



Gulanga
Program

Options For Our Community

Housing, Accommodation, Respite & Support in the ACT

*A practical guide for Aboriginal and/or Torres Strait Islander workers in the community sector.
Aims to raise awareness of services and to facilitate the engagement of Aboriginal and/or Torres Strait
Islander peoples and their families to access services that will best meet their needs.*

Whilst there are a number of services and options listed in this resource, many have limited accommodation and resources. This can mean you or your client may be 'turned away' or placed on a 'waiting list'.

1. OneLink: Central access point for housing, homelessness & human services
2. Aboriginal &/or Torres Strait Islander Peoples: Housing, Accommodation, Respite and Support
3. ACT Government: Housing ACT
4. Community Housing, Affordable Housing, Share Accommodation: Low to Moderate Income
5. People with Disability: Accommodation, Respite & Support
6. People with Mental Illness: Accommodation, Respite & Support
7. Youth: Accommodation, Respite & Support
8. Other: Accommodation, Respite & Support
9. Short Term Affordable Accommodation: Visitors to the ACT
10. Financial Assistance & Concessions
11. Food Co-ops & Pantries
12. Complaint & Resolution Services
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In Summary

OneLink provides information and access to all human services in the ACT.

OneLink is a central access point for all homelessness services, including emergency accommodation providers and work closely with child, youth and family services. They can talk to you about housing options, including emergency accommodation. They can provide information about public housing, community housing, private rental and other options, and about what assistance might be available for you to secure a tenancy.

OneLink intake officers will talk to you about what support you need, and help you to link with the best service to support you. They can provide referrals to connect you to a wide range of other services, including:

- Child, youth and family services
- Financial counselling
- Legal services
- Mental health services
- Support for people who are homeless
- Tenancy support
- And many other support services.

OneLink is committed to providing high quality services with respect to confidentiality, accessibility and equity for all persons in the community.

Self-Referrals

- Write down as much information about your circumstances and the support you need.
- Write down up to date contact information.
- Current ID is not required in the first instance, but may be necessary when accessing services.
- Involve a friend, advocate or interpreter if you wish.
- OneLink asks that you treat staff with dignity and respect. Voice any complaints or concerns as they arise so staff can deal with the matter.
- Honour any commitments entered into as part of a service arrangement.
- Respond when OneLink contacts you and play your part in assisting them to provide services to you.

Agency Referrals

1. If the matter is urgent, call OneLink on 1800 176 468.
2. You can also contact them with general questions about services available and whether a referral to OneLink may assist in a particular situation.
3. Referrals are made by completing the 'OneLink Initial Contact Form'. Include as much information as you have about the person or family you are referring. Where available, agencies should send any written consent to exchange information.
4. OneLink intake officers will then follow up with you or the person/family (depending on the situation) to obtain any additional information needed and discuss service options. This is designed to reduce the need for people to repeat their stories to multiple services.
5. Agencies can email forms to info@onelink.org.au, or fax to 02 6285 1322, marking attention to OneLink.

Central Location & Outreach Locations

| Monday-Friday 9.00am-5.00pm BELCONNEN | Mondays 3.30pm-5.00pm CIVIC | Tuesdays 9.00am-12.00pm CIVIC | Wednesdays 9.00am-12.00pm HOLT | Thursdays 9.00am-12.00pm TUGGERANONG | Fridays 9.00am-12.00pm GUNG AHLIN |
|--|--|--|---|--|--|
| Housing ACT Central Access Point Nature Conservation House Cnr Emu Bank & Benjamin Way Belconnen ACT 2617 | Red Cross Roadhouse Meeting Room 1 Griffin Centre Genge St Canberra ACT 2600 | Early Morning Centre Pilgrim House 69 Northbourne Ave Canberra ACT 2600 | West Belconnen Child & Family Centre 6 Luke St Holt ACT 2615 | Tuggeranong Child & Family Centre 159 Anketell St Greenway ACT 2900 | Gungahlin Child & Family Centre 51 Ernest Cavanagh St Gungahlin ACT 2912 |

Contact Information

| Phone | After Hours Message | Phone Interpreter Service | Email | Fax | Webchat |
|--|---|--|--|--------------|--|
| 1800 176 468 Monday-Friday 8.00am-6.00pm | Staff review your request and get back to you in the next business day. | 13 14 50 (Ask service to call OneLink 1800 176 468) | info@onelink.org.au | 02 6285 1322 | www.onelink.org.au |

ACT Crisis & Homelessness Services: A OneLink Referral is Required

| Agency | Program | Description | More information |
|----------------------------------|--|--|--|
| Anglicare ACT | Our Place | 16-21 years: education and accommodation for young people 16-21 years who are at risk of homelessness. | www.anglicare.com.au |
| Barnardos | Barnardos Friendly Landlord Service | 16-23 years: males and females (shared accommodation). | www.barnardos.org.au |
| Beryl Women Inc. | Crisis Accommodation | For women and children escaping DV. | www.beryl.org.au |
| CatholicCare Canberra & Goulburn | Assist Outreach | Individuals with complex needs. | www.catholiccare.cg.org.au |
| CatholicCare Canberra & Goulburn | Minosa House | Over 18 years: supported accommodation for single men, not accompanied by children, who are homeless or at risk of homelessness. | www.catholiccare.cg.org.au |
| CatholicCare | Youth Housing Support Service (outreach) | 16-25 years: males and females. | www.catholiccare.cg.org.au |
| Communities@Work | Transition Housing – Reach Home | Over 18 years: women escaping DV and families. | www.commsatwork.org |
| Doris Women's Refuge | Crisis Accommodation | For women and children escaping DV. | |
| Northside Community Service | Women's Supported Accommodation Program | Women with or without children escaping DV. | www.northside.asn.au |

| Agency | Program | Description | More information |
|--|--|---|--|
| Oasis & Canberra Youth Residential Service | YEAN: Youth Emergency Accommodation Network | 16-25 years: males and females (accommodation in share houses). | www.salvos.org.au |
| The Salvation Army | Oasis Youth Support Network | 16-21 years: 24-hour emergency accommodation for 13 young people each night. Staff on-site. | www.salvos.org.au |
| St Vincent de Paul Society | Family Service Outreach & Accommodation | For families. | www.vinnies.org.au |
| St Vincent de Paul Society | Samaritan House | For single men currently or at risk of homelessness. | www.vinnies.org.au |
| St Vincent de Paul Society | Young Parent's Place Outreach & Accommodation | 16-25 years: couples or singles. | www.vinnies.org.au |
| Supportive Tenancy Service | Outreach | Anyone who is experiencing housing stress. | www.bcsact.com.au |
| Toora Women Inc. | Toora Crisis Service Outreach & Accommodation | Over 16 years: women unaccompanied by children. | www.toora.org.au |
| Toora Women Inc. | Accommodation | Over 16 years: homeless women with or without children. | www.toora.org.au |
| Toora Women Inc. | Crisis Accommodation | Homeless families. | www.toora.org.au |
| YWCA Canberra | Housing Support Service Outreach & Accommodation | Homeless families. | www.ywca-canberra.org.au |

ACT Crisis & Homelessness Services: Contact OneLink or Contact Agency Direct

| Agency | Program | Description | More information |
|---|--|--|--|
| Barnardos | Youth Identified Accommodation & Support Program | 15-19 years or 16-25 years: males and females unable to live at home (outreach service). | Phone: 02 6228 9550 Web: www.barnardos.org.au |
| Conflict Resolution Service | Family Tree House Outreach | 15-25 years: assist to resolve conflict. | Phone: 02 6180 1888 Web: www.crs.org.au |
| Domestic Violence Crisis Service (DVCS) | 24 hour service | All people affected by DV. | Phone: 02 6280 0900 Web: www.dvcs.org.au |
| EveryMan | Indigenous Supported Accommodation | Indigenous families at risk of homelessness. | Phone: 02 6230 6999 Web: www.everyman.org.au |
| EveryMan | Men's Accommodation Support Service (MASS) | Over 18 years: homeless men with complex needs. | Phone: 02 6230 6999 Web: www.everyman.org.au |
| EveryMan | Outreach | Case management to single men who are homeless or at risk of homelessness. | Phone: 02 6230 6999 Web: www.everyman.org.au |
| St Vincent de Paul Society | Street to Home Outreach | Rough sleepers 2-3 months on the street. | Phone: 1800 176 468 Web: www.vinnies.org.au |
| Ted Noffs Foundation | Take Hold | 15-25 years: outreach, mentoring and life skills. | Phone: 1800 151 045 Email: team@noffs.org.au |
| Wellways Australia | Respite Accommodation | Women with mental health issues. | Phone: 02 6246 7100 Web: www.wellways.org |

2. Aboriginal and/or Torres Strait Islander Peoples: Housing, Accommodation, Respite and Support

Below are some housing, accommodation, respite and support options available for Aboriginal and/or Torres Strait Islander peoples.

