

Emergency and Crisis Support Guide

* Information in this guide is current as of 7 February 2025*

Emergency Support Lines

Triple Zero

Phone: 000

Secondary emergency number (from mobile phone only): 112

TTY Text Emergency Relay Service: Call 106. You will be asked if you want police (type PPP), fire (type FFF) or ambulance (type AAA). Note Speak and Listen (or voice carry over) users just need to say 'police', 'fire' or 'ambulance' to the TTY relay officer.

Website: <https://www.triplezero.gov.au/>

Contact 000 if someone needs urgent medical help, your life or property is being threatened, or you just witnessed a serious accident or crime. **Stay focused, stay relevant, stay on the line.**

Domestic Violence Crisis Service

Phone: (02) 6280 0900

Website: <https://dvcs.org.au>

Operating hours: 24/7

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

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)

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

Salvos Assessment Line

Phone: (02) 8775 7987

Website: <https://www.salvationarmy.org.au/need-help/>

Operating hours: Mon-Fri 9am-3:30pm

Crisis assistance and case management referral.

This information guide is an ACT Government funded initiative.

St Vincent de Paul – Emergency Relief Helpline

Phone: 13 18 12 or (02) 6282 2722

Website: <https://www.vinnies.org.au/act-surrounds/find-help/emergency-relief-act-surrounds>

Operating hours: Mon-Fri 9am-5pm

May provide emergency relief with food assistance, clothing, furniture, budget support, assistance with utility bills, prescription 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.

24 Hour Support Lines

Access Mental Health

Phone: 1800 629 354

Provides mental health information 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 Support Service

Phone: 1300 224 636

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 find mental health support you need.

Domestic Violence Crisis Support Line

Phone: (02) 6280 0900

Domestic Violence Crisis Service (DVCS) helps 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 on whether you should see a local GP, manage the condition at home, or go to an emergency department.

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Kids Helpline

Phone: 1800 551 800

Email: counsellor@kidshelpline.com.au (monitored 8am to 10pm)

Website: <https://kidshelpline.com.au>

Webchat: <https://kidshelpline.com.au/get-help/webchat-counselling>

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

Counsellors are available via WebChat, phone or email (not monitored 24/7) anytime and for any reason.

MyCircle is a free, private, safe and confidential social platform for 12–25-year-olds. Visit the website to join.

Lifeline Crisis Support

Phone: 13 11 14

SMS: 0477 13 11 14

TIS: 131 450

Speak & Listen: 1300 555 727 then ask for 13 11 14

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

Webchat: <https://www.lifeline.org.au/crisis-chat/>

Lifeline provides compassionate support for people in crisis. **No judgement. No conditions. No agenda.** A human connection to help people get through dark moments.

MensLine Australia

Phone: 1300 78 99 78

Website: <https://mensline.org.au>

Webchat: <https://mensline.org.au/phone-and-online-counselling/>

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

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

Webchat: <https://www.suicidecallbackservice.org.au/phone-and-online-counselling/>

This information guide is an ACT Government funded initiative.

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

Crisis Support Services

Central Canberra

Blue Door

Phone: (02) 6234 7391

Location: 23 Quick Street, Campbell (in Ainslie Village access via Hayley Street).

Email: BlueDoor.cg@vinnies.org.au

Website: <https://www.vinnies.org.au/act-surrounds/find-help/food-housing-clothing-act-surrounds/blue-door-drop-in-centre>

Operating hours:

Coffee: Mon-Fri 8am-1:30pm

Hot meal: Mon-Fri 12pm

Drop-in centre that provides support including free nutritious takeaway meals, clothing, and furniture vouchers. Can also do clothing vouchers, and assist with furniture bedding, etc., and advocacy and referrals.

Early Morning Centre

Phone: (02) 6247 5041

Location: Uniting Church 69 Northbourne Ave, Canberra City

Email: emc@canberracityuca.org.au

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

Operating hours:

Breakfast: Mon-Fri 7.30am-8.30am

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

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

Snacks available on other days including weekends, open/ 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.

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St John's Care (Parish Centre)

Phone: (02) 6248 7771

Location: 45 Constitution Avenue, Reid

Email: enquiries@stjohnscare.org.au

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

Operating hours: Mon-Fri 9:30am-2pm

Provide emergency assistance in the form of food, fresh fruit and vegetables. Can also provide some clothing and bedding, prescription filling, bus fares and a limited amount of financial help to meet the basic requirements of people in need.

Information and referral to a variety of services is also provided, including help to find the right agency or department to deal with a problem.

