**CHARITIES/COMMUNITY GROUPS/CHURCHES PROVIDING ASSISTANCE DURING COVID-19**

|  |
| --- |
| **GENERAL** |
| **Ask Izzy**askizzy.org.au | Ask Izzy is a free anonymous website where you can search over 360,000 services to find housing, meals, healthcare, counselling, legal advice and more. For food relief charities in your area, search using your postcode or suburb name: https://askizzy.org.au/food/ |
| **Local Council** | Your local council may offer food relief, or be able to point you in the right direction. |
| **Salvation Army – Financial Assistance****1300 371 288** | Call our emergency relief team on **1300 371 288**. We’ll listen to the issues you’re facing and direct you to your nearest SalvosConnect community centre, where you can pick up your pre-approved help package. |
| **Salvation Army – Disaster Support**1300 662 217sal.disasters@salvationarmy.org.au | Provides services and assistance to help people and communities who have been impacted by disasters, including financial assistance, emotional support and referrals. |
| **St Vincent de Paul**1300 633 343 | Under our arrangements with government, we provide financial and material support to people impacted by the disaster, and will assess and determine the appropriate level of response, based on the individual circumstances of the people we visit. In times of disasters we activate our Disaster Hotline 1300 NEED HELP (1300 633 343) to provide access to people in need to access support and our services. |
| **Trinity Pantry**141 Brookes StreetFortitude Valley 40063852 1635 | Trinity Pantry are operating under reduced hoursThe pantry will operate on Thursdays only, for limited food and financial assistance, between 12 and 3:00 pm from the Rectory verandah. Closed all other days until further notice. |
| **QStars** | QSTARS is a free independent advice and referral service for all Queensland rentersPhone the state wide advice number 1300 744263 |

|  |
| --- |
| **NORTHSIDE** |
| **The Hand in the Community**Q.W.C.A HALL1431 Anzac aveKallangur 45030406 844 964 | Fresh food hampers including meat, fruit and vege and bakery products with some non-perishables $10 each, going out every Thursday morning from the QCWA Hall in Kallangur on Anzac Avenue.  Doors open at 10am.  It’s first in best dressed.  |
| **AspleyCare**479 Robinson RoadAspley 40343862 7145 | Distribution of Commonwealth Government Emergency Relief Funds is offered to those in need, e.g Food vouchers/parcels, assistance with some bills, medical prescriptions and referrals to other agencies.  Clients are individually assessed and assisted according to their needs and funds available. |
| **ACRO**PO Box 449Lutwyche 40303856 1111 | Crisis Housing Emergency Relief |
| **Caboolture** **Community** **Care**9 George StreetCaboolture 45105495 6400 (Relief)5495 2933 (Counselling) | Emergency Relief is still available in the way of food vouchers through Coles (now sent out digitally), scripts through Ken Lai Pharmacy and fuel (eligibilty required) through Caboolture Care Clinic. If you are part of the Moreton Bay Region Area and are struggling financial either due to Covid-19, awaiting Centrelink payments or are just having a rough time, please don't hesitate to reach out for help. |
| **Communify** 180 Jubilee TerraceBardon 4065**3510 2700**9am – 5pm, Mon - Fri | **New Farm Neighbourhood Centre** – Our doors are closed but we are here to help with information and we can help you find the support you need by phone and email. Call us on 07 3358 5600 or email info@newfarmneighbourhood.org**Bardon Neighbourhood Centre** – Our doors are closed but we are here to provide information, financial assistance, support and can help you find the support you need by phone and email. Call us on 07 3198 4410 or email BardonNC@communify.org.au**The Pantry** – Our doors are closed for now but we are providing vouchers and assistance including No Interest Loans and emergency financial assistance, call the team on 07 3198 4410. |
| Deception Bay Neighbourhood Centre24 Endeavour StreetDeception Bay 45083204 20229.30am – 2.30pm or by appointment | DBNC offers residents who are experiencing financial stress with emergency relief supplies. Due to funding DBNC is limited to offering support such as milk and bread, nappies, essential prescriptions, sanitary products and bus passes. Where greater financial support is needed, we’ll refer residents to organisations that provide specialized assistance. |
| Umpi Korumba74 Handford RoadZillmere 40343655 7955 | Social Housing in Zillmere and surrounding suburbs and support services to the local Aboriginal Torres Strait Islander families.Accommodation Program services for Aboriginal Torres Strait Islander families supported by funding from Social Housing System (SHS / SAAP).Outreach Services to our community by way of support to sustain tenancies and referrals specialist agencies (government and non-government) for the well being of our families. |
| Sandgate UC116 Board StreetDeagon 40173869 02779.00am - 12.00pm Mon - Fri | The Church runs a small food relief system (no money/vouchers, food only).* Food Relief
* Telephone Counselling with Lifeline
* Meals on Wheels
* Providing cooked meals for people in emergency circumstances
 |
| Picabeen Community Centre22 Hoben StreetMitchelton 40533354 2555 3354 11039am-4pm Mon - Fri | We regret to advise we have had to close the doors at Picabeen Community Centre and all regular activities have been cancelled for the time being. We look forward to be up and running as soon as the current crisis is over.We are still taking phone calls – 3354 2555  –  and we may be able to offer:* Information and Referral
* Basic Food Parcels
* NILS Loans
* limited Emergency relief