NB: You may be required to provide a completed 'Confirmation of Aboriginal and/or Torres Strait Islander Identity'.

www.strongfamilies.act.gov.au

The ACT Government's Aboriginal and Torres Strait Islander Portal website provides a central access point for Aboriginal and/or Torres Strait Islander community members to link to information on whole of government services, initiatives and events.

| Agency | Program | Target Group | Description | More Information |
|---|---|--|--|---|
| ACT Government: Bimberi Residential Services | Narrabundah House Indigenous Supported Residential Facility | 15-18yrs Male | Must be referred by CYFSP Case Managers supervising young people on Community Based Orders Supported accommodation for Aboriginal and/or Torres Strait Islander males subject to community based justice orders. | Phone: 026205 5390 (general enquiries) Web: www.communityservices.act.gov.au/ocyfs |
| ACT Government: Housing ACT | Mura Gunya | Aged Low to moderate income | Must be assessed and approved by Housing ACT 5 x 2 bedroom units for older Aboriginal and/or Torres Strait Islander peoples. | Phone: 02 6207 1150 or 13 34 27 Locations: <u>Gateway Services</u> , Nature Conservation House, Cnr Emu Bank & Benjamin Way, Belconnen Town Centre, and Wednesdays 8am-5pm at <u>Centrelink Tuggeranong</u> , Tuggeranong Square, Cnr Anketell Street & Reed Street South, Tuggeranong ACT 2900 Web: www.communityservices.act.gov.au/hcs |
| Carers ACT | Aboriginal and Torres Strait Islander Family Carers | Carers | Works with carers to link them into support areas such as respite. Expertise with Aboriginal and/or Torres Strait Islander cultural needs. | Carer Advisory Line: 1800 242 636 Web: www.carersact.org.au Location: 2/80 Beaurepaire Crescent, Holt ACT 2615 |
| Everyman | Indigenous Boarding House | Students or employed | Shared accommodation for Aboriginal and/or Torres Strait Islander peoples who have relocated to the ACT to commence study or employment. | Phone: 02 6230 6999 Location: Room 3.01, Griffin Centre, 20 Genge Street, Canberra City ACT 2600 Web: www.everyman.org.au |
| Everyman | Indigenous Boarding House | Families of people in hospital or prison | Shared accommodation for Aboriginal and/or Torres Strait Islander peoples coming to Canberra to visit family members in hospital or in prison. | Phone: 02 6230 6999 Location: Room 3.01, Griffin Centre, 20 Genge Street, Canberra City ACT 2600 Web: www.everyman.org.au |
| Everyman | Indigenous Supported Accommodation | Families | Indigenous families at risk of homelessness. Support such as obtaining permanent accommodation, Centrelink, legal matters, referrals to culturally appropriate services, and advocacy on behalf of clients. | Phone: 02 6230 6999 Location: Room 3.01, Griffin Centre, 20 Genge Street, Canberra City ACT 2600 Web: www.everyman.org.au |

3. ACT Government: Housing ACT

www.communityservices.act.gov.au/hcs

To be eligible for social housing, you must be assessed and approved by Housing ACT. Social housing includes public housing, community housing and affordable housing. The Registration to Apply for Social Housing Assistance in the ACT will ask if you wish to be considered for: public housing, community housing, affordable housing, or all of the above. It will also ask if you wish to be considered for share accommodation.

- Public Housing is owned and managed by ACT Government through Housing ACT.
- Some community housing and affordable housing properties are owned by ACT Government but managed by not-for profit organisations.

| Agency | Program | Target Group | Description | More Information |
|---|--|--------------------------------------|--|---|
| ACT Government: Housing ACT | Social Housing | Over 16yrs Low to moderate income | Households and people, and/or for groups whose housing needs are not adequately met in other forms of housing. | Phone: 02 6207 1150 or 13 34 27 Locations: <u>Gateway Services</u> , Nature Conservation House, Cnr Emu Bank & Benjamin Way, Belconnen Town Centre, and Wednesdays 8am-5pm at <u>Centrelink Tuggeranong</u> , Tuggeranong Square, Cnr Anketell Street & Reed Street South, Tuggeranong ACT 2900 Web: www.communityservices.act.gov.au/hcs |
| ACT Government: Housing ACT | Priority Housing | Over 16yrs Low to moderate income | If you have an urgent or special housing need you can apply for early allocation. Letters of support must be provided. | |
| Argyle Community Housing | Seniors Living, Conder | Over 55yrs Low to moderate income | Must be assessed and approved by Housing ACT, then referred 50 x 2 bedroom and 2 x 3 bedroom villas for older residents. | Phone: 02 6297 5929 (Queanbeyan Office) Location: Level 1, Suite 104 Riverside Plaza, 131 Monaro Street, Queanbeyan NSW 2620 Web: www.argylehousing.com.au |
| Argyle Community Housing | Common Ground Canberra, Gungahlin (Social Housing) | Over 18yrs Low to moderate income | Must be assessed and approved by Housing ACT, then referred 40 x 1 bedroom units which consist of an equal mix of social housing and affordable housing tenants. | |
| Environmental Collective Housing Organisation (ECHO Housing) | Community Housing | Low income | Must be assessed and approved by Housing ACT, then referred Manages over 30 properties in Canberra's inner north ranging from 1 to 5 bedrooms. | Phone: 02 6262 8275 Location: Maitland Centre, Room 1, 114 Maitland Street, Hackett ACT 2602 Web: www.echohousing.org.au |
| Havelock Housing Association | Disability Housing | People with disability | Must be assessed and approved by Housing ACT, then referred Accommodation and support for people with disability. | Phone: 02 6257 2277 Location: 85 Northbourne Avenue, Turner ACT 2612 Web: www.havelock.asn.au/actdisabilityhousing |
| Salvos Housing | Narrabundah | Over 45yrs Low to moderate income | Must be assessed and approved by Housing ACT, then referred 23 x 1 and 2 bedroom independent living apartments. | Phone: 02 9266 9597 / 0478 407 096 Email: salvos.housing@ae.salvationarmy.org Web: www.salvos.org |

4. Community Housing, Affordable Housing & Share Accommodation: Low to Moderate Income

Following are some community housing, affordable housing and share accommodation properties, assessed and approved by the agencies themselves.

- Some community housing and affordable housing properties are owned by the agencies themselves.
- Affordable housing can include households on moderate incomes which are above the eligibility limits for public housing and community housing.

| Agency | Program | Target Group | Description | More Information |
|--|--|---|---|---|
| Abbeyfield Australia | Ainslie | Over 60yrs Low to moderate income | Aged persons share accommodation with 9 others. | Phone: 0402 114 623 Location: 75 Wakefield Gardens, Ainslie ACT 2602 Web: www.abbeyfield.org.au |
| Argyle Community Housing | Ainslie Village, Shared Accommodation | Over 18yrs Singles Low to moderate income | 172 people in 23 houses in a group share environment. Tenants may be people with high and complex needs, the majority of whom are male. Some support services are co-located on the Ainslie Village site. | Phone: 02 6162 6800 (ACT Office) Location: 23 Quick Street, Campbell ACT 2612 Web: www.argylehousing.com.au |
| Argyle Community Housing | Common Ground Canberra, Gungahlin (Affordable Housing) | Over 18yrs Moderate income | Must meet 'National Rental Affordability Scheme' (NRAS) 40 x 1 bedroom units which consists of an equal mix of social housing and affordable housing tenants. | Phone: 02 6297 5929 (Queanbeyan Office) Fax: 02 6297 5922 Location: Level 1, Suite 104 Riverside Plaza, 131 Monaro Street, Queanbeyan NSW 2620 Web: www.argylehousing.com.au |
| CHC | Apprentice House, Lyons | Apprentice Low income | A shared living arrangement while completing a trade. Sleeps 5, private bedroom, kitchenette and bathroom. Shared communal living area. | Phone: 02 6248 7716 Location: Unit 224/29 Braybrooke Street, Bruce ACT 2617 Web: www.chcaffordablehousing.com.au |
| CHC | Affordable Housing, Rental Properties | Low to moderate income | Affordable housing for eligible tenants on low to moderate incomes. | Phone: 02 6248 7716 Location: Unit 224/29 Braybrooke Street, Bruce ACT 2617 Web: www.chcaffordablehousing.com.au |
| CHC | Group Homes | Low to moderate income | Shared accommodation to tenants who benefit from living in a group facility such as multi-generational family living arrangements, disability housing and elderly residents who require support. | Phone: 02 6248 7716 Location: Unit 224/29 Braybrooke Street, Bruce ACT 2617 Web: www.chcaffordablehousing.com.au |
| Environmental Collective Housing Organisation (ECHO Housing) | Affordable Housing | Over 18yrs Low to moderate income | Can be contacted direct to register for affordable housing in the Inner North. | Phone: 02 6262 8275 Location: Maitland Centre, Room 1, 114 Maitland Street, Hackett ACT 2602 Web: www.echohousing.org.au |

