

Updated Services & Programs Info Guide (due to COVID-19)

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible via phone and email.

Info Line **02 6248 7988 (9am-5pm, Monday-Friday)**

Email **info@volunteeringact.org.au**

Visit **www.communityinfocenter.org.au** to find more community services in the Canberra Region.

The Canberra Relief Network (CRN) can provide food and non-perishable essential items.

Register for a food box at www.canberrarelief.com.au/ or call **1800 43 11 33**

** Please note that during the COVID-19 pandemic all services are subject to change with late notice.

** Information in this guide is current as of 7 June 2021

Free Meals, Laundry & Showers

Free Meals

Monday

7:30am-8:30am **Take-Away Breakfast Early Morning Centre** City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm)

12:30pm **Hot Lunch St Benedict's Community Day Centre** 284 Crawford St, Queanbeyan

11am-1:30pm **Take-Away Meal Blue Door Drop-in Centre** Ainslie Village, Quick St, Campbell

9am-1:30pm **Veranda Café** Ainslie Village Quick St Campbell

12pm-1pm **Lunch Early Morning Centre** City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness

4:30pm-5:30pm **Take-Away Dinner Griffin Centre** Meeting room 1, Genge St, City. Provided by Australian Red Cross

Tuesday

7:30am-8:30am **Take-Away Breakfast Early Morning Centre** City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm)

12:30pm **Hot Lunch St Benedict's Community Day Centre** 284 Crawford St, Queanbeyan

11am-1:30pm **Take-Away Meal Blue Door Drop-in Centre** Ainslie Village, Quick St, Campbell

9am-1:30pm **Veranda Café** Ainslie Village Quick St Campbell

4:30pm-5:30pm **Take-Away Dinner Griffin Centre** Meeting room 1, Genge St, City. Provided by Australian Red Cross

Wednesday

7:30am-8:30am **Take-Away Breakfast Early Morning Centre** City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm)

10:30am-12:30pm **Hot Lunch St Benedict's Community Day Centre** 284 Crawford St, Queanbeyan

11am-1:30pm **Take-Away Meal Blue Door Drop-in Centre** Ainslie Village, Quick St, Campbell

9am-1.30pm **Veranda Café** Ainslie Village Quick St Campbell

12pm-1pm **Lunch Early Morning Centre** City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness

4:30pm-5:30pm **Take-Away Dinner Griffin Centre** Meeting room 1, Genge St, City. Provided by Hare Krishna Food for Life Program Canberra

Thursday

7:30am-8:30am **Take-Away Breakfast Early Morning Centre** City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm)

11am-1:30pm **Take-Away Meal Blue Door Drop-in Centre** Ainslie Village, Quick St, Campbell

9am-1.30pm **Veranda Café** Ainslie Village Quick St Campbell

4:30pm-5:30pm **Take-Away Dinner Griffin Centre** Meeting room 1, Genge St, City. Provided by Australian Red Cross

5:30pm-7pm **Dinner Fyshwick Soup Kitchen** Vision Church – 1 Lithgow St, Fyshwick

Friday

7:30am-8:30am **Take-Away Breakfast Early Morning Centre** City Uniting Church, 69 Northbourne Ave. For people experiencing, or at risk of homelessness. **Take-away hot drinks** served during Community Hub Hours (9am-2pm)

12:30pm **Hot Lunch St Benedict's Community Day Centre** 284 Crawford St, Queanbeyan

11am-1:30pm **Take-Away Meal Blue Door Drop-in Centre** Ainslie Village, Quick St, Campbell

9am-1.30pm **Veranda Café** Ainslie Village Quick St Campbell

12pm-3pm **Take-Away Lunch Griffin Centre** Meeting room 1, Genge St, City. Provided by Stasia's Soup Kitchen. Hours subject to change

Saturday

4:30pm-5:30pm **Take-Away Dinner Griffin Centre** Griffin Centre Meeting room 1, Genge St, City. Provided by Hare Krishna Food for Life Program Canberra

Sunday

11:30am-12:30pm **Simple Lunch St Benedict's Community Day Centre** 284 Crawford St Queanbeyan

4:30pm-5:30pm **Take-Away Dinner Griffin Centre** Griffin Centre Meeting room 1, Genge St, City. Provided by Australian Red Cross

Free Showers & Mobile Laundry – Orange Sky (07 3067 5800)

Thursday & Sunday 4pm-6pm **Red Cross Roadhouse**, Narellan St, Civic

Monday 9am-11am **Early Morning Centre**, 69 Northbourne Ave, Canberra CBD.