If you are self-isolating and need social and emotional support or help with arranging deliveries of essential food and medication, you can call the Community Recovery Hotline on 1800 173 349. |
| **Wesley Mission Queensland**316 St Pauls TerraceFortitude Valley 4006 Drop In Service:9am – 12pm and 12.45pm until 3.30pm Mon - Thurs9am - 12pm and 12.45pm until 3pm FridayCommunity Meal:7pm Wednesday | Drop In ServiceIf you need immediate support, [Emergency Relief](https://www.wmq.org.au/communities/brisbane-relief-hub)’s drop in service can support you by providing access to much-needed supplies. The drop in service can offer:* A daily lunch pack
* Up to three food parcels per year
* $36 medical script subsidy per year

No appointment is necessary, however to be eligible for the service you must provide proof of low income (health care card or pension card; or a bank statement or payslip; or a refugee card or other proof of low income) and proof of identity, such as a photo ID or two forms of non-photo ID.Community Meal in Fortitude ValleyCommunity Meal runs each Wednesday night  from 7pm. Between 70 - 150 people in need are provided a vital lifeline of:* A free hot three-course meal, consisting of a soup, main course and dessert
* Drinks including tea, coffee and milo
* An opportunity to socialise with others
 |
| **Baptist Church, Bridgeman Downs**Contactjodi@bridgeman.org.au | The Church can provide the following support in the outer northern suburbs* Pre-cooked meals
* Hampers with basic essentials – customised for homeless, singles, families, overseas students,
 |

