



## Communities at Work



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



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Greenway ACT 2900



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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

<b>Kambah Street Pantry</b>			
	490 Sulwood Drive Kambah ACT 2902		Open 24/7
This is a curbside pantry, so no prior contact is needed			
<b>Richardson Street Pantry</b>			
	4 Vidal St Richardson ACT 2905		Open 24/7
This is a curbside pantry, so no prior contact is needed			
<b>Communities at Work Food Pantry (for Foodbank Voucher)</b>			
	Tuggeranong Community Centre, 245 Cowlshaw Street, GREENWAY ACT, 2900		Monday to Sunday 12.30pm – 3pm
Food, meals and essential items, Emergency relief, Clothing program (by appointment) for job interviews. Referrals to C@W Programs and specialist organisations			
<b>Tuggeranong Pantry- Lakeside Leisure Centre</b>			
	Corner Anketell Street and Athllon Drive, Greenway Towards the pool, next to the female change rooms		Weekdays 5.30am - 9.30pm Weekends 7am - 7.30pm
Stocks Share the Dignity bags for women			
<b>Chapman Street Pantry</b>			
	64 Elimatta St, Braddon ACT 2612		Open 24/7
This is a curbside pantry, so no prior contact is needed			
<b>Little Pantry-Woden Community Service</b>			
	Woden Community Service, 26 Corinna St, Phillip ACT 2606		Monday – Friday 9am – 5pm
Ph: 6282 2644 -.Call up and make an appointment.			
<b>Lanyon Food Hub</b>			
	22 Sidney Nolan St, Conder ACT 2906		Tuesday 9.30am – 2pm Thursday 9.30am – 2pm
This is a curbside pantry, so no prior contact is needed			
<b>Lyons Food Corner @ Church of Christ – Foodbank cards accepted</b>			
	2 Marrawah St, Lyons ACT 2606		Monday 1.30 – 2.30 Not open school or public holidays
Ph: 6282 1502			

<b>Gordon Community Centre</b>			
	110 Lewis Luxton Avenue, Gordon (opposite the IGA)		Tuesday, Wednesday and Friday 10am – 3pm
Ph: 6284 7003 email: <a href="mailto:gordon@anglicare.com.au">gordon@anglicare.com.au</a>			

<b>High Street Church Queanbeyan</b>			
	49 High St, Queanbeyan East NSW 2620		Tuesday 10am – 2pm Friday 10am – 2pm
Provide food voucher, counselling, coffee and a chat Ph: 6297 3472 <a href="http://highst.com.au">highst.com.au</a>			

<b>Saint Benedict's Community Centre</b>			
	21 Brigalow Street entrance, off Anne St, Karabar NSW 2620		Mon, Tue, Wed & Fri 9.am – 3pm Sunday 10am – 1pm

<b>Vinnies Night Patrol</b>			
	Queanbeyan Visitors Information Centre 1 Farrer Place, Queanbeyan, NSW, 2620		Wednesday, Thursday, Friday and Saturday 7pm

## 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)

### **Future of Education Equity Fund**

The Equity Fund provides low-income families and independent students with a one-off payment to help with education expenses like school uniforms and excursions, sport equipment and activities, tuition, and music lessons – the things that support students to fully engage in their education.

The Fund is open to eligible families with students living in Canberra and studying at any ACT school from preschool (attached to an ACT public school) through to year 12.

Payments are: \$750 high school and year 11 and 12 students/ \$500 primary school students and \$400 preschool students attending a preschool attached to an ACT public school.

Applications can be made online and close 29 November 2024.

Please contact the Equity Fund team on 6207 1818 or email [EquityFund@act.gov.au](mailto:EquityFund@act.gov.au)

## **Funeral Assistance**

The ACT Funeral Assistance Program is provided for ACT residents in financial hardship unable to meet the full costs of a funeral for immediate family members. Assistance is for a simple dignified funeral which allows families to make a contribution of up to a maximum of \$500 towards the cost of the funeral. Transportation costs may be considered where an Aboriginal and Torres Strait Islander person is culturally required to be transported to their homelands for burial.

The ACT Funeral Assistance Program is administered by the following funeral providers:

Tobin Brothers Funerals Ph: (02) 6295 2799

Toscan Dinn Ph: (02) 6287 3466

William Cole Funerals Ph: (02) 6253 3655

The Funeral Director will assess each applicant against criteria established by the ACT Revenue Office to determine their eligibility under the Program.

This program is run by:

ACT Revenue Office

ACT Funeral Assistance Program

PH: (02) 6207 0028 - Select Option 5

Email: [concessions@act.gov.au](mailto:concessions@act.gov.au)

## **Rental Assistance**

The Rent Relief Fund (the Fund) is an ACT Government initiative to assist renters to sustain their tenancies and prevent evictions. The Fund provides financial assistance to eligible households in the ACT's private rental sector who are experiencing either rental stress or severe financial hardship – alleviating some of the hardship they may currently be experiencing.

The Fund is being administered on behalf of the ACT Government by Care Inc. Please see Care's website: <https://www.carefcs.org/rent-relief-scheme> for more details on how to apply or call Care on 0423 161 727 or the Care Helpline- 1800 007 007.

## **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)

### **Canberra Recovery Hub**

provides a structured Day Program within a community setting. It provides assessment, referral and support for people experiencing problems associated with alcohol and other drug use, including for people who wish to stabilise, reduce or cease opioid substitution treatments.

1 Elder Street, Braddon 02 6295 1256

### **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.

### **Queanbeyan Sleepbus-Blue**

Behind Visitor Centre, I Farrer Place, Queanbeyan, NSW 2620. Every night except Tuesday, boarding 8.30pm to 10pm and check out 7.15am the next morning. Bus sleeps 14 people with pets! Men, women and children.