Wednesday 10:30am-12:30pm, **St Benedict's Community Day Centre**, 284 Crawford St, Queanbeyan

Free Showers

Monday-Friday 9am-11am **Early Morning Centre**, 69 Northbourne Ave, City. Ph: 6247 5041. Only one person allowed in the building at a time.

St Vincent de Paul Night Patrol Van

Vinnies offers a mobile outreach service, offering refreshments and friendly faces to people on the streets.

Night Patrol will be operating at the normal stops with shorter times (15 minutes as opposed to 30-45 minutes). There will be physical distancing of 2 metres, serving 1 person at a time.

Normal Schedule:

1) Van 1

Mondays: **Cube area in Civic** approx. 7pm, **City Walk in Garema Place** approx. 8.00pm

Tuesdays: **Cube area in Civic** approx. 7pm, **City Walk in Garema Place** approx. 8.20pm

Wednesdays: **Cube area in Civic** approx. 7pm, **City Walk in Garema Place** approx. 8.00pm

Thursdays: **Dickson Library**, Dickson Pl approx. 7.00pm, **City Walk in Garema Place** approx. 8.00pm

Fridays: **Dickson Library**, Dickson Pl approx. 8.00pm, **City Walk in Garema Place** approx. 9.00pm

Saturdays: **Cube area in Civic** approx. 8.00pm, **Dickson Library, Dickson Pl** approx. 8.45pm, **City Walk in Garema Place** approx. 9.30pm

Sundays: **Cube area in Civic** approx. 7pm, **City Walk in Garema Place** approx. 8.00pm

2) Van 2

Mondays: **Dickson Library**, Dickson Pl approx. 7pm

Tuesdays: **Dickson Library**, Dickson Pl approx. 7.00pm **Havelock House** 85 Northbourne Ave approx. 7.40pm

Wednesdays: **Queanbeyan Visitors Information Centre**, Farrer Pl approx. 7.30pm, **Corner of Bradley & Neptune St** Woden approx. 8pm

Thursdays: **Queanbeyan Visitors Information Centre**, Farrer Pl approx. 7.30pm, **Corner of Bradley & Neptune St** Woden at approx. 8pm

Fridays: **Queanbeyan Visitors Information Centre**, Farrer Pl approx. 7.30pm, **Corner of Bradley & Neptune St** Woden approx. 8pm

Saturdays: **Queanbeyan Visitors Information Centre**, Farrer Pl approx. 7.30pm, **Corner of Bradley & Neptune St** Woden approx. 8pm

Sundays: **Dickson Library**, Dickson Pl approx. 7pm

Emergency Relief Services

Emergency Relief Providers

****denotes which organisations have now registered with the Canberra Relief Network (CRN)**
This is the ACT Government's response to our community's overwhelming and increasing demand for food and non-perishable essential items. To register for a food box or to find out which organisations have joined go to the Canberra Relief Network website at www.canberrarelief.com.au/ or call 1800 43 11 33

Anglicare Emergency Relief Queanbeyan 6232 9272

Mon-Fri 10am-4:15pm. Closed weekends and public holidays. 170 Crawford St, Queanbeyan. Food, clothing, bedding, household items.

**** Companion House** 6251 4550 Email: info@companionhouse.org.au

Mon-Fri 10am-5pm. 41 Templeton St, Cook. For eligible asylum seekers and refugees only.

**** Communities@Work** 6293 6500 Email: via website www.commsatwork.org

Mon-Fri 9am-3pm Crisis Support includes information and referral to supports, access to interim food, payment of medical scripts and other supports. This service is by appointment only.

Early Morning Centre 6247 5041

Mon-Fri 9am-2pm City Uniting Church 69 Northbourne Ave. For people experiencing, or at risk of homelessness. Limited access: tea, coffee and food parcels at the door. Showers one person at a time. Free computer and phone access- needs to be booked due to physical distancing rules.

****Kippax Uniting Care** 6254 1733 Email: info@kippax.org.au

Mon-Fri 9am-4pm Corner of Luke St & Hardwick Cres, Holt. Emergency food hampers and walk-in assistance via EMFA (Emergency Material & Financial Aid). Emergency relief and social inclusion counselling via appointment only.