|  |
| --- |
| **SOUTHSIDE** |
| **Life Church Brisbane South**63 Fairlie TerraceSalisbury3719 31772pm - 3pm, Mon - Fri | Anyone wanting a food hamper is advised to call first; hampers are available from 2 -3pm, Monday to Friday only no ID required; no catchment area. The church will complete a form on behalf of the recipient which will include, name, address, phone number and number of people in the household. The latter is for their own purposes so that they can inform Foodbank, when required, as to how many households receive food, number of children etc. |
| **A4 Community Care Services**320 Ritchie Road Pallara 41103161367110am – 4pm, Tues – Thurs10am – 2pm, Friday | Subisdised household items, sponsored foord parcels, feeding program, food parcel delivery.For a small handling fee of $25, yearly membership of $5.Concession card holiders issued by the Australian Government (e.g. Centrelink, Veterans, senior cards) or Australian Driver’s licence. |
| **Hands of Hope** 204 Sherbrooke RdWillawong 41103714 03150406 17368810am – 4pm, weekdays | Offer grocery delivery, friendly phone calls to the elderly, pension holder and people in isolation. They also provide free supply for those who have urgent need, whether it is food or toiletries. Call at (07) 3714 0315 between 10-4pm during the weekdays.If you are unable to leave your house or struggle to put meals on the table, we can pick up groceries/medicine from stores, deliver a free package to your doorstep. Call 0406 173688. |
| **Hosanna Church**65 Woogaroo Rd Forest Lake 40789am – 3pm, Tues - Fri | A community shop with $25 food boxes – available.Free bread daily. |
| **Citipointe West Marketplace** 152 Freeman Road, Durack0490 701 054 west.marketplace@citipointechurch.com9am – 4pm, Mon - Fri | Emergency Relief available in form of furniture, clothing & food hampers filled with staple items (opportunity to buy second hamper with even more items for $15), no concession card or requirements necessary, simply fill out small form on arrival, furniture & grocery delivery available, for very small fee (calculated based on km distance), no catchment area.Free produce daily.Free milk & bread dependent on availability (can call ahead to ask) |
| **Forest Lake Uniting Church – Community Life Centre**528 Waterford RoadEllen Grove 40783372 2299 | Community pantry  |
| **A Touch of Compassion** 31 Bagnall StreetEllen Grove 4078 0423 594 838 | Premade free meals available for the elderly and also those that are not capable to cook for themselves, cooked by an experienced chef. Food parcels are available for a donation. |
| **Vietnamese Community in Australia (Qld)** in Darra3375 6036 or 3375 5700er@vcaqld.org.au Mon, Tues & Thurs. | Provides Emergency Relief to the Vietnamese and broader community via email: er@vcaqld.org.au They are also in the process of developing a new initiative, offering to deliver groceries & essential items to seniors 65 years & over, people with disability & mobility restrictions, people who are self isolating for 14 days who cannot get to their local grocery stores especially smaller, local stores. They are in the process of rolling this out, and will advise once it has started. |
| **Mount Gravatt Community Centre - Emergency Relief**1693 Logan RdMt Gravatt 41223343 9833[www.mgcci.org.au](http://www.mgcci.org.au)  | Provide food parcels, small bill paying, Go Cards, Fuel vouchers and paying of prescriptions (through a local chemist that we use). The Mt Gravatt Community Centre are still providing no cost emergency relief food parcels to vulnerable or struggling members of our community. Due to social distancing requirements and for everyone’s health and safety, food parcels are available to be picked up by appointment only. Please phone to make an appointment to collect your parcel. Please bring your own bags when collecting the parcel if you are able to.They have also started a food parcel home delivery service. If you or someone you know are self-isolating or are unable to get to the shops for groceries, please contact 3343 9833 to arrange home delivery.**Mount Gravatt ER Catchment**

|  |  |  |
| --- | --- | --- |
| Acacia Ridge AlgesterAnnerley Archerfield BelmontBuranda Calamvale Cannon HillCamp HillCarina HeightsCarindale Coopers PlainsDrewvaleEight Mile Plains Coorparoo | Fairfield Greenslopes Holland ParkHolland Park West Kuraby Macgregor Mackenzie Mansfield Moorvale Moorooka Mount GravattMount Gravatt East NathanParkinsonRobertson | RochedaleRocklea Runcorn Salisbury Seven HillsStones Corner Sunnybank Stretton Tennyson Upper Mount Gravatt Willawong Wishart WoolloongabbaYeronga Tarragindi |

