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Local Emergency Services

July 2023

LOCAL EMERGENCY SERVICES

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| **Service Provider** | **Contact** | **Services** |
| Domestic Violence Crisis Services | **6280 0900** | Provides 24/7 phone counselling, info and access to supports e.g. support groups, emergency accommodation. |
| Canberra Rape Crisis Centre | **6247 2525** | 24/7 free trauma support services for victims/survivors of sexual assault, and support in the following through reports and criminal justice systems. |
| StandBy (Suicide Bereavement) | **0421 725 180** | 24/7 free support both face-to-face and issues over the phone for people bereaved by suicide. |
| ACT Health | **13 22 81** | Accessible Mon-Fri 8am-8pm, Saturday 9am-5pm. |
| OzHelp Foundation | **6251 4166 OR 0412 507 593** | Short term counselling for various issues e.g. depression, stress, work, suicidal thoughts, grief & Loss etc. |
| Lifeline | **13 11 14** | 24/7 crisis support |
| Narcotics Anonymous | **1300 652 820** | Support and advice from volunteers who are recovering addicts. |
| MensLine | **1300 789 978** | 24/7 counselling, information and support for men. |
| National Gambling Helpline | **1800 858 858** | 24/7 counselling and support for individuals or families affected by gambling related issues. |
| Pregnancy crisis counselling | **1300 139 313** | 24/7 support from trained female counsellor specifically for pregnancy and abortion counselling. |
| Relationships Australia | **1300 364 277** | Counselling and group programs for people who want to build better relationships. |
| Suicide Call Back Service | **1300 659 467** | 24/7 crisis counselling to people at risk of suicide and those bereaved by suicide. |
| Transcultural Mental Health Centre(NSW) | **1800 648 911** | Access to multilingual mental health services Mon-Fri 8.30am-5.30pm |
| Veterans & Veterans Families Counselling | **1800 011 046** | 24/7 counselling & group programs for Australian veterans & families. |
| City Mental Health | **02 6205 1338** | Mental health case management service. |
| Winnunga Nimmityjah Aboriginal Health Services | **02 6284 62222** | Provides a culturally safe, holistic health care service for the Aboriginal and Torres Strait Islander people of the ACT and surrounding regions. |

# **ACCOMODATION AND GENERAL SUPPORT**

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| **Service Provider** | **Contact** | **Services** |
| YMCA Canberra | **02 6185 2000** | YWCA Housing Support Unit provides information and referral, supported transitional accommodation and outreach services to families with children or pregnant women who are homeless or at risk of homelessness. |
| Havelock Housing Associations Inc. | **02 6257 2277**  | HHA provides long term, safe, secure, affordable and appropriate accommodation provided for people with on low income and those requiring disability housing |
| Uniting Care Canberra City | **02 6247 5041** | Provides a free breakfast and drop in referral service for people who are homeless or at risk of homelessness. Referral service assists people in finding services that are right for their needs. |
| Woden Community Services | **02 6282 2644** | Offers a range of disability and Mental health and wellbeing supports. |
| Catholic Care Canberra & Goulburn | **02 6162 6100** | Runs approximately 50 programs and services throughout Canberra, and the surrounding Southern NSW Regions, operating under the following service areas: Youth, Mental Health, Homelessness and Family Support Programs, Disability & Aged Care, Counselling, Regional & Family Services, Co-morbidity & Housing. |
| COMMUNITY SERVICES #1 INCORPORATED | **02 6126 4700** | Provides an outreach service offering assistance for financially disadvantaged older people to meet their accommodation and support needs. |
| Companion House | **02 6251 4550** | Companion House is a non-government community based organisation. We work with adults and children who have sought safety in Australia from persecution, torture and war related trauma.   We believe that people who have survived torture, trauma and human rights violations should have access to services that respect, empower and promote recovery. |
| Samaritan House | **02 6921 7895** | Samaritan House is a crisis accommodation program for men aged between 18 and 65 years. The program operates 24 hours a day, seven days a week and is located in the north of Canberra. |
| Rahula Community Lodge | **02 6257 5517** | Non-profit Buddhist group providing budget accommodation for low income Australians and visitors. |
| OneLink | **1800 176 468** | Supportive Tenancy Service (STS) Tenancy Support works with people whose tenancy is at risk. |
| Red Cross | **1800 733 276** | We help people to find suitable and safe shelter through caseworkers. Most of these programs target specific groups, including older people, young people, people experiencing mental health issues and Aboriginal and Torres Strait Islander peoples. |
| Richmond Fellowship | **02 6248 6118** | RFACT Residential Recovery Program provides a number of mental health supported share houses across the ACT and regional NSW that can be accessed where there are vacancies. Eligibility Criteria apply. |
| Northside Community Services | **02 6171 8000** | Provide safe, permanent and affordable housing for people with a lived experience of homelessness. Facilitate access to client centred, strength based and trauma informed support services. Deliver social inclusion in our community through asset based community development. |
| Flourish Australia | **1300 779 270** | Provides community-based support services to people with mental health problems and disorders, including non-clinical rehabilitation to increase people's independence, self-esteem and satisfaction |
| Belconnen Community services | **02 6264 0200** | Day to Day Living (D2DL) is a service that offers support to people experiencing severe and persistent mental illness. The Day to Day living program is based in Tuggeranong but some activities take place across the ACT. |
| Communities@work | **02 6293 6500** | We offer in-centre and in-community events, activities and services for vulnerable and disadvantaged. |
| St Vincent de Paul Society | **02 6282 2722** | Provides help to anyone in need including financial and material support, home visitation, night patrol, homelessness assistance, education and mental health services. |
| Through Care Outreach Services | **02 6163 7600** | Short term supports clients to transition successfully back into the community. |
| Multicultural Youth Services | **02 6100 4611** | Outreach and drop in service assisting young people aged 12-21yrs, who have a culturally and linguistically diverse background (migrants and refugees) to overcome barriers to obtaining work, accommodation, education or training |

