



# WAY HOME

Canberra women's support services



A guide for women in Canberra experiencing  
or at risk of experiencing homelessness



# WHO THIS GUIDE IS FOR

This first edition guide of *Way Home* is intended to provide support and information for women in Canberra who are experiencing or are at risk of experiencing homelessness. The guide includes information on emergency and key contacts, where to find clothing, food, drop-in centres, legal assistance, medical support and much more.

This guide is also a resource that case coordinators, friends and family can utilise when supporting a woman in Canberra who is experiencing homelessness or at risk of experiencing homelessness.

Have a suggestion on what you'd like to see in this guide? Have we got a listing incorrect? Or has this guide assisted you in some way? We'd love to hear your feedback. Contact us on (02) 6122 7000 or email [communications@toora.org.au](mailto:communications@toora.org.au).

*Way Home*

First Published 2023. Canberra, Australia

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[www.toora.org.au](http://www.toora.org.au)

(02) 6122 7000

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## **TOORA SERVICES**

### **PHONE**

(02) 6122 7000

### **EMAIL**

[intake@toora.org.au](mailto:intake@toora.org.au)

### **WEBSITE**

[www.toora.org.au](http://www.toora.org.au)





# ABOUT TOORA WOMEN

Toora Women (Toora) has been operating in the ACT for over 40 years. Toora provides services for women and feminine-identifying people who are impacted by domestic and family violence, homelessness, alcohol and other drug dependency and the criminal justice system. We assist by ensuring women across the ACT have access to:

- safe housing
- alcohol and other drug treatment programs
- basic necessities for them and their accompanying children
- trauma-informed care
- assistance upon exiting the Alexander Maconochie Centre (AMC)
- support for mental health issues.

Toora Women also provides counselling to women who have experienced Domestic Violence, Homelessness, substance misuse or are in connection with the justice system. Our counsellors specialise in working with trauma from a strengths-based lens. Sessions are completely free and can be customised to the needs of the client.

If you or someone you know needs support, contact Toora by calling (02) 6122 7000 or emailing [intake@toora.org.au](mailto:intake@toora.org.au).

# EMERGENCY & KEY CONTACTS

- In an emergency, call 000
- For non-urgent crimes that do not require immediate police attendance, call the **Police Assistance Line**, 131 444
- For 24/7 counselling regarding sexual assault, family and domestic violence call **1800 RESPECT**, 1800 737 732
- For 24/7 support if you are experiencing a personal crisis or thinking about suicide call **Lifeline**, 13 11 14, or text 0477 13 11 14 at night (6pm-midnight AEDT)
- For 24/7 support from an Aboriginal or Torres Strait Islander Crisis Supporter, call **13 YARN** on 13 92 76.

SERVICE	CONTACT	HOURS	SERVICES	ACCOMODATION
Onelink (ACT)	<b>Phone:</b> 1800 176 468 <b>Email:</b> <a href="mailto:info@onelink.org.au">info@onelink.org.au</a> <b>Website:</b> <a href="https://www.onelink.org.au">https://www.onelink.org.au</a>	Mon-Fri: 8am-6pm Weekends: 12.30pm-5pm	Works with other homelessness support services to assess needs, make referrals and connect clients with support	N/A
Toora Women Inc.	<b>Phone:</b> (02) 6122 7000 <b>Email:</b> <a href="mailto:intake@toora.org.au">intake@toora.org.au</a> <b>Website:</b> <a href="http://www.toora.org.au">www.toora.org.au</a>	Mon-Fri: 9am-5pm	Toora Women Inc. provides safe, respectful support for women who are impacted by domestic and family violence, homelessness, the criminal justice system and/or alcohol and drug dependency in the ACT.	Emergency, short-term and long-term. Referral required, contact Onelink or Toora.
Karinya House for Mothers and Babies	<b>Phone:</b> (02) 6259 8998 <b>Email:</b> <a href="mailto:info@karinyahouse.asn.au">info@karinyahouse.asn.au</a> <b>Website:</b> <a href="https://karinyahouse.asn.au">https://karinyahouse.asn.au</a>	24 hours, 7 days per week	Karinya House for Mothers and Babies supports women in their final stages of pregnancy who are at risk of, or experiencing homelessness.	Short-term and long-term. Self-referrals and other agency referrals available. Contact Karinya House.
Canberra Rape Crisis Centre (CRCC)	<b>Phone:</b> (02) 6247 2525 <b>Text:</b> 0488 586 518 <b>Website:</b> <a href="https://crcc.org.au">https://crcc.org.au</a>  Call out provision to Police and Hospital available 24/7	Mon-Fri: 7am-11pm	CRCC provides crisis lines, counselling and advocacy and Aboriginal and Torres Strait Islander communities support, and community education programs.	N/A

SERVICE	CONTACT	HOURS	SERVICES	ACCOMODATION
MARSS Australia Inc.	<b>Phone:</b> (02) 6248 8577 <b>Email:</b> <a href="mailto:info@marss.org.au">info@marss.org.au</a> <b>Website:</b> <a href="https://marss.org.au">https://marss.org.au</a>	Mon–Fri: 9am–5pm	MARSS offers a range of supports to women, families and men who are at risk of, or experiencing homelessness and are seeking asylum.	N/A
Doris Women's Refuge	<b>Phone:</b> (02) 6278 9999 <b>Email:</b> <a href="mailto:women@doris.org.au">women@doris.org.au</a> <b>Website:</b> <a href="https://www.act.gov.au/community/domestic-family-and-sexual-violence/get-help-now">https://www.act.gov.au/community/domestic-family-and-sexual-violence/get-help-now</a>	Mon–Thu: 9am–5pm Fri: 9am–4pm	Doris is a specialist organisation that offers trauma-informed case management, information, referrals, advocacy, and supported accommodation to women and children experiencing domestic or family violence.	Emergency, Short-term and long-term. Referral required, contact OneLink.
Beryl Women Inc.	<b>Phone:</b> (02) 6230 6900 <b>Email:</b> <a href="mailto:admin@beryl.org.au">admin@beryl.org.au</a> <b>Website:</b> <a href="https://www.beryl.org.au">https://www.beryl.org.au</a>	Mon–Fri: 8.30am–5.30pm	Beryl Women Inc. provides therapeutic support and safe housing to women and children escaping domestic and family violence in the ACT and surrounding region.	Emergency, Short-term and long-term. Referral required, contact OneLink.
MacKillop House Catholic Care	<b>Phone:</b> (02) 6249 6182 <b>Email:</b> <a href="mailto:enquiries@mccg.org.au">enquiries@mccg.org.au</a> <b>Website:</b> <a href="https://mccg.org.au">https://mccg.org.au</a>	Mon–Fri: 9am–5pm	MacKillop House provides crisis and transitional accommodation for women and children experiencing homelessness	Emergency, Short-term and long-term. Referral required, contact OneLink.
Women's Housing First Program Northside Community Service	To access this service, contact OneLink. <b>Phone:</b> 1800 176 468 <b>Email:</b> <a href="mailto:info@onelink.org.au">info@onelink.org.au</a> <b>Website:</b> <a href="https://www.northside.asn.au">https://www.northside.asn.au</a>	Mon–Fri: 8am–6pm Weekends: 12.30pm–5pm	The Women's Housing Program supports women who are at risk of, or experiencing homelessness.	Emergency, Short-term and long-term. Referral required, contact OneLink.
Domestic Violence Crisis Service (DVCS)	<b>24/7 Crisis Line</b> <b>Phone:</b> 6280 0900 <b>Email:</b> <a href="mailto:Crisis@dvcs.org.au">Crisis@dvcs.org.au</a>  <b>Admin</b> <b>Phone:</b> (02) 6280 6999 <b>Email:</b> <a href="mailto:Admin@dvcs.org.au">Admin@dvcs.org.au</a> <b>Website:</b> <a href="https://dvcs.org.au">https://dvcs.org.au</a>	Available 24/7	DVCS provides crisis intervention, legal support and advocacy, support programs and safety planning for anyone affected by domestic and family violence. DVCS also offer short term emergency crisis accommodation for people who have experienced DFV and at current imminent risk to safety.	Emergency and short-term accommodation.
Next Door (YWCA Canberra)	<b>Phone:</b> (02) 6185 2000 <b>Email:</b> <a href="mailto:NextDoor@ywca-canberra.org.au">NextDoor@ywca-canberra.org.au</a> <b>Website:</b> <a href="https://ywca-canberra.org.au/community-services/housing-support-unit">https://ywca-canberra.org.au/community-services/housing-support-unit</a>	Mon–Fri: 9am–5pm	Next Door is a specialist service that empowers older women to access and maintain affordable, appropriate and safe homes in the ACT.	Long-term housing. Contact YWCA Canberra.

