

Homelessness Services 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 18 February 2026*

Housing Services

FIRST Canberra

Phone: 1800 176 468

Website: <https://www.salvationarmy.org.au/about-us/our-services/first-canberra/>

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

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

FIRST Canberra provides information and connections for support services in the ACT, including services for families and young people, and services for people who are homeless or at risk of homelessness.

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: Referral hours 9am-5pm

- 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.

The service schedule includes weekly visits to the Early Morning Centre (Monday 9:30am to 1:00pm) and Veterans Park (Friday 9:30am to 3:30pm) and fortnightly visits to headspace Tuggeranong and Canberra City, Oaks Estate, Kanangra Court, and Ainslie Village.

For full details of the Chat to Pat schedule, please refer to the website.

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.

To access these and other guides published by VolunteeringACT please visit: <https://volunteeringact.org.au/about/publications-and-reports/info-guides/> or scan the QR Code:



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

This information guide is an ACT Government funded initiative.



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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