Vinnies Roadhouse

Phone: (02) 6234 7600

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

Email: roadhouse@vinnies.org.au

Website: <https://www.vinnies.org.au/act-surrounds/find-help/food-housing-clothing-act-surrounds/vinnies-roadhouse>

Operating hours: Mon 4:30pm-5:30pm, Tuesday & Weds 3:30pm-5:30pm, Thurs 4:30pm-5.30pm, Fri 12pm-2pm, Sat 4:30pm-5:30pm, Sun 3:30pm-5:30pm

Free nutritious meals.

Wednesday and Saturday service provided by Hare Krishna (vegetarian); Friday service provided by Soup Kitchen.

OzHarvest groceries available during food service on Monday, Thursday, and Friday. Vinnies Street to Home on site on Thursday.

Orange Sky free laundry on site on Saturday.

Northside, Belconnen & Gungahlin

Communities at Work

Phone: (02) 6293 6500

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

Email: admin@commsatwork.org

Website: <https://commsatwork.org>

Operating hours: Mon 12.30pm-3pm, Tues-Fri 9am-11.30am then 12.30pm-3pm

The community pantry can provide free and heavily discounted basic food, household, and personal care items for people struggling or experiencing hardship.

The community pantry can be used in a range of ways:

- spend a small amount to buy food and access free items
- make a crisis support appointment

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- use a FoodBank card given to you by another community organisation to access food in the pantry.

Other crisis support services available include:

- Food and hygiene items
- Support with energy bills (ActewAGL, Red Energy, and Origin)*
- Support with paying for medical scripts*
- Bus tickets
- Access to showers and shower packs
- Phone charging and phone use
- Formal clothing for interviews, funerals, and other important events (click [here](#))
- Information and referrals to other support services

*Conditions apply

FoodHut Co-op

Phone: (02) 6253 1672

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

Email: office@nationsheart.com.au

Operating hours: Tues 4:00pm -5:45pm during school terms

For crisis support send email or call office and leave a message, and staff will return call. Crisis support includes food vouchers and hampers.

HelpingACT – Food Relief Service

Phone or SMS: 048 161 HELP (4357)

Location: 14 Daniels Street, Franklin 2913

Email: contact@helpingact.org

Website: www.helpingact.org/help

Operating hours: On request

Free emergency food relief hampers available, including for people with cultural or dietary needs. Submit a request Sat-Tue on the website for pickup on the next weekend (instructions will be sent). Delivery may be available for anyone unable to 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

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

Operating hours: Mon-Fri 9am-4.30pm

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Walk-in assistance for emergency food hampers during regular business hours
Please call to arrange an appointment to discuss material and financial needs.
Emergency appointments can be reserved on the day.

Types of assistance can include:

- Food and hygiene hampers**
- Grocery vouchers**
- School uniform assistance**
- Winter clothing assistance***
- Prescription assistance through partner pharmacies**
- Social inclusion programs, events, and workshops****
- Financial and material help
- Information
- Referrals
- Support letters
- Advocacy
- Basic help with budgeting, navigating systems, and support for self-advocacy is provided.

** Subject to availability and resources.

*** Very little stock remaining.

**** No longer run out of the Emergency Material and Financial Aid Program, but referrals still provided.

Southside

Communities at Work

Phone: (02) 6293 6500

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

Email: admin@commsatwork.org

Website: <https://commsatwork.org>

Operating hours: Mon 12.30pm-3pm, Tues-Fri 9am-11.30am then 12.30pm-3pm

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 - Information and referrals to other support services
- *Conditions apply

Culturally Sensitive Crisis and Food Services for Migrant and Refugee People

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

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

Operating hours: Mon-Fri 9:30am-5pm

Companion House is a non-government community-based organisation that works with adults and children who have sought safety in Australia from persecution, torture and war related trauma. Services are free of charge.

MARSS Australia Inc - Migrant and Refugee Settlement Services

Phone: (02) 6248 8577

Location: Level 2, Theo Notaras Multicultural Centre, Level 2/180 London Cct, Canberra City and Suites 1.5 and 1.6 Marketplace Gungahlin, 33 Hibberson St, Gungahlin ACT 2912

Email: info@marss.org.au

Website: <https://marss.org.au>

Operating hours: Mon-Fri 9am-5pm

Emergency relief for individuals and families experiencing financial stress, for migrant, refugee and other people who 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 Cct, Canberra City

This information guide is an ACT Government funded initiative.



Email: info@mhub.org.au

Website: <https://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.

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Contact us today to

- Find out more about these and other community services in the Canberra region.
- Add or update your services in our info guides.



Email

info@volunteeringact.org.au



Phone Number

02 6248 7988



Website

www.volunteeringact.org.au



Opening hours

Monday to Friday
10am - 4pm



Location

Ground floor, Griffin Centre, Genge Street, Canberra City, ACT 2601



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