



# **DIRECTORY OF MENTAL HEALTH SERVICES IN THE ACT**

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Prepared with the assistance of the Citizens Advice Bureau

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## Access City Hotline

**Phone:** 02 6257 3077 **Fax:** 02 6257 7383  
**Mail to:** GPO Box 669, Canberra ACT 2601  
**Email:** [accesscity@citizensadvice.org.au](mailto:accesscity@citizensadvice.org.au)  
**Web:** [www.accesscity.org.au](http://www.accesscity.org.au)

**Service Description:** Provides a free service helping people, particularly people with a disability, to remove exterior and interior physical and sensory barriers to access in the ACT.

**Hours:** Mon-Fri 9am-3pm

**Area Served:** ACT; Queanbeyan

## ACT Ambulance Service

**Phone:** 02 6207 9980 **Fax:** 02 6207 9984  
Lvl 1, 9 Amberley Av, Fairbairn ACT 2609  
**Mail to:** GPO Box 158, Canberra City ACT 2601  
**Email:** [ambulance@act.gov.au](mailto:ambulance@act.gov.au)  
**Web:** [www.ambulance.act.gov.au](http://www.ambulance.act.gov.au)

**Service Description:** Provides a 24 hour emergency pre-hospital care service within the ACT.

**Hours:** Daily, 24 hours

**Contact:** Emergencies 000

**Fees:** Fees Apply. Concessions available.

**Area Served:** ACT

## ACT Civil and Administrative Tribunal

**Phone:** 02 6207 1740 **Fax:** 02 6205 4855  
Lvl 4, 1 Moore St, Canberra City ACT 2601  
**Mail to:** DX 5691, GPO Box 370, Canberra ACT 2601  
**Email:** [tribunal@act.gov.au](mailto:tribunal@act.gov.au)  
**Web:** [www.acat.act.gov.au](http://www.acat.act.gov.au)

**Service Description:** Consolidates 16 jurisdictions and tribunals which include: the administrative appeals tribunal, the discrimination tribunal, the consumer and trader tribunal, the credit tribunal, the energy and water consumer council, the guardianship and management of property tribunal, the health professionals tribunal, the legal practitioners disciplinary tribunal, the mental health tribunal, the residential tenancies tribunal, the liquor licensing board, unit title disputes and civil dispute (small claims) matters under \$10,000. It also takes on responsibility for discipline of various occupations including motor vehicle dealers and finance brokers, construction occupations, surveyors and architects as well as the health and legal professions.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Area Served:** ACT Region

## ACT Council of Social Service Inc

**Phone:** 02 6202 7200 **Fax:** 02 6281 4192  
Weston Creek Community, 6/6 Gritten St, Weston ACT 2611

**Mail to:** PO Box 849, Mawson ACT 2607

**Email:** [actcoss@actcoss.org.au](mailto:actcoss@actcoss.org.au)

**Web:** [www.actcoss.org.au](http://www.actcoss.org.au)

**Service Description:** Peak representative body for not for profit organisations, disadvantaged and low income citizens of the ACT. Part of the national COSS network. Promotes equitable socio-economic policies and supports the development of a well-resourced, cohesive and sustainable community sector. Offers advice, information and resources to community organisations including access to an on site library. Appointment preferred.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Area Served:** ACT Region

## ACT Department of Disability, Housing and Community Services

**Phone:** 13 34 27

11 Moore St, Canberra ACT 2601

**Mail to:** PO Box 158, Canberra ACT 2601

**Email:** [dhcs@act.gov.au](mailto:dhcs@act.gov.au)

**Web:** [www.dhcs.act.gov.au](http://www.dhcs.act.gov.au)

**Service Description:** Responsible for a wide range of human services functions in the ACT including multicultural and community affairs, public and community housing services and policy, children, youth and family support services and policy, disability policy and services, therapy services, Child and Family Centres, the ACT Government Concessions Program, homelessness and community services.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6207 5111

**Area Served:** ACT Region

## ACT Disability Aged and Carer Advocacy Service - ADACAS

**Phone:** 02 6242 5060 **Fax:** 02 6242 5063

Suite 207, Block C, Canberra Technology Park, Phillip Av, Watson ACT 2602

**Mail to:** PO Box 144, Dickson ACT 2602

**Email:** [adacas@adacas.org.au](mailto:adacas@adacas.org.au)

**Web:** [www.adacas.org.au](http://www.adacas.org.au)

**Service Description:** Individual advocacy for people with disabilities, the elderly and their carers.

**Hours:** Mon-Fri 9am-5pm

**Contact:** TTY 02 6242 5065

**Eligibility:** People with disabilities, ageing people and their carers

**Area Served:** ACT; Queanbeyan

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## ACT Human Rights Commission

**Phone:** 02 6205 2222 **Fax:** 02 6207 1034

Lvl 4, 12 Moore St, Canberra ACT 2601

**Mail to:** GPO Box 158, Canberra ACT 2601

**Email:** [human.rights@act.gov.au](mailto:human.rights@act.gov.au)

**Web:** [www.hrc.act.gov.au](http://www.hrc.act.gov.au)

**Service Description:** Provides a fair and accessible process for dealing with complaints about discrimination, health services, and services for people with a disability and their carers, for older people and for children and young people and their carers. Promotes human rights and the rights of service users, provides advice on legislation, policy and services and develops human rights awareness in government and community.

**Hours:** Mon-Fri 9am-5pm

**Contact:** TTY 02 6205 1666; 0466 169 997 (SMS Service)

**Area Served:** ACT region

## ACT Mental Health Consumer Network Inc

**Phone:** 02 6230 5796 **Fax:** 02 6230 5790

Rm 2.11, Lvl 2, Griffin Centre, Genge St, Canberra ACT 2601

**Mail to:** PO Box 469, Civic Square ACT 2608

**Email:** [actmhcnc@actmhcnc.org.au](mailto:actmhcnc@actmhcnc.org.au)

**Web:** [www.actmhcnc.org.au](http://www.actmhcnc.org.au)

**Service Description:** Mental health consumers volunteer and train to advise, inform and partner with organisations and Government to improve outcomes for people using mental health services. Drop-in Monday-Friday from 11am-1pm. Appointment required outside of Drop-in hours.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## ACT Nursing Service

**Phone:** 02 6290 2499 **Fax:** 02 6290 2409

Unit 4, 49-51 Colbee Ct, Phillip ACT 2606

**Mail to:** PO Box 641, Mawson ACT 2607

**Email:** [enquiry@actnursingservice.com.au](mailto:enquiry@actnursingservice.com.au)

**Web:** [www.actnursingservice.com.au](http://www.actnursingservice.com.au)

**Service Description:** Services include community workers to care for the frail aged and disabled in their own homes, personal care, respite support, home help, sleepover service, professional assessment of medical needs of community-based clients, interstate and overseas escorts and all facets of nursing.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Area Served:** ACT Region

## ACT Palliative Care Society Inc

**Phone:** 02 6273 9606 **Fax:** 02 6273 9590

Clare Holland House, Grevillea Park, Menindee Dr, Barton ACT 2600

**Mail to:** PO Box 88, Civic Square ACT 2608

**Email:** [info@pallcareact.org.au](mailto:info@pallcareact.org.au)

**Web:** [www.pallcareact.org.au](http://www.pallcareact.org.au)

**Service Description:** Assists in lobbying for excellence in the provision of quality palliative care in the ACT region. Conducts education and awareness of palliative care and provides a professional volunteer program for support of the dying, their families and carers.

**Hours:** Mon-Thu 9am-5pm

**Fees:** Membership fees

**Area Served:** ACT Region

## ACT Pro Bono Clearing House

**Phone:** 02 6247 5700 **Fax:** 02 6247 3754

Lvl 3, 11 London Cct, Canberra ACT 2601

**Mail to:** GPO Box 1562, Canberra ACT 2601

**Email:** [mail@actlawsociety.asn.au](mailto:mail@actlawsociety.asn.au)

**Web:** [www.actlawsociety.asn.au](http://www.actlawsociety.asn.au)

**Service Description:** Refers eligible applications for pro bono assistance to a network of legal providers.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some services.

**Area Served:** ACT Region

## ACT Region Bereavement Support Network

**Phone:** 02 6273 9606 **Fax:** 02 6273 9590

**Mail to:** PO Box 88, Civic Square ACT 2608

**Email:** [actbsn@pallcareact.org.au](mailto:actbsn@pallcareact.org.au)

**Service Description:** A network of community organisations and service providers who offer bereavement support in the ACT and Region. The group meets every 2 months at Clare Holland House, 5 Menindee Dr to exchange information, identify gaps in services and provides educational opportunities.

**Area Served:** ACT Region

## ACT Respite Links

**Phone:** 02 6255 0722 **Fax:** 02 6255 0499

159 Maribyrnong Av, Kaleen ACT 2617

**Mail to:** PO Box 7100, Kaleen ACT 2617

**Email:** [respitelinks@alzheimersact.asn.au](mailto:respitelinks@alzheimersact.asn.au)

**Web:** [www.alzheimersact.org.au](http://www.alzheimersact.org.au)

**Service Description:** Provides a respite and support service for carers of people with dementia who wish to continue caring for them at home.

**Hours:** Mon-Thurs 9:30am-4:30pm

**Area Served:** ACT Region

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## ACT Transcultural Mental Health Network

**Phone:** 02 6207 6867 **Fax:** 02 6205 5148

**Mail to:** c/- GPO Box 825, Canberra ACT 2601

**Service Description:** A Voluntary group, committed to improving the mental health and wellbeing of people from culturally and linguistically diverse backgrounds living in the ACT. The network works towards connecting people by distributing information and influencing policy and attitudes across government and the community. The network holds sector meetings throughout the year that anyone can attend to learn more about multicultural mental health activities in the ACT. The network meetings are hosted by various service providers across ACT.

**Area Served:** ACT

## ACT Womens Health Service

**Phone:** 02 6205 1078 **Fax:** 02 6207 0143

ACT Health Bld, Cnr Alinga St & Moore St, Canberra ACT 2601

**Mail to:** PO Box 825, Canberra ACT 2601

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Cervical screening, medical services, generalist short term counselling and specialist counselling for women affected by violence/trauma. Runs the Well Women's Health Promotion Program and other community education programs. Appointment required.

**Hours:** Mon-Fri 8:30am-4:45pm

**Eligibility:** Medical services - women affected by violence, trauma. This is NOT a generalist medical service. Female Only.

**Area Served:** ACT Region

## Adult Mental Health Service - Queanbeyan

**Phone:** 02 6128 9900 **Fax:** 02 6297 6243

Queanbeyan Mental Health Resource Centre, Collett St, Queanbeyan NSW 2620

**Mail to:** PO Box 729, Queanbeyan NSW 2620

**Service Description:** Provides case management, individual, family, group work and community development. Comprehensive mental health service for adults.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 1800 677 114 (triage/new referrals)

**Eligibility:** From 18 years.

**Area Served:** Queanbeyan

## After Hours Legal Advice

**Phone:** 0429 440 084

**Web:** [www.legalaidact.org.au](http://www.legalaidact.org.au)

**Service Description:** Provides after hours legal advice for people in police custody and for other urgent matters.

**Hours:** Daily 6pm-9am

**Contact:** 1300 654 314

**Area Served:** ACT, Queanbeyan

## Al-Anon Family Group - Canberra

**Phone:** 02 6249 8866

Room 12, Lvl 3, Griffin Centre, Genge St, Canberra ACT 2601

**Email:** [agso@alphalink.com.au](mailto:agso@alphalink.com.au)

**Web:** [www.al-anon.alateen.org/australia/act.html](http://www.al-anon.alateen.org/australia/act.html)

**Service Description:** Fellowship of relatives and friends of alcoholics who share their experience, strength and hope in order to solve their common problems. Of the belief that alcoholism is a family illness and that changed attitudes can aid recovery. Eight group locations in ACT. Meetings day and evening.

**Hours:** Mon-Fri 10:30am-12:30pm

**Contact:** 1300 252 666; AH 02 6249 8866

**Area Served:** ACT; Queanbeyan

## Alcohol and Drug Foundation ACT Inc

**Phone:** 02 6163 0200 **Fax:** 02 6282 7777

Lvl 1, 67 Townshend St, Phillip ACT 2606

**Mail to:** PO Box 2230, Tuggeranong ACT 2901

**Email:** [adfact@adfact.org](mailto:adfact@adfact.org)

**Web:** [www.adfact.org](http://www.adfact.org)

**Service Description:** Provides accredited community based and residential alcohol and other drug treatment through the Karralika Therapeutic Community (for adults and families including children up to 12 years old.), Solaris (AMC) Therapeutic Community, Nexus and Community programs, including the Sober drive program.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Eligibility:** From 18 years.

**Area Served:** ACT Region

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## Alcohol and Drug Program - ACT Health

**Phone:** 02 6207 9977 **Fax:** 02 6205 0951

ACT Health Bld, Cnr Alinga St & Moore St, Canberra ACT 2601

**Mail to:** GPO Box 825, Canberra ACT 2601

**Email:** ADP.admin@act.gov.au

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Provides a 24 hour information, support, referral, and assessment telephone service for persons and families with alcohol & other drug issues. Offers medically supervised withdrawal from alcohol and/or other drugs, opioid replacement therapies, counselling, case management, health promotion and liaison nursing services for patients admitted to Canberra Hospital. Provides a range of services for persons referred through the legal system for drug and/or alcohol related offences, including police early intervention & diversion, court alcohol & drug assessment services, and treatment referral program. Offers specialist comorbidity program for people with concurrent mental health and alcohol and other drug issues. An indigenous-specific support worker is also available. Some services also located at Bld 7, Canberra Hospital.

**Hours:** Daily, 8:30am-4:51pm

**Fees:** For some services.

**Area Served:** ACT

## Alcohol and Other Drugs Council of Australia - ADCA

**Phone:** 02 6215 9800 **Fax:** 02 6281 0995

17 Napier Cl, Deakin ACT 2600

**Mail to:** PO Box 269, Woden ACT 2606

**Email:** adca@adca.org.au

**Web:** [www.adca.org.au](http://www.adca.org.au)

**Service Description:** Peak national non-government organisation for the alcohol and other drugs sector.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Membership fees

**Area Served:** National

## Alcohol Tobacco and Other Drug Association ACT

**Phone:** 02 6255 4070

350 Antill St, Watson ACT 2602

**Mail to:** PO Box 7187, Watson ACT 2602

**Email:** info@atoda.org.au

**Web:** [www.atoda.org.au](http://www.atoda.org.au)

**Service Description:** ATODA is the peak body representing the non-government and government ATOD sector in the ACT. ATODA works collaboratively to provide expertise and leadership in the areas of social policy, sector and workforce development, research, coordination, partnerships, communication, information and resources.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some activities

**Area Served:** ACT

## Alcoholics Anonymous Canberra/Queanbeyan

**Phone:** 02 6287 3020

Grant Cameron Community Centre, 27 Mulley St, Holder ACT 2611

**Mail to:** PO Box 3898, Weston Creek ACT 2611

**Email:** info@aacanberra.org

**Web:** [www.aacanberra.org](http://www.aacanberra.org)

**Service Description:** Fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem. The only requirement is a desire to stop drinking.

**Hours:** Mon-Fri 10am-3pm

**Area Served:** ACT; Queanbeyan

## Aleta Outreach Service for Women

**Phone:** 02 6230 5222 **Fax:** 02 6230 5099

Room 9, Lvl 2, Griffin Centre, Genge St, Canberra ACT 2601

**Email:** outreach@toora.org.au

**Service Description:** Aims to support women to access and maintain independent housing. To enhance knowledge and skills in problem solving, relaxation and stress reduction.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Female Only.

**Area Served:** ACT Region

## Alternatives to Violence Project

**Phone:** 02 6251 2942

The Friends Meeting House, Condamine St, Turner ACT 2612

**Email:** peacefulpathways.avp@gmail.com

**Web:** [www.avp.org.au](http://www.avp.org.au)

**Service Description:** Runs workshops on 3 levels for community members, schools and prisons.

**Fees:** Fees Apply

**Area Served:** ACT Region

## Althea Wellness Centre

**Phone:** 02 6122 8080 **Fax:** 02 6122 8004

1 Bradley St, Woden ACT 2606

**Mail to:** PO Box 538, Woden ACT 2606

**Email:** althea@directionsact.com

**Web:** [www.directionsact.com](http://www.directionsact.com)

**Service Description:** Holistic wellness centre providing a range of free in-reach services to people with alcohol or other drug issues. Clinics include Hep C Wellness, Liver Clinic, Sexual Health Clinic, Mental Health Assessments, Mental Health Counselling and Maternal and Child Health Clinics. Clinics are subject to change.