MARSS (Migrant and Refugee Settlement Services) 6248 8577 Email: info@marss.org.au

Mon-Fri 9am-5pm-Please phone office first (physical distancing applies). A variety of emergency relief services for eligible migrants and refugees only, including those with uncertain immigration status. Theo Notaras Multi Cultural Centre, Level 2, 180 London Circuit, Civic. Offices in Belconnen & Queanbeyan closed. Bus, food & Telstra vouchers available.

Salvos Assessment Line 1300 371 288

Mon-Fri 9am-3.30pm. Crisis assistance & case management referral.

****St John's Care (Parish Centre)** 6248 7771 Email: enquiries@stjohnscare.org.au

Mon-Fri 9:30am-2pm. 45 Constitution Ave, Reid. Crisis relief including utilities will be provided by phone or email. Food baskets available. Free take-away lunch held on the first Friday of each month.

****St Vincent de Paul Society**

6282 2722

No face-to-face services being provided. Helpline hours: Mon-Fri 9am-3:30pm. Volunteers dropping off relief packages and vouchers into letter boxes.

Australia Post: Free Pharmacy Home Delivery Service (extended until 31 December 2021) available for vulnerable people who:

- have been advised by a doctor to self-isolate,
- are 70 years old and over, or
- have a chronic health condition

Website: <https://auspost.com.au/pharmacy-home-deliveries#customers>

Canberra & Yass Food Co-ops & Pantries

ACT Foodbank Voucher System

Where to get Foodbank vouchers: St Vincent de Paul, UnitingCare Kippax, Companion House, St John's Care, Red Cross Migration Support Programs, Throughcare.

Where vouchers can be used: Communities@Work Community Pantries, Pantry on Southside (Community Service #1); Holy Cross Tuckerbox Hackett; The Pantry (Youth with a Mission) Watson; Helping Hand Pantry, St Paul's Spence; HandUp Food Care Charnwood; the FoodHut Coop Belconnen; Anglicare Food Fair, Lyons Food Corner.

****Communities@Work's Gungahlin Community Pantry** 6293 6500 Email: via website

www.commsatwork.org

Mon 12:30pm-3pm, Tue-Fri 9am-11:30am and 12:30pm-3pm. By appointment only. Gungahlin Community Centre, 47 Ernest Cavanagh St, Gungahlin. Existing clients can get their first pre-packed hamper and register with the Canberra Relief Network and nominate Gungahlin Pantry as a collection point. Other members of the Canberra community can nominate the Gungahlin Pantry as a pickup location for hampers arranged through the CRN. Crisis Support is also available to new and existing clients, it includes information and referral to supports (including how to register for a hamper), access to interim food, payment of medical scripts and other supports.

****Holy Cross Tuckerbox**

0413 751 502 Email: tuckerbox@holycrosshackett.org.au

Sat 2pm-4pm Holy Cross Anglican Church, Corner of Phillip Ave & Anthill St, Hackett.

Variety of food (milk, fruit & vegetables when available are free but restrictions apply). Bring your own bag. Annual membership fee of \$2 per family. No more than three people served at a time.

The Mustard Seed Uniting Food Pantry 6242 5001

Thu 11am-1pm & 6-7pm. Gungahlin Uniting Church & Community Centre, 108 The Valley Ave, Gungahlin. Quality grocery items available including toiletries and cleaning products. A limited range of free fruit, vegetables and bread. Self-serve and \$1.60 p/kg of food chosen. \$1 Membership Fee. No EFTPOS facilities available. Available to anyone in need and on a limited income.

****The Pantry at Watson**

0419 017 552

Thu 10am-3pm. Youth with a Mission, 76 Federal Highway, Corner Zelling St, Watson. A limited range of products is available on a weekly basis. Social distancing procedures in place.

Belconnen

****HandUp Food Care (Canberra City Care)** 6196 8630

Tue-Fri 10am-3pm. 20 Cartwright St, Charnwood. A service of Canberra City Care. Groceries, essential toiletries, budgeting planning assistance. Annual membership \$4.