SERVICE	CONTACT	HOURS	SERVICES	ACCOMODATION
Housing Support Unit (YWCA Canberra)	<b>Phone:</b> (02) 6185 2000 <b>Email:</b> <a href="mailto:housing@ywca-canberra.org.au">housing@ywca-canberra.org.au</a> <b>Website:</b> <a href="https://ywca-canberra.org.au/community-services/housing-support-unit">https://ywca-canberra.org.au/community-services/housing-support-unit</a>	Mon–Fri: 9am–5pm	YWCA Canberra Housing Support services provide support to women (with or without children) who are at risk of, or experiencing homelessness.	Short term and long-term housing. Contact YWCA Canberra.
St Vincent de Paul Society	<b>Phone:</b> (02) 6282 2722 <b>Website:</b> <a href="https://www.vinnies.org.au">https://www.vinnies.org.au</a>	Mon–Fri: 9am–3.30pm	Vinnies Emergency Relief Helpline assists people living in the ACT and Queanbeyan who are in crisis or experiencing hardship. The types of assistance that may be provided include, advocacy support, food assistance, transport and travel costs, health and medical costs, help with utility bills, essential clothing and bedding, education support, connection to other services.	N/A

## COMMUNICATION

You can now make local and national calls to standard fixed line numbers and calls to standard Australian mobiles on Telstra's public payphones are now free.

## TOORA DROP-IN HUB, GRIFFIN CENTRE

Toora Women's drop-in hub at the Griffin Centre provides women in Canberra with access to:

- Essentials such as food, water and sanitary products
- Clothing, towels and linen
- Resources to support them to reach out to the services needed
- Counselling support.

# FOOD SERVICES



Whether you're in need of immediate food relief or ongoing arrangements to support you and your family to sustain a regular food source at low or no costs, there are organisations and locations across Canberra to support your needs.

## St Vincent de Paul Society – Blue Door drop-in centre

Blue Door is open to anyone in need and has over 1,500 'drop-ins' each month. Blue Door currently opens on weekdays (except Public Holidays) from 7.45am–1.30pm for coffee etc. and support, with a hot meal served each day at 12pm.

**Location:** Ainslie Village, Canberra ACT 2602

**Website:** <https://www.vinnies.org.au/act-surrounds/find-help/food-housing-clothing-act-surrounds/blue-door-drop-in-centre>

## St Vincent de Paul Society – Night Patrol

Night Patrol operates every night of the year, providing food such as sandwiches, snacks, tea and coffee.

**Location:** Varies

**Website:** <https://www.vinnies.org.au/act-surrounds/find-help/food-housing-clothing-act-surrounds/night-patrol>

## Australian Red Cross – Canberra Roadhouse

Provides a free nutritious meal and information referral in a safe and friendly environment. Meal service 3pm–5.45pm Monday and Wednesday, 4.30pm–5.45pm Tuesday, Thursday, Saturday and Sunday.

**Location:** Griffin Centre, Canberra ACT 2601



### The Early Morning Centre

The Early Morning Centre is for people experiencing, or at risk of homelessness. They serve breakfast 7.30–8.30am and hot drinks 9am–2pm Monday to Friday.

**Location:** Canberra City Uniting Church, 69 Northbourne Avenue, Canberra ACT 2601

**Website:** <https://www.emc.org.au>

### Vision Church

Free Community Meals. Full hot meals provided every Thursday 5.30pm–7pm. All meals are free of charge.

**Location:** 1 Lithgow Street, Fyshwick ACT 2609

**Website:** <https://www.visionchurch.org.au>

## CANBERRA FOOD SERVICES WEEKLY SCHEDULE

MON	TUE	WED	THU	FRI	SAT	SUN
MORNING						
Blue Door drop-in centre	Blue Door drop-in centre	Blue Door drop-in centre	Blue Door drop-in centre	Blue Door drop-in centre		
The Early Morning Centre	The Early Morning Centre	The Early Morning Centre	The Early Morning Centre	The Early Morning Centre		
MIDDAY						
Blue Door drop-in centre	Blue Door drop-in centre	Blue Door drop-in centre	Blue Door drop-in centre	Blue Door drop-in centre		
The Early Morning Centre		The Early Morning Centre				
AFTERNOON/EVENING						
Night Patrol	Night Patrol	Night Patrol	Night Patrol	Night Patrol	Night Patrol	Night Patrol
Canberra Roadhouse	Canberra Roadhouse	Canberra Roadhouse	Canberra Roadhouse		Canberra Roadhouse	Canberra Roadhouse
			Vision Church			

## COMMUNITY PANTRIES

### Communities at Work – Food Support Community Pantry

The Community Pantry can provide you with free and heavily discounted basic food, household and personal care items if you're struggling or experiencing hardship. They stock their pantries through weekly food collections from local grocery stores, donations from individuals, groups and valuable charity partners, and purchases of food pallets from Foodbank ACT/NSW. Besides food, they also provide personal care items such as cleaning products and hygiene items and toiletries:

#### Locations:

- **Communities at Work Gungahlin** – Gungahlin  
Community Centre, 47 Ernest Cavanagh Street, Gungahlin ACT 2912
- **Communities at Work Tuggeranong** – Tuggeranong  
Community Centre, 245 Cowlshaw Street, Greenway ACT 2900

**Opening hours:** Monday: 12.30pm–3pm, Tuesday–Friday: 9am–11.30am and 12.30pm–3pm

**Contact:** (02) 6293 6500

#### Website:

<https://www.commsatwork.org/services/community/food-support>

### Canberra City Centre – HandUp Food

HandUp Food stocks essential food such as bread, fruit, vegetables as well as frozen and packaged foods. They also stock a variety of other groceries and toiletries. Membership costs just \$4 per year.

**Location:** 20 Cartwright Street, Charnwood ACT 2615

**Opening hours:** Monday–Friday, 10am–3pm

**Contact:** (02) 6196 8630

**Website:** <https://canberracitycare.org/handup-food>

### YWCA Canberra – The Lanyon Food Hub

Provides emergency relief to families who are experiencing significant financial distress, with a focus on supporting people from the Tuggeranong region of the ACT.

**Location:** 22 Sidney Nolan Street, Conder ACT 2906

**Contact:** 02 6185 2090 or [mlycc.manager@ywca-canberra.org.au](mailto:mlycc.manager@ywca-canberra.org.au)

**Website:** <https://ywca-canberra.org.au/community-service/food-hub>

**Woden  
Community  
Service – The  
Little Pantry**

The Little Pantry is an emergency food relief service – a place where you can go in times of need. You can visit them and get an emergency pack with a small number of non-perishable foods and personal items.

**Location:** Westfield Woden, Office Suite 003 (near Commonwealth Bank)

**Opening hours:** Monday–Friday, 9am–5pm

**Contact:** (02) 6282 2644 or [info@wcs.org.au](mailto:info@wcs.org.au)

**Website:** <https://www.wcs.org.au/services/community-services/the-little-pantry>

**Community  
Services #1 – The  
Food Pantry**

Helping vulnerable Canberran's access affordable food & groceries. The Food Pantry is a community outlet for people with a genuine need or those on a limited income. They make good food affordable and accessible. To access The Food Pantry, make an appointment by calling 1800 960 938.

**Location:** 63 Boolimba Crescent, Narrabundah ACT 2604

**Opening Hours:**

Monday–Tuesday: 10am–1pm

Wednesday–Friday: 1pm–4pm

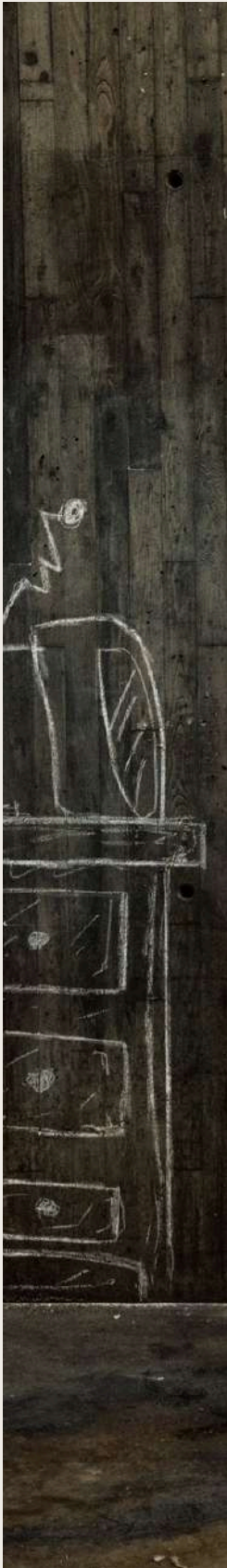
**Contact:** 1800 960 938

**Website:** <https://communityservices1.org/the-food-pantry>

## **Food vouchers**

Eligible individuals and families may be able to access food vouchers through the following organisations:

St Vincent de Paul Society	(02) 6282 2722
Salvation Army	1300 371 288
Uniting Care Kippax	(02) 6254 1733
St John's Care	(02) 6248 7771
Anglicare	(02) 6232 2488
Migrant & Refugee Settlement Services	(02) 6248 8577
Companion House	(02) 6251 4550



# HOUSING

**The ACT Government has a number of programs dedicated to supporting Canberrans find housing that meets their needs. There are a range of community-based and government options available to assist.**

## Housing ACT

**Social Housing** – incorporates both public housing and community housing. Both of these provide low-cost housing to low-to-moderate income earners, who are unable to secure private rental or home ownership.