**Hours:** Daily 9am-5pm

**Eligibility:** Clients must have alcohol and/or other drug issues

**Area Served:** ACT Region

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## Anger Management Therapy - Hyson Green Day Program

**Phone:** 02 6201 6003 **Fax:** 02 6251 5700

Calvary Hospital, Haydon Dr, Bruce ACT 2617

**Mail to:** PO Box 254, Jamison Centre ACT 2614

**Email:** [hysongreen@calvary-act.com.au](mailto:hysongreen@calvary-act.com.au)

**Web:** [www.calvaryhospital.com.au](http://www.calvaryhospital.com.au)

**Service Description:** Offers an anger management therapy program which runs for 8 weeks, one day per week.

**Hours:** Mon-Fri 9:30am-3:30pm

**Contact:** 02 6201 6008

**Fees:** Fees Apply

**Area Served:** ACT Region

## Anorexia Peer Support

**Phone:** 02 6282 6658 **Fax:** 02 6282 6674

42 Townsend St, Phillip ACT 2606

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Individual face-to-face advice and guidance from an experienced and trained peer support volunteer who has the same mental health condition.

**Area Served:** ACT Region

## ANU Psychology Clinic

**Phone:** 02 6125 8498 **Fax:** 02 6125 9656

Psychology Bld 39, Gnd Fl, ANU, Cnr Daley Rd & Science Rd, Acton ACT 2601

**Web:** [www.anu.edu.au/psychology](http://www.anu.edu.au/psychology)

**Service Description:** A research, training and treatment centre offering specialised psychological services to the community including counselling for adults who may be experiencing emotional or behavioural problems including anxiety, fears, phobias, depression, grief and stress related health conditions as well as providing therapy for children and adolescents with anxiety disorders.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6125 0412

**Fees:** Fees Apply

**Area Served:** ACT Region

## Arcadia House Residential Services

**Phone:** 02 6253 3055 **Fax:** 02 6253 3086

Calvary Hospital Grounds, Mary Potter Cct, Bruce ACT 2617

**Mail to:** PO Box 538, Woden ACT 2606

**Email:** [arcadia@directionsact.com](mailto:arcadia@directionsact.com)

**Web:** [www.directionsact.com](http://www.directionsact.com)

**Service Description:** Withdrawal program provides up to 7 days of non-medicated residential support for people experiencing withdrawal from alcohol and other drugs. The Transition Program is an 8 week residential program based on therapeutic community principles. Therapeutic groups, living skills and educational groups are an important aspect of the program in which all residents take part. A phone assessment must be completed - available 24 hours daily. Services available for Females and Males from 18yrs.

**Hours:** Mon-Thu 10am-4pm (Admissions)

**Contact:** 02 6122 8000

**Fees:** Fees Apply

**Eligibility:** From 17 years.

**Area Served:** ACT Region

## Argyle Community Housing Ltd - Queanbeyan

**Phone:** 02 6297 5929 **Fax:** 02 6297 5922

Suite 104, Riverside Plaza, 131 Monaro St, Queanbeyan NSW 2620

**Mail to:** PO Box 502, Queanbeyan NSW 2620

**Service Description:** Provides secure and affordable housing to low to moderate income persons residing in NSW. Must be eligible for NSW Department of Housing.

**Hours:** Mon, Tue, Thu, Fri 9am-5pm; Wed 1pm-5pm

**Fees:** Service fees apply concessions, rental subsidy, bond

**Eligibility:** Must be on NSW Department of Housing waiting list

**Area Served:** Queanbeyan

## ASSIST Program - CatholicCare

**Phone:** 02 6163 7600 **Fax:** 02 6163 7676

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** [assist@catholiccare.cg.org.au](mailto:assist@catholiccare.cg.org.au)

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** Provides support to individuals with complex needs who are homeless or at risk of homelessness. Provides individual case management, information, referral, advocacy and linkages to various health and welfare services.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** ACT residents who require support to sustain their tenancy. From 18 years.

**Area Served:** ACT Region

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## Association of Relatives and Friends of Mentally Ill

**Phone:** 0412 666 630

1 Munro Rd, Queanbeyan NSW 2620

**Mail to:** 4 Ross Rd, Queanbeyan NSW 2620

**Email:** ross.burke@tpg.com.au

**Service Description:** Support group for relatives and friends of the mentally ill. Meetings at 7pm, 2nd Thursday of every month.

**Area Served:** ACT; Queanbeyan

## Attention Deficit Disorder Support Group Inc - Canberra/Queanbeyan

**Phone:** 02 6290 1984 **Fax:** 02 6286 4475

c/- SHOUT Bld 1, Pearce Centre, Collett Pl, Pearce ACT 2607

**Mail to:** PO Box 717, Mawson ACT 2607

**Email:** addact@shout.org.au

**Web:** [www.addact.org.au](http://www.addact.org.au)

**Service Description:** Provides information, support meetings, referral for children, adolescents and adults with ADD/ADHD.

**Hours:** Mon-Thu 9am-5pm, Fri 9am-3pm

**Contact:** AH 02 6287 4608

**Fees:** Membership fees

**Area Served:** ACT; Queanbeyan

## Australian Federal Police - ACT Region

**Phone:** 02 6256 7777 **Fax:** 02 6256 7466

**Mail to:** GPO Box 401, Canberra ACT 2601

**Web:** [www.afp.gov.au](http://www.afp.gov.au)

**Service Description:** Responsible for law enforcement in the ACT.

**Hours:** Daily, 24 hours

**Contact:** 131 444 (Police Attendance Line); Emergencies 000

**Area Served:** ACT Region

## Australian Psychological Society Psychologist Referral Service

**Phone:** 1800 333 497 **Fax:** 03 9663 6177

**Mail to:** PO Box 38, Flinders Lane VIC 8009

**Email:** referral@psychology.org.au

**Web:** [www.findapsychologist.org.au](http://www.findapsychologist.org.au)

**Service Description:** Provides a community service to assist in the location of a suitable registered psychologist in private practice.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Area Served:** National

## Australian Red Cross ACT

**Phone:** 02 6234 7600 **Fax:** 02 6234 7650

Red Cross House, Cnr Hindmarsh Dr & Palmer St, Garran ACT 2605

**Mail to:** PO Box 610, Mawson ACT 2607

**Email:** actinfo@redcross.org.au

**Web:** [www.redcross.org.au](http://www.redcross.org.au)

**Service Description:** Provides a range of local, national and international services including blood transfusion service, first aid, community projects, home visits and refugee assistance.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For Some Services

**Area Served:** ACT; Queanbeyan

## Australian Red Cross Community Care Programs

**Phone:** 02 6234 7600 **Fax:** 02 6234 7650

Red Cross House, Cnr Hindmarsh Dr & Palmer St, Garran ACT 2605

**Mail to:** PO Box 610, Mawson ACT 2607

**Email:** actinfo@redcross.org.au

**Web:** [www.redcross.org.au](http://www.redcross.org.au)

**Service Description:** Provides a number of community care programs which assist people to continue to live independently. Includes 24 hour monitoring via a personal alarm or the regular delivery of a nutritious meal from meals on wheels.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply. Concessions available

**Eligibility:** Assessment for eligibility to services is undertaken by the Client Assessment Unit

**Area Served:** ACT; Queanbeyan

## Barnardos Australia

**Phone:** 02 6228 9500 **Fax:** 02 6241 4560

Barnardos Children and Family Centre, 2 Atherton St, Downer ACT 2602

**Mail to:** PO Box 384, Dickson ACT 2602

**Email:** canberra@barnardos.org.au

**Web:** [www.barnardos.org.au](http://www.barnardos.org.au)

**Service Description:** Children's charity providing services which successfully help prevent and reverse the effects of abuse, neglect and homelessness on children and young people. Provides a range of services including Temporary Family Care, Kids Friends, Find-a-Family, Transition Program, Parenting Outreach Program and Tutoring program.

**Hours:** Mon-Fri 9am-5pm. After hours on call service available

**Area Served:** ACT Region

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## Belconnen Community Service Inc

**Phone:** 02 6264 0200 **Fax:** 02 6253 2901  
Belconnen Community Service, 26 Chandler St, Belconnen ACT 2616

**Mail to:** PO Box 679, Belconnen ACT 2616

**Email:** [bcs@bcsact.com.au](mailto:bcs@bcsact.com.au)

**Web:** [www.bcsact.com.au](http://www.bcsact.com.au)

**Service Description:** Provides childcare for children up to 12 years, youth services for 12 to 25 year olds (please see U Turn), regular parenting and personal development programs, family support as well as support for the aged and people with a disability, and community information. Volunteer services including transport, visiting and assistance with shopping. Wide range of cultural, recreational, educational and mental health groups.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees apply

**Area Served:** ACT Region

## Bipolar Peer Support

**Phone:** 02 6282 6658 **Fax:** 02 6282 6674

42 Townshend St, Phillip ACT 2606

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Individual, face to face support with a peer support person who is experiencing similar mental health issues.

**Hours:** Mon-Fri 10am-5pm

**Area Served:** ACT Region

## Brian Hennessy Rehabilitation Centre

**Phone:** 02 6205 1222 **Fax:** 02 6205 2221

Haydon Dr, Bruce ACT 2617

**Mail to:** PO Box 11, Woden ACT 2606

**Email:** [sylvia.cirilo@act.gov.au](mailto:sylvia.cirilo@act.gov.au)

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Provides medium to long term care, rehabilitation and support for adults with major psychiatric disabilities to gain their independence.

**Hours:** Daily, 24 hours

**Fees:** Fees Apply. Concessions available.

**Eligibility:** From 18 years.

**Area Served:** ACT Region

## Bungee Youth Resilience Program

**Phone:** 02 6264 0232 **Fax:** 02 6251 9952

Belconnen Community Centre, Cnr Swanson Ct, Belconnen ACT 2617

**Mail to:** PO Box 679, Belconnen ACT 2616

**Email:** [bungee@bcsact.com.au](mailto:bungee@bcsact.com.au)

**Web:** [www.bcsact.com.au](http://www.bcsact.com.au)

**Service Description:** An arts based youth resilience programs and works with children and young people aged 5-18 to build self confidence, develop social skills and support emotional well being. Offers creative after school activities, in-school projects and individual counselling and therapeutic support. Support is offered for children, young people and their families, who are experiencing difficult times and young people with mental health problems.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Bupa Aranda

**Phone:** 02 6251 1155 **Fax:** 02 6251 1466

1 Bindel St, Aranda ACT 2614

**Email:** [aranda@bupacare.com.au](mailto:aranda@bupacare.com.au)

**Web:** [www.bupacare.com.au](http://www.bupacare.com.au)

**Service Description:** Privately run aged care nursing home, with secure dementia unit.

**Hours:** Mon-Fri 9am-3pm (reception hours)

**Area Served:** ACT Region

## Burrunju Aboriginal Corporation

**Phone:** 02 6231 5231 **Fax:** 02 6231 0454

**Mail to:** 20/48 Wyselaskie Cct, Kambah ACT 2902

**Email:** [bobmeg@tpg.com.au](mailto:bobmeg@tpg.com.au)

**Web:** <http://aboriginal-arts.com.au>

**Service Description:** Provides health and wellbeing programs and promotes Indigenous art.

**Hours:** Mon, Tue 9am-3pm

**Area Served:** ACT; Queanbeyan

## Calvary Hospital 2N

**Phone:** 02 6201 6111 **Fax:** 02 6201 6210

Cnr Belconnen Wy & Haydon Dr, Bruce ACT 2617

**Mail to:** PO Box 254, Jamison Centre ACT 2614

**Email:** [ward2n@calvary-act.com.au](mailto:ward2n@calvary-act.com.au)

**Web:** [www.calvary-act.com.au](http://www.calvary-act.com.au)

**Service Description:** Mental health ward of the Calvary Public Hospital.

**Hours:** Daily, 24 hours

**Contact:** 1800 629 354 (24hrs), 02 6205 1065 (24hrs), 02 6021 6044

**Area Served:** ACT Region



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## Calvary Public and Private Hospital

**Phone:** 02 6201 6111 **Fax:** 02 6201 6210  
Cnr Belconnen Wy & Haydon Dr, Bruce ACT 2617  
**Mail to:** PO Box 254, Jamison Centre ACT 2614  
**Email:** helpdesk@calvary-act.com.au  
**Web:** [www.calvary-act.com.au](http://www.calvary-act.com.au)  
**Service Description:** Public hospital with 24 hour accident and emergency services and private hospital wing.  
**Hours:** Daily, 24 hours  
**Contact:** TTY 02 6201 6127  
**Area Served:** ACT Region

## Calwell Community Centre

**Phone:** 02 6291 4300 **Fax:** 02 6291 4394  
Calwell Neighbourhood Centre, Were St, Calwell ACT 2905  
**Mail to:** PO Box 22, Calwell ACT 2905  
**Web:** [www.calwellcommunitycentre.org.au](http://www.calwellcommunitycentre.org.au)  
**Service Description:** Counsellor available. Offers personal development courses, information seminars and seniors club.  
**Hours:** Mon-Fri 9am-4pm  
**Fees:** For some services. Concessions available.  
**Area Served:** ACT Region

## CANaccess

**Phone:** 02 6257 1687 **Fax:** 02 6248 0932  
**Mail to:** GPO Box 669, Canberra City ACT 2601  
**Email:** accesscity@citizensadvice.org.au  
**Web:** [www.canaccess.org.au](http://www.canaccess.org.au)  
**Service Description:** An online directory of services for people with disabilities in the ACT region.  
**Hours:** Daily, 24 hours  
**Area Served:** ACT Region

## Canberra After Suicide Support Group

**Phone:** 02 6282 6658  
**Mail to:** PO Box 78, Woden ACT 2606  
**Email:** ourcanberra\_cass@yahoo.com.au  
**Web:** [www.ourcanberra.com/Canberra\\_After\\_Suicide.html](http://www.ourcanberra.com/Canberra_After_Suicide.html)  
**Service Description:** Support group for parents, spouses, siblings, children, relatives, lovers, partners, companions and friends of those who have died by suicide. Organises an annual ceremony to remember those who have died by suicide.  
**Area Served:** ACT Region

## Canberra Mens Centre

**Phone:** 02 6230 6999 **Fax:** 02 6257 1223  
Room 3.01, Griffin Centre, Genge St, Canberra ACT 2601  
**Mail to:** GPO Box 1753, Canberra ACT 2601  
**Email:** cmc@menscentre.org.au  
**Web:** [www.menscentre.org.au](http://www.menscentre.org.au)  
**Service Description:** Counselling, information, referral, outreach support, supported accommodation for homeless men, anger management and peer support groups. Counselling by appointment. Out of hours appointments can be arranged. Anger Management, 'Men and Anger' groups run twice a year. Initial applicant interview required before place may be offered.  
**Hours:** Mon-Fri 9am-5pm  
**Fees:** Fees may apply for some group programs  
**Area Served:** ACT Region

## Canberra Rape Crisis Centre

**Phone:** 02 6247 2525 **Fax:** 02 6247 2536  
**Mail to:** PO Box 916, Dickson ACT 2602  
**Email:** crcc@rapecrisis.org.au  
**Web:** [www.rapecrisis.org.au](http://www.rapecrisis.org.au)  
**Service Description:** Provides sexual assault counselling for women, children and men. Offers 24 hour crisis support, advocacy, counselling. Conducts community education and facilitates support groups.  
**Hours:** Crisis Line: Daily 24 hours; Office: Mon-Fri 9am-5pm  
**Contact:** 02 6247 8071 (office)  
**Area Served:** ACT; Queanbeyan

## Care and Protection Services

**Phone:** 1300 556 729 **Fax:** 02 6205 0641  
11 Moore St, Canberra City ACT 2601  
**Mail to:** GPO Box 158, Canberra City ACT 2601  
**Email:** childprotection@act.gov.au  
**Web:** [www.dhcs.act.gov.au/ocyfs/services/care\\_and\\_protection](http://www.dhcs.act.gov.au/ocyfs/services/care_and_protection)  
**Service Description:** Investigates and intervenes in cases of alleged child abuse and neglect. Care and protection reporting also available by emailing childprotection@act.gov.au. After Hours Crisis Service 4:30pm to 8:20am.  
**Hours:** Mon-Fri 8:30am-4:51pm  
**Area Served:** ACT Region

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## Care Financial Counselling Service and the Consumer Law Centre of the ACT

**Phone:** 02 6257 1788 **Fax:** 02 6257 1452  
Shop 16, Lvl 1, Waldorf Apts, 2 Akuna St, Canberra ACT 2601

**Mail to:** GPO Box 763, Civic Square ACT 2608

**Email:** admin@carefcs.org

**Web:** [www.carefcs.org](http://www.carefcs.org)

**Service Description:** Provides qualified financial counsellors for people on moderate to low incomes experiencing financial problems. Offers financial counselling on issues underlying and directly linked to financial well being. The Consumer Law Centre provides legal assistance and advice to low or moderate income consumers, primarily in the areas of consumer credit, telecommunications and utilities, also general fair trading and consumer protection. Telephone information service 9am-12pm weekdays. Drop-in service 5:30pm-7:30pm Wednesdays. Weekday appointments by arrangement.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Carer Support Program

**Phone:** 02 6298 0281 **Fax:** 02 6298 4666  
Queanbeyan City Council, 257 Crawford St (rear),  
Queanbeyan NSW 2620

**Mail to:** PO Box 90, Queanbeyan NSW 2620

**Email:** gillian.chappedeleonval@qcc.nsw.gov.au

**Web:** [www.qcc.nsw.gov.au](http://www.qcc.nsw.gov.au)

**Service Description:** Provides individual support to carers of frail aged people from culturally and linguistically diverse backgrounds. Assistance includes assessment of needs, information, referral, advocacy, coordination of services and on-going support. Provides programs for the carer and the person being cared for. Meets 9:30am-12:30pm, Thursdays at the HACC centre.

