

EMERGENCY AID - Food, Material and Financial Support

OCTOBER 2021

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Metro Assist	<p>Campsie Level 2/59-63 Evaline St, Campsie Tel: 9789 3744</p> <p>Bankstown 62 Meredith St, Tel: 8709 0200</p>	<p>Food vouchers/groceries & basic necessities</p> <p>EAPA (Energy Accounts Payment Assistance) vouchers to pay bills.</p>	Please call to discuss eligibility and to book an appointment.	Free	Individuals & families experiencing disadvantage and isolating due to Covid. Must bring proof of ID, receipts/proof of spending, recent Centrelink statement and copies of bills.
St Vincent de Paul	<p>Various Locations Main Phone- 13 18 12</p>	Food Vouchers	Call to arrange an appointment.	Free	Individuals & families experiencing disadvantage. Must provide Centrelink income statement & photo identification.
Salvation Army	<p>Campsie 23 Anglo Road Campsie NSW 2194 Tel: 9718 7933</p>	Food vouchers and food parcels	Call main phone 1300 371 288 to arrange an appointment.	Free	Individuals & families experiencing disadvantage. Must provide Centrelink income statement & photo identification.

Canterbury/Bankstown Emergency Relief Directory



Prosper Project Australia- Campsie Sydney Help Hub	34 North Parade Campsie NSW 2194 Tel: 0402 787 571 or email: https://prosperprojectaustralia.org/welfare/	Food, clothing, small household items and financial assistance.	Thursday between 10am and 2pm	Free	Individuals & families experiencing disadvantage.
Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Mission Australia Inner South West	Call 02 9509 7140	Food vouchers Food parcels pending availability No deliveries	9am to 5pm	Free	Households experiencing financial distress in Canterbury Bankstown and Inner South West
Service NSW (Rapid Relief Team)	13 77 88 (Hang on through all the options and ask for Rapid Relief Team)	Door to door delivery of non-perishable food boxes	Call to arrange for delivery	Free	For people placed in quarantine or self-isolation at short notice and other vulnerable people in the community who can't get food for themselves.
Chester Hill Neighbourhood Centre	89 Waldron Rd Chester Hill 2162 Tel: 9645 3700	Bill help (Gas, Electrical, Water and Telstra), food vouchers and food parcels & EPA	Please call to check availability and make an appointment.	Free	For people living in Bankstown and surrounding suburbs who are in a crisis. Currently assessed over the phone. Face-to-face when restrictions ease.
Muslim Women's Association	47 Wangee Road Lakemba NSW 2195 Tel: 9750 6916	Fresh Bread and Frozen food (limited supply each week).	Bread available Thursdays from 11am. Please call to check availability and make	Free	None

Canterbury/Bankstown Emergency Relief Directory



			an appointment.		
OzHarvest – until end of the year	Lakemba Senior Citizens Centre (corner Croydon St/The Boulevard) in Lakemba	Food Hampers	Every Tuesday 11am – 2pm	Free	COVID-19 check-in and wearing a mask is mandatory to access this service.

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Maronites on Mission Australia (working with NSW Health) Limited capacity - call first to check.	Mobile 0468 448 777	Food parcels – delivered.	Monday to Friday	Free	Priority goes to people who are in isolation due to Covid. Households experiencing financial distress in Canterbury Bankstown.
Al-Ihsan Foundation International Limited	176 Waldron Rd, Chester Hill 2162 Phone: 1300 998 444	Woolworths Simply Grocery Vouchers & Meal/Food Vouchers	Please call Monday to Friday 9am to 4pm	Free	Sydney Metro
All Saints Belmore	Corner Isabel and Cecilia Streets, Belmore NSW 2192 Tel: 0451 936 868	Food parcels delivered - One person will receive one delivery/ fortnight	Please call/SMS to check availability and make an appointment Can also email Chris: constantichris@optusnet.com.au	Free	None
Lighthouse Community Support	Tel: 1300 794 490	Deliver Food parcels and Other essentials, such as nappies, baby	Please call to check availability and to arrange a drop off/pick up time.	Free	A quick assessment (non-intrusive). Sydney wide but their focus is

Canterbury/Bankstown Emergency Relief Directory



		formula, baby wipes and medicine			Bankstown/Canterbury LGA.
Asylum Seekers Centre	43 Bedford Street Newtown, NSW 2042 Tel: 9078 1900	Electronic food vouchers only. NO food parcels, toiletries, or clothing	Please call to check availability and make an appointment.	Free	Support asylum seekers, Sydney wide. An assessment/intake process for eligibility.
Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Foodbank NSW & ACT together with Study NSW	02 9756 3099 and we will refer you to your nearest food relief organisation.	Food hampers to International Students studying in NSW and facing food insecurity during the pandemic.	To submit a request for a hamper to be delivered to your home, follow link https://www.foodbank.org.au/NSW-ACT/international-student-hampers/?state=nsw-act	Free	International Students
Anglicare Emergency Assistance	Go online to apply	Food parcels in Sydney and the Illawarra	https://www.anglicare.org.au/what-we-offer/food-and-financial-assistance/help-with-food/	Free - 3 parcels/Year	Anyone who is food insecure
Community and Cultural Connections Limited capacity - call first to check.	Hut 1/142 Addison Road, Marrickville Mobile: 0404 937 298 or 0470 593 207 Mon – Fri (9am to 4pm) Email: Admin.exec@ccci.org.au	- Contactless food hampers /or vouchers delivered. - Bill assistance, rent assistance to temporary visa holders and those in extreme financial distress - Providing transport to vaccination appointments for seniors with	Mondays: 11am-3pm Wednesdays: 10am-2pm Other working days for urgent cases	\$2-\$5 donation from those who can afford it	Vulnerable people in isolation, experiencing financial hardship, or food insecurity in Canterbury Bankstown, Burwood, Strathfield, Liverpool, Fairfield, Inner West, and City of Sydney LGAs Assessment/ intake process for eligibility