# **FOOD RELIEF SERVICES/COMMUNITY PANTRIES**

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| **Service Provider** | **Contact number** | **Services** |
| Arawang Emergency Relief Hub | **0491 605 086** | Emergency Relief Hub - provided through tailored ER hampers of food and personal care items Open Mondays (excluding public holidays) 9.30am - 12.30pm |
| MARSS (Migrant and Refugee Settlement Services) | **02 6248 8577** | MARSS Emergency Relief Program will assist clients who are in need of Emergency Vouchers & Packages, Bus tickets, assisting in settling their bills and other financial assistance. |
| OzHarvest | **02 62 47 61 73** | Perishable food rescue. Collects excess food from commercial outlets, supermarkets and other types of food providers, and delivers it to charities. Weekend pickups by arrangement. |
| Pantry-Community Services#1 | **02 6126 4700** | A small community food outlet for people with a genuine need or those who are on a limited income. Appointments Only. |
| Community Pantry-Communities@work | **02 6228 9200** | A small community food outlet for people with a genuine need or those who are on a limited income. Appointments Only |
| The Little Pantry-WCS | **02 6282 2644** | The Little Pantry is a place where you can go in times of need. You can visit us and choose a small number of non-perishable foods and personal items. Thursdays 9.30am-1.00pm (or any weekday for emergency packs) |
| St John's Care Emergency Relief Centre | **02 6248 7771** | Provides help with food, clothing, bedding, Telstra vouchers, prescriptions, bus tickets and financial assistance. We also offer a free community lunch on the first Friday of each month. |
| Helping Hand Food Pantry-ST PAUL'S GINNINDERRA ANGLICAN CHURCH | **0490 200 849** | Support with low cost food.The pantry hours are-11:00am to 1pm Thursdays and Fridays.The food pantry is open to all in need. |
| Salvation Army | **1300 371 288** | Crisis assistance and emergency relief including food vouchers, clothing, etc.Mon-Fri 9am-5pm |

# **EMERGENCY CONTACT NUMBERS**

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| **Service Provider** | **Contact** | **Services** |
| Emergency: Police, Fire & Ambulance (24hrs) |  **000** **131 444** | 24/7 support from emergency services (police, fire & ambulance) |
| Canberra Hospital | **6244 2222** | 24/7 access to hospital services |
| Calvary Hospital | **6201 6111** | 24/7 access to hospital services |
| Crime Stoppers | **1800 333 000** | Anonymous hotline for reporting criminal activity. |
| Public Health Emergency | **6205 1700** | 24/7 access to report public health and safety issues e.g. food poisoning. |
| National Security Hotline | **1800 123 400** | 24/7 access to report any suspicious or terrorism activity. |
| NSW & ACT Poisons Information Centre | **13 11 26** | 24/7 hotline on information regarding poisons and chemicals. |
| Mental health Crisis Team | **1800 629 354 OR 6205 1065** | 24/7 service used for assessment and treatment of mentally ill people in crisis situations. |