

EMERGENCY AID - Food, Material and Financial Support - June to August 2023

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
All Saints Belmore	Corner Isabel and Cecilia Streets, Belmore NSW 2192 Tel: 0451 936 868/9789 1659 Email Chris: constantichris@optusnet.com.au or church@allsaints.com.au	Food hampers	Pick up Wednesdays 9:00am – 10:30am Church Hall driveway on Cecilia Street 1 bag/person	Free	None
Prosper Project Australia- Campsie Sydney Help Hub	34 North Parade Campsie NSW 2194 email: mail@prosperprojectaustralia.org or apply on their website: https://prosperprojectaustralia.org/welfare/	Food, clothing, and financial assistance. Food van (hot food from Bill Crews/Exodus Foundation)	Thursdays between 10am and 2pm The food van is on North Parade, Campsie on Thursdays 12pm – 12:45	Free	Individuals & families experiencing disadvantage.
Muslim Women's Association	47 Wangee Road Lakemba NSW 2195 Tel: 9750 6916 info@mwa.org.au	Fresh Bread and Frozen food (limited supply each week)	Please call to check availability and make an appointment. Days and times varies depending on when the delivery comes	Free	Anyone experiencing disadvantage but a quick assessment will take place when arriving

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Metro Assist	<p>Campsie Level 2/59-63 Evaline St, Campsie Tel: 9789 3744</p> <p>Bankstown 62 Meredith St, Tel: 8709 0200</p>	Food vouchers and EAPA (Energy Accounts Payment Assistance) vouchers to pay bills.	Please call to discuss eligibility and to book an appointment.	Free	Must bring proof of ID, receipts/proof of spending, recent Centrelink statement and copies of bills.
Bill Crews/Exodus Foundation	<p>(02) 8752 4600 or 02 8752 4602 (9am – 3pm) Or email info@billcrews.org</p>	Food van (hot meals) Can also help with emergency accommodation, housing and Centrelink	<p>Tuesdays + Fridays 12pm – 12:45pm The van is parked outside Uniting Church Lakemba, 69 Haldon St, Lakemba</p>	Free	Individuals and families experiencing financial distress.
Lebanese Muslim Association (LMA)	<p>71-75 Wangee Rd Phone: 9750 6833 Or email: info@lma.org.au</p>	<p>Financial assistance with paying bills Food and Rent assistance - only available to people on a visa (not tourist visas)</p>	Monday to Friday, 9am to 5pm. Call or email them.	Free	Available to families and individuals who are experiencing disadvantage. A support worker will call you back and conduct a telephone assessment.
Melkite Catholic Welfare Association Greenacre	<p>Call: 9750 5514 or email welfare@melkite.org.au</p>	EAPA vouchers to pay bills.	<p>Monday to Friday 9:30am to 4:30pm By appointment only</p>	Free	Individuals & families experiencing disadvantage

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National Zakat Foundation	More information on their website: www.nzf.org.au/apply	Bill help (Rent, Gas, Electrical, Water etc.), Food vouchers	Apply online at any time	Free	Each case assessed on its merits. Provide proof of ID, receipts/proof of spending, and copies of bills.
Riverwood Community Centre	151 Belmore Road North Riverwood NSW 2210 t: 02 9533 0100	Hot Meal Mondays 5pm Bread Wednesdays 12pm	Call for an appointment. Hot Meals: Mondays 5:00pm – 5:30pm Bread: Wed 12-2pm	Free	Anyone experiencing financial disadvantage in Riverwood and surrounds. ID/Pension card required.
Mission Australia Inner SouthWest 14-28 Amy St, Campsie	Call 02 9509 7140 Or email klianevl@missionaustralia.com.au	Food vouchers Opal Travel cards or petrol vouchers pending availability.	By appointment Monday to Friday 9am to 5pm Face-to-face assessment of eligibility.	Free	Households experiencing financial distress in Canterbury Bankstown and Inner SouthWest. Must provide photo ID and bank/centrelink statements
Chester Hill Neighbourhood Centre	89 Waldron Rd Chester Hill 2162 Tel: 9645 3700	Bill help (Gas, Electrical, Water and Telstra), food parcels	Please call to check availability and make an appointment.	Free	For people living in Canterbury/Bankstown LGA

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St Vincent de Paul	Various Locations Bankstown office: 9796 1179	Food assistance Can refer to Metro Assist for bill help and housing applications	Call to arrange an appointment.	Free	Must provide Centrelink income statement & photo identification.
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 1800 733 276	food, medicine, and shelter	Apply online at any time	Free	Must be a temporary or provisional visa holder. Have zero or limited income, and no Commonwealth income support.
Asylum Seekers Centre	43 Bedford Street Newtown, NSW 2042 Tel: 9078 1900	Food vouchers and toiletries. Community lunches NEWTOWN: Tue, Thu + Fri 12:30pm – 1:30pm AUBURN: Wed 12:30pm – 1:30pm at Auburn Centre for Community, 44A Macquarie Rd	Please call to check availability and make an appointment. Mon – Fri 10am to 4pm	Free	Support asylum seekers, Sydney wide. An assessment/intake process for eligibility.
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	Short phone assessment. Must provide proof of ID, Centrelink details, Visa status.