**Community Housing** – offers secure, long-term rental accommodation for people in need of housing who are on low to moderate incomes or who have additional needs (through circumstances such as age or disability). Community Housing is managed by non-government organisations.

**Affordable Housing** – provides a safe, secure accommodation option that meets the needs of low-to-moderate income households. Affordable Housing rent payable ranges from a proportion of income, up to 75% of the market rent for the property.

**Contact:** 1800 950 255 or [housing.customerservice@act.gov.au](mailto:housing.customerservice@act.gov.au)

## Toora's ASCEND Program

Toora supports low-income earners with up to \$20,000 per year, and affordable income earners with up to \$10,000 per year in rental subsidy. The Ascend Program is available to Toora clients who are waiting for other housing. The program is also accessible to clients who want to live independently but require financial assistance to leave a domestic and family violence situation or are at risk of homelessness.

**Contact:** (02) 6122 7000 or [intake@toora.org.au](mailto:intake@toora.org.au)

# HEALTH & HYGIENE

For serious illness or injury requiring *urgent* attention, call 000 for an ambulance or go to the Emergency Department.

## HEALTH

### Free Walk-in Centres

Throughout Canberra, there are several free walk-in centres available to provide one-off treatment for minor injuries and illnesses.

**Website:** <https://www.canberrahealthservices.act.gov.au/services-and-clinics/services/walk-in-centres-wic>

- **Dickson** – 111 Dickson Place, Dickson ACT 2602
- **Tuggeranong** – Tuggeranong Community Health Centre, Anketell Street & Pitman Street ACT 2900
- **Gungahlin** – 1/57 Ernest Cavanagh Street, Gungahlin ACT 2912
- **Belconnen** – 56 Lathlain Street, Belconnen ACT 2617
- **Weston Creek** – 24 Parkinson Street, Weston ACT 2611

### Interchange Health Co-operative (IHCO)

The IHCO is an ACT Government funded initiative which is owned and controlled by its members. Doctors can assist with general check-ups, opioid replacement therapy prescribing, abortions, STI screening, flu shots and contraception. Private charges will apply to abortions and IUD insertions. Membership is \$120 per year with a medicare card and \$60 for those with a concession card. Members will be bulk billed for all consultations:

**Location:** Level 1, Suite 5, 210–230 Anketell Street, Southpoint Shopping Centre

**Contact:** (02) 6247 5742

**Website:** <https://www.ihco.net.au>





### Winnunga Nimmityjah

Winnunga Nimmityjah Aboriginal Health and Community Services (WNAHCS) is an Aboriginal community controlled primary health care service operated by the Aboriginal and Torres Strait Islander community of the ACT. With a team of health professionals, WNAHCS offers a range of clinical services and programs including GPs, nurses, Aboriginal health workers, social and emotional health services, dental services and much more. They operate as a bulk billing service and patients can walk into the clinic for an appointment during opening hours.

**Location:** 63 Boolimba Crescent, Narrabundah ACT 2604 (open Monday–Friday 9am–5pm)

**Contact:** (02) 6284 6222

**Website:** <https://winnunga.org.au>

### Hepatitis ACT

Hepatitis ACT provides free finger prick testing for hepatitis C as well as free GP referrals and support for those living with hepatitis. They also have a GP from IHCO that visits every Thursday from 2.30pm–4.30pm.

**Location:** 36 David Street, Turner ACT 2612

**Opening hours:** Monday–Friday, 9am–5pm

**Contact:** 1800 437 222

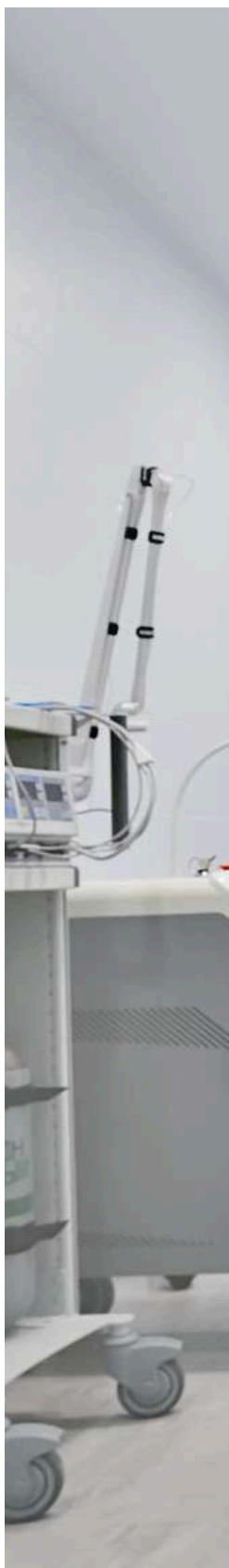
**Website:** <https://hepatitisact.org.au>

### Chat to Pat

The services provided by Pathways to Assistance and Treatment (PAT) includes a GP, a nurse, a drug and alcohol counsellor and provides mental health support, alcohol and drug services, case management and GP care.

**Location:** Varies – visit [directionshealth.com/chat-to-pat](https://directionshealth.com/chat-to-pat)

**Contact:** (02) 6132 4800



### **Sexual Health and Family Planning ACT (SHFPACT)**

SHFPACT provides clinical and education services in the Canberra region to improve sexual and reproductive health outcomes in our community. SHFPACT can support you with contraceptive advice, cervical screening, STIs, breast checks, fertility issues and more.

**Location:** Level One, 28 University Avenue, Canberra City ACT, 2601

**Contact:** (02) 6247 3077

**Website:** <https://www.shfpact.org.au>

### **ACT Government – ACT Women's Health Service**

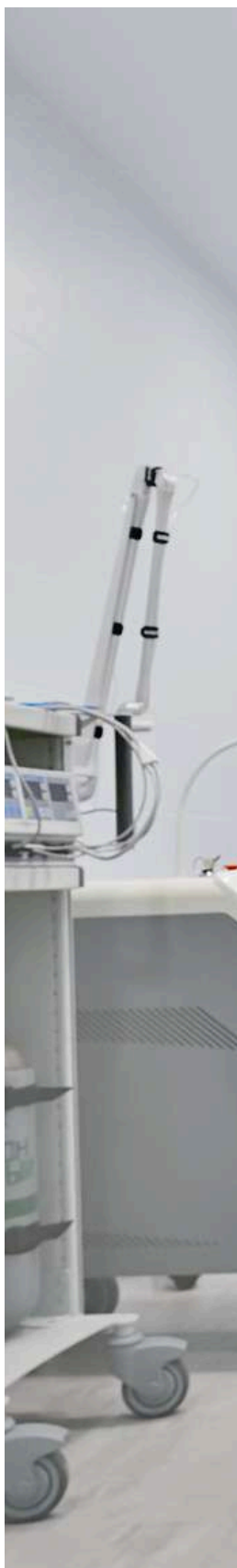
Receive a full health check, examination, routine screening, cervical screening and lifestyle advice from a nurse practitioner. You can also get help with nutrition and receive counselling.

**Location:** At various medical centres across Canberra, contact to book an appointment.

**Contact:** (02) 5124 1787 between Monday–Friday, 8.30am–4.30pm

**Website:**

<https://www.canberrahealthservices.act.gov.au/services-and-clinics/services/womens-health-service>



## PERSONAL HYGIENE

### Share the Dignity Vending Machines

Share the Dignity provides free pads and tampons to women across the ACT. For a full list of locations across Canberra, visit [www.sharethedignity.org.au](http://www.sharethedignity.org.au).

### Orange Sky Canberra

Providing people experiencing homelessness or at risk of homelessness in the Canberra region with a free mobile laundry service.

**Location:** Dates, times and location vary

**Contact:** (07) 3067 5800

**Website:** <https://orangesky.org.au/locations/canberra>

### Early Morning Centre

The Early Morning Centre has showering, laundry, toilet and locker facilities available for use by people who are experiencing or at risk of homelessness. They also provide free haircuts thanks to Hair Aid. Opening hours for these facilities are from 9am–2pm on weekdays and 9am–1pm on weekends. Times and dates for haircuts can be located on their website.

