

Canterbury – Bankstown Emergency Relief Directory August 2021

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.

Canterbury – Bankstown Emergency Relief Directory August 2021

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
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 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.
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 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 Frozen food (limited supply each week).	Bread available Thursdays from 11am. Please call to check availability and make an appointment.	Free	None
OzHarvest – until 1 Oct 2021	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.

Canterbury – Bankstown Emergency Relief Directory August 2021

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
All Saints Belmore	Corner Isabel and Cecilia Streets, Belmore NSW 2192 Tel: 0407 356 929	Food parcels- Every 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	Food parcels - monthly	Please call to check availability and to arrange a drop off/pick up time.	Free	A quick assessment (non-intrusive) will be done before accessing their service. Sydney wide but their focus is Bankstown/Canterbury LGA.
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 asylum seekers, Sydney wide. An assessment/intake process for eligibility.
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

Canterbury – Bankstown Emergency Relief Directory August 2021

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
Campsie Drop In Second Bite Food Rescue Program	36 Evaline Street Campsie Tel:0409 648 623	Fresh fruit and vegetables, bread and other food items	Call to arrange time for Pickup	Free	Individuals and families experiencing financial disadvantage
Greek Orthodox Community NSW	206-210 Lakemba Street Lakemba NSW 2195 Tel: 9740 6022	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 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

Updated: August 2021

Canterbury – Bankstown Emergency Relief Directory August 2021

3.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 Bankstown and surrounding suburbs only.
Greenacre Area Community Centre	87 Waterloo Road Greenacre NSW 2190 Tel: 9750 7982	Food Hamper Drive Through	Call 9750 7982 by 5pm on Tuesdays to make appointment for contactless pick-up on Fridays	\$2.00	Must live in the CB LGA. Must show Centrelink card or immigration card. Priority clients are the unemployed, large families or single parent families. Others will be considered

Canterbury – Bankstown Emergency Relief Directory August 2021

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.
Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
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	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.

Canterbury – Bankstown Emergency Relief Directory August 2021

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
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 2021

Canterbury – Bankstown Emergency Relief Directory August 2021

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>.