**Hours:** Tue-Thu 9am-4:30pm

**Fees:** Fees Apply

**Eligibility:** Carers of the frail aged from culturally and linguistically diverse backgrounds

**Area Served:** Queanbeyan

## Carers ACT

**Phone:** 02 6296 9900 **Fax:** 02 6296 9999  
2/89 Beaurepaire Cr, Holt ACT 2615

**Email:** carers@carersact.asn.au

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Provides information, referral, counselling, education and support for people who have taken on caring responsibilities.

**Hours:** Mon-Fri 9am-5pm (Office); Daily 24 hours (Respite free call)

**Contact:** 1800 242 636 (Commonwealth Carer Resource Centre); 1800 059 059 (Commonwealth Carer Respite Centre); 1800 052 222 (Commonwealth Carelink)

**Area Served:** ACT Region

## CatholicCare Canberra and Goulburn

**Phone:** 02 6295 4300 **Fax:** 02 6239 7171  
42 Canberra Av, Manuka ACT 2603

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** Info@catholiccare.cg.org.au

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** Provides a range of welfare services to the community including aged care, disability care, counselling, Family Support Service, mental health, youth, accommodation and employment services.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT; Queanbeyan

## Centrelink - Belconnen

**Phone:** 13 28 50 **Fax:** 02 6200 6099

Lvl 1, Northpoint Plaza, Cnr Chandler St & Benjamin Wy,  
Belconnen ACT 2617

**Mail to:** PO Box 350, Belconnen ACT 2616

**Web:** [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Service Description:** Offers a range of programs, services and payments in all government social welfare areas including all child and family payments, aged, wife, sole parent, carer and disability pensions as well as Jobsearch, Newstart, sickness, mobility and youth allowance.

**Hours:** Mon-Fri 8am-5pm

**Contact:** TTY 1800 810 586

**Area Served:** ACT Region

## Centrelink - Bereavement Allowance

**Phone:** 13 23 00

**Web:** [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Service Description:** An Australian resident may be eligible for bereavement payment.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 1800 050 004

**Area Served:** National

## Centrelink - Braddon

**Phone:** 13 28 50 **Fax:** 02 6219 3199

13 Lonsdale St, Braddon ACT 2612

**Mail to:** PO Box 5141, Braddon ACT 2612

**Web:** [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Service Description:** Offers a range of programs, services and payments in all government social welfare areas including all child and family payments, aged, wife, sole parent, carer and disability pensions as well as Jobsearch, Newstart, sickness, mobility and youth allowance.

**Hours:** Mon-Fri 8am-5pm

**Contact:** TTY 1800 810 586

**Area Served:** ACT Region

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## Centrelink - Career Information Centre

**Phone:** 1800 809 819 **Fax:** 02 6219 3198

Lvl 1, 13 Lonsdale St, Braddon ACT 2612

**Mail to:** GPO Box 5141, Braddon ACT 2612

**Email:** [cic.canberra@centrelink.gov.au](mailto:cic.canberra@centrelink.gov.au)

**Web:** [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Service Description:** Provides free assistance to students, the unemployed or people looking at changing jobs. Offers a selection of printed, video and computerised information including a comprehensive library, information on college, TAFE and University courses in each state, information about employment trends and resources to help prepare applications and resumes.

**Hours:** Mon-Fri 9am-12:30pm and 1:30pm-4:30pm

**Contact:** TTY 1800 810 586

**Area Served:** ACT Region

## Centrelink - Customer Relations Unit

**Phone:** 1800 050 004

**Web:** [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Service Description:** Receives calls from customers wishing to provide compliments, complaints and suggestions.

**Hours:** Mon-Fri 8:30am-4:30pm

**Contact:** TTY 1800 000 567

**Area Served:** ACT Region

## Centrelink - Tuggeranong

**Phone:** 13 28 50 **Fax:** 02 6208 6598

Tuggeranong Square, Anketell St, Tuggeranong ACT 2900

**Mail to:** PO Box 1216, Tuggeranong ACT 2901

**Web:** [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Service Description:** Offers a range of programs, services and payments in all government social welfare areas including all child and family payments, aged, wife, sole parent, carer and disability pensions as well as Jobsearch, Newstart, sickness, mobility and youth allowance.

**Hours:** Mon-Fri 8am-5pm

**Contact:** TTY 1800 810 586

**Area Served:** ACT Region

## Centrelink - Woden

**Phone:** 13 28 50 **Fax:** 02 6208 8397

90 Corinna St, Woden ACT 2606

**Mail to:** PO Box 274, Woden ACT 2606

**Web:** [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Service Description:** Offers a range of programs, services and payments in all government social welfare areas including all child and family payments, aged, wife, sole parent, carer and disability pensions as well as Jobsearch, Newstart, sickness, mobility and youth allowance.

**Hours:** Mon-Fri 8am-5pm

**Contact:** TTY 1800 810 586

**Area Served:** ACT Region

## Child and Adolescent Mental Health Service - Queanbeyan

**Phone:** 02 6128 9900 **Fax:** 02 6297 6243

Queanbeyan Mental Health Resource Centre, Collett St, Queanbeyan NSW 2620

**Mail to:** PO Box 729, Queanbeyan NSW 2620

**Service Description:** Provides case management, individual, family, group work and community development. Comprehensive mental health service for child and adolescent.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 1800 677 114 (triage/new referrals)

**Eligibility:** Up to 18 years.

**Area Served:** Queanbeyan

## Child and Adolescent Mental Health Service

**Phone:** 02 6205 1469 **Fax:** 02 6207 5266

Lvl 2, Bld A, Callum Offices, Callum St & Easty St, Woden ACT 2606

**Mail to:** GPO Box 158, Canberra ACT 2601

**Email:** [HealthACT@act.gov.au](mailto:HealthACT@act.gov.au)

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Provides assessment and treatment for young people under 18 years who are experiencing mental health problems. CAMHS clinicians assist in the management of serious and complex problems in children and adolescents through their comprehensive assessment and treatment program. Please note, CAMHS is unable to provide assessments for ADD/ADHD, or Autism Spectrum Disorders. CAMHS is a secondary referral service, which means that all consumers need to have been assessed by a GP, school counsellor or other health professional prior to contacting CAMHS for assessment. Service also available in the Northside.

**Hours:** Mon-Fri 8:30am-4:51pm

**Contact:** 1800 629 354 (24 hour helpline); 6205 1050 (Northside)

**Area Served:** ACT Region

## Child Protection Services After Hours Crisis Service

**Phone:** 1300 556 729 **Fax:** 02 6205 0648

11 Moore St, Canberra ACT 2601

**Mail to:** GPO Box 158, Canberra ACT 2601

**Email:** [childprotection@act.gov.au](mailto:childprotection@act.gov.au)

**Web:** [www.act.gov.au](http://www.act.gov.au)

**Service Description:** Provision of child protection services outside normal office hours, from 4:30pm-8:30am and weekends. Someone is always on call.

**Hours:** Mon-Fri 4:30pm-8:30am

**Contact:** 02 6207 0720;

**Area Served:** ACT Region

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## Child Youth and Womens Health Program - ACT Health

**Phone:** 02 6205 1197 **Fax:** 02 6205 1180

**Mail to:** GPO Box 825, Canberra ACT 2601

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Provides a range of health and support services to meet the needs of families, children, young adults and women. Includes parenting services, nutrition support, child health checks, immunisation and school health screening, lactation services, community asthma support service, social work, Child Health Medical Services, Medical and Counselling services for women affected by violence, Well Women's Services and health services for children where abuse has occurred or where there are concerns relating to possible abuse. Services located in Child Health Clinics, schools, outreach and in-home and health centres.

**Hours:** Mon-Fri 9am-4:30pm

**Contact:** 13 14 50; 02 6205 3333 (interpreter services)

**Area Served:** ACT Region

## Children Youth and Family Support

**Phone:** 13 34 27 **Fax:** 02 6205 7187

11 Moore St, Canberra ACT 2600

**Mail to:** GPO Box 158, Canberra ACT 2601

**Email:** ocyfs@act.gov.au

**Web:** [www.dhcs.act.gov.au/ocyfs](http://www.dhcs.act.gov.au/ocyfs)

**Service Description:** Deals with matters relating to child protection.

**Hours:** Mon, Tue, Thu, Fri 8:30am-5pm; Wed 1pm-5pm

**Contact:** 1300 566 729 (Child at Risk); 1300 556 728 (Mandated Reporter)

**Area Served:** ACT Region

## CIT Skills for Carers

**Phone:** 02 6207 3628 **Fax:** 02 6207 4839

Cnr Ainsworth St & Hindmarsh Dr, Woden ACT 2606

**Mail to:** GPO Box 826, Canberra ACT 2601

**Email:** CarerSkills@cit.act.edu.au

**Web:** [www.cit.act.edu.au](http://www.cit.act.edu.au)

**Service Description:** Provides individual or small group training and skills development for unpaid carers of older people or those who have a disability or mental health problem. Appointment and enrolment required.

**Hours:** Mon, Tue, Thu 9am-3pm

**Contact:** TTY 02 6207 4992

**Eligibility:** Unpaid Family Carer

**Area Served:** ACT Region

## Citizens Advice Bureau

**Phone:** 02 6248 7988 **Fax:** 02 6257 7383

Room G02, Gnd Fl, Griffin Centre, 20 Genge St, Canberra ACT 2601

**Mail to:** GPO Box 669, Canberra ACT 2601

**Email:** [info@citizensadvice.org.au](mailto:info@citizensadvice.org.au)

**Web:** [www.citizensadvice.org.au](http://www.citizensadvice.org.au)

**Service Description:** Offers free, confidential, impartial information and referral to ACT community and government services through our shopfront, which is run by volunteers. Produces 'CONTACT', Canberra's community services directory, 'CONTACT Online', the web-based directory and other community resources.

**Hours:** Mon, Tue, Thu, Fri 10am-4pm; Wed 10am-1pm (Shopfront)

**Contact:** 02 6257 1687 (administration)

**Area Served:** ACT; Queanbeyan

## Citizenship Information Line

**Phone:** 13 18 80 **Fax:** 02 6274 4533

3 Lonsdale St, Braddon ACT 2612

**Mail to:** GPO Box 717, Canberra ACT 2601

**Web:** [www.citizenship.gov.au](http://www.citizenship.gov.au)

**Service Description:** Provides information to people regarding Australian Citizenship. Language support can be arranged.

**Hours:** Daily, 24 hours

**Area Served:** ACT Region

## City Beats Office - ACT Police

**Phone:** 13 14 44

**Mail to:** GPO Box 401, Canberra ACT 2601

**Email:** [act-police-media@afp.gov.au](mailto:act-police-media@afp.gov.au)

**Web:** [www.police.act.gov.au](http://www.police.act.gov.au)

**Service Description:** Responsible for law enforcement in handling of petty crime in the city area.

**Area Served:** ACT Region

## City Health Centre

**Phone:** 02 6207 9977 **Fax:** 02 6205 2611

ACT Health Bld, Cnr Alinga St & Moore St, Canberra ACT 2601

**Mail to:** GPO Box 825, Canberra ACT 2601

**Email:** [actcc.ccintake@act.gov.au](mailto:actcc.ccintake@act.gov.au)

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Offers a range of services including nurses, nutritionist, social workers, podiatrist, child immunisation, baby health clinic. Speech pathology and physiotherapy drop-in clinic.

**Hours:** Mon-Fri 8am-5pm

**Fees:** For some services. Concessions available.

**Area Served:** ACT Region

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## Civic Needle and Syringe Program - Primary Outlet

**Phone:** 02 6247 5230 **Fax:** 02 6122 8001

City Health Centre, Cnr Alinga St & Moore St, Canberra City ACT 2601

**Mail to:** GPO Box 538, Woden ACT 2606

**Email:** reception@directionsact.com

**Web:** [www.directionsact.com](http://www.directionsact.com)

**Service Description:** Provides a primary needle and syringe program (also at Phillip Health Centre). Family support counselling service available. Secondary outlets at Aids Action Council (Acton), Alcohol and Drug Service (Canberra), Belconnen Health Centre, Winnunguh Nimityjah Aboriginal Health Service and Tuggeranong Health Centre.

**Hours:** Mon-Fri 9am-1:30pm; 2pm-5pm

**Area Served:** ACT Region

## Commonwealth Ombudsman

**Phone:** 1300 362 072 **Fax:** 02 6249 7829

Gnd Floor, 1 Farrell Pl, Canberra City ACT 2601

**Mail to:** GPO Box 442, Canberra City ACT 2601

**Email:** ombudsman@ombudsman.gov.au

**Web:** [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

**Service Description:** Takes complaints about administrative actions or decisions made by ACT and Commonwealth Government agencies or bodies. An independent, confidential and impartial body with recommendation powers if complaints are found to be justified.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** National

## Commonwealth Respite and Carelink Centre - Queanbeyan

**Phone:** 1800 052 222 **Fax:** 02 6298 4693

272a Crawford St, Queanbeyan NSW 2620

**Mail to:** PO Box 90, Queanbeyan NSW 2620

**Email:** carelink@qcc.nsw.gov.au

**Web:** [www.qcc.nsw.gov.au](http://www.qcc.nsw.gov.au)

**Service Description:** Respite is a break from the responsibility of looking after someone. Assists by providing: emergency and planned respite, in-home or in a residential facility; information and advice about respite options; links to existing respite networks within the local area; financial assistance for respite when needed Works with carers to plan options which suit their needs and the needs of the person they care for; assists in identifying gaps in service provision for carers; helps carers establish carer support groups; provides training information and support to carers within the region.

**Hours:** Mon-Fri 9am-5pm (emergency 24 hour)

**Contact:** 1800 059 059 (24hr Emergency Number)

**Fees:** For some services.

**Eligibility:** Carers of people who look after relatives or friends who have a disability, a chronic illness or who are frail aged.

**Area Served:** Queanbeyan; Boorowa; Harden; Yass Valley; Goulburn Mulwaree; Upper Lachlan; Palerang; Cooma-Monaro; Snowy River; Young; Eurobodalla; Bega Valley; Bombala

## Commonwealth Respite and Carelink Centre

**Phone:** 1800 052 222 **Fax:** 02 6296 9962

80 Beaurepaire Cr, Holt ACT 2615

**Email:** carers@carersact.asn.au

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Provides information on services available in the community to assist people to live at home independently. Also provides short term and emergency in-home respite to carers. Access to residential respite is available to carers and self carers.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6296 9900 (24 hours)

**Area Served:** ACT Region

## Commonwealth Respite and Carelink Centre, Queanbeyan - Mental Health Respite Program

**Phone:** 1800 052 222 **Fax:** 02 6298 4693

272a Crawford St, Queanbeyan NSW 2620

**Mail to:** PO Box 90, Queanbeyan NSW 2620

**Web:** [www.qcc.nsw.gov.au](http://www.qcc.nsw.gov.au)

**Service Description:** Australian Government new initiative that forms part of the Council of Australian Governments (COAG) National Action Plan on Mental Health. Supports and gives priority of service access to: carers of people with mental illness/psychiatric disability; carers of people with intellectual disability; carers over 65 years of age; indigenous carers over 50 years of age who are the primary carers of children; including adult children; carers of any age who care for people with a mental illness/psychiatric disability or intellectual disability who require crisis respite care (unplanned respite); carers of people with severe and profound conditions or challenging behaviours, such as autism spectrum disorders including Aspergers.

**Hours:** Mon-Fri 9am-5pm (emergency 24 hour)

**Fees:** Fees Apply

**Eligibility:** Carers of people with severe mental illness/psychiatric disability, intellectual disability

**Area Served:** ACT Region

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## Communities@Work - Tuggeranong

**Phone:** 02 6293 6500 **Fax:** 02 6293 6555

Tuggeranong Community Centre, 245 Cowlshaw St, Greenway ACT 2900

**Mail to:** PO Box 1066, Tuggeranong ACT 2901

**Email:** [admin@commsatwork.org](mailto:admin@commsatwork.org)

**Web:** [www.commsatwork.org](http://www.commsatwork.org)

**Service Description:** Provides services including: child care; leisure programs for young people; practical support for families; home help; transport and social programs for seniors; respite care and services for people with a disability; emergency food and financial relief; women's housing; and nationally accredited training for the community services and health sectors.

**Hours:** Mon-Fri 8:30am-5pm

**Fees:** For some services

**Area Served:** ACT Region

## Communities@Work - Weston Creek

**Phone:** 02 6126 9000 **Fax:** 02 6288 4241

Weston Creek Community Centre, Parkinson St, Weston Creek ACT 2611

**Mail to:** PO Box 1066, Tuggeranong ACT 2901

**Web:** [www.commsatwork.org](http://www.commsatwork.org)

**Service Description:** Offers a wide range of community programs including family support, youth services, Centre 4 Seniors, case workers to support clients, Men's Group, emergency relief, activities based programs for adults with disabilities in the 25-40 years age group and respite services to carers.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some services. Concessions available.

