

Emergency and Crisis Supports (Including Free Laundry & Showers) Guide

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible in person, via phone and email. Copies of this and other Community Information Guides can also be accessed online at
www.volunteeringact.org.au

See the end of this document for more information.

* Information in this guide is current as of 20 November 2025*
May be read in conjunction with our Food and Groceries Relief Guide

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.

This information guide is an ACT Government funded initiative.

FIRST Canberra

Phone: 1800 176 468

Website: Work In progress (Will be up Soon on The Salvation Army Website)

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

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

Central Intake Service. Operated by The Salvation Army, FIRST Canberra 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.

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.

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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.

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.

13YARN Crisis support for Aboriginal and Torres Strait Islander people

Phone: 13 92 76 (24 hours/7 days)

Website: <https://www.13yarn.org.au/>

Free and confidential support with an Aboriginal or Torres Strait Islander Crisis Support worker.

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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/>

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

Other useful numbers:

Care Inc.

Phone: (02) 6257 1788

A community organisation that provides free and confidential support to people living on low to moderate incomes.

Prisoner's Aid

Phone: (02) 6257 4866 (02) 6207 2800

Prisoners Aid aims at a 'fair go' for all those involved in the prison system, including the families of detainees and those in court facing imprisonment.

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Crisis Support Services

Central Canberra

Vinnies 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:

Mon-Fri 8am-1:30pm

Vinnies Blue Door is a drop-in centre located in Ainslie Village that provides support such as free nutritious mid-day meals, hygiene supplies, clothing and furniture vouchers, as well as life skills, information, advice, 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:

Mon-Fri 7.30am-8.30am for breakfast, then

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

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

Range of support services provide outreach from the centre.

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.

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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.

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 (4:00pm-6:00pm).

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.

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

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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

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***
- 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.

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Multicultural Hub Canberra

Phone: (02) 6100 4611

Location: Theo Notaras Multicultural Centre, Level 2, 180 London Cct, Canberra City

Email: info@mhup.org.au

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

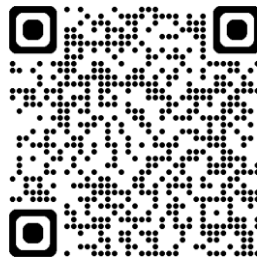
Operating hours: Mon-Fri 9am-5pm

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

Laundry & Showers

Free Mobile Laundry – Orange Sky (07) 3067 5800 (no bookings required)

Orange sky hours are subject to change. You can check for weekly updates online at <https://orangesky.org.au/use-our-service/#where-we-are> or scan



Monday

9:00am-11:00am **Early Morning Centre**, 69 Northbourne Ave, Canberra CBD

12.30pm-2:30pm **Vinnies Oaks**, Unit 6, 20 George St, Oaks Estate

6:30pm-8:30pm **Dickson Place**, 111 Dickson Pl, Dickson

Tuesday

9:30am-11:30am **Kanangra Court**, 84 Ainslie Avenue, Reid

9:30-11:30pm **Blue Door Pod (Ainslie Village)**, 23 Quick St, Campbell

1:00pm-3:00pm **Communities at Work Gungahlin**, 47 Ernest Cavanagh St, Gungahlin

Wednesday

9:30am-12pm, **St Benedict's at Annie's**, 21 Brigalow St, Karabar, Queanbeyan

2:00pm-4:00pm, **Havelock House**, 85 Northbourne Ave, Turner

6:00pm-8:00pm, **Chat to Pat (Veterans Park)**, 68 Northbourne Ave, Canberra

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Thursday

12noon-2:00pm [Canberra City Care](#), 20 Cartwright St, Charnwood

4:30pm-6:30pm [Vision Church Community Meal](#), 1 Lithgow St, Fyshwick

Friday

11:00am-1:00pm [St John's Care](#), 45 Constitution Ave, Reid

11:00am-1:00pm [Blue Door Pod \(Ainslie Village\)](#), 23 Quick St, Campbell

Saturday

1:00pm-3:00pm [Holy Cross Tuckerbox](#), 202 Antill St, Hackett

4:00pm-6:00pm [Vinnies Roadhouse](#), 20 Genge St, Civic

Sunday

10:00am-12:30pm [HOME in Queanbeyan](#), 284 Crawford St, Queanbeyan

4:00pm-6:00pm [Aboriginal Tent Embassy](#) (all welcome), 18 King George Terrace, Parkes

Weston Creek Community Centre

Monday-Friday

9:00am-3:00pm [Weston Creek Community Centre](#), Parkinson St, Weston

Phone: (02) 6288 1144 or (02) 6288 0144

Email: info@westoncentre.org.au

Bookings essential.

Free Showers

Monday- Friday

9:00am-3:30pm [Communities at Work Gungahlin](#), 47 Ernest Cavanagh St, Gungahlin –

Please contact reception on arrival

9:00am-3:30pm [Communities at Work Tuggeranong](#), 245 Cowlshaw Street, Tuggeranong –

please contact reception on arrival.

9:00am-2:00pm [Early Morning Centre](#), 69 Northbourne Ave, City

7:00am-8:00pm (Oct-Mar) 7:00am-5:00pm (Apr-Sep) [Old Parliament House Rose Gardens](#), Semate Garden, Parkes

9:00am-3:00pm, [Weston Creek Community Centre](#), Parkinson St, Weston

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Weekends

9:00am-1:00pm **Early Morning Centre**, 69 Northbourne Ave, City

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

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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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