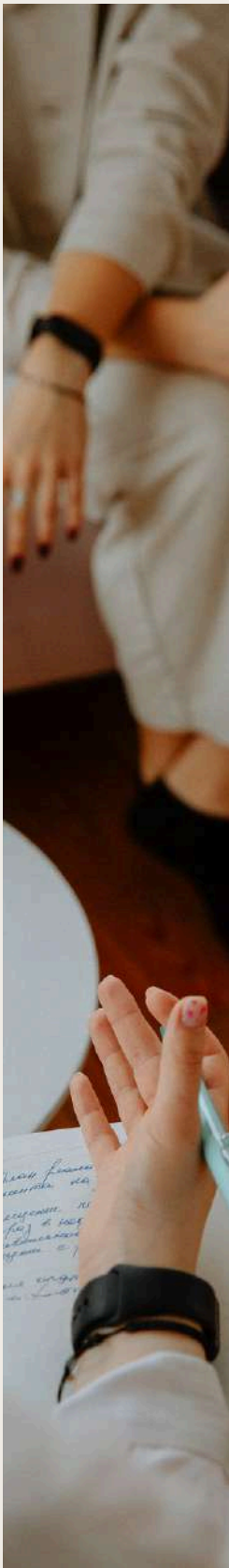
**Location:** Canberra City Uniting Church, 69 Northbourne Avenue, Canberra  
ACT 2601

**Contact:** (02) 6247 5041

**Website:** <https://www.emc.org.au>

### Free period products in ACT

Public schools, tertiary training centres, public libraries, and other ACT Government outlets and designated community service providers supply period products for free:  
<https://www.act.gov.au/community/women/free-period-products>



# ASSISTANCE WITH SUBSTANCE DEPENDENCY

**Located across Canberra are a number of specialist drug and alcohol withdrawal units who can provide you with support to safely withdraw from substances.**

## Toora Women

Toora Women offers specialist treatment services for women with drug and alcohol dependencies. Treatment options include residential, day and outreach programs as well as specialist alcohol and other drugs counselling.

**Contact:** Self-referrals for alcohol and other drug services can be made with Toora Women by calling (02) 6122 7000 or emailing [intake@toora.org.au](mailto:intake@toora.org.au).

**Website:** <https://www.toora.org.au>

## Canberra Health Services Withdrawal Unit

The Canberra Health Services Withdrawal Unit provides a secure and supportive environment for safe, medically supervised withdrawal from alcohol and other drugs. They provide inpatient service as well as an outpatient alcohol withdrawal program for clients meeting the criteria.

**Location:** Alcohol and Drug Services, Building 7, Canberra Hospital, Palmer Street, Garran ACT 2605

**Contact:** Alcohol and Drug Service Intake & Helpline on (02) 5124 9977 between Monday–Friday, 8am–5pm.

**Website:**

<https://www.canberrahealthservices.act.gov.au/services-and-clinics/services/withdrawal-unit>

## Karralika

Karralika provides the community with a range of alcohol and other drug services including a Day Program during school hours, counselling, and residential rehabilitation programs (including short stay, a program for families with children 0-12, and a program for singles and couples). Our home-based withdrawal and reduction service is available to people aged 14 years and over.

**Location:** Head Office Ground floor, 2 Napier Close, Deakin ACT 2600

**Contact:** 1800 152 772 or email [info@karralika.org.au](mailto:info@karralika.org.au)

**Website:** <https://karralika.org.au>

## The Salvation Army – Canberra Recovery Services – AOD Canberra

The Salvation Army Recovery Services seeks to bring hope, healing and wholeness to all people adversely affected by alcohol and other drugs, providing services and support to addicts, families and significant others whose lives have been affected by addiction.

**Location:** 5–13 Mildura Street, Fyshwick ACT 2609

**Contact:** (02) 6295 1256

**Website:** <https://www.salvationarmy.org.au/locations/australian-capital-territory/rcah/canberra-recovery-services-aod-canberra>

## Directions Health ACT – Arcadia House

Arcadia House has detox, residential and day program facilities to provide clients with the resources they need to successfully withdraw and abstain from alcohol and other drugs and to assist in developing positive life skills.

**Location:** Mary Potter Circuit, Bruce ACT 2617

**Contact:** (02) 6132 4800 or [reception@directionshealth.com](mailto:reception@directionshealth.com)

**Website:** <https://directionshealth.com/arcadia-house>

## Naloxone Overdose Response Workshop – Early Morning Centre

The Early Morning Centre hosts the Naloxone Overdose Response workshop, delivered by CAHMA. The workshop covers opioid overdose risk factors as well as how to spot an overdose. Attendees learn how to respond to an opioid overdose, including how to administer CPR and Naloxone. Attendees will leave with an OD reversal kit. Workshops are held from 2pm on the first Tuesday of the month, contact the Early Morning Centre for more information and to book.

**Location:** 69 Northbourne Avenue, Canberra City 2612

**Contact:** (02) 6247 5041

**Website:** <https://www.emc.org.au>



# LEGAL ASSISTANCE

**For women seeking legal assistance regarding family law matters, problems at work or discrimination and sexual harassment – contact the services below.**

## Women's Legal Centre

Women's Legal Centre provides free services and can assist with divorce and separation, arrangements for children and property following separation, domestic and family violence and more.

**Contact:** (02) 6257 4377, Monday–Friday, 9am–5pm

**Website:** <https://wlc.org.au>

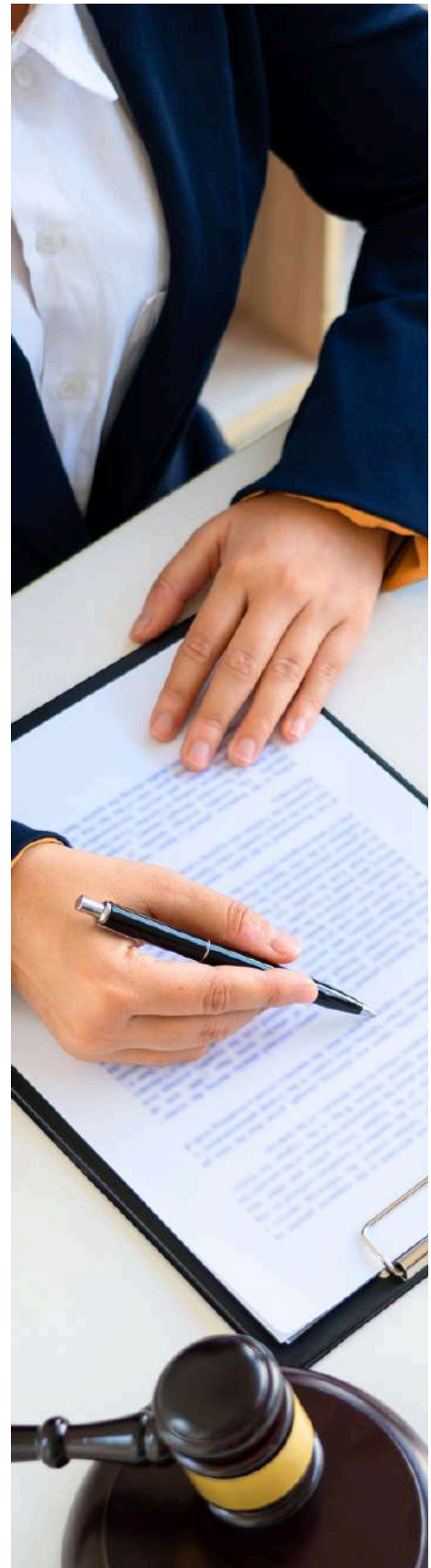
## Legal Aid ACT

Legal Aid ACT helps people in the ACT with their legal problems, especially people who are socially or economically disadvantaged. They can help in criminal law, family law and some civil law matters.

**Location:** 2 Allsop Street, Canberra City ACT 2601

**Contact:** (02) 6243 3411

**Website:** <https://www.legalaidact.org.au>





### Street Law

Street Law is a free and confidential outreach legal service that is a part of Canberra Community Law for people who are experiencing or at risk of homelessness. Street Law provides legal advice and casework assistance and connects clients with other services.

**Location:** Level 1, 21 Barry Drive, Turner ACT 2612

**Contact:** 1800 787 529

**Website:**

<https://canberracommunitylaw.org.au/our-legal-services/street-law>

### Aboriginal Legal Service (NSW/ACT)

If you are Aboriginal or Torres Strait Islander and need assistance with legal matters such as criminal charges, bail, child protection, family law, housing, fines and more.