**Area Served:** ACT Region

## Community Health Intake - ACT Health

**Phone:** 02 6207 9977 **Fax:** 02 6205 2611

**Mail to:** ACT Health, GPO Box 825, Canberra ACT 2601

**Email:** [healthact@act.gov.au](mailto:healthact@act.gov.au)

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Telephone contact centre providing information and a single point of entry to community health services for clients, relatives, friends, GPs, health professionals and other community services. Also takes phone bookings for QEII Family Centre.

**Hours:** Mon-Fri 8am-5pm

**Fees:** For some services

**Area Served:** ACT Region

## Community Health Service - Queanbeyan

**Phone:** 02 6298 9233 **Fax:** 02 6299 6920

Queanbeyan Hospital, Collett St, Queanbeyan NSW 2620

**Mail to:** PO Box 729, Queanbeyan NSW 2620

**Service Description:** Provides a comprehensive range of health services including information, treatment, counselling and referral, bilingual counsellor, women's health clinic, counselling, baby health clinic, community nursing, needle and syringe program, speech pathology, oral health services, sexual assault, paediatric occupational therapist, men's health, child and family health, health education and health promotion services.

**Hours:** Mon-Fri 8:30am-5pm

**Area Served:** Queanbeyan

## Community Options Inc

**Phone:** 02 6295 8800 **Fax:** 02 6295 8100

115 Canberra Av, Griffith ACT 2603

**Mail to:** GPO Box 3067, Canberra ACT 2601

**Email:** [admin@communityoptions.com.au](mailto:admin@communityoptions.com.au)

**Web:** [www.communityoptions.com.au](http://www.communityoptions.com.au)

**Service Description:** Supports older people, people with disabilities and their families through the provision of a wide range of in-home support and community access services, as well as offering assistance with service development, coordination, monitoring and case management. Eligibility: HACC clients.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Community Programs

**Phone:** 02 6293 6500 **Fax:** 02 6293 6577

Tuggeranong Community Centre, Cowlshaw St, Tuggeranong ACT 2900

**Mail to:** PO Box 1066, Tuggeranong ACT 2901

**Email:** [admin@commsatwork.org](mailto:admin@commsatwork.org)

**Web:** [www.commsatwork.org](http://www.commsatwork.org)

**Service Description:** Provides information, support, advocacy, referral and case management services. Provides co-ordination of services for people with a disability and the elderly and transport for people unable to access public transport. Offers a variety of programs for families, men and women, youth and social groups. Youth programs run out of Weston Creek Youth Centre and Tuggeranong Youth Centre.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 02 6288 4744 (Weston Creek Community Centre)

**Area Served:** ACT Region

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## Community Transport Program - Communities@Work

**Phone:** 02 6126 9000 **Fax:** 02 6288 4241

**Mail to:** PO Box 1066, Tuggeranong ACT 2901

**Email:** [transport@commsatwork.org](mailto:transport@commsatwork.org)

**Web:** [www.commsatwork.org](http://www.commsatwork.org)

**Service Description:** Provides a vehicle and driver to people who need special care or transport to medical, social or shopping appointments. Wheelchairs and mobility aids can be transported. The service is available from 7am-7pm Monday to Friday, plus limited trips on the weekends.

**Hours:** Mon-Fri 8am-5pm

**Fees:** Nominal fee

**Eligibility:** HACC Eligible. Live in Weston Creek and Tuggeranong areas.

**Area Served:** ACT Region

## Companion House Assisting Survivors of Torture and Trauma

**Phone:** 02 6251 4550 **Fax:** 02 6251 8550

41 Templeton St, Cook ACT 2614

**Mail to:** PO Box 112, Jamison Centre ACT 2614

**Email:** [info@companionhouse.org.au](mailto:info@companionhouse.org.au)

**Web:** [www.companionhouse.org.au](http://www.companionhouse.org.au)

**Service Description:** Assists in the rehabilitation and resettlement of refugee survivors of torture and trauma.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT region

## COMPEER - St Vincent de Paul

**Phone:** 02 6234 7383 **Fax:** 02 6281 4743

**Mail to:** PO Box 642, Mawson ACT 2607

**Email:** [compeer@svdp-cg.org.au](mailto:compeer@svdp-cg.org.au)

**Web:** [www.vinnies.org.au](http://www.vinnies.org.au)

**Service Description:** Matches people diagnosed with mental illness with a volunteer for support and friendship.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6234 7387 (administration)

**Eligibility:** From 18 years.

**Area Served:** ACT

## Conflict Resolution Service

**Phone:** 02 6162 4050 **Fax:** 02 6162 4070

Lvl 3, Griffin Centre, 20 Genge St, Canberra ACT 2601

**Email:** [mediation@crs.org.au](mailto:mediation@crs.org.au)

**Web:** [www.crs.org.au](http://www.crs.org.au)

**Service Description:** Provides services to prevent, manage and resolve disputes including mediation, dispute counselling/coaching, facilitation and community education. Also provides training and professional development services for government, private and the community sector - either standard or tailored.

**Hours:** Office: Mon-Fri 9am-5pm; Mediation, facilitation & training: Mon-Sat 9am-10pm

**Fees:** Some fees apply for services

**Area Served:** ACT Region

## Connections Volunteers Program

**Phone:** 02 6251 4060 **Fax:** 02 6251 4161

Community Chambers, Canberra Labor Club, Chandler St, Belconnen ACT 2617

**Mail to:** PO Box 48, Belconnen ACT 2616

**Email:** [connections@volunteeract.org.au](mailto:connections@volunteeract.org.au)

**Web:** [www.volunteeract.org.au](http://www.volunteeract.org.au)

**Service Description:** Links people living with mental illness with volunteers for friendship, companionship and fun. Regular activities include bowling, coffee and picnics.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** From 18 years.

**Area Served:** ACT Region

## Connections@Cooleman

**Phone:** 02 6288 4744 **Fax:** 02 6288 4241

Parkinson St, Weston ACT 2611

**Mail to:** PO Box 1066, Tuggeranong ACT 2901

**Email:** [admin.west@commsatwork.org](mailto:admin.west@commsatwork.org)

**Service Description:** Provides a living skills and leisure program for adults living with a disability in the Weston Creek and Tuggeranong area. The program offers a choice of leisure activities at differing skill levels including cooking, art and craft, dance, woodwork, games, Tai Chi and special excursions. Supportive small group environment.

**Hours:** Tue 9am-12:30pm; Wed 9am-1pm

**Fees:** Fees Apply

**Eligibility:** Must be HACC eligible

**Area Served:** ACT

## CRS Australia - Belconnen

**Phone:** 02 6200 6855 **Fax:** 02 6200 6851

Lvl 1, Northpoint Plaza, 8 Chandler St, Belconnen ACT 2617

**Mail to:** PO Box 35, Belconnen ACT 2617

**Web:** [www.crsaustalia.gov.au](http://www.crsaustalia.gov.au)

**Service Description:** Provides disability employment services for people with a disability, injury or health condition. Free programs for eligible clients.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 1800 277 277

**Area Served:** ACT Region

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## CRS Australia - Queanbeyan

**Phone:** 02 6200 7900 **Fax:** 02 6200 7903

Lvl 1, Morisset House, 7-9 Morisset St, Queanbeyan NSW 2620

**Mail to:** PO Box 1041, Queanbeyan NSW 2620

**Email:** [marketing.communications@crsaustralia.gov.au](mailto:marketing.communications@crsaustralia.gov.au)

**Web:** [www.crsaaustralia.gov.au](http://www.crsaaustralia.gov.au)

**Service Description:** Provides a vocational rehabilitation service assisting people who have a disability, illness (including mental illness) or injury to obtain or retain work, or to live independently through individually designed rehabilitation programs. Also offers vocational counselling, job training and placement, modifications, provision of equipment of aids, physiotherapy, speech therapy and personal and family counselling.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 1800 277 277

**Fees:** Fees may apply. Concessions available.

**Eligibility:** Must have a disability or illness

**Area Served:** Queanbeyan

## CRS Australia - Woden

**Phone:** 02 6212 2140 **Fax:** 02 6212 2141

Lvl 2, Gadal Chambers, 48 Corinna St, Woden ACT 2606

**Mail to:** GPO Box 32, Woden ACT 2606

**Web:** [www.crsaaustralia.gov.au](http://www.crsaaustralia.gov.au)

**Service Description:** Provides disability employment services for people with a disability, injury or health condition. Free programs for eligible clients.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 1800 277 277; TTY 02 9242 4872

**Area Served:** ACT Region

## CYCLOPS ACT

**Phone:** 02 6278 8444 **Fax:** 02 6254 1967

Holt Community Hub, 80 Beaurepaire St, Holt ACT 2615

**Mail to:** PO Box 147, Kippax ACT 2615

**Email:** [cyclops@anglicarecg.org.au](mailto:cyclops@anglicarecg.org.au)

**Web:** [www.cyclopsact.org](http://www.cyclopsact.org)

**Service Description:** Provides case management, personal support, support groups, recreation, education, training, advocacy and brokerage to young carers.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** From 10 to 18 years.

**Area Served:** ACT; Queanbeyan

## Day to Day Living Program - Canberra City

**Phone:** 02 6257 0512 **Fax:** 02 6257 0514

23 Quick St, Ainslie ACT 2602

**Email:** [canberrad2dl@sfnsw.org.au](mailto:canberrad2dl@sfnsw.org.au)

**Web:** [www.sfnsw.org.au](http://www.sfnsw.org.au)

**Service Description:** Provides social, recreational and educational support to people experiencing severe and persistent mental illness. Support may be offered as group activities, or drop in support.

**Hours:** Mon-Thu 9am-5pm

**Eligibility:** People with a mental illness. From 18 years.

**Area Served:** ACT

## Day to Day Living Program - Southside

**Phone:** 02 6293 3951 **Fax:** 02 6293 1299

Tuggeranong Southern Cross Stadium, Cnr Athllon Dr & Cowlshaw St, Greenway ACT 2900

**Mail to:** PO Box 679, Belconnen ACT 2616

**Email:** [laura.summerfield@bcsact.com.au](mailto:laura.summerfield@bcsact.com.au)

**Web:** <http://bcsact.com.au>

**Service Description:** Offers support to adults experiencing severe and persistent mental illness. Aims to create a welcoming environment for clients to improve their daily living skills while engaging in social, recreational and educational activities. Clients can access a drop in service and a range of classes and activities.

**Hours:** Mon-Wed 10am-4pm

**Eligibility:** From 18 to 65 years.

**Area Served:** ACT

## Dementia Respite Program - Queanbeyan and District

**Phone:** 02 6298 0281 **Fax:** 02 6298 4678

257 Crawford St (rear), Queanbeyan NSW 2620

**Mail to:** PO Box 90, Queanbeyan NSW 2620

**Web:** [www.qcc.nsw.gov.au](http://www.qcc.nsw.gov.au)

**Service Description:** Coordinates regular, flexible in-house respite care for carers of people with dementia residing in Queanbeyan, Bungendore, Braidwood, Yass, Gunning, Crookwell and the surrounding areas. Visits homes to carry out assessments.

**Hours:** Mon-Fri 8:30am-4:30pm

**Fees:** Fees Apply

**Eligibility:** Carer of a person who has dementia

**Area Served:** ACT Region

## Department of Geriatric Medicine

**Phone:** 02 6244 2926 **Fax:** 02 6244 4036

Lvl 2, Bld 1, Canberra Hospital, Yamba Dr, Garran ACT 2605

**Mail to:** Aged Care & Rehabilitation Service Outpatient Clinic, Canberra Hospital, PO Box 11, Woden ACT 2606

**Email:** [HealthACT@act.gov.au](mailto:HealthACT@act.gov.au)

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Acute care of the elderly. Provides hospital care, outpatient management, information and education about dementia and depression in the elderly.

**Hours:** Mon-Fri 8:30am-4:51pm

**Area Served:** ACT Region



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## Department of Immigration and Citizenship

**Phone:** 13 18 81 **Fax:** 02 6248 0479

3 Lonsdale St, Braddon ACT 2612

**Mail to:** GPO Box 717, Canberra ACT 2601

**Web:** [www.immi.gov.au](http://www.immi.gov.au)

**Service Description:** Provides information on citizenship, passports, permanent residency, resident return visas, assisting relatives to immigrate, refugee settlement programs and overseas travel. Provides a translating and interpreting service.

**Hours:** Mon-Fri 9am-4pm

**Contact:** 13 18 80 (citizenship enquiries); 13 14 50 (TIS enquiries); TTY 133 677; SSR 1300 555 727; NRS 1800 555 677

**Area Served:** ACT Region

## Depression and Anxiety Workshops

**Phone:** 02 6162 2088 **Fax:** 02 6282 6674

Suite 6, 42 Townsend St, Phillip ACT 2606

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Provides workshops and courses, teaching skills and strategies in dealing with depression and/or anxiety as part of Peers for Recovery program. Intake throughout the year. Eligibility: Initial interview by Skills for Life Program Manager required.

**Area Served:** ACT Region

## Dickson Health Centre

**Phone:** 02 6207 9977 **Fax:** 02 6205 1020

111 Dickson Pl, Dickson ACT 2602

**Mail to:** GPO Box 825, Canberra ACT 2601

**Service Description:** Services include physiotherapy, podiatry, foot care and a child health clinic. Appointment preferred.

**Hours:** Mon-Fri 8:30am-5pm

**Area Served:** ACT Region

## DIRECTIONS ACT

**Phone:** 02 6122 8000 **Fax:** 02 6122 8001

1 Bradley St, Woden ACT 2606

**Mail to:** PO Box 538, Woden ACT 2606

**Email:** [reception@directionsact.com](mailto:reception@directionsact.com)

**Web:** [www.directionsact.com](http://www.directionsact.com)

**Service Description:** Primary Health Care and Intervention for individuals who use alcohol, tobacco and/or other drugs, their families and friends. Offers free counselling, support groups, advocacy, community education, information and referrals. Drop in crisis support available at Woden and City Health Centre offices. Also offers ACT Needle and Syringe program, Treatment Support Service, Arcadia House Detox and transition program, Outreach and Promotional activities, Althea Wellness Centre, Party Safe and Inside Out program.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees for some services

**Eligibility:** Individuals, families and friends experiencing difficulties associated with alcohol, tobacco and/or other drugs

**Area Served:** ACT Region

## Disability Discrimination Legal Service

**Phone:** 02 6247 2018 **Fax:** 02 6257 4801

Havelock House, Gould St, Turner ACT 2612

**Mail to:** PO Box 337, Civic Square ACT 2608

**Email:** [wrlc@netspeed.com.au](mailto:wrlc@netspeed.com.au)

**Web:** [www.welfareightsact.org](http://www.welfareightsact.org)

**Service Description:** Free legal service assisting people who have been discriminated against on the basis of their disability as recognised under legislation.

**Hours:** Tues 9:30am-1pm; Thu 2:30pm-4:30pm

**Area Served:** ACT Region

## Domestic Violence Crisis Service

**Phone:** 02 6280 0900 **Fax:** 02 6280 9777

Magistrates Court, Canberra City ACT 2601

**Mail to:** PO Box 1922, Fyshwick ACT 2609

**Email:** [admin@dvcs.org.au](mailto:admin@dvcs.org.au)

**Web:** [www.dvcs.org.au](http://www.dvcs.org.au)

**Service Description:** Provides a range of crisis intervention services to all people affected by domestic violence including daily 24 hour direct crisis intervention and crisis telephone support services, court advocacy, access to safe accommodation, support for family and friends and education programs in schools and the community.

**Hours:** Daily, 24 hours

**Contact:** TTY 02 6228 1852; 02 6280 6999

**Area Served:** ACT

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## Domestic Violence Orders and Protection Orders Unit

**Phone:** 02 6207 1874 **Fax:** 02 6156 2321

Gnd Fl, Magistrates Court Bld, Knowles Pl, Canberra ACT 2601

**Mail to:** GPO Box 512, Canberra City ACT 2601

**Email:** [legalaid@legalaidact.org.au](mailto:legalaid@legalaidact.org.au)

**Web:** [www.legalaidact.org.au](http://www.legalaidact.org.au)

**Service Description:** Offers free legal information and advice about Domestic Violence Orders and Protection Orders. Provides representation for applicants and respondents to orders.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Means test applies to some services.

**Area Served:** ACT Region

## Drugs In The Family

**Phone:** 02 6257 3043

**Service Description:** Offers information, advice and support for parents, family members and close friends of people using drugs and/or alcohol. Ongoing support meetings held at 7:30pm, every 2nd Thursday (Not Public Service pay week), at Lewisham Bld, Calvary Hospital, Bruce.

**Contact:** 1300 368 186 (24 hour Hotline)

**Area Served:** ACT Region

## Eastern Sector Mental Health Service

**Phone:** 1800 677 114

**Mail to:** PO Box 1845, Queanbeyan NSW 2620

**Service Description:** Provides a single point of contact for mental health services in the Greater Southern Area. Provides phone based risk assessment, triage, consultation, support and information.

