

EMERGENCY AID - Food, Material and Financial Support - October to Feb 2024/2025

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
All Saints Belmore	Corner Isabel and Cecilia Streets, Belmore NSW 2192 Tel: 0451 936 868/9789 1659 Email Chris: constantichris@optusnet.com.au	Food hampers	Pick up Wednesdays 9:00am – 10:30am Church Hall driveway on Cecilia Street 1 bag/person	Free	None
Prosper Project Australia- Campsie Sydney Help Hub	34 North Parade Campsie NSW 2194 email: mail@prosperprojectaustralia.org or apply on their website: https://prosperprojectaustralia.org/welfare/	Food, clothing, and financial assistance. Food van (hot food from Bill Crews/Exodus Foundation)	Mon, Wed, Thu between 10am and 2pm The food van is on North Parade, Campsie on Thursdays 11:15am – 11:45am	Free	Individuals & families experiencing disadvantage.
Muslim Women's Association	47 Wangee Road Lakemba NSW 2195 Tel: 9750 6916 info@mwa.org.au	Fresh Bread and Frozen food (limited supply each week)	Please call to check availability and make an appointment. Days and times varies.	Free	Anyone experiencing disadvantage but a quick assessment will take place when arriving.

Canterbury/Bankstown Emergency Relief Directory



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Metro Assist	<p>Campsie Level 2/59-63 Evaline St, Campsie Tel: 9789 3744</p> <p>Bankstown 62 Meredith St, Tel: 8709 0200</p>	Food vouchers, Opal cards, chemist bill payments, and EAPA (Energy Accounts Payment Assistance) vouchers. Financial Counselling and Tenancy Advice	Please call to discuss eligibility and to book an appointment.	Free	Must bring proof of ID, receipts/proof of spending, recent Centrelink statement and copies of bills.
<p>Metro Assist "Love & Hope" Walk-in</p> <p>Lakemba Hub & Burwood Hub</p>	<p>Senior Citizens' Centre Meeting Room 2, 62 The Boulevard, Lakemba</p> <p>Burwood library 2 Conder St, Burwood</p>	Can help with: Legal support, housing/emergency accommodation, financial assistance, employment support, driving programs	<p>Lakemba: Fortnightly Thursdays From 10th Oct 10am – 1pm</p> <p>Burwood: Fortnightly Tuesdays From 1 Oct 10am – 1pm</p>	Free	<p>Anyone who is experiencing/has experienced domestic/family violence</p> <p>No referrals necessary</p>
Lebanese Muslim Association (LMA)	<p>71-75 Wangee Rd, Lakemba Phone: 9750 6833 Or email: info@lma.org.au</p>	<p>Food bank Thursdays: 10am – 2pm</p> <p>EAPA vouchers (gas and electricity) Water bills</p>	<p>Food Bank Thu: 10am-2pm No need to call, just turn up. EAPA Vouchers and Water bills Call or email first</p>	Free	Available to families and individuals who are experiencing disadvantage.
<p>National Zakat Foundation</p> <p>7/64 Gillies St, Lakemba</p>	<p>More information on their website: www.nzf.org.au/apply</p> <p>or call 1300 663 729</p>	Bill help (Rent, Gas, Electrical, Water etc.), Food vouchers	Apply online, They will reply to your application and schedule an appointment.	Free	Provide proof of ID, Centrelink /bank statements/ copies of bills.