 |
| **Belong - Acacia Ridge Community Centre**21 Hanify StreetAcacia Ridge 41103277 4893 | Currently delivering Emergency relief via phone. Calls are returned by the Centre’s Emergency Relief Worker - assistance with food, medical supplies and prescriptions available. The Centre is also assisting with part payment of utilities, rent etc.They are delivering food boxes and medical supplies to people in their area who are self-isolating or have difficulty getting out due to a disability or medical issues. |
| **Yeronga Community Centre**26 Devon StreetYeronga 41043848 22858:30am to 1pm, Mon - Fri | Providing food support, information and referral – free bread, packaged meals – people can just drop around. Some food delivery to particularly vulnerable local residents.  |
| **Kyabra Community Association Inc.**3773 9499 9am-4.30pm Mon-Frior email intake@kyabra.org. 2 -3pm, Mon - Fri | Kyabra is continuing to offer our Financial Resilience programs in the southern suburbs.In terms of ER, they are now doing phone interviews with clients and will ask them to submit paperwork by email. From this, applications are submitted to a Committee who allocate our funding, so the response isn’t immediate but they will do our best to respond in a timely manner. Kyabra doesn’t do food parcels, however will consider a range of bill payments including rent, water, telephone, school, moving costs etc.In the past, Kyabra have done food vouchers and go cards too and are looking at ways to continue to offer these through contactless means. Their ER process involves a comprehensive financial conversation which also offers information on accessing other community resources and concessions as appropriate. They also offer NILS loans for community members on low incomes who are not in crisis.  |
| **Gurdwara Sahib Brisbane**2679 Logan RoadMt Gravatt 41220432 71405230430 5011680430 103025 | Free food pickup and delivery service available especially to self isolated people due to corona virus or elderly people or who have no food to cook at home due to unavailability of groceries at supermarkets. Please text the names, address and any special requirements before 12pm.Vegetarian cooked food will be available for pick up or we will deliver between 6.00pm and 8.00pm.  |
| **ADRA Community Centre**31 Station RoadLogan Central , QLD 41143290 3011**Office Hours:** Mon - Thu 9am - 4pm, Fri 9am - 2pm**Food Parcels:** Mon - Thu 9.30am - 3.30pm, Fri 9.30am - 1.30pm | Provide food parcels for those in need of assistance. Every Monday evening at 5:45pm a dedicated group of volunteers coordinated and led by Springwood Seventh-day Adventist church run a soup kitchen for anyone who is in need of a meal. If you or anyone you know is in need of a hearty dinner then the soup kitchen is an extension of food to our local community. ​ |
| **Kingston East Neighbourhood Group**177 Meakin RoadSlacks Creek 4127**3808 1684** | Food parcels are available to Logan residents. If you live in Kingston, Loganlea, Meadowbrook, Slacks Creek, Tanah Merah or Woodridge we may be able to assist you with food vouchers, overdue electricity or gas bills and rental assistance if you have Form 11 (Letter of Breach) or Form 12 (Notice to Evict) or with a Telstra voucher. Financial assistance is provided up to three times per calendar year.If we are unable to assist we may be able to refer you to other appropriate agencies.Emergency relief is held on Tuesdays and Wednesday. You will need to call the centre on Tuesdays on 3808 1684 to make an appointment. Please ensure you bring two forms of ID, one with your current address. |
| **Wesley Mission QueenslandBalmoral Uniting Community Centre**19 Ragoona StreetMorningside 41703399 7755 | Food parcels are available |
|  **Logan STARH**  | STARH is a free voluntary, safe and confidential service that can provide case management planning and support to assist families and individuals in the Gold Coast, Logan, Lockyer Valley, Somerset and Ipswich regions. We help people who are experiencing:Tenancy issuesFinancial problems or debtsPhysical or emotional health issuesLoss or reduction in employmentRelationship and/or family breakdownSocial isolationtel:1300865306 |

|  |
| --- |
| **EAST** |
| **Redland Community Centre**29 Loraine StreetCapalaba 41573245 2117 | The Redland Community Centre (29 Lorraine Street, Capalaba) operates Emergency Relief from 10am – 2pm Monday FridayWynnum Emergency Relief (231 Bay Terrace) Tuesday 9.20am – 2.30pm – or until food bags have run out (10 limit).Bay Islands – The Redland Community Centre is no longer serviceing the islands but have partnered with BICS who are still operating on the island. Contact them at [www.bics.org.au](http://www.bics.org.au)The centre offers:* Food parcels (packaged and fresh)
* Hygiene packs (feminine, toiletries)
* New Home Starter packs
* Homeless packs
* Bill payment (gas, electricity, phone)
* Pharmacy
* Crisis counselling
 |

