

EMERGENCY RELIEF ORGANISATIONS - BRISBANE

Name	Info	ER open	Services	Conditions	Areas covered	Other info
Acacia Ridge Community Centre (Belong)	21 Hanify Street Acacia Ridge 4110 <u>Phone:</u> 3277 4893 <u>Email:</u> ER@belong.org.au <u>Office hours:</u> 9am – 2pm	Give us a call and leave contact details ER officer will follow up for a pre-assessment and make an appointment	<ul style="list-style-type: none"> • Rent Arrears • Overdue Bill • Food vouchers • Fuel vouchers when it's available • food parcel • medication • public school supplies. 	Car rego, Rates, Council fee, fine, Credit card debt, Go card and A clients can access ER once in every three months.	4102-4123, 4151-4152, 4156, 4300-4301, 4303-4306,4310-4312,4340,4344,4071,4074-4078	-Training programs which allow more opportunity to get training and employment. -Access Counselling programs which provide free 6 sessions for health & wellbeing life style. -Food coop; join a membership and get groceries in cheaper price. Opens 9:30-11:30 Monday to Friday.
Aspleycare	479 Robinson Road Aspley 4018 <u>Phone:</u> 3862 7145 <u>Email:</u> aspleycare@gmail.com <u>Office hours:</u> Mon-Fri 10am- 1.30pm	<u>Mon-Fri</u> 10am-1.30pm	<ul style="list-style-type: none"> • Food Parcels • Fuel Vouchers • Utility and Rent Bills • Chemist Scripts • Fares 	Only from Service Area. Individual assistance is restricted to 5 times within 8 month period.	32 Northside Suburbs	
Brisbane Youth Service	42 McLachlan St Fortitude Valley <u>Phone:</u> 3620 2400 <u>Email:</u> admin@brisyouth.org <u>Office hours:</u> Mon-Fri 9am – 4pm Closed Wednesday mornings and for lunch	<u>Mon-Fri</u> 9am – 4pm Closed Wednesday mornings and for lunch	NO fuel vouchers Budget is over spent as of March 2019 so available funds are limited We are only funded until Dec 2019 – after this we have no guarantee of funding	Appointment preferred Available to young people 12 – 25 years that are homeless or at-risk of homelessness only Need to speak with a youth worker and complete an assessment to determine if BYS can contribute to the need.	Inner Brisbane/Inner North brisbane	www.brisyouth.org
Citipoint Care	322 Wecker Road Carindale 4152 <u>Phone:</u> 3343 8888 <u>Email:</u> mail@citipointechurch.com <u>Office hours:</u> Mon-Fri 8.30am-4.30 pm	<u>Mon-Fri</u> 8.30am-4.30pm	<ul style="list-style-type: none"> • ER • Christmas hampers 	Needs \$10 and Centrelink/healthcare/pension card Only 3 times a year	South Brisbane area	

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Communify	<p>180 jubilee Tce Bardon 4065</p> <p><u>Phone:</u> 3510 2700</p> <p><u>Email:</u> BardonNC@communify.org.au</p> <p><u>Office hours:</u> Mon 10.30am-12.30pm Thu 9.30am-11.30am</p>		<ul style="list-style-type: none"> • Assistance with bills • food vouchers • Telstra vouchers. • Fresh food. 		<p>Inner Brisbane Brisbane West Brisbane North</p>	
Elorac Place Community Centre	<p>11A Southampton Road, Ellen Grove, 4078</p> <p><u>Phone:</u> 3271 3592</p> <p><u>Email:</u> Elorac.reception@wmq.org.au</p> <p><u>Office hours:</u> Mon-Fri 9am – 3.30pm</p>	NO ER		<p>Food Shed: 9.30am – 11.30am Wednesday. Cheap groceries. Eftpos only. Counselling: Thursday. Appointments required. Free. Coffee and chat to family caseworker: Wednesday 9am – 11am. Just turn up. Play group: 9am – 11am Wednesday. Free Bus shuttle to surrounding area: 9am – 3pm Wednesday and Thursday. Free Free use of computers, phone and printer to community. Kids Club: 3.30pm – 4.30pm Tuesday. Ages prep and up. Free fun.</p>		