| Agency | Program | Target Group | Description | More Information |
|---|--|---|--|--|
| Havelock Housing Association | Community Housing | Over 18yrs Low-moderate income | A variety of options: group share at Havelock House, housing for singles in Gungahlin, and properties in Canberra suburbs. | Phone: 02 6257 2277 Location: 85 Northbourne Avenue, Turner ACT 2612 Web: www.havelock.asn.au |
| Rahula Community Lodge | Budget Accommodation | Low income | Non-profit Buddhist group. For low income Australians and visitors. Medium/long term accommodation with single beds only. Short term stays are at times available. Application required. | Phone: 02 6209 1550 Sam @ Independent Property Group Location: 32 Archibald Street, Lyneham ACT 2602 |
| YWCA Canberra Housing Support Unit | Betty Searle House, Affordable Housing | Over 55yrs Women Low to moderate income | Housing for up to 8 women who have experienced family breakdown and who are unable to live independently. Each has own bedroom and ensuite. | Phone: 02 6175 9900 Web: www.ywca-canberra.org.au |
| YWCA Canberra Housing Support Unit | Eclipse Apartments, Affordable Housing | Women Moderate income | Must meet 'National Rental Affordability Scheme' (NRAS) Housing for women. 2 x 1 bedroom apartments. | Phone: 02 6175 9900 Web: www.ywca-canberra.org.au |
| YWCA Canberra Housing Support Unit | Lady Heydon House, Affordable Housing | Over 35yrs Women Moderate income | Housing for women. Five rooms. Each has own bedroom, sitting room, ensuite and kitchenette. | Phone: 02 6175 9900 Web: www.ywca-canberra.org.au |

5. People with Disability: Accommodation, Respite & Support

Following is a list of some accommodation, respite and support programs for people with disability to live independently and supported.

Some programs may require you to be eligible for NDIS.

www.ndis.gov.au

The National Disability Insurance Scheme (NDIS) commenced in the ACT on 1 July 2014 for people up to age 65. A person with an impairment that is likely to be permanent and the impairment makes it difficult to take part in everyday activities, can access the scheme. For more information about NDIS call 1800 800 110.

www.havelock.asn.au/actdisabilityhousing

Havelock Housing in collaboration with the ACT Disability Sector has developed a site for vacancy listings of all of the disability housing options in the ACT. The site aims to be a sector owned and driven initiative. This is an open list that anyone can use to post their vacancies, and displays a mixture of government, community, and private housing options. People are then able to lodge an expression of interest in a property, and a matching process will occur based on the meeting of the eligibility criteria. For more information call Havelock House on 02 6257 2277.

| Agency | Program | Target Group | Description | More Information |
|---|---|--|--|--|
| ACT Government Disability ACT | Housing Options Facilitator | People with disability | Assists people with disability to identify and develop housing options that best meet their individual need. | Phone: 02 6207 1086 Web: www.communityservices.act.gov.au/disability_act |
| ACT Government Disability ACT | Children and Young Peoples Respite Services | Children with intellectual disability | Respite for ACT residents whose children have a diagnosed intellectual disability. 2 x homes for children (5-12yrs) and young people (13-18yrs). | Phone: 02 6207 1086 Web: www.communityservices.act.gov.au/disability_act |
| Abbeyfield Australia | Curtin | Young people Mild intellectual disability | A spacious house for residents to live independently within the context of a supportive group environment. | Phone: 02 6281 6256 Location: 31 Throssell Street, Curtin ACT 2605 Web: www.abbeyfield.org.au |
| Abbeyfield Australia | Garran | People with disability & older adults | A large, family style home with supportive group housing. A resident housekeeper, but independent living to a large extent. | Phone: 02 6232 5398 Location: 15 Stephens Place, Garran ACT 2605 Web: www.abbeyfield.org.au |
| CatholicCare Canberra & Goulburn | Dorothy Sales Cottages | Acquired brain injury | Home-like environment and 24-hour care. Respite bed. Therapeutic and clinical support. | Phone: 02 6285 4084 Web: www.catholiccare.cg.org.au |

| Agency | Program | Target Group | Description | More Information |
|---|--|---|--|--|
| CatholicCare Canberra & Goulburn | Living in Networked Communities (LINC) | 18-65yrs People with Disability | Supports people with disability to live independent, active lives. Properties are in close proximity and supported by LINC staff. | Phone: 02 6163 7600 Web: www.catholiccare.cg.org.au |
| Community Connections | Homeshare | People with disability | Homeshare brings together two people – both with a set of needs. The person with a disability is the householder , and the homesharer is a person without disability who needs somewhere affordable to live. Homesharers are not carers or paid support workers. | Phone: 02 6296 1133 Location: Kambah Professional Centre, Unit 6, 21 Jenke Circuit, Kambah ACT 2902 Web: www.comcons.org.au/ |
| Everyman | Disability Services | Men | Support program specifically for men in the ACT and region with below average intellectual functioning who have outgrown their need for institutionalised support and are at risk of social disconnection. Self-referral or by someone else. | Phone: 6230 6999 Location: Room 3.01, Griffin Centre, 20 Genge Street, Canberra City ACT 2600 Web: www.everyman.org.au |
| Focus ACT | Improved Living Arrangements | People with disability | Can help to apply for a rental tenancy or ensure you are meeting your requirements of a rental agreement. Works with Your Home Canberra to provide affordable, accessible houses, townhouses and units across Canberra. | Phone: 02 6282 9422 Location: 32 Thesiger Court, Deakin ACT 2600 Web: www.focusact.org |
| Hartley Lifecare | Residential & Respite Services | Physical &/or complex disability | Accommodation support and respite care for children, adults and their families in the ACT and region with physical and complex disabilities. | Phone: 02 6282 4411 Location: 6 Hodgson Place, Pearce ACT 2607 Web: www.hartley.org.au |
| Havelock House | Disability Housing | People with disability | <i>Must be assessed and approved by Housing ACT, then referred</i> Accommodation and support for people with disabilities. | Phone: 02 6257 2277 Location: 85 Northbourne Avenue, Turner ACT 2612 Web: www.havelock.asn.au/actdisabilityhousing |
| House with No Steps | Disability Services | People with disability | A wide range of services for both children and adults with a disability such as living and accommodation services and flexible respite and carer support programs. | Phone: 1300 538 746 Web: www.hwns.com.au |
| L'Arche Genesaret Inc. | Accommodation and Support | Low to moderate intellectual disability | 3 x houses and 2 x self-contained flats. Accommodation and support to 13 adults with low to moderate intellectual disability. | Phone: 02 6282 9066 Web: www.larche.org.au |

| Agency | Program | Target Group | Description | More Information |
|---|----------------------------------|-------------------------------------|---|---|
| Life Without Barriers | Moudji Independent Living Centre | People with disability 5-65yrs | Short term accommodation for NDIS participants. | Phone: 02 6299 6880 Location: Moudji Respite Centre, 12 Taylor Place, Queanbeyan NSW 2620 Web: www.lwb.org.au |
| Marymead: Accommodation Services | Marymead Cottages | Teens & young adults | Short term respite accommodation. Aims to provide an enjoyable stay and has a focus on nurturing independence away from home. | Phone: 02 6162 5800 Location: Narrabundah ACT Web: www.marymead.org.au |
| Marymead: Accommodation Services | Ricky Stuart House | 5-12yrs | Short term respite accommodation. Works with children, their families and support networks to ensure a collaborative relationship to achieve outcomes specific to each child. | Phone: 02 6162 5800 Location: Chifley ACT Web: www.marymead.org.au |
| St Margaret's Uniting Church | Ross Walker Lodge | People with intellectual disability | Supported residential accommodation. | Phone: 02 6248 0282 Web: www.stmargs.unitingchurch.org.au |

6. People with Mental Illness: Accommodation, Respite & Support

Below is a list of some accommodation, respite and support programs specifically for people with mental illness to live independently and supported.