**Location:** 17-21 University Ave, Canberra ACT 2601

**Contact:** (02) 6120 8800

**Website:** <https://www.alsnswact.org.au>



# FINANCIAL AID

**Whether you're needing immediate assistance or longer-term financial help, there are services available to assist you. Reach out to the services below to find out how they can help support your needs now and into the future.**

## Care

Care has been providing 0% interest loans in Canberra and the surrounding NSW area (within 100km radius) for over 30 years. If you are on a low to moderate income, you can borrow to purchase essential goods and services. They also have a specialist loan program for people who have experienced and left a domestic or family violence situation.

**Contact:** (02) 6257 1788 or [microfinance.admin@carefcs.org](mailto:microfinance.admin@carefcs.org)

**Website:** <https://www.carefcs.org>

## Centrelink

Centrelink provides a payment to people eligible for income support. For emergency relief, eligible persons may be able to receive crisis payments.

**Contact:** 132 850, Monday–Friday, 8am–5pm

**Website:** <https://www.servicesaustralia.gov.au/centrelink>

## The Salvation Army

Financial problems can affect anyone, anywhere, at any time. With debt building up, paying your rent or even buying food for your family can feel overwhelming. If you find yourself in a sudden crisis, the Salvation Army can listen and support you with immediate basic needs with its no interest loan scheme (NILS), financial counselling, and financial-skill-building program.

**Contact:** (02) 8775 7987

**Website:**

<https://www.salvationarmy.org.au/locations/australian-capital-territory>

## Anglicare NSW South | NSW West | ACT

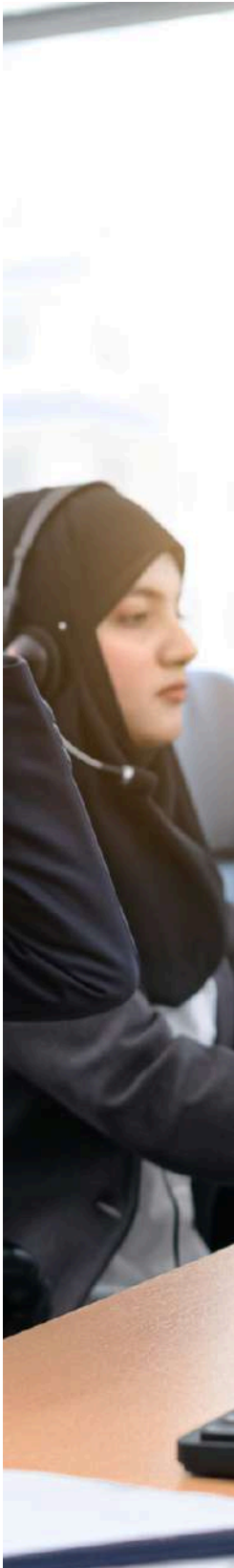
Anglicare are able to provide NILS loans to enable people experiencing financial hardship to buy household items such as appliances and furniture, or pay for essential services like dental, optical care or car registration.

**Contact:** 1800 644 556 or

[nilsadmin@anglicare.com.au](mailto:nilsadmin@anglicare.com.au)

**Website:** <https://www.anglicare.com.au>





# TRANSLATION & RELAY SERVICES

**If you need help with translating, interpretation or relay services, you can contact the following Australian Government organisations for assistance.**

## **Department of Home Affairs – National Translating and Interpreting Service (TIS National)**

TIS National is an interpreting service for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients. They can provide immediate phone interpreting, pre-booked phone interpreting, video remote interpreting and other services. The service is available 24/7 for any person or organisation in Australia who needs an interpreter.

**Contact:** 131 450

**Website:** <https://www.tisnational.gov.au>

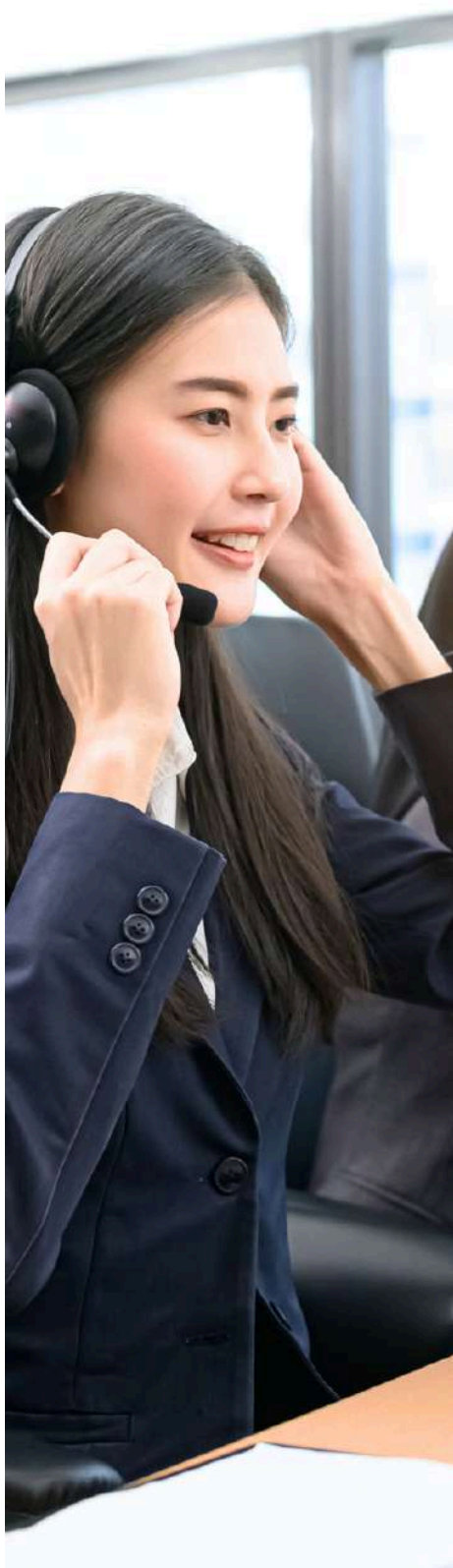
## **Department of Home Affairs – Free Translating Services (FTS)**

This service allows holders of certain types of visas to get up to 10 key personal documents translated for free. You have two years from the date your visa was granted to access the FTS.

**Contact:** 1800 962 100 or [fts@migrationtranslators.com.au](mailto:fts@migrationtranslators.com.au)

**Website:** <https://translating.homeaffairs.gov.au/en/about-this-service>





## Department of Infrastructure, Transport, Regional Development and the Arts – The National Relay Service (NRS)

The NRS can help you if you're d/Deaf or find it hard to hear or speak to hearing people on the phone. Specially trained Relay Officer will change voice to text and text to voice and change Auslan to English or English to Auslan. The NRS is free, confidential and available 24 hours a day.

**Contact:** 1800 555 660

**Website:** <https://www.accesshub.gov.au/about-the-nrs>

# LGBTQIA+ SPECIFIC SERVICES

**If you're looking for services that are LGBTQIA+ inclusive and focussed on community support through healthcare, education and general wellbeing, contact the following organisations.**

## **Meridian ACT**

Meridian is a health and social support community service that celebrates diversity and works to improve the health and wellbeing of their community members. Meridian offers a range of programs across the Canberra region including, HIV services, wellbeing services, sex worker outreach programs and safer sex, drugs & alcohol programs.

**Location:** Havelock House, 85 Northbourne Ave, Turner ACT 2612

**Contact:** (02) 6257 2855 or [contact@meridianact.org.au](mailto:contact@meridianact.org.au)

**Website:** <https://www.meridianact.org.au>

## **A Gender Agenda**

A Gender Agenda (AGA) works with the intersex, trans and gender diverse community. This includes intersex people, transgender people, gender diverse and non-binary people and other gender non-conforming people. They host regular events and you can view a full schedule at [genderrights.org.au](http://genderrights.org.au).

**Contact:** (02) 6162 1924 or  
[genderpathways@genderrights.org.au](mailto:genderpathways@genderrights.org.au)

**Website:** <https://genderrights.org.au>



# NDIS ASSISTANCE



The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life. The NDIS also connects anyone with disability to services in their community.