****Helping Hand Food Pantry**

6259 2931

Thurs 9am-12.30pm. St Paul's Ginninderra Anglican Church Spence, Mt Rogers Community Centre, Curly St, Spence. St Paul's provides food on an 'as available' basis. \$2 voluntary contribution. Food parcels will be pre-prepared. Email: stpaulsspencc@iinet.net.au or visit stpaulsginninderra.org.au

The FoodHut Co-Op (Nations Heart Christian Community)

6253 1672

Tues 4:00pm-5:45pm & Thurs 2:30pm-4:15pm 27 Rae St, Belconnen. The FoodHut Co-op is an outlet for Foodbank NSW and the Yellow Van whose aim is to provide food donated by businesses to people in need. The FoodHut is available to anyone in need or on a limited income. \$1.75p/kg may be requested for some goods. Yearly membership of \$2. Physical distancing of two metres required, with only one person allowed in at a time. Closed during school holidays.

Community Meal Tues 4pm-5:45pm - Take away meals only

Website: <http://www.nationsheart.com.au/community.html>

****UCx Food Pantry**

Tues & Thurs 11:00am-1:00pm & 2-4pm UCx Student Lounge, 1a Kiranari St, Bruce. For UC students who have been impacted by COVID-19. Each week students receive 10 points to spend at the food pantry on non-perishable items of their choice. Strict social distancing and hygiene practices are in place.

Southside

Arawang Emergency Relief (see Gordon Community Centre Pantry) 6284 7003

Mon 9:30am-12:30pm (closed public holidays) Now running from Gordon Community Centre
Tue, Wed, Fri 10am-3pm St Stephens All Saints corner of Marconi Cres and Kett St Kambah

Anglicare Food Fair Queanbeyan

6232 9272 Email: food.fair@anglicare.com.au

Mon-Fri 9.30am-5pm. 170 Crawford St, Queanbeyan. Groceries, fruit, vegetables & meat (per-kilo). Annual Membership \$2.

Capital Healing Rooms Fyshwick

6162 1977

Mon 7pm-9pm, Tue 10am-2pm Fri 10am-2pm, Sat 10am-12pm

****Community Services #1 Pantry**

6126 4700

Mon-Tue 10am-1pm, Wed-Fri 1-4pm Southside Community Service, 63 Boolimbah Crescent, Narrabundah. Drop in available at above times, however, appointments can be made if preferred. New people welcome. A variety of groceries and household products are available at affordable prices. Email: reception@communityservices1.org

****Communities@Work's Greenway Community Pantry** 6293 6500

Email via website www.commsatwork.org

Mon 12:30pm-3pm, Tue-Fri 9am-11:30am and 12:30pm-3pm. By appointment only. Tuggeranong Community Centre, 245 Cowlshaw St, Greenway. Existing clients can access their first pre-packed hamper and register with the Canberra Relief Network and nominate Tuggeranong Community Centre as a pickup point. Other members of the Canberra Community can nominate Tuggeranong Community Centre as a pickup location for hampers arranged through CRN. Crisis Support is also available to new and existing clients and includes information and referral to supports (including how to register for a hamper), access to interim food, payment of medical scripts and other supports.

****Gordon Community Centre Pantry**

6284 7003

Tues, Wed, Fri 10am-3pm. 110 Lewis Luxton Avenue, Gordon. Emergency relief through the provision of food relief and personal care items. Access to pantry limited to one visit per month.

Lanyon Food Hub

6185 2090

Thu 9:30am-2pm. Mura Lanyon Youth & Community Centre, Sydney Nolan St, Conder. Pre-packaged hampers for those in the Tuggeranong region. Can access once a fortnight. Register with I.D. One off food hampers can be supplied for those outside Tuggeranong region area.

Lyons Food Corner

6282 1502

Mon 1:30pm-2:30pm (during the school term). Lyons Church of Christ, 2 Marrawah St, Lyons. Lyons Food Corner is an outlet for Foodbank NSW&ACT and is available to anyone in need or on a low income. Annual membership \$2. Open during school term. Website: <https://lyonschurchofchrist.com/lyons-food-corner/>

Woden Community Service

6282 2644

Mon 9am-5pm 26 Corinna St, Woden (across the road from Woden Library and behind discount chemist). Emergency hampers (can only be accessed once per month). Can be delivered if no transport.

Yass & New South Wales

Yass Vine Church Community Foodcare

6226 1444

Thu 10am-6:30pm. 66 Lead St, Yass. Affordable groceries, free bread, meat, fruit and veg. Available to Centrelink concession card holders. \$2 per financial year. Physical distancing in place.