Goodna Youth Services	<p>11 William Street Goodna</p> <p><u>Phone:</u> 38181050</p> <p><u>Email:</u> servicemanager@goodnayouthservices.org.au</p> <p><u>Office hours:</u> Mon-Fri 9-4pm</p> <p>NO DISABILITY ACCESS</p>	<u>Wednesday</u> 8.30-12pm	<ul style="list-style-type: none"> • bakery items available • Monday Friday 9-4pm, • Food vouchers or Food parcels are offered through ER. 	<p>Current hard copy Centrelink statement. Proof of hardship ID</p>	4300 & 4301	

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Hillsong Citycare	<p>16 rover street Mt Gravatt, 4122</p> <p><u>Phone:</u> 3422 8565</p> <p><u>Email:</u> citycare.brisbane@hillsong.com</p> <p><u>Office hours:</u> Tue & Wed 10am – 1pm</p>	<u>Tue & Wed</u> 10am – 1pm	<ul style="list-style-type: none"> • Food parcels 		All areas	
Ipswich Assist	<p>20 Limestone St Ipswich 4305</p> <p><u>Phone:</u> 34131070</p> <p><u>Email:</u> office@ipswichassist.org.au</p> <p><u>Office hours:</u> Mon 9am-4pm Tue – 9am-3pm</p>	<u>Tuesday</u> 9am-3pm Call on Monday between 9am-3pm for an appointment	<ul style="list-style-type: none"> • Food hampers • bills up to a maximum of \$50 • fuel vouchers for \$25 • prescription voucher for prescriptions on the PBS \$25 maximum at our specific pharmacy • second-hand clothing voucher for \$15 at our specific Op-Shop. 	<p>Appointment only Can only attend once per 3 months.</p> <p>Interviewer will assess which ER assistance will be given dependent on the interview and our current availabilities.</p> <p>Centrelink statement if available. A copy of the bill or relevant documents.</p>		We are a Christian not for profit organisation that is there for people when hard times hit. We realise that this can happen at any time though sickness, loss of employment, relationship breakdown, loss of earning capacity, mental health issues and many other things. Ipswich Assist will be there to give help, hope and support at these times. We share the love of Christ in our city through practical care for those who need it most
Ipswich Housing & Support Services Inc	<p>14 South Station Road, Booval</p> <p><u>Phone:</u> 3816 1435</p> <p><u>Email:</u> admin@ihssi.org.au</p> <p><u>Office hours:</u> Mon-Fri 9am-4pm</p>	<u>Mon-Fri</u> 9am-4pm	<ul style="list-style-type: none"> • NO ER • Information, advocacy and referral only • Frozen meals only when available. 	<p>Please call for an appointment. Please call prior to pick up. Please bring own bags.</p>	Any	
Kingston East Neighbourhood Centre	<p>177 Meakin Road Kingston 4127</p> <p><u>Phone:</u> 3808 8582</p> <p><u>Email:</u> emergency.relief@keng.org.au</p> <p><u>Office hours:</u> Tues & Wed 9am – 12pm</p>	<u>Tues & Wed</u> 9am – 12pm	<ul style="list-style-type: none"> • Food Vouchers • Food parcels • Rent (form 11 or 12) • Gas • Electricity • Telstra Vouchers • Refer clients to in-house support programs • Refer clients to External Agencies if we are unable to help 	<p>Appointments only by ringing Thursday or Friday between 9am – 2pm for the following week</p>	Tanah Merah, Loganlea, Slacks Creek, Kingston, Woodridge, Meadowbrook	

