

EMERGENCY AID - Food, Material and Financial Support

December/January 2021-22

Organisation	Contact Details	Service	When	Cost	Conditions of Use
Metro Assist	Campsie Level 2/59-63 Evaline St, Campsie Call: 9789 3744 Bankstown 62 Meredith St, Call: 8709 0200	Food vouchers and EAPA (Energy Accounts Payment Assistance) vouchers to pay bills.	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.
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 Call: 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 Call: 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.

Canterbury-Bankstown Emergency Relief Directory

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Mission Australia Inner South West (Campsie) Closed from 24 th Dec – 3 rd Jan 2022	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
Mission Australia	Call 1800 963 202 Email info@missionaustralia.com.au	Food hampers, vouchers, bill and rent assistance, medications – all types of help	9am – 5pm	Free	Vulnerable households, people in quarantine and self-isolation.
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.
Chester Hill Neighbourhood Centre Closed from the 24 th Dec – 9 th Jan 2022	89 Waldron Rd Chester Hill 2162 Call: 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.
Muslim Women's Association	47 Wangee Road Lakemba NSW 2195 Call: 9750 6916	Fresh Bread and Frozen food (limited supply each week). Bread available Thursdays from 11am.	Please call to check availability and make an appointment.	Free	None

Canterbury-Bankstown Emergency Relief Directory

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
OzHarvest – Closed from 22 Dec to 3 rd January 2022.	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.
Maronites on Mission Australia Closed from 17 th December – 9 th of January 2022	Mobile 0468 448 777	Food parcels – delivered.	Tuesday – Thursday - Friday	Free	Households experiencing financial distress.
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 Call: 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	Call: 1300 794 490	Deliver Food parcels and Other essentials, such as nappies, baby formula, baby wipes and medicine	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 Bankstown/Canterbury LGA.

Canterbury-Bankstown Emergency Relief Directory

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
Community and Cultural Connections Close period: Tuesday 21/12/2021 and re-open 11/01/2022	Hut 1/142 Addison Road, Marrickville Office: 02 8507 2027 or 02 8507 2028 Mobile: 0470 593 207 Mon – Fri (9am to 4pm) Email: Admin.exec@ccci.org.au	Food hampers - delivered	Delivery Mondays (last day is 20 December 2021) 11am-3pm Delivery Thursdays (last day is 16 December 2021) 12pm – 3pm From Jan 11th 2022, limited numbers of food hampers are available for pick up in Campsie and Marrickville by appointments only.	Free	Vulnerable people experiencing financial hardship, or food insecurity in Canterbury Bankstown and Inner West LGAs Assessment/ intake process for eligibility

Canterbury-Bankstown Emergency Relief Directory

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
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 and 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.
Asylum Seekers Centre	43 Bedford Street Newtown, NSW 2042 Call: 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.
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.
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

Canterbury-Bankstown Emergency Relief Directory

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, vouchers, Baby essentials (nappies and food), essential cleaning products	Mon, Tues and Wednesdays	Free	Households experiencing financial distress and isolation in Greenacre and surrounding areas.
Canterbury Earlwood Caring Association (CECAL) Closed from the 22 nd of December to the 3 rd of January.	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.
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.
Georges River Congregational Church 2 Eddie Ave Panania	Call 0430 508 275 and leave a message or e-mail zayitranan@gmail.com	Food Hampers		Free	Anyone who is food insecure in Canterbury-Bankstown area

Canterbury-Bankstown Emergency Relief Directory

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Newtown Neighbourhood Centre	Call 02 9564 7340 Or email: covidresponse@newtowncentre.org	Food & groceries Medication Mobile phones Essential items	Monday to Friday 10am – 4pm	Free	Anyone affected by Covid in Canterbury Bankstown and Inner West LGAs
Indian squad women's Association Will not close over Christmas.	Call 0469 739 750 0412 695 188 0420 707 151 0410 313 416	Food Hampers – delivered	Apply online anytime indiansquadwa@gmail.com	Free	Anyone (including students and temporary visa holders) who is impacted by the Covid-19 pandemic.
Community First Step	Call P: (02) 9727 4333 Or email: reception@cfs.asn.au	food hampers, personal hygiene products, cleaning products, medical support, telecommunication, and transport assistance; and Essential Housing	More information regarding Essential housing on the last page of this document	Free	Asylum seekers & Temporary visa holders in the Fairfield, Cumberland, Canterbury-Bankstown, Campbelltown, and Liverpool area.
Uniting Family Connect and Support	Email: FCSCovidresponse@uniting.org With your name, address, phone number, other family members names - including the ages of children, language spoken and if an interpreter is needed	Essential items (fresh food, pantry items, medication, personal hygiene items) Support for overdue bill and rental arrears Referral to specialist services around Mental Health, Domestic and Family Violence, Housing Assistance with applications for payments through Services Australia		Free	Anyone living in the Liverpool, Fairfield, Bankstown, Campbelltown, Camden, Wollondilly and the Wingecarribee LGAs and who is impacted by Covid