Canterbury/Bankstown Emergency Relief Directory



Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
		additional vulnerabilities or people with a special need in some affected LGAs - Critical support with limited case work for complex needs			
Australian Red Cross - Extreme Hardship Support Program	https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition/nsw-relief	food, medicine or shelter	Apply online at any time	Free	Must live in Greater Sydney Must be a temporary or provisional visa holder, or undocumented migrant Have zero or limited income No Commonwealth income support
National Zakat Foundation	1300 663 729 www.nzf.org.au/apply	Financial and Bill help (Rent, Gas, Electrical, Water etc.), Food vouchers and Halal meat and food parcels.	Call or apply online at any time	Free	Individuals and families experiencing financial or emotional distress. Each case assessed on its merits. Provide proof of ID, receipts/proof of spending, and copies of bills

Canterbury/Bankstown Emergency Relief Directory



Addison Road Community Centre	9569 7633 or email info@addiroad.org.au	food relief hampers or vouchers delivered	Apply online anytime	Free	For individuals or organisations in Canterbury-Bankstown LGA
Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Sydney Community Connect P O Box 154 Greenacre 2190	Mobile 0425 336 838	Delivery of Food Hampers	Mon, Tues and Wednesdays	Free	Households experiencing financial distress and isolation in Greenacre and surrounding areas.
Melkite Catholic Welfare Association	9750 5514 or email welfare@melkite.org.au	Food, food vouchers and referrals to other organisations Also, EPA vouchers	Monday to Friday 9:30am to 4:30pm	Free	Anyone who is experiencing distress
Canterbury Earlwood Caring Association (CECAL)	02 9559 4013 or email info@cecal.org.au	Food Parcels Delivery and pick up via booking	Monday to Friday 10am to 3:30pm (to apply) Phone or email to arrange a drop/off pick up time	Free	Households experiencing financial distress, in Canterbury, Earlwood and surrounding areas. Provide proof of ID.

COMMUNITY MEALS

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Prosper Project Australia- Campsie Sydney Help Hub	34 North Parade Campsie NSW 2194 Tel: 0402 787 571	Food van with take away meals	Food van Thursday 11:45am-12:30pm.	Free	Individuals and families experiencing financial distress
Campsie Drop In Second Bite Food Rescue Program	36 Evaline Street Campsie Tel: 0413 491 817	Fresh fruit and vegetables, other food items (it varies)	Send a text to arrange time for Pickup of groceries – Tuesdays and Thursdays from 11:40am	Free	Individuals and families experiencing financial disadvantage
Community Care Kitchen (CCK)	Sydney wide 0459 425 818 Call and leave your name and number; they will call you back	Hot meals – cooked from cafes and delivered to client. They can also give food vouchers	Every day	Free	For families experiencing hardship. Short phone assessment, where client needs to provide proof of ID, Centrelink details, Visa status.
Riverwood Community Centre	151 Belmore Rd Riverwood NSW 2210 t: 02 9533 0100	Food parcels Mondays Hot Meal Wednesdays	Call for appointment Food parcels: Mondays (10:00am – 1:00pm)	Free	Households experiencing financial distress in Riverwood and surrounds.

Canterbury/Bankstown Emergency Relief Directory



Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Greek Orthodox Community NSW	206-210 Lakemba Street Lakemba NSW 2195 Tel: 9740 6022	Food hampers and hot meals Food hampers can be delivered to those who are unable to leave their house. GWC is constantly adding and expanding their services, please call for the most updated information.	Tuesdays: Food hampers from 12pm Tuesdays & Fridays: Hot lunches from 12pm (served by The Exodus Foundation)	Free	Individuals and families experiencing financial distress
Salvos Connect Bankstown	42 Raymond Street Bankstown NSW 2195 Tel: 1300 371 288	Take-away meals	Wednesdays 10am-12noon	Free	Individuals and families experiencing financial distress
The Exodus Foundation- Fishes and Loaves	180 Liverpool Road, Ashfield NSW 2131 Tel: 8752 4600 Meals at Yurong Park, Woolloomooloo	Free hot meals 7 days/week Their Food van serves hot dinners 7	Daily Breakfast: 9:00am-9:45am Lunch: 11:30am-12:45pm Dinner: 7:30 – 8:30pm	Free	Individuals and families experiencing financial distress