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Kyabra Community Association Inc	<p>Kyabra St, Runcorn & 75 Old Progress Road Richlands</p> <p><u>Phone:</u> 3373 9499</p> <p><u>Email:</u> kyabra@kyabra.org</p> <p><u>Office hours:</u> 8:30 – 4:30 pm Monday to Friday</p>	Appointment based (no drop-ins)	<ul style="list-style-type: none"> • Small amount of funding 	<ul style="list-style-type: none"> • Initial assessment made over the phone, information, support and referral if required or not eligible. • Appointment for financial conversation. • Outcomes are made by a committee each week. 	<p>Acacia ridge, Algester, Berrinba, Calamvale, Coopers Plains, Drewvale, Durack, Eight Miles Plains, Inala, Karawatha, Kuraby, Macgregor, Mackenzie, Mansfield, Mount Gravatt, Mount Gravatt East, Nathan, Parkinson, Robertson, Rochedale (not south), Runcorn, Salisbury, Stretton, Sunnybank, Sunnybank Hills, Upper Mount Gravatt, Wishart</p> <p>Inala Financial Resilience Program - Postcode 4077 only</p>	<p>Financial conversations, budgeting support, information about concessions and strategies for managing bills. NILS provider – no geographical boundary StepUp loans for eligible community members Referral to other Kyabra services, including playgroups and parenting support, homelessness and housing.</p> <p>Kyabra is an NDIS provider Funded Foster and Kinship Care service</p>
Leichhardt-One Mile Community Centre	<p>1-17 Denman Street Leichhardt 4305</p> <p><u>Phone:</u> 3812 1270</p> <p><u>Email:</u> centresupport@lcginc.org.au</p> <p><u>Office hours:</u> Mon-Thur 9am - 4pm Fri 9am - 2pm</p>	<p><u>Wednesday</u></p> <p>Call on Tuesday 9-10am for appt.</p>	<ul style="list-style-type: none"> • Non-perishable Food Hamper 	Must supply current income statement or bank statement	Ipswich only	
Lighthouse Care	<p>13-19 Monte-Khoury Drive Loganholme 4129 AND 1/16 Central Court Hillcrest 4118</p> <p><u>Phone:</u> 07 3806 0639</p> <p><u>Email:</u> admin@lighthousecare.org.au</p>	<p><u>Mon-Fri</u> 9am-5pm</p> <p><u>Sat</u> 9am-12pm Loganholme only</p>	<p>Food trolley \$25 Discounted supermarket items Secondhand shop</p>	<p>A referral is required. Please always call prior- when customer comes in we need ID</p> <p>If they have had assistance before, it might not be available again</p>	Logan area	

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Logan East Community Neighbourhood Association	<p>53-57 Cinderella Drive, Springwood,4127</p> <p><u>Phone:</u> 07 3808 4529</p> <p><u>Email:</u> admin@lecna.org.au Lecna@lecna.org.au</p> <p><u>Office hours:</u> Mon-Thurs 9am-4pm Friday 9am-12pm</p>	<u>Mon-Wed</u> 9am-10.30am	<ul style="list-style-type: none"> • Due to high need can only promise food parcel. All other services need to be assessed by Emergency Relief practitioner. 	<p>Clients need to bring with them Photo identification Currently Centrelink statement Printed</p> <p>Arrive before 10.30am</p>	Logan City	We can assist with bread Monday to Thursday before 11.30am when available.
