



## Community Organisations

### Capital Region Community Services



[www.crcs.com.au](http://www.crcs.com.au)



26 Chandler St, Belconnen ACT 2617



6264 0200

### Aged Care Services

**Aged Care In-home Care and Social Support** (Commonwealth Home Support Program) CRCS provides a range of in-home care and social support services that assist people in our community to live independently. CRCS offers a person-centered service by professional employees who are flexible in responding to individual needs. Our team provides assistance across a wide range of support options.

**Social Support Group for Seniors:** CRCS runs a variety of groups that help older people to stay socially active, maintain friendships, share skills and enjoy outings together. These groups can be accessed through an [Aged Care Package](#), through the [Commonwealth Home Support Program](#) or as independent individuals.

**Belconnen Energetic Seniors on Tuesday (BEST Club):** The Belconnen Energetic Seniors on a Tuesday (BEST) Club is a weekly program that offers an opportunity to socialise with others in a friendly and stimulating environment. This group is held on Tuesday mornings at the West Belconnen Raiders Leagues Club. The BEST club provides a program of guest speakers, activities, games, outings and exercise. There is a small cost to attend Best Club, which includes morning tea. Transport can be arranged for BEST Club attendees, please contact our [Community Transport program](#) on 6278 8124 for more information

**Community Transport Service:** Community Transport support is for people who are ageing, recovering from a medical episode, or living with a disability. Transport support is available to ACT residents living independently in our community, either in their own homes or independent units within a retirement complex. Carers of eligible participants may also use Community Transport services. CRCS Transport runs a variety of vehicles including 2 wheelchair accessible options, so we are able to meet the diverse mobility and transport needs of our community

### Parents and Families

**Paint and Play** is a fun time for babies, toddlers and children, aged 0 – 5 years accompanied by parents and/or caregivers. Children can join in painting, art and craft activities, music, games, stories, and make friends along the way!

**The Bringing Up Great Kids (BUGK) 0-12 years** This program aims to support parents to review and change their patterns of interacting with their children which promotes more respectful interactions and encourages children's positive self-identity. Registrations are essential as places are limited. This course is held several times a year and is aimed at vulnerable or at-risk families.

**Bungee** is an inclusive resilience-building program that promotes social connection and emotional wellbeing through the arts. The program supports children and young people (aged 5-18). Some programs offered at Bungee are Cool Kids, Seasons for Growth, and Bungee Art. The programs offer weekly sessions over eight weeks in both school and community settings and are free of charge. All programs are delivered during school term and are limited to groups of eight. An intake interview with the parents/caregivers is required.

## Northside Community Service



[www.northside.asn.au](http://www.northside.asn.au)



2 Rosevear Pl, Dickson ACT 2602



6171 8088

### Community Engagement Programs

**Conversation Exchange:** The Conversation Exchange meets Thursdays 11 am – 1 pm at the Margaret Hendry School Community Hub in Taylor. The group offers the opportunity to build confidence and practice speaking English in a relaxed and informal setting. Each session is designed around a topic such as cultural celebrations, travel or hobbies. The group encourages participants to share their own culture and languages.

**The Craft and Conversation Group** is held on Thursday afternoons from 1:30 pm-3 pm at the Margaret Hendry School Community Hub. Good Omen Goodeze volunteers support the group through teaching the skill of knitting and crocheting to participants. Once participants feel confident in their crafting skills, they are welcome to create handcraft gifts, which are then donated to the patients at the Canberra hospital through Good Omen Goodeze.

**PAWS** Pet Assistance and Wellbeing Service is a social support program that supports elderly and other eligible community members to help care for their pets when they are no longer able to. Through PAWS, eligible pet owners can access regular dog walking, ACT-wide.

**The Bike Library** The bike library offers free long and short term loans of quality second hand bicycles to the Canberra community. We accept donations of pre-loved quality bikes and parts and we are always looking for volunteer bike mechanics!

Bike Library launched on the 18th October 2019 at Margaret Hendry School in Taylor. The ongoing initiative is a collaborative work between GIVIT, Margaret Hendry School, and Northside Community Service, allowing access for vulnerable and/or disadvantaged families in the northern Gungahlin region access to healthy exercise and transport.

Our service times are limited but if you send in your request or query we will be happy to assist you. Please be advised that our team responds during work hours on weekdays only and any queries after 5 pm will be attended to the following day.

Feel free to contact us via Facebook messenger or email [gautam.dhawan@northside.asn.au](mailto:gautam.dhawan@northside.asn.au) or [bikelibrarycbr@gmail.com](mailto:bikelibrarycbr@gmail.com) or call us on (02) 6171 8000.

