

Canterbury/Bankstown Emergency Relief Directory



EMERGENCY AID - Food, Material and Financial Support – June-December 2026

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
All Saints Belmore	Corner Isabel and Cecilia Streets, Belmore NSW 2192 Tel: 9789 1659 Email Parish Manager: adminchurch@allsaints.com.au	Food hampers	Pick up Thursday from 9am till 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 website: www.prosperprojectaustralia.org/welfare	Regular food & clothing events – must register for those on their website. Food van (hot food from Bill Crews/Exodus Foundation)	Mon, Wed, Thu 10am and 2pm The food van is on North Parade, Campsie on Thursdays 11:30am – 12:45pm	Free	Individuals & families experiencing disadvantage.
Metro Assist & CABL	Campsie Level 2/59-63 Evaline St, Tel: 9789 3744 Bankstown 62 Meredith St Tel: 8709 0200 Email: metroassist@metroassist.org.au	Financial Counselling and Tenancy Advice EAPA Vouchers, Financial Counselling, Family Services, NILS loan, and (9787 4679) is the Tenancy Advice Line number Mon–Fri 9am-4pm	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.

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Metro Assist: Love and Hope settlement services Lakemba Hub	Lakemba Hub Room 2, 62 Boulevard, Lakemba Phone: <u>0404 026 576</u>	Can help with: Legal support, housing and family safety, housing/emergency accommodation, financial assistance, Centre link support, employment support, driving programs	Lakemba: Fortnightly Thursdays 10am – 1pm Walk ins accepted, no prior booking required	Free	Anyone who is experiencing/has experienced domestic/family violence No referrals necessary
Lebanese Muslim Association (LMA)	71-75 Wangee Rd, Lakemba Phone: 9750 6833 Email: info@lma.org.au	Food bank	Thu: 10am-1:30pm No need to call, just turn up.	Food at reduced price	Available to families and individuals who are experiencing disadvantage.
National Zakat Foundation	7/64 Gillies St, Lakemba Information on website: www.nzf.org.au/apply Phone: 1300 663 729 – follow the prompts	Bill help (Rent, Gas, Electrical, Water etc.), Food vouchers	Apply on website, they will reply to your application and schedule an appointment.	Free	Provide proof of ID, Centrelink /bank statements/ copies of bills.
Riverwood Community Centre	151 Belmore Road North Riverwood NSW 2210 Phone: 02 9533 0100	Food Hampers (pensioners) Bread	Call first – to avoid disappointment. Food Hampers (pensioners) Mon 10-11am Bread: Wednesdays 10-11am	Free	Anyone experiencing financial disadvantage in Riverwood and surrounds. ID/Pension card required.

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Bill Crews/Exodus Foundation 180 Liverpool Rd, Ashfield	02 8752 4600 or 02 8752 4604 (to book appointment with doctor and/or community nurse.) 9am – 3pm Email: info@billcrews.org Website www.billcrews.org/crisis-help/	Food van Help apply for emergency accommodation, housing, and Centrelink. Clothing/toiletries/foodparcels Free laundry/showers, Community Nurse and Doctor in Ashfield	Breakfast in Lakemba Mon/Thu/Sat 8:30am-9am Lunch in Lakemba: 75 Haldon St, Lakemba Tue & Fri 11:30am-12:45pm Lunch in Campsie: 34 North Pde Thu 11:30-12:45	Free	Individuals and families experiencing financial distress. Call or email to avoid disappointment, as there are potential waiting lists
Mission Australia Inner South-West 14-28 Amy St, Campsie	Call 1300883067/ 02 9509 7140 Or email cbys@missionaustralia.com.au	Food vouchers Opal Travel cards or petrol vouchers pending availability.	Please call to make an appointment Monday, Thursday and Friday 9am to 5pm	Free	Households in Canterbury Bankstown. Must provide photo ID and bank/Centrelink statements
Chester Hill Neighbourhood Centre	89 Waldron Rd Chester Hill 2162 Tel: 9645 3700	Food parcels Fresh Bread Tuesdays and Thursdays	Food Parcels: Please call to check availability Fresh Bread Come into the Centre (should live in Bankstown for fresh Bread.	Free	For people living in Chester Hill, Yagoona, Guilford, Villawood For food parcels short assessment and bring Photo ID