MultiLink Community Services Inc.	<p>38 Blackwood Road Logan Central</p> <p><u>Phone:</u> 07 3808 4463 (office number) 07 3412 7177 (ER telephone line)</p> <p><u>Email:</u> reception@multilink.org.au</p> <p><u>Office hours:</u> Mon-Fri 8.30am – 5.00pm</p>	<u>Tue & Thurs</u> 10am – 3pm	<ul style="list-style-type: none"> • food parcel • Telstra vouchers • overdue utility bills (partial payment) • food vouchers/petrol vouchers are sometimes available • Support for items outside of this is at the approval of the Manager 	<p>Can only access ER once in a 6 month period</p> <p>Appointments for ER are made each week (not in advance) on Monday (for appointments on Tuesday) and Wednesday (for appointments on Thursday – if there is still availability for the week).</p> <p>Once appointments are booked for the week the ER phone line doesn't allow for messages to be left.</p>	Logan Area only	MultiLink Community Services is a government funded Neighbourhood Centre specialising in working with Culturally & Linguistically Diverse and mainstream community members in Logan and surrounds. We support clients with Employment & Training (funded Skilling Queenslanders for Work programs) also including Computer Classes and Job Hub, Aged Care, Disability Support (NDIS registered provider), Settlement, Financial Wellbeing, Community Support and NAYS Reconnect.
Nexus Care	<p>151 Flockton Street Everton Park 4053</p> <p><u>Phone:</u> 3353 7230 <u>Email:</u> info@nexuscare.com.au</p> <p><u>Office hours</u> Mon, Tues, Thurs 10am-4pm</p>	<u>Mon, Tues, Thu</u> 10am-11:30am	<ul style="list-style-type: none"> • ER • Food Parcels 	<p><u>Appointment only for ER</u></p> <p>There are criteria required to make the appointment and documentation is required, so best to call the office to discuss and make the appointment.</p> <p>Anyone experiencing hardship may access the food parcels during our opening hours. No appointment is necessary.</p>	Brisbane North Brisbane West	

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Reach Out Community and Family Care	36 Baden Powell St Everton Park <u>Phone:</u> 3355 7444 <u>Email:</u> info@mychurchbrisbane.com <u>Office hours:</u> Tue-Fri 9am-4pm Sat 9am-12pm	<u>Tue-Fri</u> 9am-4pm <u>Sat</u> 9am-12pm.	<ul style="list-style-type: none"> • We have food parcels, with a minimum spend on. Feeding 1 person is a minimum spend of \$15, feeding 2 or more is a minimum spend of \$30. The client chooses for themselves what they would like to eat and put it in their own parcels, no pricing on things, but handling fees depending on the item. The client can add to their parcel fruit and vegetables available on the day. 	<p>There are certain limits on particular items.</p> <p>Clients must bring in some form of photo ID</p>	Any area	
Sherwood Neighbourhood Centre	38 Thallon Street Sherwood <u>Phone:</u> 3379 6963 <u>Email:</u> community@sherwoodnc.org <u>Office hours</u> Mon-Thu 9am – 4pm	<u>Wednesday</u> 9.30am-12pm	<ul style="list-style-type: none"> • Food/fuel vouchers • Food parcels • Clothing vouchers for thrift shop • Telstra vouchers • limited medication payment support (must be purchased at our local chemist) • Referrals 	<p><u>Appointment only</u></p> <p>Must present ID, Centrelink card & sight copies of bills</p> <p>Can only attend once per 3 months.</p>	Chapel Hill, Chelmer, Corinda, Fig Tree pocket, Graceville, Indooroopilly, Jamboree Heights, Jindalee, Kenmore, Kenmore Hills, Middle Park, Moggill, Mount Ommaney, Oxley, Riverhills, Seventeen Mile Rocks, Sinnamon Park, Sherwood, Westlake, Summer Park	<p>Funding for vouchers is limited and runs out December 2019.</p> <p>Food parcels will still be available.</p>