**Hours:** Daily, 24 hours

**Area Served:** ACT Region

## Eating Disorders Program

**Phone:** 02 6205 1519 **Fax:** 02 6205 1152

Lvl 1, Phillip Health Centre, Cnr Keltie St & Corinna St, Woden ACT 2606

**Email:** [HealthACT@act.gov.au](mailto:HealthACT@act.gov.au)

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** A specialist, community-based, multi-disciplinary team, provides comprehensive assessment and treatment programs for people with a primary diagnosis of an Eating Disorder. The team includes: psychologists, social worker, psychiatrist, dietician, and teacher, with all team members working closely with clients and their families. Individual/family therapy and a day program are available to residents of both the ACT and surrounding NSW regions.

Consultation/liaison is also available to health professionals.

**Hours:** Mon-Fri 9am-5pm excluding Public Holidays

**Contact:** 1800 629 354 (Mental Health Triage)

**Area Served:** ACT

## Fair Work Ombudsman

**Phone:** 13 13 94

Gnd Fl, 10 Rudd St, Canberra City ACT 2601

**Mail to:** GPO Box 9887, Canberra City ACT 2601

**Web:** [www.fwo.gov.au](http://www.fwo.gov.au)

**Service Description:** Independent Commonwealth body responsible for compliance with Commonwealth workplace relations laws. Provides advice and helps understanding of workplace rights and responsibilities. Investigates workplace complaints and enforce compliance with Australia's workplace laws.

**Hours:** Mon-Fri 8am-6pm

**Area Served:** National

## Family and Adolescent Counselling Services - CatholicCare

**Phone:** 02 6162 6100 **Fax:** 02 6295 3600

Cnr Hicks St & Nuyts St, Red Hill ACT 2603

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** [info@catholiccare.cg.org.au](mailto:info@catholiccare.cg.org.au)

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** FACES is a counselling service for young people aged 10 to 21 years and for their parents, family members and carers. Provides the chance to talk to each other in a supportive environment.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Area Served:** ACT Region

## Family Care Centre - Karabar

**Phone:** 02 6124 3700 **Fax:** 02 6299 7601

Karabar Community Health Centre, 12 Southbar Rd, Queanbeyan NSW 2620

**Web:** [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

**Service Description:** Provides support, counselling and information for parents with babies and young children up to 5 years.

**Hours:** Mon-Fri 8:30am-5pm

**Fees:** Fees for non Medicare Card holders

**Area Served:** Queanbeyan

## Family Relationship Advice Line

**Phone:** 1800 050 321

**Web:** [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

**Service Description:** For those seeking help, information, support and referral to a range of services that can prevent family breakdown or ease the difficulties associated with separation and divorce.

**Hours:** Mon-Fri 8am-8pm, Sat 10am-4pm

**Area Served:** National

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## Family Relationship Centre - Canberra

**Phone:** 02 6122 2444 **Fax:** 02 6281 7266  
Lvl 1, Westfield Woden Offices, 1 Keltie St, Woden ACT 2606

**Mail to:** PO Box 84, Woden ACT 2606

**Email:** [info@canberrafrfc.org.au](mailto:info@canberrafrfc.org.au)

**Web:** [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

**Service Description:** First point of contact for families, including grandparents and other family members, either going through separation or seeking assistance to strengthen relationships. Where families separate, the Centre provides information, advice and dispute resolution to help people reach agreements on parenting arrangements without going to court. First three hours of mediation free.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some services.

**Eligibility:** Families with children

**Area Served:** ACT Region

## Family Service - St Vincent de Paul

**Phone:** 02 6282 2722 **Fax:** 02 6281 4743

1st Fl, 17-19 Colbee Ct, Phillip ACT 2606

**Mail to:** PO Box 642, Mawson ACT 2607

**Email:** [families@svdp-cg.org.au](mailto:families@svdp-cg.org.au)

**Web:** [www.vinnies.org.au](http://www.vinnies.org.au)

**Service Description:** Supported accommodation and outreach to families who are homeless or at risk of homelessness.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Must have at least one accompanying child under 18

**Area Served:** ACT Region

## Family Support Service - Queanbeyan

**Phone:** 02 6298 0261 **Fax:** 02 6298 4669

14 Rutledge St, Queanbeyan NSW 2620

**Mail to:** PO Box 90, Queanbeyan NSW 2620

**Web:** [www.qcc.nsw.gov.au](http://www.qcc.nsw.gov.au)

**Service Description:** Helps families through the case management model, including home visiting, referrals and information. Programs and activities are used to achieve positive outcomes for parents of any family grouping with children 0-5 years old. Provides a supported playgroup and a cooking club.

**Hours:** Mon-Fri 9am-4:40pm

**Eligibility:** Families with children 0-5 years. Up to 5 years.

**Area Served:** Queanbeyan

## First Point

**Phone:** 1800 176 468

Gnd Fl, Nature Conservation House, 153 Emu Bank, Belconnen ACT 2617

**Mail to:** PO Box 522, Mitchell ACT 2911

**Email:** [office@firstpoint.org.au](mailto:office@firstpoint.org.au)

**Web:** [www.firstpoint.org.au](http://www.firstpoint.org.au)

**Service Description:** Operational 1 November 2010.

First Point is the central intake service into the homelessness system where one free call, quickly and easily connects homeless people to the best available supports. Provides crisis assessment and placement into homelessness services and other support services. Phone service is open Mon-Fri 9am-7pm & Sat 10am-1pm.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT

## Forensic Services

**Phone:** 02 6205 1551 **Fax:** 02 6205 1042

ACT Health Bld, Cnr Moore St & Alinga St, Canberra City ACT 2601

**Mail to:** GPO Box 825, Canberra City ACT 2601

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Provides mental health assessment for people referred by either the ACT Magistrates Court, the Supreme Court, the Mental Health Tribunal or the Sentencing Administration Board.

**Hours:** Mon-Fri 8:30am-4:51pm

**Area Served:** ACT Region

## Friendship House Program

**Phone:** 02 6162 4980 **Fax:** 02 6162 4980

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** [kate.ringe@mhf.org.au](mailto:kate.ringe@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Offers long term supportive accommodation for men living with a mental illness.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Adult Men with a Mental Illness

**Area Served:** ACT Region

## Galilee Family Placement Scheme

**Phone:** 02 6290 2191 **Fax:** 02 6290 2512

Bld 3, Pearce Community Centre, Collett Pl, Pearce ACT 2607

**Mail to:** PO Box 205, Mawson ACT 2607

**Email:** [galilee@galilee.org.au](mailto:galilee@galilee.org.au)

**Web:** [www.galilee.org.au](http://www.galilee.org.au)

**Service Description:** Foster care program for young people up to 18 years.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Donations Accepted

**Area Served:** ACT Region

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## Galilee Inc

**Phone:** 02 6290 2191 **Fax:** 02 6290 2512  
Bld 3, Pearce Community Centre, Collett Pl, Pearce ACT 2607

**Mail to:** PO Box 205, Mawson ACT 2607

**Email:** [galilee@galilee.org.au](mailto:galilee@galilee.org.au)

**Web:** [www.galilee.org.au](http://www.galilee.org.au)

**Service Description:** Provides services in the ACT for disadvantaged young people, especially those who are homeless or unemployed. Also located at Lions Youth Haven, Kambah Pool Rd, Kambah.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Donations accepted

**Area Served:** ACT Region

## Galilee LIFT Project

**Phone:** 02 6290 2191 **Fax:** 02 6290 2512

Bld 3, Pearce Community Cnt, Collett Pl, Pearce ACT 2607

**Mail to:** PO Box 205, Mawson ACT 2607

**Email:** [galilee@galilee.org.au](mailto:galilee@galilee.org.au)

**Web:** [www.galilee.org.au](http://www.galilee.org.au)

**Service Description:** Life skills development program for individuals and groups of homeless and disadvantaged young people aged 15 to 21 years. Various programs are run including training and peer support.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6296 5509

**Fees:** Donation

**Area Served:** ACT Region

## Galilee School

**Phone:** 02 6296 3410 **Fax:** 02 6296 3470

Lions Youth Haven, Kambah Pool Rd, Kambah ACT 2902

**Mail to:** PO Box 205, Mawson ACT 2607

**Email:** [galilee@galilee.org.au](mailto:galilee@galilee.org.au)

**Web:** [www.galilee.org.au](http://www.galilee.org.au)

**Service Description:** Educational facility providing accredited programs for 'at risk' youth aged between 12 and 16 years. Coordinates the delivery, curriculum and organisation of educational services for young people through a range of services.

**Hours:** Mon-Fri 9am-3pm

**Fees:** Donations Accepted

**Area Served:** ACT Region

## Galilee Transport and Supervision

**Phone:** 02 6290 2191 **Fax:** 02 6290 2512

Pearce Community Centre, Collett Pl, Pearce ACT 2607

**Mail to:** PO Box 205, Mawson ACT 2607

**Email:** [dave.mccreath@galilee.org.au](mailto:dave.mccreath@galilee.org.au)

**Web:** [www.galilee.org.au](http://www.galilee.org.au)

**Service Description:** Provides a stable link for children and young people in care who need transport ensuring they are able to stay in contact with their birth families and attend their regular school. Referral required from Dept Children, Youth and Family Services.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some services.

**Area Served:** ACT Region

## Gambling Care

**Phone:** 02 6247 0655 **Fax:** 02 6257 4290

1st Fl, Novel Bldg, 71 Northbourne Ave, Canberra ACT 2601

**Mail to:** GPO Box 583, Canberra ACT 2601

**Email:** [office@act.lifeline.org.au](mailto:office@act.lifeline.org.au)

**Web:** [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

**Service Description:** Provides personal counselling and support for individuals affected by gambling and their families. Financial counselling is also available to assist those involved to deal more adequately with their financial problems. Appointment required.

**Hours:** Mon, Tue, Fri 9am-5pm; Wed, Thu 9am-6:30pm

**Contact:** 1800 858 858 (24 hrs)

**Area Served:** ACT; Queanbeyan

## Gambling Hotline

**Phone:** 1800 633 635

**Service Description:** Free and confidential 24 hour gambling and financial counselling service. Assistance in many languages other than English available. Calls from mobile phones incur charges.

**Hours:** Daily, 24 hours

**Area Served:** National

## Grief and Loss Support Program - St Johns Care

**Phone:** 02 6248 7771 **Fax:** 02 6262 6665

43-47 Constitution Av, Reid ACT 2612

**Mail to:** GPO Box 219, Canberra ACT 2601

**Email:** [stjohnscare@velocitynet.com.au](mailto:stjohnscare@velocitynet.com.au)

**Service Description:** Provides free individual support sessions to bereaved people.

**Hours:** Mon-Fri 9:30am-2pm

**Fees:** Donations Accepted

**Area Served:** ACT Region

## Grow Centre

**Phone:** 02 6295 7791 **Fax:** 02 6295 7799

9 Anembo St, Narrabundah ACT 2604

**Email:** [act@grow.net.au](mailto:act@grow.net.au)

**Web:** [www.grow.net.au](http://www.grow.net.au)

**Service Description:** Offers mutual-help groups and a residential rehabilitation facility within a 12-step framework for people who have suffered, or suffering with a mental health problem. GROW groups are anonymous, confidential, free of charge and open to all. Meetings are held weekly for 2 hours and run by their own members.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 1800 558 268

**Fees:** Donations Accepted

**Area Served:** ACT Region

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## Havelock Housing Association

**Phone:** 02 6257 2277 **Fax:** 02 6248 0865

85 Northbourne Av, Turner ACT 2612

**Email:** info@havelock.asn.au

**Web:** [www.havelock.asn.au](http://www.havelock.asn.au)

**Service Description:** Provides affordable long term housing for low income earners on tenant participation basis. Minimum age is 18 years, some exceptions made with parental consent. Applicants must meet Public Housing Criteria.

**Hours:** Mon, Wed, Fri 9am-5pm and Tue, Thu by appointment only

**Fees:** Fees Apply

**Area Served:** ACT Region

## Headspace ACT

**Phone:** 02 6201 5343 **Fax:** 02 6201 5666

12b40, University of Canberra, Canberra ACT 2601

**Email:** headspaceACT@canberra.edu.au

**Web:** [www.headspace.org.au/act](http://www.headspace.org.au/act)

**Service Description:** Provides access, information and assistance for young people experiencing emerging mental health and/or substance issues and their families.

**Hours:** Mon, Fri 10am-5pm; Tue, Thu 10am-7pm; Wed 1:30pm-5pm

**Fees:** Nominal fee

**Eligibility:** From 12 to 25 years.

**Area Served:** ACT Region

## Health Care Consumers Association of the ACT Inc

**Phone:** 02 6230 7800 **Fax:** 02 6230 8733

ACT Sports House, 100 Maitland St, Hackett ACT 2602

**Mail to:** PO Box 717, Mawson ACT 2607

**Email:** hcca@hcca.org.au

**Web:** [www.hcca.org.au](http://www.hcca.org.au)

**Service Description:** Provides a voice for consumers on local health issues working with health services to ensure services are responsive, respectful, accessible and affordable to all. Encourages direct consumer involvement in health decision making. Lobbying and advocating on behalf of ACT consumers.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Membership fees

**Area Served:** ACT Region

## Health Services Commissioner

**Phone:** 02 6205 2222 **Fax:** 02 6207 1034

Lvl 4, 12 Moore St, Canberra ACT 2600

**Mail to:** PO Box 158, Canberra ACT 2601

**Email:** human.rights@act.gov.au

**Web:** [www.hrc.act.gov.au](http://www.hrc.act.gov.au)

**Service Description:** Part of the ACT Human Rights Commission. Handles complaints regarding the provision of health services, including veterinarian, and services for older people within the ACT.

**Hours:** Mon-Fri 9am-5pm

**Contact:** TTY 02 6205 1666; 0466 169 997 (SMS)

**Area Served:** ACT Region

## Healthdirect Australia

**Phone:** 1800 022 222

**Web:** [www.healthdirect.org.au](http://www.healthdirect.org.au)

**Service Description:** Health telephone advice and information line staffed by registered nurses. National Relay Service available.

**Hours:** Daily, 24 hours

**Area Served:** National

## HIV AIDS Information Line

**Phone:** 02 9332 9700 **Fax:** 02 9360 5191

Mail to: 150 Albion St, Surry Hills NSW 2010

**Email:** albhivinfo@sesiahs.health.nsw.gov.au

**Web:** [www.sesahs.nsw.gov.au/albionstcentre](http://www.sesahs.nsw.gov.au/albionstcentre)

**Service Description:** Information and referral concerning HIV/AIDS.

**Hours:** Mon-Fri 8am-6:30pm; Sat 10am-6pm

**Contact:** 1800 451 600

**Area Served:** ACT Region

## Home from Home Respite

**Phone:** 02 6285 2082 **Fax:** 02 6282 5784

117 Denison St, Deakin ACT 2600

**Email:** Paulined@carersact.asn.au

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Day and overnight respite care program for people with dementia and changed behaviour.

**Hours:** 8am Mon-8:30am Sun

**Fees:** Nominal Fee

**Eligibility:** Diagnosed Dementia, Assessed Low Care, ACT Resident, must have Carer

**Area Served:** ACT Region

## Home Help Service ACT Inc

**Phone:** 02 6287 3777 **Fax:** 02 6287 3406

Grant Cameron Community Centre, 27 Mulley St, Holder ACT 2611

**Mail to:** PO Box 4114, Weston Creek ACT 2611

**Email:** admin@homehelp.org.au

**Web:** [www.homehelp.org.au](http://www.homehelp.org.au)

**Service Description:** Provides quality in-home support to the elderly, disabled and their carers in the ACT.

Dedicated to maintaining the independence and dignity of our clients within a caring environment. Services are provided under the Home and Community Care (HACC) program and include domestic assistance, personal care, episodic major cleans, home and garden maintenance and home modifications.

**Hours:** Mon-Fri 9am-4:30pm

**Fees:** Fees Apply

**Eligibility:** Frail aged, people with disabilities and carers

**Area Served:** ACT Region

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## HOME in Queanbeyan

**Phone:** 0412 460 308

Cnr Crawford St & Rutledge St, Queanbeyan NSW 2620

**Mail to:** PO Box 1747, Queanbeyan NSW 2620

**Email:** manager@homeinqueanbeyan.org

**Web:** [www.homeinqueanbeyan.org](http://www.homeinqueanbeyan.org)

**Service Description:** Provides 24 hr care for men and women with a mental illness who are homeless or at risk of homelessness. HOME features 20 self-contained residential apartments (18 for permanent care and 2 for respite); along with a communal dining area and caretakers' house.

**Eligibility:** From 18 years.

**Area Served:** ACT; Queanbeyan

## Housing Support Unit - YWCA of Canberra

**Phone:** 02 6173 7100 **Fax:** 02 6173 7150

42 Hoskins St, Mitchell ACT 2911

**Mail to:** PO Box 85, Mitchell ACT 2911

**Email:** housingsupportunit@ywca-canberra.org.au

**Web:** [www.ywca-canberra.org.au](http://www.ywca-canberra.org.au)

**Service Description:** Offers information and referral on housing issues, crisis and medium term supported accommodation and outreach services to families who are homeless or at risk of homelessness.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Families with children or pregnant women

**Area Served:** ACT Region

## Human Rights and Discrimination Commissioner

**Phone:** 02 6205 2222 **Fax:** 02 6207 1034

Lvl 4, 12 Moore St, Canberra ACT 2601

**Mail to:** GPO Box 158, Canberra ACT 2601

**Email:** human.rights@act.gov.au

**Web:** [www.hrc.act.gov.au](http://www.hrc.act.gov.au)

**Service Description:** Provides a fair and accessible process for dealing with complaints about discrimination. Promotes and develops human rights awareness within the government and the community.