Some programs may require you to be eligible for NDIS.

www.ndis.gov.au

The National Disability Insurance Scheme (NDIS) commenced in the ACT on 1 July 2014 for people up to age 65. A person with an impairment that is likely to be permanent and the impairment makes it difficult to take part in everyday activities, can access the scheme. For more information about NDIS call 1800 800 110.

www.havelock.asn.au/actdisabilityhousing

Havelock Housing in collaboration with the ACT Disability Sector has developed a site for vacancy listings of all of the disability housing options in the ACT. The site aims to be a sector owned and driven initiative. This is an open list that anyone can use to post their vacancies, and displays a mixture of government, community, and private housing options. People are then able to lodge an expression of interest in a property, and a matching process will occur based on the meeting of the eligibility criteria. For more information call Havelock House on 02 6257 2277.

| Agency | Program | Target Group | Description | More Information |
|---|---|--------------------------------------|---|--|
| ACT Government | Accommodation for Mental Health Clients | Adult Mental health | Supported accommodation units are located at Canberra Hospital (Garran), Calvary Hospital (Bruce) and Brian Hennessy Rehabilitation Centre (Bruce) for various target groups such as acute and sub-acute, older persons, respite etc. | Tel: Canberra Connect 13 22 81 Web: www.health.act.gov.au |
| CatholicCare Canberra & Goulburn | The Lodge | 18-65yrs Men with mental illness | Supports men who have mental illness, with or without alcohol & drug issues. Has the capacity for up to 15 beds (medium to long term) and 4 beds (respite program). Provides all meals. | Phone: 02 6163 3707 Mobile: 0438 217 055 Location: Ainslie Village Complex, Quick Street, Campbell ACT 2612 Web: www.catholiccare.cg.org.au |
| Grow ACT | Grow House ACT | Mental illness | Accommodation and support for up to five residents as they prepare for independent living. | Phone: 02 6295 7791 Location: 9 Anembo Street, Narrabundah ACT 2604 |
| Mental Health Foundation ACT | Support Accommodation Rehabilitation Program (SARP) | Adults with mental illness | Medium and long term accommodation in a shared house model and a recovery framework. Supported by a recovery mentor. Teaches skills to maintain their own successful tenancy. | Phone: 02 6282 6656 Web: www.mhf.org.au |
| Mental Health Foundation ACT | Mark's Place | Carers of people with mental illness | Respite for carers of people living with a mental illness. Aims to provide carers of people living with a mental illness with the opportunity to have a short break from their usual living situation. | Phone: 02 6296 2291 Location: Kambah Web: www.mhf.org.au |
| Mental Health Foundation ACT | Warren l'Anson House | Adults with mental illness | Residential Respite accommodation for consumers for two weeks at a time. Staff assist and plan with recovery plan. | Phone: 02 6247 1936 Location: O'Connor Web: www.mhf.org.au |

| Agency | Program | Target Group | Description | More Information |
|--------------------------------|------------------------------|--------------------------------------|--|--|
| Richmond Fellowship ACT | Residential Recovery Program | Mental illness | Long-Medium term accommodation. Residents must have a mental illness with associated psychosocial disability, be eligible for NDIS scheme and require 24/7 support at the standard level. Has a number of shared houses across the ACT. Staff are on site 24hrs. | Phone: 02 6248 6118 Location: Cnr Fairbairn & Pialligo Avenues, Pialligo Web: www.rfact.org.au |
| Wellways Australia | Respite House | Women over 18yrs with mental illness | A shared house for women with mental health issues (self-managing) who need time away from home in a supported safe place to regain wellbeing for up to four weeks. Evidence that each woman has a home to return to is required. | Phone: 1300 111 400 Web: www.wellways.org |

7. Youth: Accommodation, Respite & Support

Below are some housing, accommodation, respite and support programs specifically for young people to live independently and supported.

| Agency | Program | Target Group | Description | More Information |
|--|---|-------------------------------------|--|---|
| ACT Government Disability ACT | Children and Young Peoples' Respite Services | Children Intellectual disability | Respite for ACT residents whose children have a diagnosed intellectual disability. 2 x homes for children (5-12yrs) and young people (13-18yrs). | Phone: 02 6207 1086 Web: www.communityservices.act.gov.au/disability_act |
| ACT Government Housing & Community Services ACT | Housing for Young People Program | 16-25yrs | Referral required Open to young people who are transitioning from Care and Protection. Wrap around support from application through to tenancy. Assists with maintaining their Housing ACT tenancy by providing access to relevant information, referrals and advocacy, and support. | Phone: 02 6207 1150 or 13 34 27 Locations: <u>Gateway Services</u> , Nature Conservation House, Cnr Emu Bank & Benjamin Way, Belconnen Town Centre, and Wednesdays 8am-5pm at <u>Centrelink Tuggeranong</u> , Tuggeranong Square, Cnr Anketell Street & Reed Street South, Tuggeranong ACT 2900 Web: www.communityservices.act.gov.au/hcs |
| Anglicare ACT | CYCLOPS (Connecting Young Carers to Life Opportunities and Personalised Supports) | Young carers 10-18yrs | Supports young carers caring for a family member affected by mental illness, chronic illness, disability and/or alcohol and substance misuse. Young carers do not need to be the primary carer. | Phone: 02 6232 2432 Location: Club 12/25, Corner of Cooyong and Scotts Crossing, Civic ACT 2601 Web: www.anglicare.com.au |
| Barnardos | Childrens' Family Centre | Children | Respite care for children with a mental illness or children whose parents have a mental illness. | Phone: 02 6241 5466 Location: 2 Atherton Street, Downer ACT 2602 Web: www.barnardos.org.au/our-centres/canberra |
| CatholicCare Canberra & Goulburn | STEPS | 13-18yrs with mental illness | Referral required Youth mental health residential program. 24hr support staff, an alternative to hospitalisation. | Phone: 02 6262 3453 Location: 350 Antill Street, Watson ACT 2602 Web: www.catholiccare.cg.org.au |
| Carers ACT | Young Carers Program | Up to 25yrs | Can help if you are at risk of leaving school or a vocational training program early because of your caring responsibilities. Help can include: short-term respite to take a break. Young carers do not need to be the primary carer. | Carer Advisory Line: 1800 052 222 Web: www.carersact.org.au Location: 2/80 Beaufort Crescent, Holt ACT 2615 |
| Marymead: Accommodation Services | Marymead Cottages | Teens & young adults | Short term respite accommodation. Aims to provide an enjoyable stay and has a focus on nurturing independence away from home. | Phone: 02 6162 5800 Location: Narrabundah ACT Web: www.marymead.org.au |
| Marymead: Accommodation Services | Ricky Stuart House | 5-12yrs | Short term respite accommodation. Works with children, their families and support networks to achieve outcomes specific to each child. | Phone: 02 6162 5800 Location: Chifley ACT Web: www.marymead.org.au |

| Agency | Program | Target Group | Description | More Information |
|---------------------------------------|----------------|--------------------------|--|--|
| Richmond Fellowship of the ACT | Marlow Cottage | 11-18yrs Young people | <i>Referral required</i> A Care and Protection-mandated shelter. Short term and emergency accommodation to young people who are unable to live at home, on respite, or are unable to find accommodation. Also used for bail clients awaiting sentencing. | Phone: 02 6241 5999 Web: www.rfact.org.au |
| Richmond Fellowship of the ACT | Outreach House | 11-18yrs Young people | <i>Referral required</i> Residential program for young people aged between 11 and 18 years who are unable to live at home for various reasons | Phone: 02 6285 1663 Web: www.rfact.org.au |

8. Miscellaneous: Accommodation, Respite & Support

Below is a list of some housing, accommodation, respite and support programs for other miscellaneous groups.

| Agency | Program | Target Group | Description | More Information |
|--|---|--|--|--|
| Australian National University | Accommodation Options | Students | To apply for accommodation you need to register and complete an online application form. You will be asked to select one preferred residence. | Phone: 02 6125 1100 Email: uni.accom@anu.edu.au Web: http://rcc.anu.edu.au/options.php |
| Canberra Institute of Technology | Accommodation Options for International & Regional Students | Students | CIT has two residences: CIT Bruce Residence and Monterey Apartments. You can also opt to stay at the Australian Institute of Sport Residence, in a homestay, or independently rent your own property. | Phone: 02 6207 4661 Web: www.cit.edu.au |
| Canberra Mothercraft Society Inc | QEII Family Centre – Residential Program | Families with young children (0-3 yrs) | Referral required For families with young children (0-3 yrs) experiencing difficulties in the postnatal and early childhood periods. Only available after you've received support from your local community-based services and trialed strategies to resolve your issue. | Phone: 02 6205 2333 Email: info@cmsinc.org.au Web: www.cmsinc.org.au |
| Carers ACT | Deakin Cottage & Host Family Program | Low care dementia | To be eligible to receive this respite service: you must be a carer; the care recipient must live in the ACT; and the care recipient must have a diagnosed dementia and be assessed as low care. A contribution for respite services applies. | First Point of Contact Carer Advisory Service: 1800 242 636 Location: 2/80 Beaufort Crescent, Holt ACT 2615 Web: www.carersact.org.au |
| Carers ACT | Fraser Guest House | Over 55yrs Carers | For carers aged 55 years or older caring for a son or daughter with disability. Offers both a day program and an overnight program. Flexibility to stay from one day or up to two weeks. Fees are nominal only and are negotiable. | First Point of Contact Carer Advisory Service: 1800 242 636 Location: 2/80 Beaufort Crescent, Holt ACT 2615 Web: www.carersact.org.au |
| Domestic Violence Crisis Service (DVCS) | Room4Change | Men | 6mth residential therapeutic service to help men address their violence and controlling behaviours while their families are supported to stay in their home. Live in or live at home. | Phone: 02 6280 0990 Web: www.dvcs.org.au |
| EveryMan | MASS (Men's Accommodation and Support Service) | Single men over 18yrs | Support for men who are homeless or at risk of homelessness who are involved in the justice system (in prison, on remand or on probation), and men with high and complex needs. | Phone: 02 6230 6999 Location: Room 3.01, Griffin Centre, 20 Genge Street, Canberra City ACT 2600 Web: www.everyman.org.au |
| Everyman | Outreach Support | Men | Outreach Case Management to single men who | Phone: 6230 6999 |