Canterbury/Bankstown Emergency Relief Directory



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<p>Bill Crews/Exodus Foundation</p> <p>180 Liverpool Rd, Ashfield</p>	<p>02 8752 4600 or 02 8752 4602 (to book an appointment with the doctor and/or community nurse.) 9am – 3pm Or email info@billcrews.org Website https://www.billcrews.org/crisis-help/</p>	<p>Food van – parked at 75 Haldon St, Lakemba Help you apply for emergency accommodation, housing, and Centrelink, clothing/toiletries/foodparcels Free laundry/showers, Community Nurse and Doctor in Ashfield</p>	<p>Breakfast: Mon/Thu/Sat 8:30am-9am Lunch in Lakemba: Tue/Fri 11:30am-12:45pm Lunch in Campsie: Thu 11:30-12:45 34 North Pde</p>	Free	<p>Individuals and families experiencing financial distress.</p> <p>Call or email to avoid disappointment, as there are potential waiting lists</p>
<p>Riverwood Community Centre</p>	<p>151 Belmore Road North Riverwood NSW 2210 t: 02 9533 0100</p>	<p>Food Hampers (pensioners) Mon 10:30am Hot Meal Bread Wednesdays 11am</p>	<p>Call first – to avoid disappointment. Hot Meals: Mon 5:00pm – 5:30pm Bread Wed 11am</p>	Free	<p>Anyone experiencing financial disadvantage in Riverwood and surrounds. ID/Pension card required.</p>
<p>Mission Australia Inner SouthWest 14-28 Amy St, Campsie</p>	<p>Call 02 9509 7140 Or email cbys@missionaustralia.com.au</p>	<p>Food vouchers Opal Travel cards or petrol vouchers pending availability.</p>	<p>Please call to make an appointment Monday to Friday 9am to 5pm</p>	Free	<p>Households in Canterbury Bankstown. Must provide photo ID and bank/Centrelink statements</p>
<p>Chester Hill Neighbourhood Centre</p>	<p>89 Waldron Rd Chester Hill 2162 Tel: 9645 3700</p>	<p>Bill help (EAPA, Telstra + water bills) Food parcels Fresh Bread Tuesdays and Thursdays</p>	<p>Bill Help and Food Parcels: Please call to check availability Fresh Bread Come into the Centre.</p>	Free	<p>For people living in Chester Hill, Yagoona, Guilford, Villawood For bill help and food parcels short assessment.</p>

Canterbury/Bankstown Emergency Relief Directory



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Australian Red Cross – Extreme Hardship Support Program	https://www.redcross.org.au/migration/ 1800 733 276	food, medicine, and shelter	Apply online at any time	Free	Must be a temporary or provisional visa holder (asylum seeker). Have zero or limited income, and no Commonwealth income support.
Asylum Seekers Centre Newtown & Auburn	43 Bedford Street Newtown, NSW 2042 Tel: 9078 1900 44A Macquarie Rd, Auburn Call for assessment and the intake process.	Community Lunches in Newtown and Auburn Health Clinic, apply for immicards and Medicare, help with utility bills, opal cards	Newtown Tue - Fri 12:30pm – 1:30pm Auburn: Wed 12:30pm-1:30pm Drop-in to the centre in Newtown: Mon – Fri (10am-4pm)	Free	Support asylum seekers, Sydney wide. Must attend an assessment + intake process for eligibility.
Salvation Army	For urgent help call 02 8775 7988	Advice on Money Care Financial counselling and interest free loans nils@salvationarmy.org.au	Call 1800 722 363 For appointment with a financial counsellor Call 02 6241 0518 for interest free loans	Free	Quick assessment. Photo ID and Medicare Card
St Vincent de Paul 13 18 12 – National Number	Bankstown office: 9796 1176 (option 3) BankstownVSC@vinnies.org.au	Food assistance (vouchers and hampers), White Goods, Essential Bed Items Help with electricity and gas bills	Call to arrange an appointment.	Free	Must provide bank and recent income statement; current lease if needing help with rent

LOW-COST GROCERIES AND COMMUNITY PANTRIES

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Anglicare Mobile Community Pantry	St Andrews Church Corner of Quigg/Lakemba Street, Lakemba Tel: 8056 8461	Food	Thursdays – Fortnightly from 3 Oct 2024 Last one for the year is 12 Dec 2024 1:30pm – 2:30pm	Fresh Food \$4.00/bag	Must show Pension, Health Care, or Immigration card; or proof of low income
Bankstown Women’s Health Centre	Level 1 24-26 Jacobs Street Bankstown 2200 Phone: 9790 1378	Food share on Thursdays (groceries)	Must call 9790 1378 on Mondays (between 10:00am and 11:00am) for an appointment.	\$2.00	For people living in Canterbury Bankstown LGA Bring ID
Addison Road Food Pantry	Hut 1/142 Addison Road Marrickville 2204 Tel: 9569 7633	Low-cost groceries	Pantry open: Mon, Tue, Thu and Fridays 12pm-4pm Wed 12pm – 7pm	Varies	Open for all - Anybody experiencing food insecurity.
Community Support Services Inc	Level 1, shop 46/85-89 North Terrace, Bankstown Call 0422 613 383 or email info@cssvillage.org.au	Food Hampers	Monday - Friday 9:00 am – 2:00 pm Call 0422 613 383 to avoid disappointment Pick up of hampers are at 12pm	\$10 hamper (fruit & Veggies) \$15 hamper (fruit, veggies and meat)	Anyone who experiencing financial distress (incl. international students + temporary visa holders) in Bankstown/Canterbury LGA