St Hugh's Careforce	105 Poinsettia Street Inala 4077 <u>Phone:</u> 33728117 <u>Email:</u> sthugh@bigpond.com	<u>Tues</u> 9am-11.30am	<ul style="list-style-type: none"> • Food (will give out if office is open) • Financial Assistance • NO Food Vouchers • We pay one Elect, Rego, phone, rent a year • 	<p>Food 3 months</p> <p>See again 6 months from when seen</p> <p>To bring Centerlink income statement and information with bills</p>	Inala, Darra, Durack, Forest Lake, Ellen Grove Will see people from other areas	<p>We are funded by State Money Federal through Anglicare</p> <p>Food donated by our Anglican parishes and private donations.</p>
The Helping Hand	Mt Gravatt DELIVERY 0402 042 771		<ul style="list-style-type: none"> • Food parcels 	Call for delivery	South-east	

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Vietnamese Community in Australia	<p>2709 Ipswich Rd Darra</p> <p><u>Phone:</u> 3375 6036 or 3375 5700</p> <p><u>Email:</u> Officemanager@vcaqlld.org.au</p> <p><u>Office hours:</u> Mon-Fri 10am-4pm</p>	<u>Mon-Fri</u> 10am-4pm		<p>Through appointment and sometimes walk-ins</p> <p>Can only assist each person every 3-4 months</p> <p>After attending our neighbourhood centre 4 times in a row, we ask that they attend budgeting course</p>	<p>Inala, Darra, Oxley, Mt Ommaney, Forest Lake, Doolandella, Springfield, Springfield Lakes, Durack, Gails, Sumner, Collingwood Park, Richlands, Jindalee, Camira, Redbank, Redbank Plains, Riverhills, Riverview, Bellbird Park, Goodna, Wacol, Sinnamon Park</p>	<p>We have a small amount of brokerage under Community Connect Program, which is running until June 2019 to help clients with complex needs</p> <p>We run free activities throughout the whole year</p>
Village Avenue Community Church	<p>1 The Village Avenue Coopers Plains 4108</p> <p><u>Phone:</u> 3219 6700</p> <p><u>Email:</u> peter@villageave.org.au</p> <p><u>Office hours</u> Mon-Fri 9am – 4pm</p> <p>Disability access ✓</p>	<u>Mon-Fri</u> 9am – 4pm	<ul style="list-style-type: none"> • Food Parcels • Clothing vouchers for Uniting Church thrift shop • Telstra vouchers • limited medication payment support (must be purchased at our local chemist), limited fuel/ Go card assistance 	<p>Must present ID, Centrelink card & sight copies of bills (can sight electronically on a phone / device).</p> <p>Agencies please provide letter of referral for clients.</p> <p>Customers should be able to provide ID and evidence (bills/reciepts) of why they are unable to provide for themselves. Emergency relief only – not ongoing.</p>	<p>Acacia Ridge, Annerley, Archerfield, Coopers Plains, Calamvale, Eight Mile Plains, Macgregor, Moorooka, Nathan, Robertson, Rocklea, Runcorn, Salisbury, Stretton, Sunnybank, Sunnybank Hills, Tarragindi, Willawong, Yeronga, Yerongpilly</p>	<p>Stop 56 on Orange Grove Rd</p> <p>Short walk to Coopers Plains train station</p> <p>If coming on foot / public transport we recommend bringing a wheeled grocery trolley, suitcase or pram if possible to carry food – 2 boxes and 1 large grocery bag usually given depending on availability.</p>
Wesley Mission Queensland Brisbane Relief Hub	<p>316 St Pauls Terrace Fortitude Valley 4000</p> <p><u>Phone:</u> 1800 448 448</p> <p><u>Email:</u> contactus@wmq.org.au</p> <p><u>Office hours:</u> Mon – Thu 9am-12pm and 12.45pm-3.30pm Fri 9am-12pm and 12.45pm-3pm</p>	<p><u>Mon-Fri</u></p> <p><u>Wed</u> 7.00pm Community meal</p>	<ul style="list-style-type: none"> • Food hampers (limit 3 per year) Script subsidy 	<p>Proof of low income, and photo ID</p>	<p>South East QLD</p>	<p>Social and Lifestyle groups including BBQs, Cooking Classes, Exercise classes, vintage events, and morning teas.</p> <p>Educational groups about budgeting, wellbeing, mental health and first aid.</p>