## Aged Care Services

**Connecting to Community** Social Groups run a few times per week and consists of a range of planned experiences such as games, music, arts and craft. We also regularly have special guest speakers who touch on a range of thought-provoking and relevant topics. These events are often hosted at our Majura Community Hall, as well as frequent outings around Canberra, such as museums, cafes, exhibitions and nature walks just to name a few. These experiences come almost exclusively from client input and interests, which we strive to uphold consistently to provide the most enjoyable experience for all our clients. \$10 client contribution (covers the cost of supplies, food, drink, transport, etc).

**Community Transport** to and from medical appointments for the frail and aged, individuals with a disability or their carers. This service provides easier and more convenient access to medical appointments, eases the financial and time constraints of medical services and provides a cost-effective alternative to taxis. We also offer assistance with transport for social outings, education programs and shopping trips – all with the aim of increasing the individual's independence and participation in the community. Northside's Community Transport Services operate Monday through Friday from 7 am to 3.30 pm. A contribution for services is required from all passengers

## Youth Engagement Services

**The Y.Engage program** supports young people aged 12 – 25 who live or play in the Inner North and Gungahlin regions of the ACT to identify and reach their goals. The Y.Engage program works in an outreach capacity with young people to find the right support, the right worker, at the right time. The Y.Engage program provides short term case management for clients aged 12 – 25. The program focuses on supporting clients to gain assistance and/or develop strategies to address issues including but not limited to housing, social isolation, disengagement from employment and/or study, AOD, relationship issues and mental health.

**Got your back-** The program is a facilitated group counselling session for young people who are/had been in domestic family violence situations. The groups range to be no more than 7 people who meet up with other young people each week. Sessions are offered at Gunner's Place by Northside Community and Relationships Australia Canberra and Region. The sessions are facilitated by a social worker and a caseworker.

## Uniting Care- Kippax



[www.commsatwork.org](http://www.commsatwork.org)



Cnr Luke St. and Hardwick  
Crescent, Holt



6254 1733  
[info@kippax.org.au](mailto:info@kippax.org.au)

## Emergency Relief

Emergency relief consists of – food hampers (non- perishables-milk tuna pasta, cereals) hygiene hampers, nappies and assistance with scripts (have accounts with 2 pharmacies), fresh bread and veggies and meat, eggs. School uniform assistance (but no vouchers) Have vouchers for supermarkets- Woolworths and Aldi.

## Child Youth and Family Support Services

**Case Management-** emotional and one on one support, Court support during legal processes and procedures, advocacy, Referrals and links to other support services and organisations. We accept referrals from Onelink, other service providers, relatives and friends. You are also welcome to self-refer and contact us directly at (02) 6254-1733, Mondays to Fridays, 9am to 4pm.

**HIPPY (The Home Interactive Program for Parents and Youngsters)** is a free, two year, home-based, early education program that helps parents become their child's first teacher. You will make new friends throughout the program and be invited to attend different training opportunities and community events. HIPPY can also be a pathway to employment for you!

**Kippax Kids Playgroups-** 2 hours, weekly, during school term- \$4.00 weekly fee per family. Bring a piece of fruit to share for morning tea. Indoor playroom, reading corner, kitchenette and change facilities. Story-time and music and craft.

**Blokes Playgroup-** Yes, we said Blokes! This one's for dads or grandads and their bubs, who just want to hang out with other blokes and their bubs. Mondays, 9:30 am to 10:30 am.

**Multicultural Playgroup -** For families wanting to practice their English skills and develop friendships in their new home country. The playgroup is run in partnership with ACT Libraries. It runs 8 weeks during school terms. No bookings needed. Wednesdays, 12:30 pm to 2:30 pm.

**Drop-In Playgroup-** -These playgroups are for parents or carers who have a lot going on and cannot or do not want to commit to a regular weekly group. Operating during school term. No bookings needed. No cost and afternoon tea is provided. Thursdays, 12:30 pm to 2:30 pm.

**Koori Playgroup -** Run in partnership with West Belconnen Child and Family Centre this playgroup welcomes Aboriginal and Torres Strait Islander children and their parents or carers to come along and enjoy fun activities and morning tea together. Thursdays, 10:30 am to 12:00nn, at the West Belconnen Child and Family Centre.

