

What types of emergency or crisis support can I access?

If you have left in a hurry, without accommodation, support, food, money or belongings, there are local ACT crisis support services which can help you with essential everyday items.

Domestic violence crisis support

The Domestic Violence Crisis Service (DVCS) can come to the home with police to offer a range of supports after a domestic violence incident including advocacy, practical assistance, access to emergency accommodation, emotional support, information and safety options.

DVCS will also arrange to meet people in a safe place following an incident if the Police are not involved.

Telephone support includes crisis counselling, information, options and support. Callers can remain anonymous if desired.

- For DVCS crisis intervention and telephone support 24 hours/ 7days a week: 6280 0900.

Keep change for phone calls on you at all times or remember in an emergency you can always ring for assistance reverse charge.

Emergency support services

ACT services may give out food parcels, cheaper groceries, food vouchers and cheap or free meals, clothing and low cost household goods and furniture. They may even have a place for you to shower. Be aware that most services will not hand out cash.

Emergency support services operate in different ways. Some services are drop in but others are not. If you can, it is best to call ahead to make an appointment and to check availability.

By contacting these services you will also be put in touch with other services which will help you during this time. It is important to remember that these support services have little funding and may only be able to offer certain kinds of support at certain times. If you cannot get support from one service always ask to be referred to another service.

When visiting a support service it is important to bring valid identification and your Centrelink Healthcare card if you have one.

Services that give emergency support include major charities like [The Salvation Army](#) and [St. Vincent's de Paul Society](#) and community organisations and centres like [Communities@Work](#). Churches and op-shops are also good places to find support and information.

Volunteering ACT also has the following lists to help you access free meals and emergency relief across Canberra.

Check out the **ACT Free Meal, Emergency Relief and Accommodation Guide** at:

<https://www.volunteeringact.org.au/wp-content/uploads/2020/06/Free-Meal-Emergency-Relief-and-Accommodation-Guide.pdf>

Check out the **ACT Op Shop Guide** at:

<https://www.volunteeringact.org.au/wp-content/uploads/2020/04/Op-Shops-Guide.pdf>

Website: <https://vc-act.mycommunitydirectory.com.au/>

The Community Info Hub is located at:

Location: Room G.02, Griffin Centre, Genge St, Canberra City

Opening hours – Monday to Friday 10am-2pm

Phone: 6248 7988