|  |
| --- |
| **WEST** |
| **St Hugh's Parish Inala****​**105 Poinsettia StInala 4077[3372 1216](https://www.google.com.au/search?rlz=1C1CHZL_enAU765AU765&ei=huOdXICDFJum9QPd7724AQ&q=st+hughs+parish+inala&oq=st+hughs+parish+inala&gs_l=psy-ab.3...3413.4747..4777...0.0..0.946.1842.6-2......0....1..gws-wiz.ZrTQPSS9k6Q)9am – 11.30am, Tues | We try to help 15 people each week.  Food: providing we have sufficient supplies, those seeking food receive two to three bags.  Please bring your own bags.Assistance with Bill Payment: part-payment of overdue bills is available.  Staff assist mainly with electricity, car registration and rent.  You must bring a paper copy of your bill.Centrelink Income Statements: You must bring a paper copy of your recent Centrelink Income Statement for both food and bill payment assistance. |
| **St Mary’s Beaudesert Care and Concern****6-12 Petersen St****Beaudesert 4285****3324 3727****10am to 12pm, Mon, Wed, Thurs, Fri** | Care and Concern also provide assistance in Emergency Relief Situations, through funds we receive from the Commonwealth and State Governments via Centacare Head Office and the Archbishop’s Diocesan Fund respectively. The assistance provided is mainly food and some limited financial assistance in some other areas may be available. Our assistance is not restricted to these areas however, we also assist people who come in for help to complete forms or who just want to talk to someone, because they do not know where or who to turn to.  We also refer clients to Social Workers, Counsellors, and other services when applicable. |
| **Family and Kids Care Foundation**254 Jacaranda AveKingston QLD 41143808 5288 | Food parcels: Individuals, families, youth in crisis and anyone in need. School breakfast programmes for disadvantaged kids.Financial assistance: (Rent, electricity, gas, pharmaceutical, school uniforms, books) and telephone accounts (Telstra Vouchers). Subject only to when funds become available through emergency relief. |

|  |
| --- |
| **GOLD COAST** |
| **Set Free Care**5500 4454admin@setfreecare.org[www.setfree.org.au](http://www.setfree.org.au) | Emergency relief is available in the form of discounted food parcels for families and individuals who are experiencing hardship.The parcels consist of a selection of pantry items that contribute to the creation of nutritious meals. Community meals are also available. |
| **Gold Coast Youth Service**15 Oak AvenueMiami  QLD  42205572 04009am – 5pm, Mon - Fri​ | Emergency Relief is an Australian Government initiative and forms part of the Financial Wellbeing and Capability (FWC) Activity . Emergency Relief is funded by the Australian Department of Social Services.​The objective of the FWC is to build financial resilience and well-being among those most at risk of financial and social exclusion and disadvantage; by improving their financial capacity and helping them deal with their immediate needs in a way that maintains the dignity of the individual and encourages self-reliance.​​ER is open to all age groups and not just young people |
| **Blair Athol Homeless Persons Program**93 Golden Four DriveBilinga 422532534000 | Gold Coast Homelessness Service provides accommodation and support services to families and single people across the region. We provide:* Emergency accommodation for those over 18 years
* Support and referral for young people
* Crisis intervention, counselling and emotional support
* Training on living skills, budgeting skills and financial management
* Practical assistance and advocacy

People who are homeless or at risk of homelessness may contact us for assistance. |
| **Gold Coast STARH:**tel: 1300865306 | STARH is a free voluntary, safe and confidential service that can provide case management planning and support to assist families and individuals in the Gold Coast, Logan, Lockyer Valley, Somerset and Ipswich regions. We help people who are experiencing:* Tenancy issues
* Financial problems or debts
* Physical or emotional health issues
* Loss or reduction in employment
* Relationship and/or family breakdown
* Social isolation
 |