## Kippax Pathways-Study and Work Program

- personal, one-on-one support
- mentoring and advice about your options
- free workshops to help you to prepare to study disability support services, and to enter the workforce and identify study, training, apprenticeships, volunteering and work options

### **Disability Support Workers**

In partnership with Skills Canberra, we provide support to men and women who identify as having a Culturally and Linguistically Diverse (multicultural) background, to explore their study and work opportunities in the Disability Sector. We also provide free workshops to help people to prepare to study at the Canberra Institute of Technology (CIT) (RTO 0101), and to enter the disability support services workforce.

**The Mower Shed** is a social enterprise of UnitingCare Kippax. It offers lawn mowing and gardening services, equipment hire and servicing at affordable rates. The team is led by horticulturalists and employs individuals who have difficulty gaining or maintaining employment for a variety of reasons. We provide work opportunities and an environment where job readiness skills such as administration, finance, time management, communication and negotiation skills, are developed. For more information contact [mowershed@kippax.org.au](mailto:mowershed@kippax.org.au) or call (02) 62541733.

**Kippax Tradestart** is another social enterprise of UnitingCare Kippax. Experienced carpenters lead the team of multi-traders who specialise in carpentry (plastering, painting, landscaping, flat-pack installations, decks, stairs, fit-outs and more). Kippax Tradestart provides education opportunities for participants through CIT. The best graduates are later employed at Kippax Trade Start, where they are supported to secure work experience, apprenticeship, other job qualifications and job readiness skills. For more information, contact (02) 6254 1733 or 0410 083 846, [tradestart@kippax.org.au](mailto:tradestart@kippax.org.au).

## Communities at Work



[www.commsatwork.org](http://www.commsatwork.org)



47 Ernest Cavanagh Street  
Gungahlin ACT 2912



6293 6500  
[admin@commsatwork.org](mailto:admin@commsatwork.org)

Communities at Work supports the most vulnerable and disadvantaged in our Canberra community, by providing essential supports including food, clothing and accommodation to those in need. We have two community pantries, a clothing program, a pre-loved clothing store, and seven transitional housing sites.

### Support Services

**Help with Food** If you are struggling to meet your immediate basic needs, or are experiencing hardship, we can help you with food and hygiene items at our Community Pantries. Our community pantries are located in Tuggeranong and Gungahlin.

**Help with Clothing** Our clothing program provides people in need with free clothing, shoes and accessories for job interviews, court, funerals and other important events. The program operates from Tuggeranong.

**Help with Housing and Homelessness** We provide accommodation support for families and individuals who are, or at risk of being, homeless – often through domestic or family violence, or financial problems – through our Reach Home program.

**Crisis Support (Emergency Relief)** We can provide payment for your medical scripts (capped), or offer you bus tickets, Telstra vouchers, phone charging, showers, food, hygiene products, and we provide information and referral services through our crisis support program. You can make an appointment at Tuggeranong or Gungahlin.

### Seniors, Disability and Transport and Services

We provide support with life skills, as well as social and recreational opportunities. Our clients and their needs are at the centre of everything that we do. Our service environment promotes equity and respect for all people. Our aim is to support all clients with services that meet their individual needs and empower them to pursue their own goals, rather than taking a one-size-fits-all approach.



**Programs for Seniors** Whether you are looking for social and recreational programs or in-home care and support for independent living, our seniors' team can help you.

**Disability Services** We offer a range of services and day programs for people with a disability, including children, teens, young adults and adults, with a focus on independent skill-building.



**Transport** We provide assisted transport services to support people with reduced mobility in accessing the community.

## Food Pantries



### Dunlop Street Pantry

	14 Percy Begg Circuit- Dunlop		Roadside Pantry open 24/7
No money is exchanged. Just come along anonymously (or say hello if you wish) have a look and if you need something please help yourself			



### Hand Up Foodcare- Canberra City Care **Foodbank Cards accepted**

	20 Cartwright St, Charnwood		Tuesday – Friday 10am - 3pm Saturday 10am – 1pm



### Helping Hand Food Pantry **Foodbank Cards accepted**

	Curley St, Spence		Thursday 9am - 12.30PM



### Spence Street Pantry

	161 Owen Dixon Dr, Spence ACT 2615		Roadside Pantry open 24/7



### Boan Close Bizzy Bee Library & The Little Green Food Pantry

	9 Boan Cl, Florey ACT 2615		

## UCX Food Pantry- for Uni of Canberra students

	1a Kirinari St, Bruce ACT 2617		All UC students are eligible to 10 points per a week to spend
Every week as a UC Student you are eligible to use the UCX Food Pantry once a week. Non- perishable food items including canned beans, pasta sauces, long-life milk and noodles			

## The Food Hut Co-op and Community Meal and Pantry **Foodbank Cards accepted**

	Church Of Christ 27 Rae St, Belconnen		Tuesday 4:00pm - 5:45pm Thursday 2:30pm - 4:15pm
Yearly membership of \$2. Community meal happens on Tuesday evenings from 5 pm and is open to all wanting to share in a delicious and nutritious meal.			