| Agency | Program | Target Group | Description | More Information |
|--|--|------------------------------|---|---|
| | | | are homeless or at risk of homelessness. Support includes safety and improved health outcomes, including mental health, and support to sustain stable accommodation. | Location: Room 3.01, Griffin Centre, 20 Genge Street, Canberra City ACT 2600 Web: www.everyman.org.au |
| Karinya House for Mothers and Babies | Karinya House | Pregnant women & new mothers | Supported accommodation, transitional housing, and outreach services to pregnant and new mothers with babies under 3 months. | Phone: 02 6259 8998 Web: www.karinyahouse.asn.au |
| Salvation Army | Burrangiri Aged Care Plus Respite Centre | Frail Elderly People | For frail elderly people in the community when the carer or support system is in need of temporary relief. Provides a place to stay as a short term break or other programs as support. Day centre open Monday to Friday. | Phone: 02 6288 1488 Location: 1-7 Rivett Place, Rivett ACT 2611 Web: www.agedcareplus.salvos.org.au |
| Southside Community Service, Northside Community Service, Woden Community Service | Assistance with Care & Housing for the Aged (ACHA) | Older People on Low Income | Assists frail aged people who are experiencing difficulty accessing secure and affordable housing. ACHA staff has access to information that will help the aged to access public and community housing and emergency accommodation services in the ACT. | Southside Community Service: 02 6126 4700 Northside Community Service: 02 6257 2255 Woden Community Service: 02 6282 2644 |
| Safe Shelter | Various Locations Mon-Fri | Homeless Men | Community hall open to homeless sober men 7pm-7am. Bring swag or get one on the night. No need to book - arrive before 10pm. Lights out and doors locked at 10pm. Operates winter period only. | 2017: 24 April – 29 September MON: All Saints Anglican Church, Cowper St, Ainslie TUE-THU: St Columba's Uniting Church, Fawkner St, Braddon FRI: Salvation Army, Cnr Fawkner St, Braddon |
| Toora Women | Lesley's Place | Women with AOD Issues | Support for women with AOD Issues. Short term accommodation (early and longer term recovery). Accompanying children okay. Outreach also available for women in recovery. | Phone: 02 6241 7333 |
| University of Canberra | Student Accommodation | Students | Advice on accommodation options for future and current students through campus accommodation or in the Canberra community. | Phone: 02 6201 2000 Web: www.canberra.edu.au |

9. Short Term Budget Accommodation: Visitors to the ACT

Below are some options for short term budget accommodation. For more listings go to the accommodation page at www.visitcanberra.com.au

| Name | Type | Description | More Information |
|--|---|---|---|
| ACT Government | Camping in the ACT | Bookings are essential for the following campsites and are subject to availability: Blue Range Campsite, Centenary Trail Northern Border Campground, Honeysuckle Campground, Mt Clear Campground, Orroral Campground, Nil Desperandum Homestead and Woods Reserve Campsite. No booking is required for the Cotter Campground. | Phone: 13 22 81 Book online: www.environment.act.gov.au |
| ACT Government | Camping at Exhibition Park in Canberra (EPIC) | Camping on 70 hectares 8 minutes north of the city centre. Showers, toilets and laundry, powered and unpowered sites with access to water, pet friendly, public transport. Sites for caravans, motorhomes. | Phone: 02 6205 4976 Location: Flemington Road, Mitchell ACT 2911 Email: camping@epic.act.gov.au Web: www.exhibitionparkincanberra.com.au |
| Australian National University | Brian Lewis Court & Liversidge Court | 55 apartments on the ANU campus available to the university community, corporate and general public guests. All are self-serviced. Apartments are for temporary accommodation only. | Phone: 02 6125 1100 Location: ANU Acton Web: www.services.anu.edu.au/campus-environment/short-stays |
| Australian National University | University House | 105 including standard rooms, superior suites, two bedroom apartments with fully equipped kitchen, and a suite purpose-built for wheelchair access and functionality. | Phone: 02 6125 5275 Location: 1 Balmain Crescent, Acton ACT 2601 Web: www.unihouse.anu.edu.au |
| Canberra Carotel Motel & Caravan Park | Various | Has bungalows, motel rooms, units, cabins, villas, lodges, camping and caravan sites. Onsite facilities and amenities for group functions. | Phone: 02 6241 1377 Location: Cnr Aspinall & Zelling Sts, Watson ACT 2602 Web: www.carotel.com.au |
| Canberra Short Term & Holiday Accommodation | Various | 1 & 2 bedroom units/duplexes close to public transport. Stay from 1 night to 3 months or negotiate for longer terms. Kids stay free. | Phone: 02 6260 6613 / 02 6239 6210 Locations: Ainslie, Chifley, Deakin & Griffith Web: www.canbol.com.au |
| Civic Pub Backpackers | Dormitory | Each room has 4 to 6 beds. Linen is provided. A small communal kitchen and shared bathroom. A pub downstairs. 500 metres from the city centre. Must be over 18 years. | Phone: 02 6248 6488 for availability Bookings: Walk-In Location: 8 Lonsdale St, Braddon ACT 2600 |
| Dickson Central | Hostel | Hostel facilities include air conditioned/heated rooms (linen provided), a fully equipped kitchen, cafe style seating and lounge areas. Offers share dorm accommodation as well as single or twin rooms. Free wi-fi and free daily continental breakfast with freshly brewed coffee, tea, toast and cereals. | Phone: 02 6262 9922 Location: 1 st Floor, 4/14 Woolley Street, Dickson ACT 2602 Web: www.dickson-central.com.au |
| Greenhills Centre | Christie Units and Coorumbene Cottage | 4 x self-contained units and 1 x 3 bedroom holiday cottage. Also has accommodation for groups. | Phone: 02 6288 1074 Location: 1437 Cotter Road, Stromlo ACT 2611 Web: www.greenhillscentre.com |
| Greenleigh Central Canberra Motel | Motel | A selection of individual accommodation options to family packages on an affordable budget. | Phone: 02 6281 5881 Location: 106 Cotter Road, Curtin ACT 2605 Web: www.stayatgreenleigh.com.au |

| Name | Type | Description | More Information |
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| Gumtree | Real Estate – Short Stay | Short stay options such as short term leases, rooms in share accommodation, house sitting and privately managed overnight and weekly rentals. | Web: www.gumtree.com.au |
| Ibis Budget Canberra | Hotel | Located on the main highway into Canberra, Ibis budget is a newly renovated 75 room economy hotel. | Phone: 02 6253 9020 Location: 15 Tay Street, Antill St, Watson ACT 2602 Web: www.accorhotels.com |
| Kingston Hotel | Hotel | Dormitory style accommodation above a hotel. 2 beds to a room. Linen provided. A communal kitchen and showers at the end of the hall. Some dormitory rooms have their own television and fridge. | Phone: 02 6295 0123 Location: 73 Canberra Ave, Kingston ACT 2604 Web: www.kingstonhotel.com.au |
| Rahula Community Lodge | | Non profit Buddhist group. Provides budget accommodation for low income Australians and visitors. Medium/long term accommodation with single beds only. Short term stays are at times available. Application required. | Phone: 02 6209 1550 Sam @ Independent Property Group Location: 32 Archibald St, Lyneham ACT 2602 |
| Southside Village | Caravan Park & Motel Accommodation | Includes self-contained furnished cabins plus powered and unpowered caravan and camping sites. Bring your caravan, RV, tent or motorhome. Weekly longer term accommodation rates available on application. | Phone: 02 6280 6176 Location: Cnr Canberra Avenue & Monaro Highway, Fyshwick ACT 2609 Web: www.southsidecanberra.com.au |
| The Blue & White Lodge & Canberran Lodges | B&B | Both properties operate as one enterprise comprising of 19 rooms and feature a reception area and dining room. Caters for singles, doubles, twins, families of 4 and adjoining rooms for 4 to 6 persons. Full cooked breakfast. | Phone: 02 6248 0498 Location: 524 Northbourne Avenue, Downer ACT 2602 Web: www.blueandwhitelodge.com.au |
| YHA Australia | Canberra City YHA | As hostels are intended for travellers, length of stay may be limited to 14 days, but can be extended at the hostel manager's discretion. Although YHA hostels are designed primarily for young people, all travellers are welcome to stay. Children under 17 must always be accompanied by a responsible adult over the age of 21. | Phone: 02 6248 9155 Location: 7 Akuna St, Canberra City ACT 2600 Web: www.yha.com.au |
| YMCA of Canberra | Leumeah Lodge | Specialises in school and sporting group accommodation, conferencing and events but also accommodates individuals and families within the hotel wing. It is just off the Barton Highway, in the Gold Creek Tourist precinct. | Phone: 02 6152 8388 Location: 48 O'Hanlon Place, Nicholls ACT 2913 Web: www.luemeahlodge.com.au |
| YMCA of Canberra | Bush Capital Lodge | Accommodation facility catering exclusively to groups, offering a safe, friendly and welcoming environment while in the ACT. | Phone: 02 6162 1915 Location: 191 Dryandra St, O'Connor ACT 2602 Web: www.canberra.ymca.org.au |