**Hours:** Mon-Fri 9am-5pm

**Contact:** TTY 02 6205 1666; 0466 169 997 (SMS Service)

**Area Served:** ACT Region

## Hyson Green

**Phone:** 02 6201 6000

Calvary Hospital, Haydon Dr, Bruce ACT 2617

**Mail to:** PO Box 254, Jamison Centre ACT 2614

**Web:** [www.calvary-act.com.au](http://www.calvary-act.com.au)

**Service Description:** Private mental health facility that provides inpatient and day patient services. Runs programs for overcoming depression, managing anxiety, relapse prevention, post natal depression and post traumatic stress disorders. Referral and appointment required.

**Fees:** Fees Apply

**Area Served:** ACT Region

## Inanna South Crisis Service

**Phone:** 02 6295 3323 **Fax:** 02 6295 0602

**Email:** policy@inanna.org.au

**Web:** [www.inanna.org.au](http://www.inanna.org.au)

**Service Description:** For women in distress with or without children. Provides crisis accommodation and outreach services to address homelessness, respite, crisis and long term accommodation for women living with effects of mental health issues and outreach services to women with a mental health issue. Range of workshops, activities and community events or drop in for a chat.

**Hours:** Mon-Fri 9:30am-4:30pm

**Fees:** Income-related charge for accommodation only

**Area Served:** ACT Region

## Junction Youth Health Service

**Phone:** 02 6232 2423 **Fax:** 02 6232 2424

Club 12/25, Cnr Cooyong St & Scotts Crsg, Canberra City ACT 2601

**Mail to:** PO Box 287, Civic Square ACT 2608

**Email:** junctioninfo@anglicarecg.org.au

**Web:** [www.thejunction.org.au](http://www.thejunction.org.au)

**Service Description:** A free, confidential and youth friendly health service open to all young people aged 12 to 25 years. Appointments with GPs, nurses and counsellors can be made over the phone or by dropping in. Young people can drop in for a cuppa and a chat.

**Hours:** Mon-Fri 1pm-5pm

**Eligibility:** From 12 to 25 years.

**Area Served:** ACT Region

## Karralika

**Phone:** 02 6292 2733 **Fax:** 02 6292 7073

**Mail to:** PO Box 2230, Tuggeranong ACT 2901

**Email:** adfact@adfact.org

**Web:** [www.adfact.org](http://www.adfact.org)

**Service Description:** Offers drug free rehabilitative care for people from 18 years with alcohol and other drug dependencies, using the Therapeutic Community approach to treatment. Following the treatment clients are able to receive further support through the provision of Transition programs.

**Hours:** Daily, 24 hours

**Fees:** Fees Apply

**Eligibility:** Must not have used alcohol or non-prescribed drugs for 48hrs prior to admission

**Area Served:** ACT Region

## Keeping Families Connected

**Phone:** 02 6296 9900 **Fax:** 02 6296 9999

58 Beaurepaires Cr, Holt ACT 2615

**Email:** carers@carersact.asn.au

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Fosters relationships within families where a family member is suffering from mental illness and a drug or alcohol problem. Offers education and/or training in areas of mental health, drug and alcohol use. Meets 5:45pm-8:30pm Wednesdays.

**Eligibility:** Service for carers.

**Area Served:** ACT Region

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## Kids Helpline

**Phone:** 1800 551 800 **Fax:** 07 3367 1266

**Mail to:** PO Box 2000, Milton QLD 4064

**Email:** admin@kidshelp.com.au

**Web:** [www.kidshelp.com.au](http://www.kidshelp.com.au)

**Service Description:** Kids Helpline is a 24 hour national telephone, email and web based counselling service for young people aged 5 to 25 years. It is free and confidential.

**Hours:** Daily, 24 hours

**Contact:** 07 3369 1588

**Eligibility:** From 5 to 25 years.

**Area Served:** National

## Kincare Community Services ACT

**Phone:** 1300 733 510 **Fax:** 1300 733 520

Suite 2, 16 Napier Cl, Deakin ACT 2600

**Mail to:** PO Box 218, Deakin West ACT 2600

**Email:** mail@kincare.com.au

**Web:** [www.kincare.com.au](http://www.kincare.com.au)

**Service Description:** In home support for the elderly, young carers and people with disabilities. Services include personal care, nursing care, respite care and domestic assistance. Overnight and 24 hours as required.

**Hours:** Mon-Fri 8:30am-5pm

**Fees:** Fees Apply

**Area Served:** National

## Law Society of the ACT

**Phone:** 02 6247 5700 **Fax:** 02 6247 3754

Lvl 3, 11 London Cct, Canberra ACT 2601

**Mail to:** GPO Box 1562, Canberra ACT 2601

**Email:** mail@actlawsociety.asn.au

**Web:** [www.actlawsociety.asn.au](http://www.actlawsociety.asn.au)

**Service Description:** Regulates the activities of solicitors in the ACT. Hears complaints against ACT solicitors and operates a Legal Advice Service from 12:30pm-2pm, Monday to Friday; please phone to make an appointment. In association with the ACT Bar Association the ACT Law Society runs the ACT Pro Bono Clearing House which puts those people unable to afford legal assistance in touch with those who can provide that assistance. Also sells Standard Tenancy Agreements and contracts for sale of land and/or homes.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Membership fees

**Area Served:** ACT Region

## Legal Aid ACT

**Phone:** 02 6243 3411 **Fax:** 02 6243 3435

2 Allsop St, Canberra City ACT 2601

**Mail to:** GPO Box 512, DX 5638, Canberra ACT 2601

**Email:** legalaid@legalaidact.org.au

**Web:** [www.legalaidact.org.au](http://www.legalaidact.org.au)

**Service Description:** Provides legal advice, information, assistance and representation to people disadvantaged in their access to the law. Provides a free Legal Aid Helpline 9am-4pm Monday to Friday 1300 654 314. Domestic Violence and Personal Protection Order Unit: 6207 1874 and Criminal Practice: 6243 3407.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 0429 440 084 AH

**Fees:** Free advice is available by appointment. Grants of legal aid available.

**Eligibility:** Means & Merit Test apply for significant legal representation

**Area Served:** ACT; Queanbeyan

## Legal Aid Helpline

**Phone:** 1300 654 314

4 Mort St, Canberra ACT 2601

**Mail to:** GPO Box 512, DX 5638, Canberra ACT 2601

**Email:** legalaid@legalaidact.org.au

**Web:** [www.legalaidact.org.au](http://www.legalaidact.org.au)

**Service Description:** Provides free legal advice and information to everyone in the ACT. Can assist with almost any legal issue including family separation, tenants and landlords, employment, neighbourhood disputes and wills.

**Hours:** Mon-Fri 9am-4pm

**Area Served:** ACT; Queanbeyan

## Leisure Program and Open Art - Belconnen

**Phone:** 02 6264 0232 **Fax:** 02 6251 9952

Belconnen Community Centre, 26 Swanson Ct, Belconnen ACT 2617

**Mail to:** PO Box 679, Belconnen ACT 2616

**Email:** bcc@bcsact.com.au

**Web:** [www.bcsact.com.au](http://www.bcsact.com.au)

**Service Description:** Offers support to individuals with mental health issues who want to become involved in recreational, cultural or educational activities and mainstream community activities. Open Art offers rehabilitation through art, drama, pottery and creative writing for people with psychiatric disabilities.

**Hours:** Mon-Fri 9am-4:30pm

**Fees:** Fees Apply. Concessions available.

**Eligibility:** People with mental health issues

**Area Served:** ACT Region

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## Lesleys Place

**Phone:** 02 6241 7233 **Fax:** 02 6241 8299

**Mail to:** PO Box 106, Jamison Centre ACT 2614

**Email:** [lesleys@toora.org.au](mailto:lesleys@toora.org.au)

**Service Description:** Provides support for women with drug and alcohol issues. Offers outreach support for women in the community who are in recovery or who have a desire to change their drug and alcohol use. Two residential services: a short term service, up to 3 months, for women and any accompanying children who need support in early recovery; and a halfway house for women and any accompanying children with established recovery who are homeless.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Eligibility:** From 16 years. Female Only.

**Area Served:** ACT Region

## Life Goes On

**Phone:** 1300 364 673 **Fax:** 03 9848 6460

Lvl 11, 473 Bourke St, Melbourne VIC 3001

**Mail to:** PO Box 335, Doncaster VIC 3108

**Email:** [info@lifegoeson.org.au](mailto:info@lifegoeson.org.au)

**Web:** [www.lifegoeson.org.au](http://www.lifegoeson.org.au)

**Service Description:** Telephone service and website for patients and families facing life threatening/serious illnesses.

**Hours:** Daily, 24 hours

**Area Served:** National

## Life Resources Centre

**Phone:** 02 6297 5360 **Fax:** 02 6297 5360

1-3 Munro Rd, Queanbeyan NSW 2620

**Mail to:** PO Box 449, Queanbeyan NSW 2620

**Email:** [qbnbaptist@westnet.com.au](mailto:qbnbaptist@westnet.com.au)

**Web:** [www.members.westnet.com.au/qbnbaptist](http://www.members.westnet.com.au/qbnbaptist)

**Service Description:** Facilitates community development initiatives in the local community. Works closely alongside many agencies, both non government and government based organisations. Have auspiced a number of projects on behalf of interagency groups in the Queanbeyan Community, including Nurturing Womanhood and the St Benedict's Group. Provides both financial administration and volunteer support in these activities. Supports community groups, and auspice various projects on behalf of unincorporated community organisations.

**Hours:** Mon-Thu 9am-12pm

**Fees:** Donations accepted

**Area Served:** Queanbeyan

## Lifeline Canberra

**Phone:** 02 6247 0655 **Fax:** 02 6257 4290

Lvl 1, Novell House, 71 Northbourne Av, Canberra ACT 2601

**Mail to:** GPO Box 583, Canberra ACT 2601

**Email:** [office@act.lifeline.org.au](mailto:office@act.lifeline.org.au)

**Web:** [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

**Service Description:** Free and confidential 24 hour telephone counselling for people under stress, in crisis or with any problem. Also provides counselling for problem gambling and youth services.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 13 11 14 (telephone counselling)

**Area Served:** National

## Litmus Program

**Phone:** 02 6278 8444 **Fax:** 02 6254 1967

Holt Community Hub, 80 Beaurepaire St, Holt ACT 2615

**Mail to:** PO Box 147, Kippax ACT 2615

**Email:** [litmus@anglicarecg.org.au](mailto:litmus@anglicarecg.org.au)

**Service Description:** Provides referral, case management, personal support, support groups, recreation, education, training, advocacy and brokerage to young carers caring for a parent with mental illness. Can also provide support to the parent experiencing mental illness as well as other family members.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Must be a young carer caring for a parent with a mental illness. From 11 to 18 years.

**Area Served:** ACT

## Male Carers Support Group

**Phone:** 02 6296 9900 **Fax:** 02 6296 9999

58 Beaurepaires Cr, Holt ACT 2615

**Email:** [carers@carersact.asn.au](mailto:carers@carersact.asn.au)

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Support group for male carers to share and discuss stories and issues in an accepting environment. Meets 11am-12pm, 2nd last Tuesday of each month at the Canberra Southern Cross Yacht Club, Yarralumla.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Male Only.

**Area Served:** ACT Region

## Managing Anxiety - Day Patient Group Therapy Program

**Phone:** 02 6201 6000 **Fax:** 02 6251 5700

Hyson Green, Calvary Hospital, Haydon Dr, Bruce ACT 2617

**Mail to:** PO Box 254, Jamison Centre ACT 2614

**Email:** [hysongreen@calvary-act.com.au](mailto:hysongreen@calvary-act.com.au)

**Web:** [www.calvaryhospital.com.au](http://www.calvaryhospital.com.au)

**Service Description:** Day Patient Therapy Program held 1 day per week for 8 weeks. For Adults 16yrs and older with mental health problems

**Hours:** Mon-Fri 9:30am-3:30pm

**Contact:** 02 6201 6008; 02 6201 6003

**Fees:** Fees Apply

**Area Served:** ACT Region



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## Marymead Child and Family Centre

**Phone:** 02 6162 5800 **Fax:** 02 6295 9944

255 Goyder St, Narrabundah ACT 2604

**Mail to:** PO Box 4260, Kingston ACT 2604

**Email:** [programs@marymead.org.au](mailto:programs@marymead.org.au)

**Web:** [www.marymead.org.au](http://www.marymead.org.au)

**Service Description:** Provides a range of services to assist families in their role of parenting including parenting skills groups, family support, a parent child contact centre, foster and residential care, support programs for young people affected by disability, support for grandparents raising grandchildren, Kid's Companion post family program and counselling for children with behaviour problems and their parents.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some services

**Area Served:** ACT Region

## Marymead Child and Family Counselling

**Phone:** 02 6162 5800 **Fax:** 02 6295 9944

255 Goyder St, Narrabundah ACT 2604

**Mail to:** PO Box 4260, Kingston ACT 2604

**Email:** [counselling@marymead.org.au](mailto:counselling@marymead.org.au)

**Web:** [www.marymead.org.au](http://www.marymead.org.au)

**Service Description:** Assisting families address concerns about relationships with babies and young children, including behavioural and emotional difficulties shown by the child. Provides individual and group support.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some services

**Area Served:** ACT Region

## Marys Place

**Phone:** 02 6299 1619 **Fax:** 02 6299 1619

**Service Description:** Provides assistance to the homeless, mainly NSW clients but will assist those in the ACT with referral. 24 hour phone service.

**Hours:** Daily 8:30am-5pm

**Eligibility:** From 18 years. Male Only.

**Area Served:** ACT; Queanbeyan

## Marzenna Drug and Alcohol Half Way House for Women

**Phone:** 02 6241 7233 **Fax:** 02 6241 8299

**Mail to:** PO Box 106, Jamison Centre ACT 2614

**Email:** [lesleys@toora.org.au](mailto:lesleys@toora.org.au)

**Web:**

[www.aodsector.org.au/public/activities/directory/toora.htm](http://www.aodsector.org.au/public/activities/directory/toora.htm)

**Service Description:** Offers medium term accommodation for women with or without children. Women need to have been in recovery for a period of time, i.e. abstinent from alcohol and other drugs, and actively engaged in activities and strategies to maintain their recovery. Women who have been involved in rehabilitation programs and/or are using pharmacotherapies are also suitable.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Eligibility:** Female Only.

**Area Served:** ACT Region

## MATES

**Phone:** 02 6234 7600 **Fax:** 02 6234 7650

Red Cross House, Cnr Palmer St & Hindmarsh Dr, Garran ACT 2605

**Mail to:** PO Box 610, Mawson ACT 2607

**Email:** [actinfo@redcross.org.au](mailto:actinfo@redcross.org.au)

**Web:** [www.redcross.org.au](http://www.redcross.org.au)

**Service Description:** Program that reconnects socially isolated people into their community through volunteer companionship and support. Trained volunteers are matched with participants who may be facing social isolation due to many reasons including mental or physical illness, disability, involvement in the criminal justice system, recent migration to Australia and homelessness. Participants and their volunteers undertake regular social activities together to increase confidence and a sense of well-being.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6234 7634

**Eligibility:** From 18 years.

**Area Served:** ACT Region

## Mensline Australia

**Phone:** 1300 789 978 **Fax:** 03 8371 2888

**Mail to:** PO Box 2335, Footscray VIC 3011

**Email:** [talkitover@menslineaus.org.au](mailto:talkitover@menslineaus.org.au)

**Web:** [www.menslineaus.org.au](http://www.menslineaus.org.au)

**Service Description:** Professional telephone support, information and referral service for men, specialising in family and relationship concerns. Available nationally 24 hours a day, 7 days a week for the cost of a local call (mobiles extra). Qualified Counsellors can provide: confidential, professional and non judgemental counselling and support; relevant information and referrals to services; coaching and practical strategies for managing difficult relationships.

**Hours:** Daily, 24 hours

**Area Served:** National

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## Menslink

**Phone:** 02 6239 4699 **Fax:** 02 6239 4633

2 Light St, Griffith ACT 2603

**Mail to:** PO Box 4147, Manuka ACT 2603

**Email:** [info@menslink.org.au](mailto:info@menslink.org.au)

**Web:** [www.menslink.org.au](http://www.menslink.org.au)

**Service Description:** Facilitates the Mentors' Program and the Young Men's Support Network. Mentors Young Men - individual mentoring involves matching a young man with a Menslink approved and trained mentor. The Mentor and Mentoree build a meaningful relationship that is respectful, trusting and supportive which develops a young man's resilience in managing life issues and challenges. Young Men's Support Network - offers Life Coaching either on an individual basis or as a group or family basis. A Menslink Life Coach will work with the young man to help him discover and focus on what he does well, what has worked for him before and what he can do now to change things. Mentor Program - 14-21 years; Young Men's Support Network - 12-25 years.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Young men and their families. From 12 to 25 years. Male Only.