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Australian Red Cross –Migrant/ emergency relief support program	https://www.redcross.org.au/migration/ Actnswmsp@redcross.org.au 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 Immi cards, travel cards, and Medicare, help to apply for EAPA vouchers	Newtown Mon- Fri 10:30am – 4:00pm Auburn: Wed 10:00am-12:00pm	Free	Support asylum seekers, Sydney wide. Must attend an assessment + intake process for eligibility.
Salvation Army	Call 02 8775 7988 Enter your post code when prompted	Clothing/Food relief Advice on Money Care Financial counselling and interest free loans	Call 1800 722 363 (financial counsellor) Call 02 6241 0518 (interest free loans)	Free	Quick assessment. Photo ID and Medicare Card
St Vincent de Paul	Bankstown office: 9796 1176 (option 3) BankstownVSC@vinnies.org.au 13 18 12 – National Number 2A East Terrace Bankstown	Food assistance (vouchers and hampers), White Goods, Essential Bed Items Currently <u>cannot</u> help with electricity/gas bills (go for help at Service NSW)	Must be registered. Call to arrange an appointment.	Free	Must provide bank and recent income statement; current lease if needing help with rent/furniture. Home visitation or local conference might be organised to access needs.

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LOW-COST GROCERIES AND COMMUNITY PANTRIES

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Anglicare Mobile Community Pantry	Lakemba Anglican Church Lakemba Street, Lakemba Tel: 8056 8461 Email: mobilecommunitypantry@anglicare.org.au	Fresh Food	Thursdays – Fortnightly from 20 Feb 2025 1:30pm – 2:30pm	Fresh Food \$5.00/bag Cash/ Eftpos accepted	Must show Pension, Health Care, or Immigration card, or proof of low income
Muslim Women Australia	47 Wangee Road, Lakemba Tel: 97506916 Email: info@mwa.org.au	Fresh bread and Frozen food (Limited supply each week)	Please call to check availability and make appointments. Day and time vary	Free	Anyone experiencing disadvantage, a quick assessment will take place when arriving.
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 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 (food pantry) 9:00 am – 2:00 pm- for discounted food items. Call 0422 613 383 to avoid disappointment Pick up of hampers are at 12pm-1pm. Best days for food are Mon-Wed, and Fri	\$10 hamper (fruit & Veggies) \$15 hamper (fruit, veggies and meat) Call to book for hampers	Anyone, including people experiencing financial distress (incl. international students + temporary visa holders) in Bankstown/Canterbury LGA

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OTHER KINDS OF HELP

Organisation	Contact Details	Service	Condition of Use
Financial Rights Legal Centre	National Debt Helpline (for financial counselling) 1800 007 007 Email: https://financialrights.org.au Insurance law service 1300 663 464 (national) Mon-Fri 10am-1pm (Sydney time) Credit and debt legal advice line (NSW only) 1800 844 949 Mon-Fri 10am-1pm (Sydney time) Mob Strong Debt Help (for financial counselling or legal advice): 1800 808 488 Mon-Fri 9.30am - 4.30pm	Free service All questions are answered by financial counsellors or solicitors. Helping people in financial hardship with consumer credit and debt problems like credit cards and mortgages, banking, bankruptcy. consumer insurance; such as motor vehicle insurance, home and contents, travel, consumer credit, income protection, life insurance, superannuation related insurance.	Helping people in financial hardship. Available regardless of visa status. Cannot give legal advice on commercial disputes, debts to individuals, or family law. Do not give insurance law advice to people who are uninsured or about fault or going to court in motor vehicle accidents matters. Cannot advise on CTP, health, home warranty, personal injury, pleasure craft, professional indemnity, or public and product liability insurance, workers compensation or claims for negligence.
Bankstown Women's Health Centre	Level 1 24-26 Jacobs Street Bankstown 2200 Phone: 9790 1378	Case Management and Counselling Services, (Currently under Waitlist) Access to a Psychologist, Dietician and Female GP	For people living in Canterbury Bankstown LGA Bring ID