10. Financial Assistance & Concessions

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| <p>1. ActewAGL Retail: 13 14 93 Web: www.actewagl.com.au</p> <p>2. Origin: 13 24 61 Web: www.origin.com.au</p> <p>3. EnergyAustralia: 13 34 66 Web: www.energyaustralia.com.au</p> | <p>Utilities Concession Provides additional support to eligible households regardless of whether they rent or own a home. It covers electricity, natural gas, water and sewerage and is calculated on a daily basis, with rates depending on the season. Eligible applicants must be the primary holder of one of the following concession cards: Centrelink Pensioner Concession Card (PCC); or Centrelink Low Income Health Care Card (HCC); or Veteran's Affairs Pensioner Concession Card, Gold Card and TPI. For more information contact your energy provider by phone, or download their application form from their website.</p> |
| <p>Care Inc Phone: 02 6257 1788 Location: CCG House, Level 4, 219 London Circuit, Canberra City ACT 2601 Web: www.carefcs.org</p> | <p>Financial Hardship No Interest Loan Program No-interest loans up to \$1,500 to assist individuals who are experiencing financial hardship to purchase necessities such as white goods, furniture or health aids. Loans are for ACT residents on a low to middle income who do not qualify for a Pension, Concession or Health Care Card but are unable reasonably, because of illness, unemployment, financial stress, or other reasonable cause, to purchase essential items. Application forms can be collected Care's Office or can be posted on request. The Loan Administrator will contact you to set up an interview.</p> |
| <p>Care Inc Phone: 02 6257 1788 Location: CCG House, Level 4, 219 London Circuit, Canberra City ACT 2601 Web: www.carefcs.org</p> | <p>No Interest Loan Scheme (NILS) No-interest loans up to \$1,500 for people on low incomes in the ACT and surrounding district to purchase essential household items such as fridges, washing machines, furniture or electrical appliances. Application forms can be collected from Care's Office or can be posted on request. The Loan Administrator will contact you to set up an interview to discuss your application.</p> |
| <p>Centrelink Phone: 1800 136 380 (Centrelink Indigenous Call Centre) Web: www.humanservices.gov.au</p> | <p>Advance Payment A lump sum Advance Payment of your Social Security payment may be available if you need some money to help pay your expenses. This is not an extra payment. You have to pay this back to Centrelink. To be eligible you must first be receiving one of the following payments: Age Pension; Disability Support Pension; Widow Allowance; Wife Pension; Widow B Pension; Carer Payment; Parenting Payment (Partnered); Parenting Payment (Single); Newstart Allowance; Youth Allowance; Austudy Payment; ABSTUDY; or Family Tax Benefit Part A. Contact Centrelink to apply and to find out how much you can receive.</p> |
| <p>Centrelink Phone: 1800 136 380 (Centrelink Indigenous Call Centre) Web: www.humanservices.gov.au</p> | <p>Rent Assistance If you are paying rent and receive a pension, allowance, or benefit from Centrelink, you may be able to receive Rent Assistance as well. The amount of Rent Assistance you get depends on: the type and amount of rent you pay for the home you usually live in, your living arrangements - whether you are single or have a partner, whether you have dependent children living with you, and whether you share your accommodation with others.</p> |
| <p>Centrelink Phone: 1800 136 380 (Centrelink Indigenous Call Centre) Web: www.humanservices.gov.au</p> | <p>Crisis Payment You may be eligible for Crisis Payment if you are receiving an income support payment. You will need to meet eligibility requirements such as: getting out of jail; experiencing family and domestic violence; having been in prison or psychiatric confinement for 14 days; having severe financial hardship; being a Humanitarian entrant in Australia for the first time; and, going through a natural disaster not covered by the Disaster Recovery Payment.</p> |
| <p>Council of the Ageing Phone: 02 6282 3777 Web: www.actseniorscard.org.au</p> | <p>ACT Seniors Card Part of an Australian wide initiative which recognises the valuable contribution of older people in their local community. The card is issued free and provides access to savings on a range of goods and services provided by participating businesses (government and non-government).</p> |

10. Financial Assistance & Concessions

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| <p>Housing ACT Phone: 02 6207 1150 or 13 34 27 Locations: Gateway Services, Nature Conservation House, Cnr Emu Bank & Benjamin Way, Belconnen Town Centre, and Wednesdays 8am-5pm at Centrelink Tuggeranong, Tuggeranong Square, Cnr Anketell Street & Reed Street South, Tuggeranong ACT 2900 Web: www.communityservices.act.gov.au/hcs</p> | <p>Public Housing Rental Rebate The subsidy assists eligible social housing tenants to meet the cost of renting public housing. The scheme is not strictly a concession but rather the provision of subsidised rent to social housing tenants. Eligibility is determined by the social housing tenant's household composition and household income. Application forms are available online or by contacting your Housing Manager on 13 34 27.</p> |
| <p>Housing ACT Phone: 02 6207 1150 or 13 34 27 Locations: Gateway Services, Nature Conservation House, Cnr Emu Bank & Benjamin Way, Belconnen Town Centre, and Wednesdays 8am-5pm at Centrelink Tuggeranong, Tuggeranong Square, Cnr Anketell Street & Reed Street South, Tuggeranong ACT 2900 Web: www.communityservices.act.gov.au/hcs</p> | <p>Rental Bond Loans Scheme If you want to rent privately, most landlords will expect you to pay a bond (security deposit) in case you damage the property or fall behind in your rent. If you are an eligible applicant you may be granted a loan of up to 90% of the bond required to rent privately in the ACT. The loan is repayable by direct debit to Housing ACT over a 20 month period. There are a number of criteria that must be met. Application forms are available online or contact Housing ACT for more information.</p> |
| <p>Salvation Army Phone: 1300 371 288 (Mon-Fri 9am-5pm) Web: www.salvos.org.au</p> | <p>Emergency Relief If you find yourself in crisis and are in need material or financial assistance phone their Emergency Relief assessment team. Your situation is assessed by staff via a centralised phone centre. Once assessed, the SalvosConnect team will refer you to a SalvosConnect community centre where assistance may include: cash/cheque; food vouchers or parcels; toys and food hampers at Christmas; clothing; furniture and other household items; accommodation; housing costs; electricity, gas, rates and other bills; Public transport fares; and medical and educational expenses. There you will be able to collect your pre-approved material assistance, attend appointments, and connect with local Salvation Army events in your local area. No assessment can be done on-the-spot at SalvosConnect community centres.</p> |
| <p>Salvation Army NILS: Contact your local Salvos at Braddon 0435 963 472, Mawson 0401 674 370, Scullin 02 6254 8901, Tuggeranong 0435 963 472 or Gungahlin 0401 674 370 Phone: 13 72 58 (General Enquiries) Web: www.nils.com.au</p> | <p>No Interest Loan Scheme (NILS) No-interest loans of up to \$1,500 for essential items and services to people in need on low incomes who are unable to qualify for other affordable loans. You need to be on a low income, e.g. receiving a Centrelink payment, holder of a Health Care Card or have a low household income. Exceptional circumstances can be considered. Assessment is based on providing finance for essential needs, taking a person's financial capacity into account.</p> |