LOW-COST GROCERIES AND COMMUNITY PANTRIES

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Anglicare Mobile Community Pantry Temporary closed for Covid-19 Other Pantries still open, www.anglicare.org.au/location-map	St Andrews Church Corner of Quigg Street and Lakemba Street Lakemba NSW 2194 Tel: 0425 219 029	1 bag/person	Fortnightly on Thursdays (from 1 July 2021)	\$2.00	Bring along Pension, Health Care or Immigration card.
Bankstown Women's Health Centre	Level 1 24-26 Jacobs Street Bankstown NSW 2200 Phone: 9790 1378	Food parcels	Every Thursday by appointment only. Please call to check availability and make an appointment on Monday 9:30am-12:30pm or Thursday 9:30am- 12:30pm.	\$2.00	For people living in Canterbury Bankstown LGA (and within 5km of that LGA)
Greenacre Area Community Centre	87 Waterloo Road Greenacre NSW 2190 Tel: 9750 7982	Food Hamper Drive Through	Call 9750 7982 by 5pm on Mondays to make appointment	\$2.00	Must live in the CB LGA. Must show Centrelink card or immigration card. Priority clients are the

Canterbury/Bankstown Emergency Relief Directory



Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
			for contactless pick-up on Thursdays		unemployed, large families or single parent families. Others will be considered
Community Support Services Inc – Village Pantry	Belmore Call 0422 613 383 or 8772 0645	Food Hampers – low cost	Monday, Wednesday and Friday 11am – 2pm	\$5/\$10 or what they can afford	Open to anyone
The Staples Bag	449 Canterbury Road Campsie Tel: 9787 6832	Low cost groceries	Monday- Friday 9:30am-4:30pm Saturday 9:00am - 2:00pm	Varies	None- temporarily cashless.
Addison Road Food Pantry (People in an LGA area of concern should NOT go to the food pantry but can call and get delivery)	Hut 1/142 Addison Road Marrickville 2204 Tel: 9569 7633	Low cost groceries. Spend a minimum of \$5 to receive free bread, fruit, and vegetables.	Pantry open: Monday-Friday 12pm-4pm	Varies. Note: International and Temporary Visa Holders are eligible for \$10 food voucher.	Must obey current Public Health Orders Conditions of Entry Wear a face mask Observe 1.5m social distancing Sign in with QR code Sanitise hands.

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.

This is a list of EAPA providers. Please call the organization to arrange a time.

Organisation	Telephone Number	Service Areas	Opening Times
Melkite Catholic Welfare Association	9750 5514	Canterbury Bankstown LGA, Liverpool LGA	Monday to Friday 9:30am – 4:30pm
Anglicare Bankstown	9796 7258	Bankstown	Monday to Friday 9am to 12:30pm and 1pm to 4pm
Padstow Community Care	97722299	Bankstown LGA	Monday, Tuesday, and Thursday 9.30am to 3pm
Burwood Community Welfare Services	9744 1866	Burwood and surrounding Inner West Sydney	Monday to Thursday 10am to 12:30pm
Chester Hill Neighbourhood Centre	9645 3700	Bankstown LGA and surrounding suburbs	Monday to Friday, but please call prior
Lebanese Muslim Association	9750 6833	Canterbury-Bankstown, Liverpool LGA's	Tuesday, Wednesday and Thursday 10:30am to 2pm
Muslim Women Association Lakemba	9750 6916	Canterbury LGA	Monday to Friday 9am to 4pm
Metro Assist	9789 3744	Canterbury-Bankstown LGA	Monday to Friday

Updated: October 2021

Canterbury/Bankstown Emergency Relief Directory



			9am to 4pm
Exodus Foundation	8752 4633	Ashfield LGA	Monday to Friday 9am to 4pm
Greek Orthodox Community NSW	9516 2188	Newtown LGA	Monday to Friday 9am to 4pm
Arab Council of Australia Inc	9709 4333	Servicing all of NSW	Monday to Friday 9am to 4pm
Bobby Goldsmith Foundation	9283 8666	Servicing all of NSW	Monday to Friday 9am to 5pm
Wesley Mission Community Services	4723 9277	Servicing all of NSW	Monday to Friday 9am to 5pm
Salvation Army	1300 371 288	Servicing all of Australia	Monday to Friday 9am to 5pm
St Vincent de Paul	13 18 12	Servicing all of Australia	Monday to Friday 9am to 5pm
Community Care Kitchen (CCK)	0459 425 818	Sydney-wide	Please call for arrangements of help with paying bills
National Zakat Foundation	1300 663 729 www.nzf.org.au/apply	All of NSW	Call or apply online at any time

BILL
HELP-

ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) VOUCHERS

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,

Updated: October 2021

Canterbury/Bankstown Emergency Relief Directory



- 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 all 13 77 88 for more information.

BILL HELP- ENERGY AND WATER OMBUDSMAN NSW (EWON)

EWON can help resolve billing, metering, hardship, network issues and problems of an energy and water nature.

- Tel: 1800 246 545 or go to website <http://www.ewon.org.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)