

# USEFUL CONTACTS



Below are the contact details for a range of agencies that might be helpful

## Canberra Living Conditions Network

<http://www.clcn.org.au/>  
[info@clcn.org.au](mailto:info@clcn.org.au)

The Canberra Living Conditions Network consists of managers and workers from community and government agencies, and private enterprise, who provide services to individuals and families living in squalor and hoarding situations.

## Emergency Contacts

### Emergencies

In a life threatening emergency, at any time, day or night, dial Emergency Triple Zero (000) for Police, Fire or Ambulance.

**ACT State Emergency Service:** [esa.act.gov.au/actses](http://esa.act.gov.au/actses) **132 500**

Emergency help during flood or storms:

**Crisis Assessment and Treatment Team (CATT) 1800 629 354** (24 hour service) or **6205 1065**.

Provides a 24-hour, seven day a week service used for assessment and treatment of mentally ill people in crisis situations. Call the CATT Mental Health Triage Service on

**Lifeline:** [www.act.lifeline.org.au](http://www.act.lifeline.org.au) **13 11 14**

Lifeline is non-judgmental, informative and immediately accessible, where you will be listened to by a trained telephone counselor. It is CONFIDENTIAL.

**Health Protection:** <http://www.health.act.gov.au/public-information/public-health/health-protection-service> **6205 1700**

The Health Protection Service works to protect the health of the ACT community by: Preventing public health incidents and responding to them when they occur, providing public health advice, Monitoring and enforcing public health regulations.

## Emergency Accommodation

**Onelink:** [onelink.org.au](http://onelink.org.au) **1800 176 468**

First Point is a free phone service for Canberrans who are homeless or at risk of homelessness to find services that meet their needs. It is the single and only access point for Canberrans to find support in the homelessness system. First Point operates Monday – Friday from 9am – 5pm.

## General Information and Directories

**ACT Assistance website:** [www.assistance.act.gov.au](http://www.assistance.act.gov.au)

Information and advice for people on low incomes, including Housing, Transport, Food, Education/Training, Utilities, Health, Legal, Money, Support and Fees & Fines.

**Contact Canberra:** [www.contactcanberra.org.au](http://www.contactcanberra.org.au) **6248 7988**

Information on range of community resources, including the following guides on free meals, crisis and supported accommodation, short stay low cost accommodation, emergency relief providers, and legal services. Call or visit Room G02, Ground Floor, New Griffin Centre, Genge St, Canberra City.

## Legal or Tenancy Advice

**Tenants Union:** [www.tenantsact.org.au](http://www.tenantsact.org.au)

The Tenants' Union provides legal advice on tenancy and occupancy issues for private, public and community housing tenants, as well as boarders and lodgers, people living in student accommodation, caravan parks and emergency accommodation. Their website includes factsheets on many common topics.

**Tenants Advice Service:** To request advice, leave your full name, a reliable phone number, and a brief description of your problem on **6247 2011** between 10.00 and 11:30 on weekday mornings. We will return your call during business hours. If you have difficulty taking calls at certain times, please say this in your message. If your matter is urgent, please let us know.

**Canberra Community Law:** [www.canberracommunitylaw.org](http://www.canberracommunitylaw.org) **6218 7977** or **Free call 1800 445 665**.

Canberra Community Law (formerly Welfare Rights and Legal Centre) is a community legal Centre providing legal services to people on low incomes or facing other disadvantage in Canberra and its region.

The **Tenancy and Social Security Law Advice Line** is open from 9.30am to 1pm, Monday, Tuesday, Thursday and Friday.

**Housing and Community Services ACT:** [www.communityservices.act.gov.au/hcs](http://www.communityservices.act.gov.au/hcs) **133 427**

Housing ACT is a division of the ACT Government Community Services Directorate, responsible for the provision of social housing and community services.

For Housing ACT **maintenance** issues call **6207 1500** (24 hours, 7 days a week) or SMS **0438 100 500**.

**ACT Civil and Administrative Tribunal (ACAT):** [www.acat.act.gov.au](http://www.acat.act.gov.au) **6207 1740**.

ACAT is an independent body that has exclusive jurisdiction to hear and determine all matters arising from private and public residential tenancy and occupancy agreements under the Residential Tenancies Act 1997. The ACAT website includes all the forms that may be needed in ACAT matters.

**Supportive Tenancy Service:** [www.wcs.org.au/community/support/tenancy-service](http://www.wcs.org.au/community/support/tenancy-service)

The Supportive Tenancy Service provides flexible support to sustain tenancies at risk, including: providing information, making connections to other services (including specialized legal and financial advice), facilitating changes to sustain a tenancy, negotiating with landlords, and advocating with other parties.

### **Assistance with Care and Housing for the Aged (ACHA)**

ACHA aims to assist financially disadvantaged older people to meet their accommodation and support needs, enabling them to remain living in the community.