OTHER KINDS OF HELP

NATIONAL DEBT HELPLINE (FINANCIAL RIGHTS LEGAL CENTRE)	1800 007 007 MONDAY-FRIDAY 9.30AM - 4.30PM https://financialrights.org.au/	FREE SERVICE ALL QUESTIONS ARE ANSWERED BY FINANCIAL COUNSELLORS AND SOLICITORS	HELPING PEOPLE IN FINANCIAL STRESS - REGARDLESS OF VISA STATUS NO REQUIREMENTS/REFERRALS NECESSARY
ONEDOOR (HEAD TO HEALTH) LEVEL1, 1205 CANTERBURY RD, ROSELANDS	1800 595 212 MONDAY -FRIDAY 8:30AM-5PM	FREE SERVICE FOR ALL	NO REFERRALS NECESSARY NO MEDICARE OR CITIZENSHIP REQUIRED
MARRICKVILLE LEGAL CENTRE 338 ILLAWARRA RD, MARRICKVILLE	02 9559 2899 MON-FRI 9:30AM-1PM, 2PM-5PM https://www.mlc.org.au/	PROVIDING FREE AND ACCESSIBLE LEGAL AND RELATED SERVICES FINES/TENANCY/DOMESTIC VIOLENCE	HELPING PEOPLE WHO EXPERIENCE SOCIAL AND ECONOMIC DISADVANTAGE
IMMIGRATION ADVICE & RIGHTS CENTRE	Information: 02 8234 0700 Domestic Violence: 8234 0777 https://iarc.org.au/	LEGAL CENTRE PROVIDING FREE IMMIGRATION AND CITIZENSHIP ADVICE FAMILY VISAS/VISA CANCELLATIONS/AUSTRALIAN CITIZENSHIP/TEMPORARY VISAS	HELPING PEOPLE EXPERIENCING VULNERABILITY REGARDLESS OF THEIR VISA STATUS
STREET SIDE MEDICS (OUTSIDE ADDISON ROAD FOOD PANTRY)	Hut 1/142 Addison Road Marrickville 2204 Wednesdays 6-8pm	FREE GP-LED MEDICAL SERVICE A FREE HOT MEAL IS PROVIDED	ALL WELCOME
SUPPORT AFTER SUICIDE	1300 727 247 WWW.STANDBYSUPPORT.COM.AU	FREE COUNSELLING SERVICE (FACE-TO-FACE OR OVER THE PHONE)	FOR ANYONE NEEDING SUPPORT AFTER HAVING BEEN IMPACTED BY SUICIDE.

Canterbury/Bankstown Emergency Relief Directory



ESSENTIAL HOUSING

<p>COMMUNITY FIRST STEP</p>	<p>Call P: (02) 9727 4333 Or email: reception@cfs.asn.au</p>	<p>Essential Housing including gas, water, and electricity bills, rent, repairs and for crisis accommodation.</p>	<p>This service is for asylum seekers and temporary visa holders in the Fairfield, Canterbury-Bankstown, Campbelltown, Cumberland, and Liverpool LGAs</p>
<p>LINK2HOME</p>	<p>If experiencing Family Violence, call 1800 656 463 If at risk of Homelessness, call 1800 152 152</p>	<p>Provides information, assessments, and referrals to support services and temporary accommodation</p>	<p>State-wide service 24 hours a day, 7 days a week, every day of the year</p>
<p>LINKING HEARTS MULTICULTURAL SERVICES (SUPPORTING FAMILIES FROM CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITIES)</p>	<p>Call 9786 4404</p>	<p>Transitional and crisis accommodation for women, men or couples with child/children at risk of homelessness and/or domestic violence</p>	<p>Intake is Mon-Fri 9am to 5pm Domestic violence intake service is also open Mon–Fri 5pm to 9pm, and Saturday 3pm-9pm</p>
<p>NEWTOWN NEIGHBOURHOOD CENTRE</p>	<p>Call 02 9564 7333 For Together Home Or email grace@newtowncentre.org 11-13 Darley Street, Newtown 2042</p>	<p>Together Home is a part of the NSW government's Housing First initiative, which tries to get people into secure housing by providing subsidised rental housing. Compiles a weekly accommodation list for rental properties costing maximum \$350/week</p>	