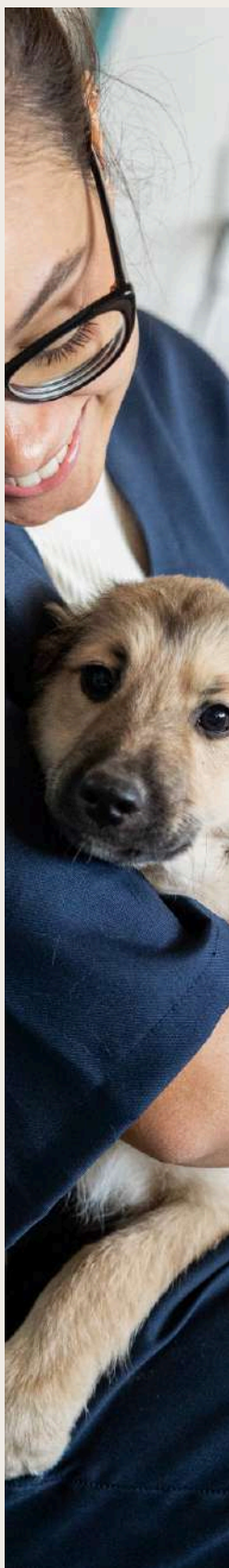
This includes connections to doctors, community groups, sporting clubs, support groups, libraries and schools, as well as providing information about what support is provided by each state and territory government.

Types of supports funded by NDIS may include:

- daily personal activities
- transport to enable participation in community, social, economic and daily life activities
- workplace help to allow a participant to successfully get or keep employment in the open or supported labour market
- therapeutic supports including behaviour support
- help with household tasks to allow the participant to maintain their home environment
- help to a participant by skilled personnel in aids or equipment assessment, set up and training
- home modification design and construction
- mobility equipment, and
- vehicle modifications

For more information on NDIS services call 1800 800 110 or alternatively, email [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au).

You can also visit the NDIS website for information on eligibility criteria and how to apply: [www.ndis.gov.au](http://www.ndis.gov.au).



# VETERINARY CLINICS

**Whether you have a dog, cat, rabbit, bird or other animal that requires veterinary checks, food or medication, there are clinics in Canberra that can provide care for your animal friend at low or no cost.**

## Canberra Pet Rescue

Canberra Pet Rescue can provide donations of food and items to help animals in need. You do not need a government issued card or low income to be eligible for support, their aim is to help everyone who needs it for a one off donation and prevent the needless suffering or surrender of animals due to financial disadvantage.

**Contact:** 0492 804 196 or [canberrapetrescue@gmail.com](mailto:canberrapetrescue@gmail.com)

**Website:** <https://www.canberrapetrescue.org.au>

## Early Morning Centre – Pets in the Park vet clinic

Pets in the Park Canberra provide free vet services for pets belonging to people who are experiencing homelessness. The team of volunteers hold a monthly vet clinic at the Early Morning Centre. Services offered include health checks, vaccinations, flea and worming treatments.

**Location:** 69 Northbourne Ave, Canberra City ACT 2600. Clinics are scheduled on the third Sunday of every month from 2pm–4pm

**Contact:** (02) 6247 5041 or [canberra@petsinthepark.org.au](mailto:canberra@petsinthepark.org.au)

**Website:** <https://www.emc.org.au/pets-in-the-park>



### ACT Pet Crisis Support – Tiny Vet Clinic

The Tiny Vet Clinic run by ACT Pet Crisis Support is a mobile vet clinic, bringing veterinary services to pet owners who are having trouble accessing veterinary care due to lack of transport or funds. The clinics run at various locations around Canberra. For upcoming dates and locations, visit [www.actpetcrisis.com](http://www.actpetcrisis.com).

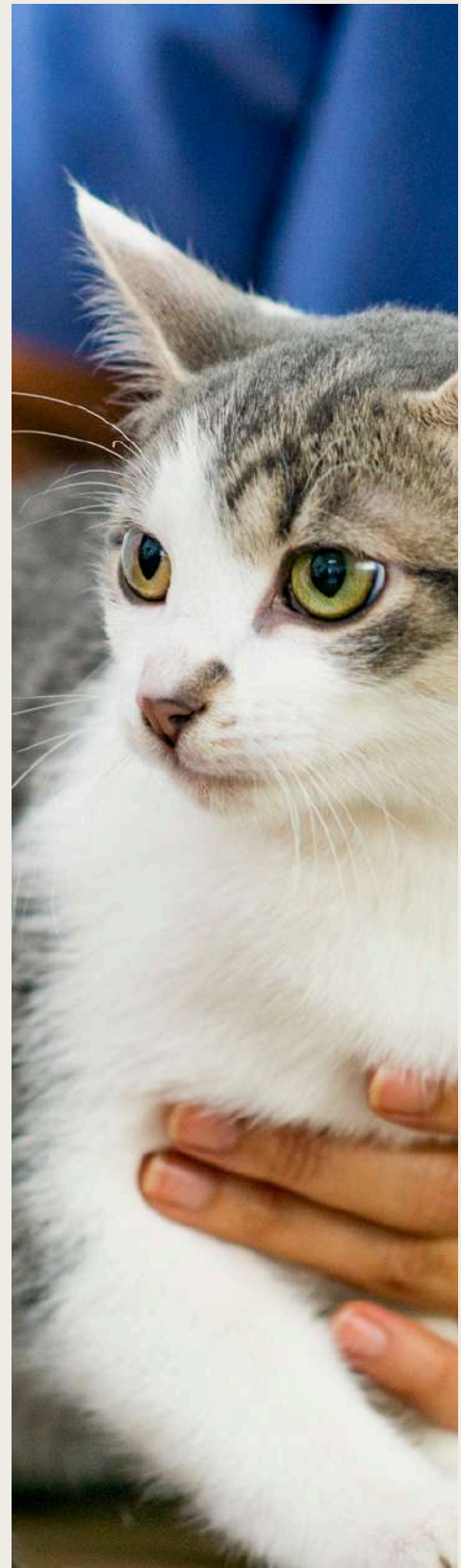
**Contact:** [actpetcrisis@gmail.com](mailto:actpetcrisis@gmail.com)

### ACT Pet Crisis Support

ACT Pet Crisis Support can assist pet owners to get veterinary care for their animals. If you are a pet owner, your first step is to visit a vet clinic. Any vet clinic can apply for help from ACT Pet Crisis Support on your behalf if you have no other way to pay for urgent care for your pet. Some examples of conditions that ACT Pet Crisis Support can assist with include fracture repair, bite wounds, toxicity treatment and foreign body obstructions.

**Contact:** [actpetcrisis@gmail.com](mailto:actpetcrisis@gmail.com)

**Website:** <https://www.actpetcrisis.com>





## Rainbow Paws

### The Snip-Snip Program

The Snip-Snip Program provides subsidised desexing for companion animals in the ACT and surrounding region. The program is available to concession card holders. The applicant must also be the registered owner for the pet. This program is subsidised only. All clients will be required to pay a small proportion of any costs incurred.

### Street Support Program

Rainbow Paws deliver dog and cat food to various community centres, shelters and kitchens around Canberra and Queanbeyan. A comprehensive list of shelters across the Canberra region that you can visit for dog or cat food is available on the Rainbow Paws website.

**Contact:** [info@rainbowpaws.org](mailto:info@rainbowpaws.org)

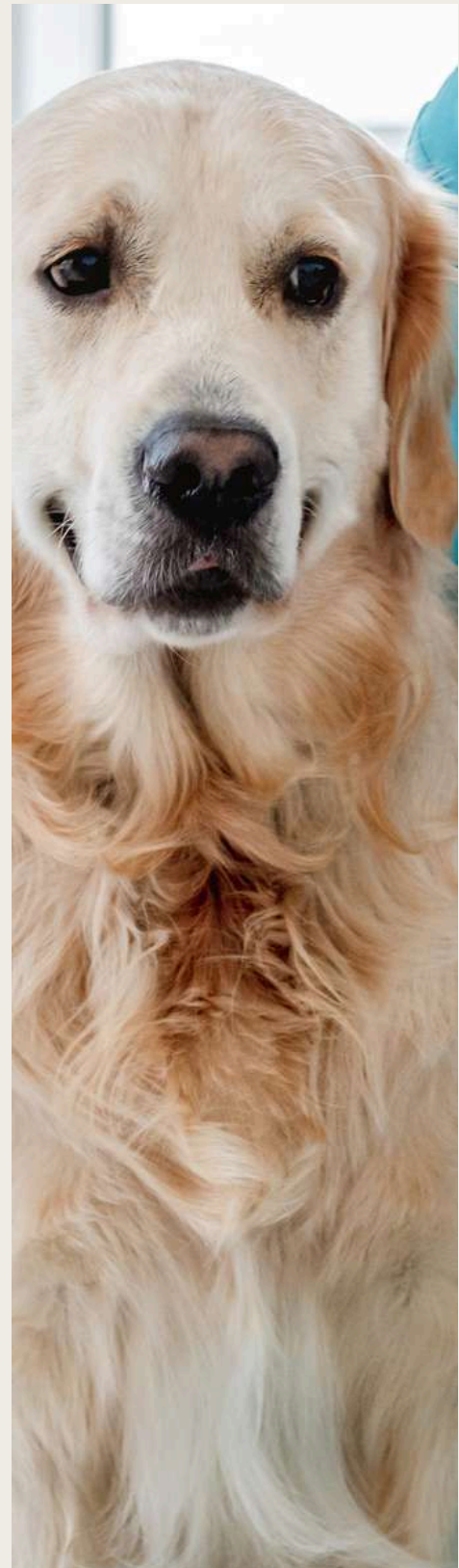
**Website:** <https://www.rainbowpaws.org>