There are three programs in the ACT: Woden Community Service (Woden, Weston, and Tuggeranong): **6234 6838**. Northside Community Service (Inner North, Belconnen): **6162 2904** and Southside Community Service (Inner South): **6126 4700**.

## **Other Legal Services**

**Legal Aid ACT:** [www.legalaidact.org.au](http://www.legalaidact.org.au) **1300 654 314**.

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.

**Street Law:** [www.streetlaw.org.au](http://www.streetlaw.org.au) **6218 7995**.

Street Law will assist people who are homeless or at risk of becoming homeless by providing legal help and connecting to other services.

**Night Time Legal Service:** [www.welfarerightsact.org/category.php?id=29](http://www.welfarerightsact.org/category.php?id=29) **6218 7999**

The Night Time Legal Service provides one-off advice on any legal issue (except migration law) Tuesdays from 6-8pm. Phone or drop by Welfare Rights and Legal Centre, 1<sup>st</sup> floor, 21 Barry Drive, Turner.

**Women's Legal Centre:** <http://womenslegalact.org/> **6257 4499**

The Women's Legal Centre is a community legal Centre. We provide legal assistance to women who would otherwise go without. Our main areas of practice are family law, victims of crime, employment and discrimination.

## **Emergency Relief**

**Christians against Poverty:** [www.capaust.org](http://www.capaust.org) **1300 227 000**

Free debt management, training and ongoing support – will come to visit you.

**Salvation Army** – **1300 371 288** (9am-5pm Mon to Fri)

Provides crisis assistance and emergency relief, to meet immediate material needs while assisting with any underlying issues. This phone number will connect you with the Emergency Relief assessment team, who will be able to refer to local Salvos Connect community centers for support.

### **St Vincent De Paul Society – 6282 2722**

Visits and assists those in need in their own homes. Assistance ranges from friendship to moral/material support. Vinnies is a network of centers that provide free clothing, furniture and other household items to families and people in need.

### **Little Pantry – 6282 2644**

Emergency Food Relief '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. When: Thursdays 9.30am-1.00pm (or any weekday for emergency packs) Where: Woden Community Service, 26 Corinna Street Woden

## **Community Services and Support**

### **Woden Community Services: <http://www.wcs.org.au/> 6282 2644**

Services include Disability, Mental Health, Housing Support, seniors, Youth Engagement, Children and Family Support and Services, Community Development and Little Pantry Food Relief.

### **Northside Community Services – <http://northside.asn.au/> 6257 5993**

Services include Community Transport, In Home support, Social Inclusion, Housing Support, Majura Men's Shed, Youth Engagement and children's services.

### **Communities @ Work: <https://commsatwork.org/> 6293 6500**

Services include Disability, Mental Health, Housing Support, Seniors, Youth Engagement, Children and Family Services, The Essentials food relief, Community Transport, Social Inclusion and Galilee School.

### **Belconnen Community Services – <http://www.bcsact.com.au/> 6264 0200**

Services include Disability, Mental Health, Housing Support, Children and Family Support and Services, Community Transport, Social Inclusion

## **Other Support Services**

### **Migrant and Refugee Settlement Services (MARSS): [www.marss.org.au](http://www.marss.org.au) 6248 8577.**

MARSS provides settlement and related services for migrants, refugees and humanitarian entrants.

### **DIRECTIONS ACT: [www.directionsact.com](http://www.directionsact.com) 6122 8000**

Strives to reduce the harms associated with alcohol, tobacco and other drug use by the provision of information and education, clean injecting equipment, practical health interventions, counselling, referral, support, detoxification and rehabilitation services.

### **Domestic Violence Crisis Service (DVCS): [www.dvcs.org.au](http://www.dvcs.org.au) 6280 0900.**

Provides a range of crisis intervention services to all people affected by domestic violence including daily **24 hour** direct crisis intervention and crisis telephone support services, court advocacy, access to safe accommodation, support for family and friends and community education programs.

**Conflict Resolution Service:** [www.crs.org.au](http://www.crs.org.au) **6162 4050.**

Provides services to prevent manage and resolve conflict disputes. Services include mediation, conflict coaching, facilitation, information and referral. Dispute range includes but not limits to Family Law (parenting and property), workplace, neighbourhood, family, business/contracts, guardianship, wills/estates, body corporate and clubs/associations etc.

**Relationships Australia:** [www.racr.relationships.org.au](http://www.racr.relationships.org.au) **6122 7100**

Offers relationship support services such as counselling, mediation and relationship education to individuals, couples, families and communities.

**Winnunga Nimmityjah Aboriginal Health Service:** [www.winnunga.org.au](http://www.winnunga.org.au) **6284 6222.**

An Aboriginal community controlled primary health care service that aims to provide a culturally safe, holistic health care service for the Aboriginal and Torres Strait Islander people of the ACT and surrounding regions. This includes not only medical care, but a range of programs to promote good health and healthy lifestyles.

**Contact Canberra can provide information on additional sources of emergency relief and support services - [www.contactcanberra.org.au](http://www.contactcanberra.org.au)**