

Canterbury-Bankstown Emergency Relief Directory

1. EMERGENCY AID- FOOD, MATERIAL AND FINANCIAL SUPPORT

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
St Vincent de Paul	Various Locations Main Phone- 13 18 12	Food Vouchers	Call to arrange an appointment.	Free	Individuals & families experiencing disadvantage. Must provide Centrelink income statement & photo identification.
Salvation Army	Campsie 23 Anglo Road Campsie NSW 2194 Tel: 9718 7933	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.
Prosper Project Australia- Campsie Sydney Help Hub	34 North Parade Campsie NSW 2194 Tel: 0402 787 571	Food parcels, clothing, household items and financial assistance.	Thursday between 10am and 2pm	Free	Individuals & families experiencing disadvantage.
Metro Assist	Campsie Level 2/59-63 Evaline St, Campsie NSW 2194 Tel: 9789 3744 Bankstown 62 Meredith St, Bankstown NSW 2200 Tel: 8709 0200	Food vouchers, bills, medical costs, clothing, partial assistance for short courses fees and food parcels.	Food parcels are available Fridays <u>Campsie only.</u> Please call to discuss eligibility and to book an appointment.	Free	Individuals & families experiencing disadvantage. Must bring proof of ID, receipts/proof of spending , recent Centrelink statement and copies of bills.

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Chester Hill Neighbourhood Centre	89 Waldron Rd Chester Hill 2162 Tel: 9645 3700	Bill help (Gas, Eletrical, Water and Telstra), food vouchers and food parcels	Please call to check availability and make an appointment.	Free	For people living in Bankstown and surrounding suburbs only. Must bring proof of ID, proof of income and copies of bills.
Muslim Women's Association	47 Wangee Road Lakemba NSW 2195 Tel: 9750 6916	Fresh Bread and food parcels (limited supply each week).	Bread available Thursdays from 11am. Please call to check availability and make an appointment.	Free	None
Human Appeal Australia	119 Haldon Street Lakemba NSW 2195 Tel: 9750 3161	Food parcels	Please call to book an arrange a parcel. Delivery and pick up available.	Free	None
All Saints Belmore	Corner Isabel and Cecilia Streets, Belmore NSW 2192 Tel: 0407 356 929	Food parcels	Please call to check availability and make an appointment	Free	None
Canterbury Harm Reduction	63 Tudor Street Belmore NSW 2192 Tel: 9718 2636	Food items	Friday from 10am	Free	Individuals & families experiencing disadvantage.

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Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
The Mamma Penny Initiative	Belmore Youth Resource Centre 38-40 Redman Parade Belmore NSW 2192 Tel: 0423 207 530	Food parcels	Parcels delivered Friday 9:30am-11:00am Please call to check availability and make an appointment	Free	None
Lighthouse Community Support	Tel: 1300 794 490	Food parcels	Delivery and pick up available various days. Please call to check availability and make an appointment.	Free	None
Asylum Seekers Centre	43 Bedford Street Newtown, NSW 2042 Tel: 9078 1900	Food parcels, toiletries and limited clothing and household items available.	Please call to check availability and make an appointment	Free	Support is for people living in the community who are seeking asylum.

2.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
Greek Welfare Centre	206-210 Lakemba Street Lakemba NSW 2195 Tel: 9750 7982	Hot meals, bread, and pastries. GWC is constantly adding and expanding their services. Please call for current help available.	Tuesday, bread, and pastries from 12pm Friday: Bread and pastries from 11:30am	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	Free hot meals	Daily Breakfast 9:00am- 9:45am Lunch: 11:30am- 12:45pm	Free	Individuals and families experiencing financial distress

3. LOW COST GROCERIES AND COMMUNITY PANTRIES

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
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	\$2.00	For people living in Bankstown and surrounding suburbs only.
Greenacre Area Community Centre	87 Waterloo Road Greenacre NSW 2190 Tel: 9750 7982	Food parcels	Friday from 12noon. Please call to check availability and to make an appointment	\$2.00	People must be living in the Canterbury-Bankstown Area. Priority is given to people with large families, single parent families and those that have lost their job due to COVID-19.
The Staples Bag	449 Canterbury Road Campsie Tel: 9787 6832	Low cost groceries	Monday- Friday 9:30am-4:30pm Saturday & Sunday 9:00am - 2:30pm	Varies	None- temporarily cashless.
Addison Road Food Pantry	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 Drive through collection: Monday 10am-12noon	Varies. Note: International and Temporary Visa Holders are eligible for \$10 food voucher.	None.

4. 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
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
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 9am to 4pm
Exodus Foundation	8752 4633	Ashfield LGA	Monday to Friday 9am to 4pm
Greek Welfare Centre	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

Updated: August 2020

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,
- 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>.