11. Food Co-ops, Pantries & Meals

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| <p>AINSLIE St Vincent De Paul Society Ainslie Village, 23 Quick Street, Campbell ACT 2612 Phone: 02 6234 7391 Web: www.vinnies.org.au</p> | <p>Blue Door OPEN: Monday to Friday 9.00am-2.30pm Blue Door is open to anyone in need including Ainslie Village residents. It is a drop-in centre that provides support such as a free nutritious breakfast (9am) and lunch (12pm), haircuts, clothing and furniture vouchers as well as information, advice, advocacy and referrals. Services are delivered in a supportive setting, ensuring that Blue Door is a non-threatening, safe and secure place for Ainslie Village residents and other guests to access these services, relax and socialise.</p> |
| <p>BELCONNEN NationsHeart Christian Community 27 Rae Street, Belconnen ACT 2617 Phone: 02 6253 1672 Web: www.nationsheart.org.au</p> | <p>FoodHut Co-op OPEN: Tuesday 5.00pm-6.30pm / Thursday 3.00pm-4.30pm / Friday 9.30-11.30am NationsHeart is an outlet for FoodBank NSW whose aim is to provide food donated by supermarket chains and manufacturers to anyone in need or on a limited income. Food is also provided through The Yellow Van in Canberra. FoodHut hopes to help relieve some pressure on your weekly budget. A donation is requested for the goods and a yearly membership of \$3.</p> |
| <p>CANBERRA CITY City Uniting Church 69 Northbourne Avenue, Canberra ACT 2600 Phone: 6247 5041 Web: www.redcross.org.au</p> | <p>Early Morning Centre OPEN: Monday to Friday 7.30am-8.30am free breakfast; and 9.00am-11.30am support and referral services Provides a safe space to anyone in need to get information and support. Services provided include: office facilities - desk, phone, computer with internet access; Post Office Box address; and a safe collection point for mail.</p> |
| <p>CANBERRA CITY Australian Red Cross, Canberra Roadhouse Service Room 1, Griffin Centre, 20 Genge Street, Canberra ACT 2600 Phone: 02 6287 4311 Web: www.redcross.org.au</p> | <p>Room 1 Griffin Centre Mondays: 4:30pm-5:30pm - food provided by the Australian Red Cross. Tuesdays: 4.30pm-5:30pm - food provided by the Australian Red Cross. Wednesdays: 5.00pm-6.00pm - food provided by Hare Krishna Food For Life Program Canberra. Thursdays: 4.30pm-5:30pm - food provided by Australian Red Cross. Fridays: 12.00pm-5.00pm - food provided by Stasia's Soup Kitchen (at Garema Place, Canberra City - not the Griffin Centre). Saturdays: 5.00pm-6.00pm - food provided by Hare Krishna Food For Life Program Canberra. Sundays: 5.00pm-6.00pm - food provided by the Masonic Lodge of Canberra. Delivers a free hot meal and information service to anyone in need. Red Cross operates an information service 6 nights per week providing information on housing and employment and referral to other support services.</p> |
| <p>CANBERRA WIDE Australian Red Cross 27 Mulley Street, Holder ACT 2611 Phone: 02 6234 7663 Web: www.redcross.org.au</p> | <p>Grant Cameron Community Centre Meals on Wheels Fresh meal delivery for frail aged and disabled people each weekday. Frozen meal service one day per week or fortnight depending on requirements. Fees apply.</p> |
| <p>CHARWOOD Canberra City Care 20 Cartwright Street, Charnwood ACT 2615 Phone: 02 6178 1050 Web: www.canberracitycare.org</p> | <p>Harvest Swap or Shop OPEN: Tuesday-Friday 10.00am-12.00noon and 1.00pm-4.00pm Harvest Garden and Kitchen grows fresh fruit and vegetables for the local community. It is aimed at helping families who are experiencing financial hardship to have access to affordable, healthy food. Produce is available through the Harvest Swap or Shop stall.</p> |

11. Food Co-ops, Pantries & Meals

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| <p>CHARNWOOD Canberra City Care 20 Cartwright Street, Charnwood ACT 2615 Phone: 02 6178 1050 Web: www.canberracitycare.org</p> | <p>Hand up Food Care OPEN: Tuesday-Friday 10.00am-12.00noon and 1.00pm-4.00pm Provides practical assistance to people in genuine need. Fresh, frozen and packaged food, treats for school lunch boxes, other groceries and essential toiletries, and budgeting planning assistance. Membership is \$4 per year.</p> |
| <p>GUNGAHLIN Communities@Work Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin ACT 2912 Phone: 02 6228 9200 Web: www.commsatwork.org</p> | <p>Community Pantry OPEN: Monday to Friday 9.00am-3.00pm Community Pantries provide healthy food and personal care items to individuals and families in Canberra who are experiencing hardship. The pantries are located in the Tuggeranong Community Centre and Gungahlin Community Centre.</p> |
| <p>GUNGAHLIN Gungahlin Uniting Church & Community Centre 108 The Valley Avenue, Gungahlin ACT 2912 Phone: 02 6242 5001 or 02 6242 0515 Web: www.gungahlinuniting.org</p> | <p>The Mustard Seed Uniting Food Pantry and Cafe OPEN: Every Thursday 11.00am-1.00pm and 6.00pm-7.00pm A low cost nutritious food venue which is open to anyone in need or on a limited income. It costs \$1 to join, self-serve and donation by weight of food chosen. Free bread and a limited range of vegetables are available each week. Everyone is welcome to stay and enjoy coffee, tea, biscuits at the free café.</p> |
| <p>HACKETT Holy Cross Anglican Church Cnr of Phillip Avenue & Anthill Street, Hackett ACT 2602 Phone: 02 6248 5327 Web: www.holycrosshackett.org.au</p> | <p>Tuckerbox OPEN: Saturdays 2.00pm-4.00pm A food outlet to assist people struggling to meet their budgets. Food is provided by Foodbank NSW. Pensioners, people living with disability, and working families on tight budgets are members of Tuckerbox. The annex at the back of the church is transformed into a small grocery and afternoon tea centre. Groceries, bread, dairy products and fresh fruit and vegetables are available for a nominal handling fee. Participation is by an annual membership fee of \$2 per family. All are welcome to drop in for afternoon tea, a chat, to browse and to shop.</p> |
| <p>LANYON YWCA Canberra Mura Lanyon Youth & Community Centre, Sidney Nolan Street, Conder ACT 2906 Phone: 02 6294 4633 Web: www.ywca-canberra.org.au</p> | <p>Lanyon Food Hub and Emergency Relief OPEN: Thursdays 9.30am-1.30pm Offers free food to members of the community who require emergency relief. Consists of a pantry-style system with non-perishable foods available, as well as refrigerated and frozen foods. Must bring photo ID, proof of residency, and shopping bags. Assessment is required. For more information phone during the above hours.</p> |
| <p>LYONS Lyons Church of Christ 2 Marawah Street, Lyons ACT 2606 Phone: 0402 063 360</p> | <p>Lyons Food Corner OPEN: Mondays 1.30pm-2.30pm (during school term only) Annual membership is \$2 to access a range of groceries at minimal cost.</p> |

11. Food Co-ops, Pantries & Meals

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| <p>NARRABUNDAH Community Services #1 63 Boolimba Crescent, Narrabundah ACT 2604 Phone: 02 6126 4700 Website: www.communityservices1.org</p> | <p>Pantry OPEN: Wednesdays & Thursdays 10.00am-4.00pm (appointment only) A small community food outlet for people with a genuine need or those who are on a limited income. Available to any client of Community Services #1 who may be deemed to be in need of extra support or assistance, i.e CASP clients, Childcare Centre families, young people or other clients of Community Services #1. It is also available to clients of other community support services such as Woden Community Service, Winnunga Nimmityjah Aboriginal Health Service, etc. or to those who “walk in” requesting assistance. There is no fixed charge, however, a donation is appreciated to cover other costs.</p> |
| <p>QUEANBEYAN Anglicare The Bargain Hunter, 114-120 Monaro Street, Queanbeyan NSW 2620 Phone: Sabrina 0427 745 310 Website: www.anglicare.com.au</p> | <p>Food Fair OPEN: Thursdays & Fridays 10.00am-12.00pm and 1.00pm-3.00pm A community pantry to help low income families purchase groceries at heavily discounted prices. It has a wide range of grocery items including meat products and seasonal fresh fruit and vegetables which are purchased at a per-kilo rate and some items are available for free. Membership available for a small sign-up fee and applicants must have a Centrelink card, a Health Care Card or a proven low income.</p> |
| <p>SPENCE St Pauls Ginninderra Anglican Church Spence Mt Rogers Community Centre, Curly Street, Spence ACT 2615 Phone: 0411 451 511 (Angela) Website: www.stpaulsginninderra.org.au</p> | <p>Helping Hand Food Pantry OPEN: Thursdays & Fridays 11.30am-1.00pm Provides assistance with low cost food to people finding it difficult to make ends meet. Provides food on an as available basis and asks for a donation to cover freight and handling costs. Food and support provided by: Foodbank NSW, The Yellow Van, Ziggy’s Garden Fresh at Belconnen Markets and Rotary ACT.</p> |
| <p>TUGGERANONG Communities@Work Tuggeranong Community Centre, 245 Cowlshaw Street, Greenway ACT 2900 Phone: 02 6293 6500 Web: www.commsatwork.org</p> | <p>Community Pantry OPEN: Monday to Friday 9.00am-3.00pm Community Pantries provide healthy food and personal care items to individuals and families in Canberra who are experiencing hardship. The pantries are located in the Tuggeranong Community Centre and Gungahlin Community Centre.</p> |
| <p>WATSON Australian Mercy Youth With A Mission, 76 Federal Highway, Watson ACT 2602 Phone: 02 6241 5500 Web: www.australianmercy.org</p> | <p>The Canberra Pantry OPEN: Thursdays 10.00am-3.00pm Provides low cost food and household goods to disadvantaged and vulnerable people in the area whilst providing them a place of hospitality.</p> |
| <p>WODEN Woden Community Service 26 Corinna Street, Woden ACT 2606 Phone: 02 6282 2644 Web: www.wcs.org.au</p> | <p>The Little Pantry OPEN: Thursdays 9.30am-1.00pm (or any weekday for emergency packs) A place where you can go in times of need and choose a small number of non-perishable foods and personal items.</p> |