**Area Served:** ACT; Queanbeyan

## Mental Health Carer Representation Program

**Phone:** 02 6296 9900 **Fax:** 02 6296 9999

Suite 5, Gnd Fl, 54 Benjamin Way, Belconnen ACT 2617

**Email:** [carers@carersact.asn.au](mailto:carers@carersact.asn.au)

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Assists carers to have a greater say on care and support offered to families in the ACT who are caring for a family member or friend with a mental illness; whether newly diagnosed or in a long term care situation. Carers may choose to participate in Carer forums, e-networks or research activities designed to build understanding of Carer needs and concerns, inform policy development and contribute to service improvement. Information, support and training are offered to Carers who are interested in, or already participating in, Mental Health Carer representation roles on government committees and boards within the ACT.

**Hours:** Tues-Fri 9am-5pm

**Eligibility:** Carers of people with a mental illness

**Area Served:** ACT Region

## Mental Health Carers Support Group

**Phone:** 02 6296 9900 **Fax:** 02 6296 9999

Belconnen Churches Centre, Benjamin Wy, Belconnen ACT 2617

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** A group for carers of people with mental illness to have a voice, hear informative speakers and find support from other mental health carers experiencing the same issues. Meets 6-8pm, 4th Tuesday of the month at Smith Family, Cnr Launceston & Easty Sts, Woden.

**Area Served:** ACT Region

## Mental Health Community Coalition of the ACT

**Phone:** 02 6249 7756 **Fax:** 02 6249 7801

Room 1.06, Lvl 1, Griffin Centre, 20 Genge St, Canberra ACT 2601

**Email:** [admin@mhccact.org.au](mailto:admin@mhccact.org.au)

**Web:** [www.mhccact.org.au](http://www.mhccact.org.au)

**Service Description:** Peak body representing the not-for-profit community mental health sector in the ACT. Promotes a diverse range of community agencies and local consumer and carer groups that support people recovering from a mental illness in the community. Has a unique governance structure known as the Consumer and Carer Caucus. Caucus provides direct policy advice and hosts a range of forums, community education sessions and provides timely advice to government and key stakeholders.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Membership Fees. Concessions available.

**Area Served:** ACT Region

## Mental Health Community Education - ACT Health

**Phone:** 02 6205 1178 **Fax:** 02 6205 0866

**Mail to:** GPO Box 825, Canberra ACT 2601

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Education programs are available for consumers, carers, health professionals, service providers and the broader community to improve understanding of mental health and illness.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Mental Health Council of Australia

**Phone:** 02 6285 3100 **Fax:** 02 6285 2166

**Mail to:** PO Box 174, Deakin West ACT 2600

**Email:** [admin@mhca.org.au](mailto:admin@mhca.org.au)

**Web:** [www.mhca.org.au](http://www.mhca.org.au)

**Service Description:** National non government organisation representing and promoting the interests of the Australian mental health sector. Committed to achieving better mental health for all Australians.

**Hours:** Mon-Fri 8:30am-5pm

**Fees:** Membership Fees apply

**Area Served:** National

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## Mental Health Crisis Assessment and Treatment Team

**Phone:** 1800 629 354 **Fax:** 02 6205 1978

**Mail to:** PO Box 11, Canberra Hospital, Woden ACT 2606

**Email:** [public.affairs@act.gov.au](mailto:public.affairs@act.gov.au)

**Service Description:** Home based crisis assessment and treatment service. Accepts referrals from the triage assessment service and provides assessment, treatment and support to mental health clients with a moderate to severe condition.

**Hours:** Daily, 24 hours

**Contact:** 02 6205 1065

**Area Served:** ACT Region

## Mental Health First Aid - Gungahlin

**Phone:** 0411 361 949 **Fax:** 02 6258 1906

**Email:** [branka.v@live.com](mailto:branka.v@live.com)

**Service Description:** Teaches first aid skills for mental health crisis situations and the early stages of mental health problems. Designed to assist people living with mental illnesses, those in direct contact or support roles and the general public.

**Fees:** Fees Apply

**Area Served:** ACT Region

## Mental Health Foundation ACT Inc

**Phone:** 02 6282 6658 **Fax:** 02 6282 6674

42 Townshend St, Phillip ACT 2606

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Provides an information and referral service, public access library, hosting of support groups, residential respite care for consumers and carers, outreach support programs, Personal Helpers and Mentors program, residential long stay program, Peers for Recovery program, peer support, Rainbow psychosocial rehabilitation as well as policy analysis and advocacy to governments on mental health.

**Hours:** Mon-Fri 10am-5pm

**Area Served:** ACT Region

## Mental Health Foundation Respite Care Program - Northside

**Phone:** 02 6247 1936 **Fax:** 02 6247 1936

13 Jarrah St, O'Connor ACT 2602

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Short term respite program for people 18 years or over, with confirmed psychiatric disability. Provides for individuals who are self managing household, personal care, and treatment regimes, and able to cooperate with others and live unsupervised.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Service Fees, Concessions Available

**Area Served:** ACT Region

## Mental Health Official Visitors

**Phone:** 02 6205 5045 **Fax:** 02 6205 0731

**Mail to:** GPO Box 825, Canberra ACT 2601

**Email:** [official.visitors@act.gov.au](mailto:official.visitors@act.gov.au)

**Service Description:** Visits inpatient mental health units to assess whether or not they are being provided with appropriate care. Assists inpatients to resolve complaints and concerns. Identifies systematic problems in the service and encourages improvements.

**Contact:** 0408 254 252

**Area Served:** ACT Region

## Mental Health Outreach Program

**Phone:** 1800 242 636 **Fax:** 02 6296 9999

80 Beaufort Cres, Holt ACT 2615

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Aims to lessen the confusion and stress for carers of a person with a mental illness. Peer Support staff offer carers face to face information and referral to other programs available through Carers ACT, including the Mental Health Respite Program, counselling and education and training courses. The Peer Support staff are located at the Psychiatric Services Unit at Canberra Hospital and Ward 2N at Calvary Hospital.

**Hours:** Mon-Fri 9am-5pm; Sat 9am-12pm

**Contact:** Commonwealth Carelink: 1800 052 222

**Eligibility:** Service for carers

**Area Served:** ACT Region

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## Mental Health Service Queanbeyan

**Phone:** 1800 677 114 **Fax:** 02 6299 6243

Queanbeyan District Hospital, Collett St, Queanbeyan  
NSW 2620

**Mail to:** PO Box 729, Queanbeyan NSW 2620

**Service Description:** Provides assessment, referral, counselling and support for children, adolescents and adults with a mental illness. Operates with a multi disciplinary team of psychologists, social workers, mental health nurses, occupational therapists and part-time psychiatrist. Two services operate - Child and Adolescent Mental Health and Adult Mental Health.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 02 6128 9900 (Administration)

**Area Served:** Queanbeyan

## Mental Illness Education ACT

**Phone:** 02 6257 1195 **Fax:** 02 6162 1741

Rm 2.02, Lvl 2, Griffin Centre, Genge St, Canberra ACT  
2601

**Mail to:** PO Box 4074, Ainslie ACT 2602

**Email:** mieact@mieact.org.au

**Web:** [www.mieact.org.au](http://www.mieact.org.au)

**Service Description:** Community mental health educators aiming to improve knowledge about mental health and reduce stigma towards people with mental illness. Programs include education sessions to schools and community groups by people with a personal experience of living with a mental illness, media literacy programs, radio show, theatre projects and a play about body image.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT region

## Migrant and Refugee Settlement Services of the ACT Inc - MARSS

**Phone:** 02 6248 8577 **Fax:** 02 6257 7655

Theo Notaras Multicultural Centre, 2nd Fl, North Bld, 180  
London Cct, Canberra ACT 2601

**Mail to:** GPO Box 697, Canberra City ACT 2601

**Email:** marss@marss.org.au

**Web:** [www.marss.org.au](http://www.marss.org.au)

**Service Description:** A non-profit organisation that provides a variety of settlement services to migrants including job preparation, English classes, community education, computer training, development programs and access to migration and tax agents. Offers youth services and tutoring services for students. Communication support can be arranged.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Migrant Health Unit

**Phone:** 02 6205 3333 **Fax:** 02 6205 5035

**Mail to:** GPO Box 825, Canberra ACT 2601

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Provides free and confidential health care interpreting for clients from Bosnian, Serbian, Cantonese, Croatian, Mandarin, Spanish and Vietnamese communities. Appointments required for interpreters.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Mobile Respite Response Team

**Phone:** 02 6255 0722 **Fax:** 02 6255 0499

159 Maribyrnong Av, Kaleen ACT 2617

**Mail to:** PO Box 7100, Kaleen ACT 2617

**Email:** admin@alzheimersact.asn.au

**Service Description:** A short term service offering techniques and strategies to improve quality of life for people with dementia and for carers who wish to continue caring at home.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Monaro Crisis Accommodation Service Inc

**Phone:** 02 6452 6174 **Fax:** 02 6452 5867

**Email:** admin@mcas.ngo.org.au

**Service Description:** Offers short term supported accommodation, information, advocacy and referrals to people who are at risk of experiencing homelessness. From 16yrs.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Eligibility:** From 16 years.

**Area Served:** Cooma-Monaro

## Moneycare Counselling Service - Salvation Army

**Phone:** 02 6247 3635 **Fax:** 02 6257 2791

Salvation Army Community Services Centre, 4 Hawdon Pl,  
Dickson ACT 2602

**Mail to:** PO Box 1038, Dickson ACT 2602

**Web:** [www.salvos.org.au](http://www.salvos.org.au)

**Service Description:** Free and confidential financial counselling and budgeting for anyone experiencing financial problems including advice on budgeting, debt recovery and bankruptcy. Appointment required.

**Hours:** Mon-Fri 9:30am-12:30pm and 1:30pm-4:30pm

**Area Served:** ACT Region

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## Multicultural Womens Advocacy Inc

**Phone:** 02 6230 4632 **Fax:** 02 6230 4637

Room 28, Lvl 2, Theo Notaras Multicultural Centre, Nth  
Bld, 180 London Cct, Canberra ACT 2601

**Mail to:** GPO Box 1392, Canberra ACT 2601

**Service Description:** Represents members in dealings  
with government agencies in order to improve the status of  
multicultural women in the ACT. Provides free information  
and referral to relevant services and support in the  
community. Organises free or low cost informative  
seminars, workshops and social gatherings.

**Hours:** Mon-Fri 10am-4pm

**Fees:** Membership fees. Concessions available.

**Eligibility:** No restriction on men requesting information  
and/or support on behalf of a woman/girl. Must have an  
interest or background in Culturally and Linguistically  
Diverse matters. Female Only.

**Area Served:** ACT; Queanbeyan

## National Disability Services ACT

**Phone:** 02 6283 3213 **Fax:** 02 6283 3240

33 Thesiger Ct, Deakin ACT 2600

**Mail to:** PO Box 146, Deakin West ACT 2600

**Email:** ndsact@nds.org.au

**Web:** [www.nds.org.au](http://www.nds.org.au)

**Service Description:** National industry peak body for  
disability services. Appointment required.

**Hours:** Mon-Fri 9am-4:30pm

**Area Served:** ACT Region

## Nexus Human Services

**Phone:** 02 6247 3611 **Fax:** 02 6247 3640

Lvl 1, 7 Lonsdale St, Braddon ACT 2612

**Mail to:** PO Box 23, Braddon ACT 2612

**Email:** admin@nexushumanservices.com.au

**Web:** [www.nexushumanservices.com.au](http://www.nexushumanservices.com.au)

**Service Description:** Provides specialist employment  
services to individuals with mental health issues. Offers  
organisations with professional recruitment services along  
with educational programs on mental wellness in the  
workplace.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Nican Inc

**Phone:** 02 6241 1220 **Fax:** 02 6241 1224

Unit 5, 48 Brookes St, Mitchell ACT 2911

**Mail to:** PO Box 110, Mitchell ACT 2911

**Email:** info@nican.com.au

**Web:** [www.nican.com.au](http://www.nican.com.au)

**Service Description:** Australia wide directory of  
organisations involved in recreation, tourism, sport and the  
arts for people with disabilities.

**Hours:** Mon-Fri 9am-4pm

**Contact:** 02 6241 1220, 1800 806 769

**Area Served:** National

## Night Time Legal Advice Service

**Phone:** 02 6247 2177 **Fax:** 02 6257 4801

Havelock House, Gould St, Turner ACT 2612

**Mail to:** PO Box 337, Civic Square ACT 2608

**Email:** wrlc@netspeed.com.au

**Web:** [www.welfarerightsact.org](http://www.welfarerightsact.org)

**Service Description:** Provides free legal advice on all  
areas of law including employment law.

**Hours:** Tue 6pm-8pm

**Area Served:** ACT Region

## Northside Community Service

**Phone:** 02 6257 2255 **Fax:** 02 6257 5993

Majura Community Centre, 2 Rosevear Pl, Dickson ACT  
2602

**Mail to:** PO Box 453, Dickson ACT 2602

**Email:** reception@northside.asn.au

**Web:** [www.northside.asn.au](http://www.northside.asn.au)

**Service Description:** Provides child care services  
including occasional care, long day care, support services  
for families and children with disabilities, multicultural  
services, youth programs, aged care programs and women's  
accommodation. Manages community facility venues at  
Majura Community Centre and Corroboree Park.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Concessions available

**Area Served:** ACT Region

## Northsouth Contractors

**Phone:** 02 6205 1583 **Fax:** 02 6205 1293

41b David St, O'Connor ACT 2602

**Mail to:** PO Box 6216, O'Connor ACT 2602

**Service Description:** Provides a home maintenance and  
gardening service. Discounted rates available for low  
income earners. Employs people with a psychiatric  
disability on a contract basis with support to aim for open  
employment.

**Hours:** Mon, Wed, Fri 9am-3pm

**Contact:** 0406 379 389

**Area Served:** ACT Region

## NSW Transcultural Mental Health Centre

**Phone:** 1800 648 911 **Fax:** 02 9840 3755

Bld 55, Cumberland Hospital, 5 Fleet St, North Parramatta  
NSW 2151

**Mail to:** Locked Bag 7118, Parramatta BC NSW 2150

**Email:** tmhc@swahs.health.nsw.gov.au

**Web:** [www.dhi.gov.au/tmhc](http://www.dhi.gov.au/tmhc)

**Service Description:** Offers a specialist consultation and  
assessment service which provides advice, information and  
clinical intervention to meet the needs of people of  
culturally and linguistically diverse communities who live  
in NSW and who experience mental health problems.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 02 9840 3767

**Eligibility:** Resident of NSW

**Area Served:** NSW

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## Obsessive Compulsive Disorder Peer Support

**Phone:** 02 6282 6658 **Fax:** 02 6282 6674

Mental Health Foundation Office, 42 Townsend St, Phillip ACT 2606

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Individual face to face service being offered to people with OCD by experienced, mature, trained people who also have OCD.

**Area Served:** ACT Region

## Office of the Australian Information Commissioner

**Phone:** 1300 363 992 **Fax:** 02 9284 9666

Lvl 3, Minter Ellison Bldg, 25 National Cct, Barton ACT 2600

Mail to: GPO Box 2999, Canberra ACT 2601

**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Web:** [www.oaic.gov.au](http://www.oaic.gov.au)

**Service Description:** Has responsibilities under the Australian Information Commissioner Act 2010, the Freedom of Information Act 1982 (the FOI Act) and the Privacy Act 1988. It investigates complaints about the actions of agencies under the FOI Act and provides independent merits review of Freedom of Information decisions by Australian Government agencies and ministers. It also investigates complaints from individuals against Australian and ACT Government agencies and private sector organisations regarding breaches of the Privacy Act 1988.

**Hours:** Mon-Fri 9am-5pm

**Contact:** TTY 1800 620 241

**Area Served:** National

## Older Persons Abuse Prevention Referral and Information Line (APRIL)

**Phone:** 02 6205 3535 **Fax:** 02 6207 0592

**Mail to:** GPO Box 158, Canberra City ACT 2601

**Email:** [CommunityPolicy@act.gov.au](mailto:CommunityPolicy@act.gov.au)

**Web:** [www.ageing.act.gov.au](http://www.ageing.act.gov.au)

**Service Description:** Provides information and referral to members of the public, family, friends and service providers in respect of elder abuse. Provides community awareness and education about elder abuse.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6280 0900 (24 hour Domestic Violence Crisis Service)

**Area Served:** ACT;

## Older Persons Mental Health Community Team

**Phone:** 02 6205 1957 **Fax:** 02 6205 1533

Lvl 1, Lewisham Bld, Calvary Hospital, Haydon Dr, Bruce ACT 2617

**Mail to:** PO Box 254, Jamison Centre ACT 2614

**Email:** [marie.shears@act.gov.au](mailto:marie.shears@act.gov.au)

**Service Description:** Provides specialist mental health assessment and treatment services to people aged 65 years and over who have a mental health problem and associated issues of ageing.