LOW-COST GROCERIES AND COMMUNITY PANTRIES

Organisation	Contact Details	Service	Day/Time	Cost	Conditions of Use
Anglicare Mobile Community Pantry	St Andrews Church Corner of Quigg/Lakemba Street, Lakemba Tel: 8056 8461	Food	Thursdays – Fortnightly from 1 st June, 2023 1:30pm – 2:30pm	\$3.00/bag	Must show Pension, Health Care, or Immigration card; or proof of low income
Bankstown Women’s Health Centre	Level 1 24-26 Jacobs Street Bankstown 2200 Phone: 9790 1378	Food share on Thursdays (groceries)	Thursdays Must call 9790 1378 on Mondays (between 9:30am and 12pm) for an appointment.	\$2.00	For people living in Canterbury Bankstown LGA Bring ID
Greenacre Area Community Centre 87 Waterloo Road Greenacre	Tel: 9750 7982	Food Share on Mondays	Must call 9750 7982 on Tue/Wed to make an appointment. Pick up food on Mondays.	\$2.00/household	Must live in Canterbury /Bankstown LGA, be over 18, show a Centrelink card; and receive a pension.
Addison Road Food Pantry	Hut 1/142 Addison Road Marrickville 2204 Tel: 9569 7633 or email: info@addiroad.org.au	Low-cost groceries and food vouchers	Pantry open: Mon, Tue, Thu and Fridays 12pm-4pm Wed 12pm – 7pm	Varies	Open for all - Anybody experiencing food insecurity.

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Community Support Services Inc	Level 1, shop 46/85-89 North Terrace, Bankstown Call 0422 613 383 (for food hampers) or (02) 8772 0645 (for EAPA vouchers) or email info@cssvillage.org.au	Food Hampers and Energy Accounts Payment Assistance (EAPA) vouchers.	Monday to Friday 9 am – 2 pm	Varies – a donation from those who can afford it.	Anyone who experiencing financial distress (including international students and temporary visa holders)

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
LINK2HOME	If experiencing Family Violence , call 1800 656 463 If at risk of Homelessness , call 1800 152 152	Provides information, assessments, and referrals to support services and temporary accommodation	State-wide service 24 hours a day, 7 days a week, every day of the year
LINKING HEARTS MULTICULTURAL SERVICES (SUPPORTING FAMILIES FROM CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITIES)	Call 9786 4404	Transitional and crisis accommodation for women, men or couples with child/children at risk of homelessness and/or domestic violence	Intake is Mon-Fri 9am to 5pm Domestic violence intake service is also open Mon–Fri 5pm to 9pm, and Saturday 3pm-9pm

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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.

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.

Organisation	Telephone Number	Service Areas	Opening Times
Anglicare Bankstown Anglicare Summer Hill	9796 7258 8624 8600	Bankstown Summer Hill and surrounding suburbs	Monday to Friday 9am to 12:30pm and 1pm to 4pm
Padstow Community Care	9772 2299	Bankstown LGA	Mon, Tue, Thu and Fri 9.30am to 2:30pm
Community Action for Better Living	9744 1866	Burwood and surrounding Inner West Sydney	Monday to Thursday 10am to 12:30pm

Updated: June 2023

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Chester Hill Neighbourhood Centre	9645 3700	Canterbury-Bankstown LGA	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
United 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
Bill Crews/Exodus Foundation	8752 4602	Ashfield LGA	Monday to Friday 9am to 3pm
Melkite Charitable Foundation	9750 5514	Canterbury-Bankstown LGA	
GWC Community Services 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 Ashfield	1300 259 789 or 4723 9277	Ashfield and surrounding areas	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
Community Support Services Inc	Call (02) 8772 0645	Anyone	Monday to Friday 9 am – 2 pm

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BILL HELP- ENERGY AND WATER OMBUDSMAN NSW (EWON)

ENERGY & WATER DIFFICULTIES? The Energy & Water Ombudsman NSW (EWON) can help with resolving issues with your energy and water providers. If you feel your bill is incorrect, have metering issues, cannot afford to pay the bill when due, network issues or rebate problems, please ask us for advice. We are free, fair and independent and can contact your provider on your behalf. Try to resolve the problem with your provider first and if you are not happy call us.

Phone: 1800 246 545 or go to our website www.ewon.com.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)