|  |
| --- |
| **IPSWICH** |
| **Anglican Welfare Ministries- Goodna:** 73 Alice StreetGoodna 43003818 09459am – 2pm, Tues | Offers emergency relief, food panty and acts as information and referral services. Centrelink statement needed. |
| **Community Compassion**1 Darling Street East, Woodend 34423496 15148am-2pm Mon, Tues, Thurs, Fri  | Provide a listening ear, food hampers ($30), furniture, some BBQ meals available every 2 months, food supply will continue until needs change. |
| **Ipswich Assist**20 Limerick StreetIpswich 43053413 10709am – 12pm, Tues(must ring our office on Monday to book an appointment)  | Ipswich assist has a compassionate team who will meet with you when crisis hits and assess the best way to help. It might be as simple as providing a parcel of food, or organising to help with food vouchers if clients qualify. We may feel that there another organisation that can also help and we well refer you. |
| **Salvation Army**14 Ellenborough StreetIpswich 43051300 371 288 | Supplies food, clothing, furniture and other general welfare assistance; hours open Monday to Friday 9am-Friday 4pm.  |
| **Beacon Community Care**14 South Station Road,Booval 43043816 1435 | Financial assistance to persons experiencing financial hardship, case management support for food vouchers, rent arrears, Telstra, scripts and Queensland Rail Travel. |
| **Riverview Community Centre**7/28 Mitchell StreetRiverview 43033816 21119am – 10am, Fri (appointment necessary) | Provides Emergency Relief |
| **Leichhardt Community Centre**1 Denman StLeichhardt QLD 43053812 12709am-10am Tues & Wed  | Provides non-perishable food hampers. |
| **Carole Park Neighbourhood Centre**12A Southampton RoadCarole Park 43003271 3592 | services provided include food shed 10am-12pm, emergency relief . Mon – Fri 9am to 5 pmThurs - 1pm to 5pm  |
| **Goodna Neighbourhood Centre**33 Queen StreetGoodna 43003818 1648 | Provides the following services: * Advocacy, Information, Referral and Support:
* Community Welfare Support & Referral;
* Referral clients for Emergency Relief;
* Free fresh bread on Monday & Friday.
 |
| **Tivoli Drive in Theatre****50 Coal Road**Chuwar 43063812 020710am – 2pm, Wed | $10 annual membership contribution when you join the coop and then you are welcome to come whenever we open to select groceries etc. form our extensive range of bargain priced bundled grocery items to make up hampers that suit your family. All hampers costing $10 or more also qualify for free bread, free milk, free veges and a range of other free stuff! |
| **Ipswich Housing and Support Services**14 South Station RoadBooval 430438161435 | Provides supported emergency accommodation for single women and families with children in their care, for a limited specified time frame, assistance and advocacy, information & support, with underlying issues to current housing crisis.  |
| **St Vincent De Pauls Ipswich Family Accommodation Support Services**41 Waghorn StreetIpswich 43053432 6000 | Provides help with accommodation and support to find permanent accommodation. Services include: * temporary accommodation 12 weeks,
* access to support worker with regular visits,
* assessment of your current situation,
* and help with creating plans for housing, health, and schooling, emotional support.

Referrals for housing, Centrelink, counselling, legal information, childcare, schools, health, women’s network, men’s counselling, and support groups, transport to appointments and lice skills including budgeting, self-esteem, parenting, ,meal planning and recreation.  |
| **Incommunity**26 Lowry StreetNorth Ipswich 43053812 1199 | Temporary supported accommodation for young people. Mobile support services for at risk homelessness or homeless.  |
| **Ipswich Foodbarn** | It is our mission to help those families in need to provide with assistance with food, in the form of pre -made hampers with a small cost and free produce when it is available to us. |
| **STaRH – Ipswich** | STARH is a free voluntary, safe and confidential service that can provide case management planning and support to assist families and individuals in the Gold Coast, Logan, Lockyer Valley, Somerset and Ipswich regions. We help people who are experiencing:Tenancy issuesFinancial problems or debtsPhysical or emotional health issuesLoss or reduction in employmentRelationship and/or family breakdownSocial isolationtel:1300865306 |