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 Call: 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 Call: 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 Bread Wednesdays	Call for appointment Food parcels: Mondays (10:00am – 1:00pm) Hot Meal: Wednesday 5 – 5:30pm Bread: Wed 12-2pm	Free	Households experiencing financial distress in Riverwood and surrounds. ID/Pension card required

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 Call: 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 Call: 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 Call: 8752 4600 Hot Meals (dinners) at Yurong Park, Woolloomooloo	Loaves & Fishes (free restaurant in Ashfield) Breakfast and lunch 7 days/week Their Food van serves hot dinners 7 days/week	Daily Breakfast: 9:00am-9:45am Lunch: 11:30am-12:45pm Dinner: 7:30 – 8:30pm	Free	Individuals and families experiencing financial distress and/or homelessness,

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 Call: 0425 219 029	1 bag/person		\$2.00	Bring along Pension, Health Care, or Immigration card.
Bankstown Women's Health Centre Closed 24 th Dec to 9 th Jan 2022.	Level 1 24-26 Jacobs Street Bankstown NSW 2200 Phone: 9790 1378	Food share on Thursdays (groceries)	Every Thursday by appointment only. Please call to check availability and make an appointment on Mondays and Thursdays 9:30am-12:30pm.	\$2.00	For people living in Canterbury Bankstown LGA (and within 5km of that LGA)
Greenacre Area Community Centre Closed from Fri 17 th Dec to Wed 5 th Jan 2022	87 Waterloo Road Greenacre NSW 2190 Call: 9750 7982	Food Hamper Drive Through	Call 9750 7982 by 5pm on Mondays to make appointment for contactless pick-up on Thursdays	\$2.00	Must live in the CB LGA. Show Centrelink card or immigration card. Priority clients are the unemployed, large families, single parent families.

Canterbury-Bankstown Emergency Relief Directory

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
<p>Community Support Services Inc – Village Pantry</p> <p>Closed from Mon 13th Dec to 9th or 16th Jan 2022</p>	<p>16 Minnie St Belmore Call 0422 613 383 or (02) 8772 0645</p>	<p>Food Hampers, Bread, and ready-made meals. Low cost and Halal Options</p>	<p>Monday, Wednesday, and Friday 11am – 2pm</p>	<p>\$5-\$10 donation from those who can afford it</p>	<p>Individuals and families experiencing financial distress.</p> <p>Note: International Students and Temporary Visa Holders are welcome.</p>
<p>Community Support Services Inc</p> <p>Closed from Mon 20th Dec to 3 Jan 2022</p>	<p>Level 1, shop 46/85-89 North Terrace, Bankstown</p> <p>Call 0422 613 383 or (02) 8772 0645</p>	<p>Emergency Clothing and small Household Items. EAPA Vouchers and WDO. School Holiday Programs. Skill-development classes</p>	<p>Monday to Friday 9 am – 2 pm</p>	<p>Varies</p>	<p>Anyone</p>
<p>Addison Road Food Pantry</p>	<p>Hut 1/142 Addison Road Marrickville 2204 Call: 9569 7633 or email: operations@addiroad.org.au</p>	<p>Low-cost groceries</p>	<p>Pantry open: Monday-Friday 12pm-4pm</p>	<p>Varies</p>	<p>Open for all - Anybody experiencing food insecurity</p>

Canterbury-Bankstown Emergency Relief Directory



BILL HELP - ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) VOUCHERS

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

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
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 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

Canterbury-Bankstown Emergency Relief Directory



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
Community Support Services Inc	Call 0422 613 383 or (02) 8772 0645	Anyone	Monday to Friday 9 am – 2 pm

**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 call 13 77 88 for more information.

BILL HELP- ENERGY AND WATER OMBUDSMAN NSW (EWON)

Updated: December/January 2021-22

Canterbury-Bankstown Emergency Relief Directory



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

- Call: 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)

ESSENTIAL HOUSING

COMMUNITY FIRST STEP	Call P: (02) 9727 4333 Or email: reception@cfs.asn.au	Essential Housing including gas, water, and electricity bills, rent, repairs and for crisis accommodation	This service is for asylum seekers and temporary visa holders in the Fairfield, Canterbury-Bankstown, Campbelltown, Cumberland, and Liverpool LGAs
----------------------	--	---	--