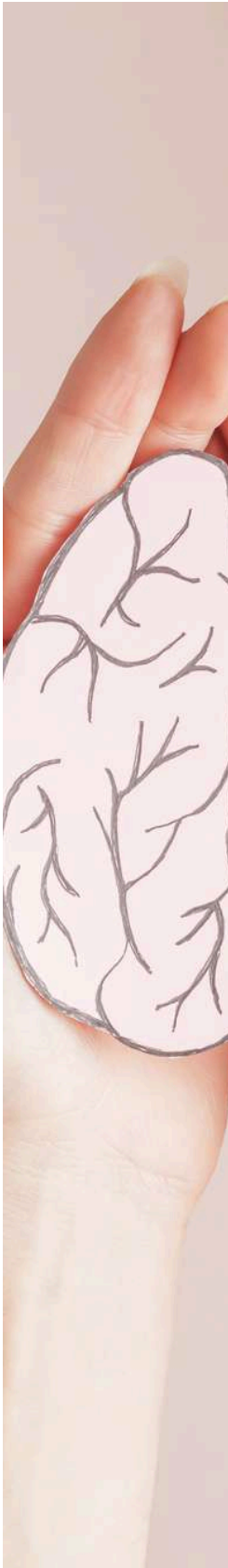
## RSPCA ACT

ACT Pet Crisis Support has a subsidised and discounted dentistry service with the RSPCA at Weston. This arrangement is a way to help meet the needs of the low income, pet-owning community for urgent dentistry. Pet owners can access the service if they are declined VetPay and are on a Centrelink payment.

**Contact:** [actpetcrisis@gmail.com](mailto:actpetcrisis@gmail.com)

**Website:** <https://rspca-act.org.au>





# MENTAL HEALTH SUPPORT

Everyone deserves the right to access mental health support when they need it. We have included a list of emergency lines and general mental health support service located in the Canberra region for you to reach out to.

## 24/7 CRISIS LINES

### Emergency 000

If you or someone you are with is in immediate danger, call 000.

### Lifeline

24/7 crisis support for people feeling overwhelmed or having difficulty coping or staying safe.

**Call:** 13 11 14

**Text:** 0477 13 11 14

**Website:** <https://www.lifeline.org.au>

### Beyond Blue

Talk to a trained mental health professional any time of the day or night. Calls are confidential. They will listen, provide information and advice and point you in the right direction to seek further support.

**Call:** 1300 224 636

**Website:** <https://www.beyondblue.org.au>

### Suicide Call Back Service

National services that provide free 24/7 phone, video and online professional counselling to people who are affected by suicide.

**Call:** 1300 659 467

**Website:** <https://www.suicidecallbackservice.org.au>

### Access Mental Health

Access Mental Health provide information, recommendations, and/or refer you for further mental health support.

**Call:** 1800 629 354

**Website:** <https://www.canberrahealthservices.act.gov.au/services-and-clinics/services/access-mental-health>

## CANBERRA REGION MENTAL HEALTH SUPPORT SERVICES

### Toora Women

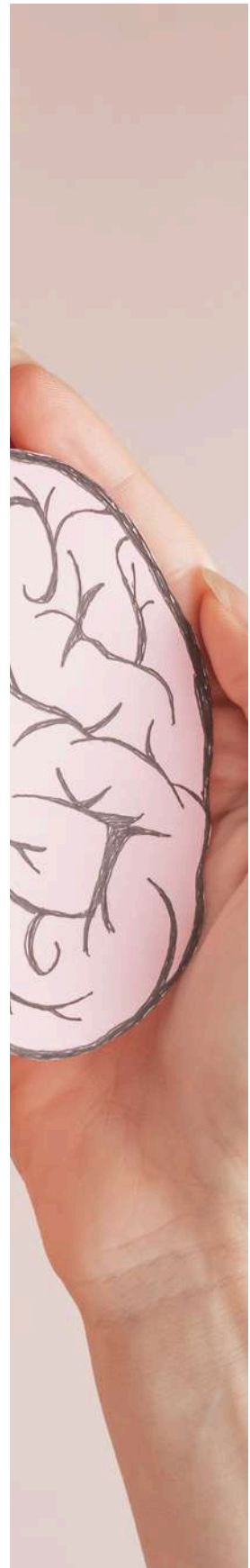
Toora Women provides counselling services for women in the ACT impacted by domestic, family and sexual violence, homelessness, mental health issues or time in the ACT corrections system. Self-referrals are welcome and counselling packages up to 12 weeks are free.

Toora also runs groups for:

- **Circle of Security Parenting** – an intervention program designed to improve the developmental pathway of children and their parents.
- **Healing from Trauma** – a program designed to help you begin healing from the effects of trauma, particularly violence and other abuse.
- **Dialectical Behaviour Therapy (DBT)** – a type of cognitive behaviour therapy or talking therapy for people having difficulties controlling their emotions.

**Contact:** (02) 6122 7000 or [intake@toora.org.au](mailto:intake@toora.org.au)

**Website:** <https://www.toora.org.au>





### Canberra Health Services – Adult Mental Health Unit (AMHU)

There are five adult mental health inpatient units located across Canberra, providing a safe and supportive environment if you are receiving care for a severe mental illness or disorder.

**Contact:** (02) 6174 5454

**Website:**

<https://www.canberrahealthservices.act.gov.au/services-and-clinics/services/adult-inpatient-mental-health-units>

### Canberra Health Services – Step Up Step Down Program

Step Up Step Down Program is a residential mental health program that aims to prevent relapse and to help people recovering from an acute episode of mental illness. This is not a self-referral service, please contact your mental health team for a referral. This program is free, however you are required to supply your own food and medication.

**Location:** Lyneham and Garran – specific locations are provided once your referral is accepted.

**Contact:** SUSD-South@act.gov.au

**Website:**

<https://www.canberrahealthservices.act.gov.au/services-and-clinics/services/adult-step-up-step-down-program>

### Headspace Canberra

Headspace Canberra is a free mental health service for young people aged 12-25. Headspace offers support services in mental health, sexual health, work & study as well as alcohol & other drugs.

**Location:** Unit 1, 1-3 Torrens Street, Braddon ACT 2612

**Contact:** (02) 6113 5700 or email [hcinfo@gph.org.au](mailto:hcinfo@gph.org.au)

**Website:** <https://headspace.org.au/headspace-centres/headspace-canberra>

### Safe Haven Belconnen

Safe Haven Belconnen provides a free safe, welcoming and non-clinical space for people experiencing suicidal thoughts as another option to the local hospital emergency department. Safe Haven offers people in distress an opportunity for connection and support from peer workers. No appointment is needed.

**Location:** 56 Lathlain Street, Belconnen (Tuesday–Saturday, 3pm–10pm)

**Contact:** hello@stride.com.au or 0421 154 147

### St Vincent de Paul Society – Compeer Friendship Program

Compeer is a program that links adults living with a mental health challenge with friendship from a volunteer. The aim of the program is to reduce social isolation, experience social and emotional connections and combat the stigma attached to mental health. Compeer participants meet for a minimum of four hours per month for 12 months.

**Contact:** compeer.cg@vinnies.org.au or (02) 6234 7309

**Website:** <https://www.vinnies.org.au/act-surrounds/find-help/mental-health-support-act-surrounds/compeer-friendship-program>

### St Vincent de Paul Society – Community Inclusion Program

The Community Inclusion Program aims to increase the independence, social and community inclusion of people with a psycho-social disability. The program helps with advocacy, case management, community access, onsite activities and much more.

**Contact:** 13 18 12

**Website:** <https://www.vinnies.org.au/act-surrounds/find-help/mental-health-support-act-surrounds/community-inclusion-program>

### Woden Community Service – The Way Back Support Service

The Way Back Support Service is available to support people in the first few months following a suicide attempt. Talk to your treating professional if you would like to be referred to The Way Back.

**Contact:** 1800 929 222

**Website:** <https://www.wcs.org.au/services/mental-health/the-way-back-support-service>



# ACCESSING TECHNOLOGY

In a world that's heavily focused on technology, it's important to be able to access computers, the internet and other devices to book appointments and keep in contact with your network. The following organisations provide access to technological devices to keep you connected.