Short Stay and Low-Cost Accommodation

Crisis Accommodation – OneLink 1800 176 468

Phone support service hours: Mon-Fri 8am-6pm, Sat-Sun 12:30pm-5pm. Ground Floor, Nature Conservation House cnr Emu Bank & Benjamin Way, Belconnen.

OneLink 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. For an interpreter service, please call the Telephone Interpreter Service at 131 450 and ask them to call OneLink on 1800 176 468.

Hostels

Canberra City Youth Hostel (YHA)

6248 9155 7 Akuna St, Canberra.

Shared rooms from \$44.50 per person per night, private and family rooms from \$129 per room per night.

Caravan Parks

Eaglehawk Holiday Park

6241 6411

Mon-Fri 8am-6pm. Weekends/Public Holidays 9am-3pm. 1246 Federal Highway, Sutton.

1-bedroom villa from \$130. 2-bedroom from \$150 per night.

Crestview Tourist Park

6297 2443 | +61 2 6297 2443 (International)

Mon-Sun 8am-6pm. 81 Donald Rd, Queanbeyan. Cabin Studios ensuite: Double/Single from \$115 per night. Families from \$155. 2 bed villas from \$185 per night. 3 bed villas from \$245.

Southside Village Caravan Park

6280 6176

250 Canberra Ave, Fyshwick. Unpowered campsites from \$35 per night (maximum stay 14 days). Short to medium term cabins \$290-\$370 per week via rental application (2 weeks bond + 2 weeks rent in advance) minimum 4 weeks stay

Hotels/Motels

Lyneham Motor Inn

6249 6855

39 Mouat St Lyneham. Standard room from \$99 per night. Budget room from \$89 for 2 nights- check online for current prices.

Red Cedars Motel

6241 1888

11 Aspinall St, Watson. Standard family room from \$115 per night, standard room from \$129 per night.

Parkway Motel

6297 1411

8 Lowe St, Queanbeyan. Double room from \$110 per night, family room from \$165 per night.

Kingston Hotel

6295 0123

73 Canberra Ave, Griffith. Room weekly only. \$220 per week minimum stay 1 week. Key deposit \$200. No bookings taken via telephone, in person enquiries only.

Ibis Budget Canberra

6253 9020

15 Tay St, Watson. Double room from \$85 per night, triple room from \$90 per night - check online for current prices.

Camping Grounds

EPIC Camping Facilities 6205 5230

Corner of Flemington Road and Northbourne Avenue, Mitchell. Bookings required in advance. Powered sites from \$35, unpowered \$30 per night for 2 people (extra person \$5 per night) Bookings essential.

ACT Forests – Camping sites 13 22 810

Sites are located some distance from central Canberra. Own transport and camping equipment required. Cost dependent on the number of people. Blue Range, Kowen, Cotter and Northern Border campgrounds are now open. Book online <https://book.bookeasy.com/agent/act-parks-and-conservation-service/6741963/>

Maximum occupancy restrictions are in place across all campsites in line with latest ACT COVID-19 health advice. Any gatherings held on site will also need to adhere to the ACT's restrictions on gatherings which are limited to a maximum of 20 people. At Cotter campground, all facilities will be cleaned daily. All other campsites will be cleaned after bookings. All visitors must comply with current physical distancing and hygiene requirements.

- **Blue Range**

Blue Range Blue Range Rd Uriarra Forest. Key Deposit \$50. Per campsite per night: \$10 per person; \$6.50 for students and concession holders; \$8 for seniors; children under 15 years free. Hut Hire: \$65 per night up to 6 people. Dogs on leash in campsite.

- **Old Kowen Homestead**

Kowen Forest Pine Plantation off Sutton Rd. Per campsite per night: \$10 pp, child under 15 years free. Seniors: \$8. Concessions: \$6.50. Permit required, bookings essential. Dogs on leash.

- **Cotter Campground**

6237 5307

Visitor Centre open Mon-Fri 9am-4pm, Weekends/Public Holidays 9am-4:30pm. 1691 Cotter Rd, Stromlo. Per night: \$15 per person; \$12 for Senior Card holders; \$10 for concessions/students. Children under 15 free. Fees can be paid to the rangers or left in the honesty box at the entrance. Site bookings are not available.

Please note: Honeysuckle Creek, Mt Clear, Orroral and Woods Reserve campgrounds are closed to allow for ongoing bushfire recovery efforts. The two homesteads – Ready Cut Cottage and Nils Desperandum – will also remain closed for renovations and bushfire recovery works.