3:30pm
- Nursing service at Needle & Syringe Program (NSP), 1 Moore Steet, City ACT
1:30pm – 4:30pm
- Teen clinic at Axis Youth Centre, Corner of Campbell Street and Park Street, Queanbeyan NSW
2pm – 5pm

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Chat to PAT schedule continued:

WEDNESDAY

- GP & Nursing service at Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), Unit 17/54 Benjamin Way, Belconnen Churches Centre, Cnr Cohen St &, Benjamin Way, Belconnen ACT
10am – 2pm
- Counselling service at headspace City, 1 Torrens Street, Braddon, ACT
11am (fortnightly)
- Chat to PAT at Oaks Estate, George Street, ACT
12 noon – 4pm
- Chat to PAT at Veterans Park, Corners of Bunda Street and Mort Street, City ACT
5:30pm – 8pm

THURSDAY

- Chat to PAT at Ainslie Village, Quick Street, Campbell ACT
9:30am – 3:30pm
- Teen clinic at Mura Youth Centre, 22 Sidney Nolan Street, Conder ACT
2:30pm – 6:00pm

FRIDAY

- Chat to PAT at Veterans Park, Corners of Bunda Street and Mort Street, City ACT
9:30am – 3:30pm

Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)

Phone: (02) 6253 3643

Location: Level 1, Unit 17/54 Benjamin Way, Belconnen Churches Centre, Cnr Cohen St &, Benjamin Way Belconnen ACT

Email: info@cahma.org.au

Website: <https://www.cahma.org.au>

Operating hours: Mon-Fri 10am-4pm

CAHMA promotes the health and human rights of people who use drugs and people who use drug treatment services. Services include a Drop-in Centre and the CAHMA medical/ health clinic (every Wednesday 10am-2pm).

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Other Available Information Guides

Emergency and Crisis Support Services Guide

Food Relief Guide

Free Meals, Laundry, and Shower Guide

Please contact us if you would like to be added to, or request changes to, this guide.

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

Thank you for accessing this guide. Do you want to be informed when this and other guides are updated? If so, please email info@volunteeringact.org.au with your organisation name and contact details.

Community Info Hub, Ground Floor,
Griffin Centre, 20 Genge Street,
City 2601

Opening hours

Monday-Friday, 10am-4pm

e info@volunteeringact.org.au

w www.volunteeringact.org.au

p (02) 6248 7988



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