## Toora Women – DV Safe Phone provider

Toora Women is an authorised distributor for DV Safe Phone – a charity that provides people impacted by domestic violence with new phones and sim cards to be able to keep in contact with their network at no charge.

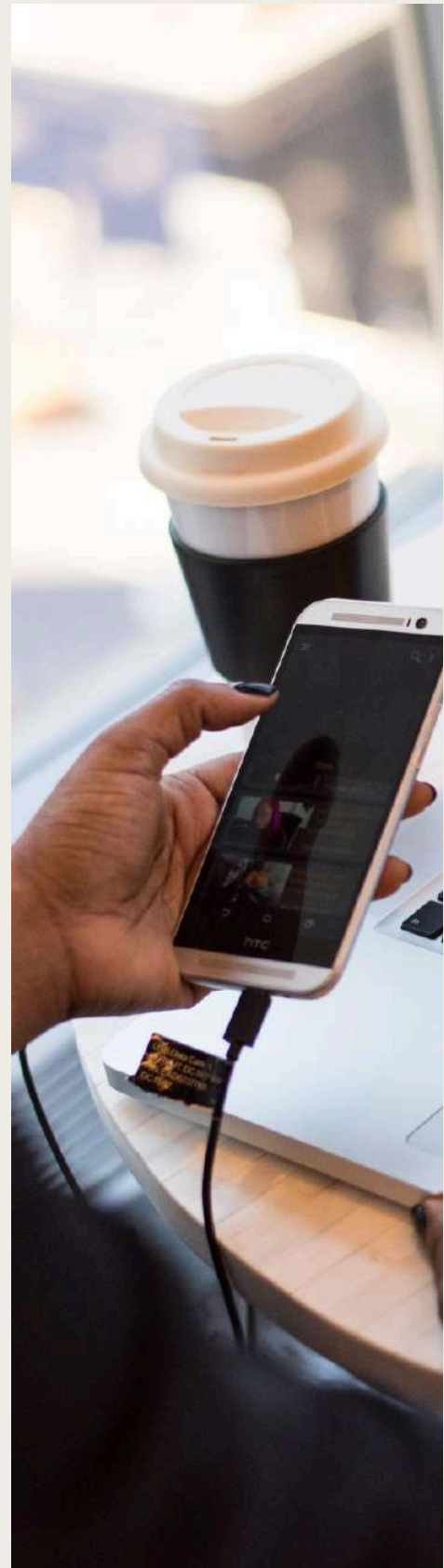
**Contact:** (02) 6122 7000 or  
tooraadmin@toora.org.au

**Website:** <https://www.toora.org.au>

## ACT public libraries

Canberrans have access to nine public libraries and the ACT Heritage Library across the city, which offer free access to internet, Wi-Fi and devices to connect with your network.

**Website:** <https://www.library.act.gov.au>





## Canberra City Care – Tech Shed

The Tech Shed is a technology access program providing affordable computers for pensioners, disability clients, education, students and charities. They provide low-cost laptops, computers, mice, keyboards, power adaptors and more.

**Location:** 20 Cartwright Street, Charnwood ACT 2615 (Wednesday–Friday, 10am–3pm)

**Contact:** (02) 6196 8630 or email [manager@canberracitycare.org](mailto:manager@canberracitycare.org)

**Website:** <https://canberracitycare.org/tech-shed>

## CBRfree

CBRfree is Canberra’s free public Wi-Fi network that provides users access to up to 1GB per day over fast broadband connections at specific locations. CBRfree is available around the town centres of Belconnen, Gungahlin, Tuggeranong, Civic and Woden as well as at other group shopping centres across Canberra.

**Website:** <https://www.act.gov.au/living-in-the-act/free-public-wi-fi-in-the-act>

## Council of the Aging (COTA) ACT – Get IT Digital Support

COTA ACT runs free digital learning sessions to assist seniors to get in touch and stay connected with their community. The sessions cover things like understanding how to download apps and use QR codes, filling in online applications, accessing websites, video calls, photo libraries and more.

**Contact:** (02) 6282 3777 or email [contact@cotaact.org.au](mailto:contact@cotaact.org.au)

**Website:** <https://cotaact.org.au/services/get-it-digital-support>

## Volunteering ACT – Community Info Hub

The Community Info Hub has three computers that are available for use by visitors. The computers are connected to the internet and visitors may print up to 20 sides of content (can be increased at the discretion of staff). One computer also has Word and Excel with voice to text transcription available. Visitors may also make up to five free phone calls per day. This limit can be increased at the discretion of staff, i.e. in a crisis situation.

**Location:** Ground floor, Griffin Centre, 20 Genge Street, Canberra ACT 2601

**Opening hours:** Monday–Friday, 10am–4pm except for public holidays and between Christmas and New Year.

**Contact:** (02) 6248 7988 or email [info@volunteeringact.org.au](mailto:info@volunteeringact.org.au)

**Website:** <https://www.volunteeringact.org.au/services/community-info-hub>

# EMPLOYMENT

**Everyone deserves the right to access meaningful employment and for many, work is much more than just a job, it's also an opportunity to build social connections and gain a sense of independence. If you are struggling to secure employment, the following resources may be worth reaching out to.**

## **ACT Government – Work Experience and Support Program (WESP)**

The WESP helps culturally and linguistically diverse Canberrans who have had difficulty gaining meaningful employment in the last two years. As a WESP participant you will build your skills and knowledge about ACT government operations and Australian workplaces. You will also improve your job seeking confidence and competitiveness, and can build a network of peers and contacts within the ACT public service.

**Contact:** (02) 6205 5168 or [oma@act.gov.au](mailto:oma@act.gov.au)

**Website:** <https://www.act.gov.au/work-with-act-government/work-experience-and-support>



### APM Employment Services Canberra

If you're living with an injury, illness or disability and eager to find or stay in employment, APM can help you. They help thousands of people get to work every year through Disability Employment Services and job active programs.

**Location:** Ground Suite 01, 10 Rudd Street, Canberra ACT 2601

**Contact:** (02) 6249 7749 or  
canberra.es@apm.net.au

**Website:** <https://apm.net.au/find-us/canberra-es>

### The Salvation Army – Employment Plus

Employment Plus is a member of The Salvation Army network providing job seekers with specialised training and a range of support services, to help them secure meaningful employment.

**Contact:** 136 123

**Website:** <https://www.employmentplus.com.au>





# TRANSPORT

**There are low-cost or free transportation options to take you to appointments, meetings and events.**

## Capital Region Community Services

Community Transport support is for people who are ageing, recovering from a medical episode or for people 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.

**Contact:** (02) 6264 0200 or [contact@crcs.com.au](mailto:contact@crcs.com.au)

**Website:** <https://crcs.com.au/programs-and-services/community-transport>

## Communities at Work

Communities at Work has a community minibus service is for people and community groups who are isolated through limited transport options. These vehicles are accessible for people with mobility challenges. Fees for this service vary.

**Contact:** (02) 6293 6500 or (02) 6126 9090

**Website:** <https://www.commsatwork.org/services/community/support-services>

## Community Services #1

Community Services #1 runs a community bus service for members of the community who are socially isolated through lack of transport options. The bus operates between Monday–Friday, 9.30am–3pm.

**Contact:** 1800 960 938

**Website:** <https://communityservices1.org/community-transport-get-out-and-moving>



# CLOTHING

**Being able to access clothing is important, whether its for everyday wear, maternity clothes, job interview attire or for a special occasion. There are several services located across Canberra that provide free and low-cost clothing.**

## Communities at Work

Need clothes for a job interview, funeral, court, or another important event and can't afford them? The Communities at Work clothing program can help. Access to their free clothing program is by appointment only.

**Contact:** (02) 6293 6500

**Website:** <https://www.commsatwork.org/services/community/clothing-support>

## Early Morning Centre

Guests of the Early Morning Centre can access free clothes from the Mobilise clothing stall, dates and times vary.

**Location:** 69 Northbourne Avenue, Canberra City ACT 2600

**Contact:** (02) 6247 5041 or [emcadmin@canberracityuca.org.au](mailto:emcadmin@canberracityuca.org.au)

**Website:** <https://www.emc.org.au/clothing-stall>

## St Vincent de Paul Society – Thread Together Clothing Hub

The Vinnies Thread Together Clothing Hub provides new clothing to people who are doing it tough in the ACT and surrounds. To access the program a person needs to be assessed and referred by a community partner.

**Contact:** 13 18 12

**Website:** <https://www.vinnies.org.au/act-surrounds/find-help/food-housing-clothing-act-surrounds/thread-together-clothing-hub>

# WAY HOME

Canberra women's support services

## REACH US



[www.toora.org.au](http://www.toora.org.au)



(02) 6122 7000



[communications@toora.org.au](mailto:communications@toora.org.au)