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Organisation	Contact Details	Service	Condition of Use
Medicare Mental Health Level 1, Suite 10, 1205 Canterbury Rd, Wiley Park	1800 595 212	Provide free confidential mental health information, services and support	
Marrickville Legal Centre 338 Illawarra Rd, Marrickville	02 9559 2899 https://www.mlc.org.au/	Providing free and accessible legal and related services fines/tenancy/domestic violence	
Immigration Advice & Rights Centre - IARC	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	
Street Side Medics	Hut 1/142 Addison Road Marrickville (Outside Addison Road food pantry) Wednesday 6-8pm Admin@streetsidemedics.com.au Ph: (02) 8324 7531	Free GP-led Medical service A free hot meal is provided	All Welcome
StandBy - Support after suicide	1300 727 247 www.standbysupport.com.au Email: standby@socialfutures.org.au	Free Counselling Service (face-to-face or over the phone) 6am-10pm accessible seven days a week	Support for anyone who has been bereaved or impacted by suicide at any stage in their life, including: Individuals/Families and friends/Witnesses/First Responders/Service Providers
Riverwood Community Centre	Tel: 9533 0100 Thursday 9:30-12pm 151 Belmore Rd North, Riverwood	Home NSW is providing information/Advice, and help with filling out housing application	No referrals necessary

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OTHER KINDS OF HELP - ESSENTIAL HOUSING

Organisation	Contact Details	Service	Conditions of Use
Link2Home	If experiencing Family Violence , call 1800 656 463 If at risk of Homelessness , call 1800 152 152	Provides information, assessments, and referrals to support services and temporary accommodation	State-wide service 24 hours a day, 7 days a week, every day of the year
Linking Hearts Multicultural services	47 Wangee Rd Lakemba NSW 2195 Tel: 97864404 Intake is Mon-Fri 9am to 5pm Domestic violence intake service is also open Mon-Fri 5pm to 9pm, and Sat 3pm-9pm info@linkinghearts.org.au	Transitional and crisis accommodation for women, men or couples with child/children at risk of homelessness and/or domestic violence	Support families from culturally and linguistically diverse communities.
Newtown Neighbourhood Centre	Call 02 9564 7333 For Together Home Or email admin@newtowncentre.org 11-13 Darley Street, Newtown 2042	Newtown Neighbourhood Centre compiles a weekly accommodation list for rental properties in the Inner West that are \$350 or less per week. We update our low-cost accommodation listing for the Inner West every Wednesday	All Welcome
Canterbury Bankstown Youth Service	Call 9509 7140	Two refuges and transitional housing. Free only for youth counsellor, case management, education, and employment support.	For young people aged 16-25 who are homeless or at risk of homelessness

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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.

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BILL HELP - ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) VOUCHERS

Organisation	Telephone Number	Service Areas	Opening Times
Lebanese Muslim Association	9750 6833	Canterbury-Bankstown, Liverpool LGA's	Thursday and Fridays 10am – 4pm (EAPA Vouchers and Water bills) Some Mondays EAPA Vouchers only 10:30am – 2pm (Call or email first)
Chester Hill Neighbourhood Centre	9645 3700	Canterbury-Bankstown LGA	Monday to Friday, please call prior (waiting list)
Muslim Women Australia (MWA)	9750 6916	NSW	Monday to Friday 9am to 5pm Phone ahead for an appointment
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 EAPA Vouchers, Financial Counselling, Family Services, NILS loan, and (9787 4679) is the Tenancy Advice Line number	Monday to Friday 9am to 4pm
Bill Crews/Exodus Foundation	8752 4602	They are in Ashfield – priority for refugees, asylum seekers, and vulnerable people	Monday to Sunday 8am – 3.30pm
GWC Community Services NSW	9516 2188	Inner West and Canterbury-Bankstown LGA,	Monday to Friday 10am to 2pm Call and book an appointment

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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)