## Mental Health Services

If your situation is life-threatening, call **Triple 000** immediately for help or visit your nearest Emergency Department (Canberra Hospital - (02) 5124 0000 or Calvary Hospital - (02) 6201 6111)

### 24/7 Phone Support

Beyondblue 1300 22 4636

Lifeline 13 11 14

Suicide Call Back Service 1300 659 467

MensLine Australia 1300 789 978

Kids Helpline 1800 55 1800

### The Wellbeing Calls Service

This service is provided by the Australian Red Cross and is available to all ACT residents who would like to register for a free phone call

Canberrans can call the service on 02 6234 7630 between 8am and 4pm weekdays or register for a call by completing the CSD Smart Form found on the website below:

<https://www.communityservices.act.gov.au/connect-in-canberra/Community-Services-and-Support>

A friendly chat on the phone at a time that suits the resident can make all the difference. The calls will connect people with a friendly Red Cross volunteer who can call the resident once or regularly to check-in and see how they are doing.

[Connect in Canberra](https://www.communityservices.act.gov.au/connect-in-canberra) - <https://www.communityservices.act.gov.au/connect-in-canberra>

This is an information hub to help you stay in the loop, keep connected, be part of your community and get assistance and support if you need it.

## ACT Support Services

Gungahlin Mental Health Team – 6205 1110

Child and Adolescent Mental Health Services – CAMHS

CAMHS Northside – 6205 1050

CAMHS Southside – 6205 1469

The Way Back Support Service – 1800 929 222

## Other support and information services

SANE Australia Helpline – call 1800 18 SANE (7263)

Headspace – 1800 650 890

Beyond Blue – 1300 224 636

Perinatal Anxiety & Depression Australia (PANDA) – 1300 726 306

## Poisons Hotline

For a poison emergency in Australia call 13 11 26

## Other Services

### **ACAT Hardship Assistance – Energy and Water Bills**

Assistance with unpaid electricity or gas accounts

Level 4, 1 Moore Street (ACT Health Building) Ph:02 6207 7740 (select option 1)

### **NILS Scheme – Salvation Army**

Up to \$1,500 only, Loan term up to 18 months, low income only. Purchase essential items e.g fridge, bed/mattress, computer, washing machine, health items, medical/dental equipment, energy efficient appliance, car repairs.

[www.salvos.org.au/nils](http://www.salvos.org.au/nils) Ph:02 9266 9893 (Mon to Wed)

### **National Home Doctor Service**

Doctor does home visits and Bulk Billing. Available hours are 24/7. Anyone can access this service if they require a home visit by a doctor - Ph: 13 SICK (13 7425)

### **Migrant and Refugee Settlement Services**

Programs dealing with language, welfare, employment, access and equity for people from diverse cultural and linguistic backgrounds (refugees and migrants) - 180 London Circuit, Canberra Ph:02 6248 8577

### **One Link (Formerly First Point)**

This service is the central intake and referral service for the ACT covering emergency accommodation, social housing, child, youth and family services along with individual support

[www.onelink.org.au](http://www.onelink.org.au) Ph: 1800 176 468

### **Domestic Violence Crisis Services**

Domestic Violence Crisis Service provides a variety of services from crisis intervention to community education.

24-hour Crisis Line Ph:02 6280 0900

### **Supportive Tenancy Service (STS)**

The STS works with people whose tenancy is at risk and provides advice to people who do not have a tenancy but are looking to establish one. STS covers any type of tenancy including public housing, private rental or mortgages

Central Access Point, Nature Conservation House, Corner Emu Bank and Benjamin Way Belconnen Ph:02 6207 2427

### **Pets and Positive Ageing (PAPA)**

A voluntary community organisation committed to supporting ageing pet owners. They focus on practical initiatives to support the welfare needs of older pet owners and their pets. Their initiatives have also improved access to in home pet services and rental properties for the wider pet-owning community.

Their current aims include working on increasing access to pet friendly aged care, public transport, vet services and emergency boarding.

Contact: [0427 975 500](tel:0427975500), [info@petsandpositiveageing.com](mailto:info@petsandpositiveageing.com)

### **PAWS**

Pet Assistance and Wellbeing Service is a social support program that supports elderly and other eligible community members to help care for their pets when they are no longer able to. Through PAWS, eligible pet owners can access regular dog walking ACT-wide.