12. Complaint & Resolution Services

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| <p>ACT Human Rights Commission Level 2, 11 Moore Street Canberra City ACT 2600 Phone: 02 6205 2222</p> | <p>Web: www.hrc.act.gov.au Their role is to resolve complaints and promote rights. The Commission can deal with complaints about services (including for people with a disability, health services, services for children and young people and services for older people). If you would like to discuss a possible complaint, please contact the Commission.</p> |
| <p>ACT Ombudsman Level 5, Childers Square, 14 Childers Street, Canberra City ACT 2601 Phone: 1300 362 072</p> | <p>Web: www.ombudsman.gov.au Investigates complaints from people who believe they have been treated unfairly or unreasonably by an ACT Government agency.</p> |
| <p>ACT Shelter GPO Box 927, Canberra ACT 2601 Phone: 02 6247 3727</p> | <p>Web: www.actshelter.org.au An independent peak community organisation who provides strategic advice and advocacy on housing policy issues that affect people with no or on low to moderate incomes. ACT Shelter is a member based organisation whose members include organisations and individuals who have an interest in ensuring the availability of affordable, secure and appropriate housing in Canberra. Some of these members are involved in the provision of housing and / or homelessness support services. They hold regular forums and special meetings on housing issues of concern to people in the ACT and encourage member and community participation in identifying important issues.</p> |
| <p>Canberra Community Law Level 1, Templar House, 21 Barry Drive, Turner ACT 2612 Phone: 02 6218 7977 Housing Law</p> | <p>Web: www.canberracommunitylaw.org.au Provides free, independent and confidential legal help to people on low incomes. The Housing Law area can provide free legal advice if you are having problems with Housing ACT or a community housing provider in the ACT such as: difficulties applying for housing, repairs and maintenance, rent arrears/behind on rent, housing transfers, evictions and housing debts. They can also help if you: are renting privately; have an occupancy agreement or live in a caravan park, hostel or boarding house; or refer you to other centres if you live outside the ACT.</p> |
| <p>Conflict Resolution Service Level 2 & Level 3 Griffin Centre, 20 Genge Street, Canberra City ACT 2600 Phone: 02 6180 1888</p> | <p>Web: www.crs.org.au The service is free for disputes involving neighbourhood, family, friends and adolescents. CRS also offers free services for those on a low income no matter what type of issues involved. Charges apply to: separating couples (property/parenting arrangements); workplace disputes; civil and small claims; residential landlord and tenant; and business/commercial. Charges only apply for any time spent in a mediation session.</p> |
| <p>Tenants Union ACT Tenancy Advice: 02 6247 2011 On weekdays, check TU Twitter to see if the advice line is open. Phone between 10.00am and 11:30am to leave a voice message.</p> | <p>Web: www.tenantsact.org.au For people who need legal assistance on a private tenancy matter but are not on a low income. An independent community legal centre initially formed by a group of tenants who came together to promote the rights and interests of people renting their homes in the ACT. They help all renters, which mean both tenants and occupants. Members include private, public and community housing tenants, as well as boarders and lodgers, people living in student accommodation, caravan parks and emergency accommodation, and others interested in supporting the work of the TU. The Tenants' Union is committed to addressing the inequities that exist between renters and property investors.</p> |
| <p>Housing ACT Complaints Management Unit Locked Bag 3000, Belconnen ACT 2617 Phone: 13 34 27 Email: housing.customerservice@act.gov.au</p> | <p>Web: www.communityservices.act.gov.au/hcs For complaints about any aspect of Housing ACT's services, contact Housing ACT by phone, in writing or by email. The complaints service is available to ACT Housing tenants and to members of the public. A complaint may include dissatisfaction with: client service delivery; tenancy matters; housing assistance matters; and property maintenance. Complaints can be anonymous. Alternatively, you may like to leave some positive feedback.</p> |

13. Common Housing Terms

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| homelessness | <p><i>Primary homelessness.</i> Also known as “rough sleeping”, this is what many people most often associate with homelessness, perhaps because it is the most visible ‘face’ of homelessness and can mean sleeping in public places such park benches, cars or makeshift shelters.</p> <p><i>Secondary homelessness.</i> This involves moving between different temporary shelters, for example, “couch surfing” or staying as a temporary guest with relatives and friends, or staying in crisis homelessness accommodation. <i>Couch surfing</i> is defined as temporarily staying with friends, relatives, family and sometimes with complete strangers.</p> <p><i>Tertiary homelessness.</i> People living in single rooms in private boarding houses without their own bathroom, kitchen or security of tenure are considered to be tertiary homeless.</p> <p><i>Marginal tenures.</i> These are forms of tenure that are very close to the minimum standard of acceptable housing.</p> |
| at risk of homelessness | A person is at risk of homelessness if they are at risk of losing their accommodation. A person may be at risk of homelessness if they are experiencing issues that can contribute to homelessness such as: financial stress, rental/mortgage arrears, pending eviction, inadequate or unsuitable accommodation, domestic and family violence, unemployment and discrimination. |
| low to moderate income household | Households made up of people whose incomes place them in the bottom 40% of income earners. |
| social housing | Is an umbrella term that describes housing managed by either government or a not for profit organisation that aims to provide accommodation that is affordable for people on low to moderate incomes. Rent setting is usually based on a proportion of a tenant’s income (typically less than 30%). |
| social housing waiting list | <ul style="list-style-type: none"> • Waiting lists are for approved applications. • Information on current waiting list and waiting times for social housing in the ACT is available at: www.communityservices.act.gov.au |
| public housing | Public housing is government-owned housing rented to eligible low and moderate income earners and managed by government (state and territory housing authorities). Housing ACT is responsible for acquiring and managing public housing in the ACT. Rent is calculated at 25% of a household’s income. |
| community housing | In the ACT, community housing is delivered by community organisations to eligible individuals and families, with funding and support from the ACT Government. Community housing offer a mix of rental options, including income based (e.g. 25% of assessable income) and affordable (e.g. 74.9% of market rent). Community housing providers can also include: housing co-operatives; organisations specialising in the management of properties and/or tenancy support; and larger growth providers that are able to finance and manage the construction of their own affordable housing. |
| eligibility and housing needs category | <ul style="list-style-type: none"> • Housing ACT will assess an application for eligibility. • Housing ACT will assess an application for the appropriate housing needs category: priority (for those most in need), high needs and standard. • Due to demand for social housing, Housing ACT may not be able to specify expected waiting periods. |
| affordable housing (rental) | <ul style="list-style-type: none"> • Affordable rental housing is housing provided at a price that low and moderate income household can pay while also meeting other living costs (e.g. 74.9% of market rent). • The ACT Government website includes information on who to contact for affordable rental properties in Canberra: www.economicdevelopment.act.gov.au/buy-land-and-build/affordable_housing/looking_for_affordable_home_to_rent |
| private rental | <ul style="list-style-type: none"> • Can include properties or rooms available to rent from real estate agents, private landlords, share accommodation and house sitting. • In Canberra private rentals are generally advertised in <i>The Canberra Times</i>, www.allhomes.com.au and www.gumtree.com.au. • The ACT Government has developed a fact sheet with tips on how to find a place to live: www.assistance.act.gov.au/adult/housing_and_rates/private_rental/how-to-find-a-place-to-live-tips-for-tenants |

About the Gulanga Program

The ACT Council of Social Service, Gulanga Program, is designed to support ACT Homelessness Service Providers and the Children, Youth and Family Sector to develop and/or improve upon good cultural appropriate practice stands with the aim of employing Aboriginal and/or Torres Strait Islander workers and providing better engagement with Aboriginal and/or Torres Strait Islander peoples and their families to access the services that will best meet their needs. The program has developed a number of tools and resources to assist services to adapt their organisation to better respond and deliver culturally appropriate services to Aboriginal and/or Torres Strait Islander peoples.

For more information about the Gulanga Program visit the ACT Council of Social Service website: www.actcoss.org.au

The Gulanga Program staff appreciates your feedback. Please email gulanga@actcoss.org.au or phone 02 6202 7200.

Cover Artwork: *Gulanga Program 'We Too, Including You'*, by Kristie Peters, 2013

The Goanna Tracks - represents Gulanga and the impact it has to encourage change which then leaves imprints of influence towards reconciliation between Aboriginal Peoples and all Cultures.

The Meeting Places - represents different places where we gather and meet while we are moving in the same circles.

The Travelling lines - the unbroken connections between the meeting places and the goanna tracks represents - The continuation of many networks between all services who are supporting disadvantaged groups within the ACT.

THE ARTIST: Kristie is a Wiradjurri woman from NSW and a promising young artist with a natural talent and a curious mind eager to explore many different mediums. Her talent is eye-catching and well executed. Her style of art is a mix of contemporary traditional using acrylic paints on canvas. Kristie story is a growing one where she is literally hoping to carve out a future for herself and her family by using her natural gift.