Canterbury/Bankstown Emergency Relief Directory



BILL HELP - ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) VOUCHERS

If you're having difficulty paying your electricity and/or gas bill, you could be eligible for Energy Accounts Payment Assistance (EAPA) \$50 vouchers.

Below is a list of EAPA providers. Please call the organization to arrange a time. Waiting times may occur and in some cases be quite long.

Eligibility

You must:

- have an electricity or natural gas account for a NSW residential address,
- be the electricity or natural gas account holder (your account and bill must be in your name), and
- be experiencing a short-term financial crisis

How to apply

You will need to provide:

- Copy of current electricity and/or gas bill that shows your name, energy retailers name and account number,
- Proof of ID like a drivers license, passport or proof of age card
- Recent bank statement and Centrelink income statement

You can also apply via Service NSW website: <https://www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme> or call 13 77 88 for more information.

Organisation	Telephone Number	Service Areas	Opening Times
Lebanese Muslim Association	9750 6833	Canterbury-Bankstown, Liverpool LGA's	Thursdays and Fridays 10:00am to 9pm
Chester Hill Neighbourhood Centre	9645 3700	Canterbury-Bankstown LGA	Monday to Friday, please call prior (waiting list)

Updated: October 2024

Canterbury/Bankstown Emergency Relief Directory



United Muslim Women Association Lakemba	9750 6916	Canterbury LGA	Monday to Friday 9am to 5pm Call to find out which day they have the EAPA help, as days changes
Padstow Community Care By appointment only	9772 2299	Riverwood, Roselands, Revesby, Punchbowl, Narwee, Beverly Hills, Milperra, Padstow, Panania, Peakhurst, East Hills, Picnic Point	Mon, Tue, Thu and Fri 9.30am to 2:30pm Lunchbreak 12:30-1pm
Melkite Charitable Foundation	9750 5514	Canterbury-Bankstown LGA	Mon to Fri 9:30am to 2pm Call to book an appointment
Metro Assist	9789 3744	Canterbury-Bankstown LGA	Monday to Friday 9am to 4pm
Bill Crews/Exodus Foundation	8752 4602	They are in Ashfield but will help anyone	Monday to Friday 9am to 3pm
GWC Community Services NSW	9516 2188	Inner West and Canterbury-Bankstown LGA	Monday to Friday 10am to 2pm Call and book an appointment

Canterbury/Bankstown Emergency Relief Directory



BILL HELP- ENERGY AND WATER OMBUDSMAN NSW (EWON)

ENERGY & WATER DIFFICULTIES? The Energy & Water Ombudsman NSW (EWON) can help with resolving issues with your energy and water providers. If you feel your bill is incorrect, have metering issues, cannot afford to pay the bill when due, network issues or rebate problems, please ask us for advice. We are free, fair and independent and can contact your provider on your behalf. Try to resolve the problem with your provider first and if you are not happy call us.

Phone: 1800 246 545 or go to our website www.ewon.com.au

SYDNEY WATER

The Customer Care Team at Sydney Water provides assistance and support to customers struggling to pay their water bill. We can assist homeowners, as well as tenants holding a NSW Lease Agreement. We do this by: assessing for account credits, offering different payment options, checking eligibility for a pension rebate, advising on water saving tips, and referrals to plumbing programs.

Sydney Water	If you are experiencing difficulties paying your Sydney Water bill, please contact Customer Care team on 13 20 92 Help with your bill (sydneywater.com.au)
Water Fix - \$33 call out fee. Assists with minor home leak repairs.	1800 807 475 WaterFix® Residential (sydneywater.com.au)