**Hours:** Mon-Fri 8:30am-4:45pm

**Area Served:** ACT

## Outreach House

**Phone:** 02 6285 1663 **Fax:** 02 6281 0782

**Email:** [wayne@rfact.org.au](mailto:wayne@rfact.org.au)

**Web:** [www.rfact.org.au](http://www.rfact.org.au)

**Service Description:** Medium to long term residential program for young people who are currently unable to live at home.

**Contact:** 0409 922 076

**Eligibility:** From 13 to 17 years.

**Area Served:** ACT Region

## Overcoming Depression - Hyson Green Day Program

**Phone:** 02 6201 6000 **Fax:** 02 6251 5700

Calvary Hospital, Haydon Dr, Bruce ACT 2617

**Mail to:** PO Box 254, Jamison Centre ACT 2614

**Web:** [www.calvary-act.com.au](http://www.calvary-act.com.au)

**Service Description:** Overcoming depression therapy program for day patients. One day per week for 8 weeks.

**Hours:** Mon-Fri 9:30am-3pm

**Contact:** 02 6201 6008

**Fees:** Fees apply

**Area Served:** ACT Region

## OzHelp Community Services

**Phone:** 02 6251 4166 **Fax:** 02 6251 4366

Unit 6 & 7, 41-45 Tennant St, Fyshwick ACT 2609

**Mail to:** OzHelp Community Services, PO Box 1655, Fyshwick ACT 2609

**Email:** [ocs@ozhelp.org.au](mailto:ocs@ozhelp.org.au)

**Web:** [www.ozhelp.org.au](http://www.ozhelp.org.au)

**Service Description:** Program providing education and training in suicide awareness, prevention and mental health promotion. Calendar of training programs released January to December, with additional special events produced throughout the year and in house training options.

**Hours:** Mon-Fri 8am-5pm

**Fees:** Fees Apply

**Area Served:** ACT Region

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## ParentLine ACT

**Phone:** 02 6287 3833 **Fax:** 02 6287 3866  
Weston Creek Community Hub, 3/6 Minns Pl, Weston  
ACT 2611

**Web:** <http://parentlineact.org.au>

**Service Description:** Free, confidential telephone service to anyone with a parenting concern. Limited face-to-face counselling also available. Out-of-hours follow-up service provided.

**Hours:** Mon-Fri 9am-9pm

**Area Served:** ACT; Queanbeyan

## ParentLink

**Phone:** 13 34 27 **Fax:** 02 6205 0968  
Child and Family Centres, 159 Anketell St, Greenway ACT  
2900

**Mail to:** GPO Box 158, Canberra ACT 2601

**Email:** [parentlink@act.gov.au](mailto:parentlink@act.gov.au)

**Web:** [www.parentlink.act.gov.au](http://www.parentlink.act.gov.au)

**Service Description:** ACT Government program which promotes positive parenting using a community education approach through a range of multimedia initiatives. Works in partnership with the community, other government departments and the business sector.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT; Queanbeyan

## Peers for Recovery Program

**Phone:** 02 6282 6658  
42 Townsend St, Phillip ACT 2606  
**Mail to:** PO Box 78, Woden ACT 2606  
**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Provides courses and workshops designed to build emotional resilience and interpersonal skills for anyone wanting to improve mental health and well-being, utilising Peer Education model.

**Fees:** Donations Accepted

**Eligibility:** From 13 years.

**Area Served:** ACT Region

## People with Disabilities ACT

**Phone:** 02 6286 4223 **Fax:** 02 6286 4223  
SHOUT Office, Bld 1, Pearce Community Centre, Collett  
St, Pearce ACT 2607

**Mail to:** PO Box 717, Mawson ACT 2607

**Email:** [pwdact@shout.org.au](mailto:pwdact@shout.org.au)

**Web:** [www.pwdact.org.au](http://www.pwdact.org.au)

**Service Description:** Not-for-profit systemic advocacy organisation for people with disabilities, run by people with disabilities. Provides a social group for people with disabilities.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6290 1984

**Fees:** Membership fees

**Area Served:** ACT Region

## Personal Helpers and Mentors Program - Belconnen and Gungahlin

**Phone:** 02 6259 2022 **Fax:** 02 6259 2122  
**Mail to:** PO Box 6865, Charnwood ACT 2615

**Email:** [phams.belconnen@rfact.org.au](mailto:phams.belconnen@rfact.org.au)

**Web:** [www.rfact.org.au](http://www.rfact.org.au)

**Service Description:** Outreach service for people with a mental illness which severely impacts on their life. The program focus is on building strengths and is based on recovery principles and practices.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Must give informed consent for data collection (de-identified). From 16 years.

**Area Served:** ACT Region

## Personal Helpers and Mentors Program - Northside

**Phone:** 02 6162 3451 **Fax:** 02 6162 3450  
H Block, Canberra Technology Park, Phillip Av, Watson  
ACT 2602

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Supports people whose life is affected by a severe mental illness. The Program focuses on strengths, what people with mental illness can do, rather than what they can't do.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** From 16 years.

**Area Served:** ACT Region

## Personal Helpers and Mentors Program - Queanbeyan

**Phone:** 02 6284 2063 **Fax:** 02 6284 2069  
84 Monaro St, Queanbeyan NSW 2620  
**Mail to:** PO Box 59, Queanbeyan NSW 2620

**Email:** [phams.queanbeyan@rfact.org.au](mailto:phams.queanbeyan@rfact.org.au)

**Web:** [www.rfact.org.au](http://www.rfact.org.au)

**Service Description:** Supports people whose life is affected by a severe mental illness. The program focus is on building strengths, what people with mental illness can do, rather than what they can't do.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** From 16 years.

**Area Served:** ACT Region

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## Personal Helpers and Mentors Program - Southside

**Phone:** 02 6282 2644 **Fax:** 02 6285 1322

26 Corinna St, Woden ACT 2606

**Mail to:** PO Box 35, Woden ACT 2606

**Email:** phamsadmin@wcs.org.au

**Web:** [www.wcs.org.au](http://www.wcs.org.au)

**Service Description:** Supports people whose ability to manage daily activities and to live independently in the community is seriously affected by a severe mental illness.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** From 16 years.

**Area Served:** ACT

## Phillip Health Centre

**Phone:** 02 6207 9977 **Fax:** 02 6205 1442

Cnr Corinna St & Keltie St, Phillip ACT 2606

**Mail to:** PO Box 825, Canberra ACT 2601

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Provides services to residents including information and referrals, ambulatory nursing clinic, baby health clinics and immunisation, physiotherapy, counselling for adolescents and adults, community nurses, dental services and dietitian/nutritionist. Emergency Dental Service Saturdays 8:30am-9:30am. Walk in for needle and syringe program.

**Hours:** Mon-Fri 8:15am-5pm

**Fees:** Fees Apply

**Area Served:** ACT Region

## Picking Up The Peaces for PTSD

**Phone:** 02 6255 1599

9 Burkitt St, Page ACT 2614

**Mail to:** PO Box 2010, Kambah ACT 2902

**Email:** info@pickingupthepeaces.org.au

**Web:** [www.pickingupthepeaces.org.au](http://www.pickingupthepeaces.org.au)

**Service Description:** Support Group for people living with Post Traumatic Stress Disorder (PTSD) or anyone interested in improving the lives of those living with PTSD.

**Contact:** 0410 900 433

**Area Served:** ACT

## Poisons Information Service

**Phone:** 13 11 26

**Mail to:** Locked Bag 4001, Westmead NSW 2145

**Web:** [www.poisonsinfo.nsw.gov.au](http://www.poisonsinfo.nsw.gov.au)

**Service Description:** 24 hour phone service offering advice and information on poisonous substances, bites and stings.

**Hours:** Daily, 24 hours

**Area Served:** National

## Police Station Belconnen

**Phone:** 13 14 44

Lathlain St, Belconnen ACT 2617

**Mail to:** GPO Box 401, Canberra ACT 2601

**Email:** act-police-media@afp.gov.au

**Web:** [www.police.act.gov.au](http://www.police.act.gov.au)

**Service Description:** Responsible for law enforcement in the ACT.

**Hours:** Daily, 24 hours

**Contact:** Emergencies 000

**Area Served:** ACT Region

## Police Station Canberra City

**Phone:** 13 14 44 **Fax:** 02 6245 7303

London Cct, Canberra ACT 2601

**Mail to:** GPO Box 401, Canberra ACT 2601

**Email:** act-police-media@afp.gov.au

**Web:** [www.police.act.gov.au](http://www.police.act.gov.au)

**Service Description:** Responsible for law enforcement in the ACT including crime prevention, traffic representations and firearms registry.

**Hours:** Daily, 24 hours

**Contact:** Emergencies 000; TTY 02 6245 7200

**Area Served:** ACT Region

## Police Station Gungahlin

**Phone:** 13 14 44

Cnr Gozzard St & Anthony Rolfe Av, Gungahlin ACT 2912

**Mail to:** GPO Box 401, Canberra ACT 2601

**Email:** act-police-media@afp.gov.au

**Web:** [www.police.act.gov.au](http://www.police.act.gov.au)

**Service Description:** Responsible for law enforcement in the ACT.

**Hours:** Daily 24 hours

**Contact:** Emergencies 000; 1800 333 000 (Crime Stoppers)

**Area Served:** ACT Region

## Police Station Tuggeranong

**Phone:** 13 14 44 **Fax:** 02 6232 1736

Cnr Soward Wy & Anketell St, Greenway ACT 2900

**Mail to:** GPO Box 401, Canberra ACT 2601

**Email:** act-police-media@afp.gov.au

**Web:** [www.police.act.gov.au](http://www.police.act.gov.au)

**Service Description:** Responsible for law enforcement in the ACT.

**Hours:** Daily, 24 hours

**Contact:** Emergencies 000; TTY 02 6245 7200

**Area Served:** ACT Region



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## Police Station Woden

**Phone:** 13 14 44 **Fax:** 02 6269 2741

Callam St, Phillip ACT 2606

**Mail to:** GPO Box 401, Canberra ACT 2601

**Email:** [act-police-media@afp.gov.au](mailto:act-police-media@afp.gov.au)

**Web:** [www.police.act.gov.au](http://www.police.act.gov.au)

**Service Description:** Responsible for law enforcement in the ACT.

**Hours:** Daily, 24 hours

**Contact:** 02 6256 7777

**Area Served:** ACT Region

## Post and Antenatal Depression Support and Information - PANDSI

**Phone:** 02 6288 5293 **Fax:** 02 6287 4805

25 Stapylton St, Holder ACT 2611

**Email:** [info@pandsi.org](mailto:info@pandsi.org)

**Web:** [www.pandsi.org](http://www.pandsi.org)

**Service Description:** Provides support and information to families affected by post or antenatal depression. Services include telephone support, combined exercise and support groups, facilitated support groups with free child care, pram walking group, video and book lending library, quarterly newsletter and information packs.

**Hours:** Mon-Thu 9:30am-2:30pm

**Contact:** 02 6287 5513; 02 6288 1936 (Support); 02 6287 3961 (Administration)

**Fees:** Fees Apply. Concessions available.

**Area Served:** ACT Region

## Pre Marriage Education

**Phone:** 02 6162 6100 **Fax:** 02 6295 3600

57 Hicks St, Red Hill ACT 2603

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** [gayle.caragh@catholiccare.cg.org.au](mailto:gayle.caragh@catholiccare.cg.org.au)

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** Offers pre-marriage programs aimed at assisting couples intending to marry to identify and share their expectations in order to resolve potential conflicts.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply

**Area Served:** ACT Region

## Psychiatry Services Unit

**Phone:** 02 6244 3210 **Fax:** 02 6244 4623

Bld 15, Canberra Hospital, Yamba Dr, Garran ACT 2605

**Mail to:** PO Box 11, Woden ACT 2606

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Care for acute patients on a voluntary and involuntary basis. Group programs and individual services to patients and families.

**Hours:** Daily, 24 hours

**Contact:** AH 02 6244 2222 (switchboard - main hospital)

**Area Served:** ACT Region

## Public Advocate of the ACT

**Phone:** 02 6207 0707 **Fax:** 02 6207 0688

Lvl 3, 12 Moore St, Canberra ACT 2601

**Mail to:** PO Box 1001, Civic Square ACT 2608

**Email:** [pa@act.gov.au](mailto:pa@act.gov.au)

**Web:** [www.publicadvocate.act.gov.au](http://www.publicadvocate.act.gov.au)

**Service Description:** Represents the interests and protects the rights of adults with a disability and children before courts, tribunals and service providers. Facilitates service co-ordination where complex service needs exist. Enquiries please telephone as above street address has no reception desk.

**Hours:** Mon-Thur 9am-1pm and 2pm-4:30pm, Fri 9am-1pm and 2pm-4pm

**Area Served:** ACT;

## Public Trustee for the ACT

**Phone:** 02 6207 9800 **Fax:** 02 6207 9811

Gnd Lvl, ActewAGL House, 221 London Cct, Canberra City ACT 2601

**Mail to:** PO Box 221, Civic Square ACT 2608

**Email:** [publictrustee@act.gov.au](mailto:publictrustee@act.gov.au)

**Web:** [www.publictrustee.act.gov.au](http://www.publictrustee.act.gov.au)

**Service Description:** ACT Government statutory authority which; prepares wills where the office is named as executor or co-executor, administers deceased estates under will or intestacy, is a trustee for life interest estates and persons lacking legal capacity and provides financial management under enduring power of attorney and under order of the ACT Civil and Administrative Tribunal (ACAT).

**Hours:** Mon-Fri 9am-4:30pm

**Area Served:** ACT Region

## Queanbeyan Hospital

**Phone:** 02 6298 9211 **Fax:** 02 6299 1536

Cnr Collett St & Erin St, Queanbeyan NSW 2620

**Mail to:** PO Box 729, Queanbeyan NSW 2620

**Web:** [www.gsahs.nsw.gov.au](http://www.gsahs.nsw.gov.au)

**Service Description:** Provides public health and welfare services, emergency services and other allied health services including physiotherapy, x-ray and occupational therapy. Provides allied health services 7:30am to 5pm, Monday to Friday.

**Hours:** Daily, 24 hours

**Contact:** 000 (Emergencies)

**Fees:** Fees Apply

**Area Served:** Queanbeyan

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## Queen Elizabeth II Family Centre

**Phone:** 02 6205 2333 **Fax:** 02 6205 2344  
129 Carruthers St, Curtin ACT 2605

**Mail to:** PO Box 126, Curtin ACT 2605

**Email:** [info@cmsinc.org.au](mailto:info@cmsinc.org.au)

**Web:** [www.cmsinc.org.au](http://www.cmsinc.org.au)

**Service Description:** Residential health care service for families experiencing health and behavioural difficulties in the post-natal and early childhood periods. Admits families with children up to 3 years of age. Post-natal parenting information and referral.

**Hours:** Daily, 24 hours

**Contact:** 02 6207 9977

**Fees:** Fees Apply

**Area Served:** ACT; Queanbeyan

## Rainbow

**Phone:** 02 6242 6575 **Fax:** 02 6242 7027

H Block, Canberra Technology Park, Phillip Av, Watson ACT 2602

**Mail to:** PO Box 7183, Watson ACT 2602

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Social rehabilitation program providing a place where people with a mental illness can meet, enjoy social activities and learn vocational and life skills.

**Hours:** Mon-Thu 9am-4:30pm

**Eligibility:** Mental health consumers

**Area Served:** ACT Region

## Relationships Australia Canberra and Region

**Phone:** 02 6122 7100 **Fax:** 02 6122 7199

15 Napier Cl, Deakin ACT 2600

**Mail to:** PO Box 320, Curtin ACT 2605

**Email:** [enquiries@car.relationships.com.au](mailto:enquiries@car.relationships.com.au)

**Web:** [www.relationships.com.au](http://www.relationships.com.au)

**Service Description:** Counselling, mediation and group programs for people wanting to build better relationships. Available for those who are unhappy with their relationships, experiencing conflict, living with violence, having sexual difficulties, separating from a partner, adapting to separation or divorce, considering remarriage or adjusting to a new step family.

**Hours:** Mon, Thu-Fri 9am-5pm, Tue-Wed 9am-7pm

**Contact:** 1300 364 277

**Fees:** Fees Apply, Concessions Available

**Area Served:** ACT Region

## Residential Respite Coordination Service

**Phone:** 1800 052 222 **Fax:** 02 6290 2977

1 Torrens Place, Torrens ACT 2607

**Email:** [carers@carersact.asn.au](mailto:carers@carersact.asn.au)

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Provides access to residential respite in most ACT residential aged care facilities.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6296 9900

**Area Served:** ACT Region

## Respite Options

**Phone:** 02 6126 9000 **Fax:** 02 6288 4241

Parkinson St, Weston ACT 2611

**Mail to:** PO Box 1066, Tuggeranong ACT 2901

**Email:** [RespiteOptionsACT@commsatwork.org](mailto:RespiteOptionsACT@commsatwork.org)

**Web:** [www.commsatwork.org](http://www.commsatwork.org)

**Service Description:** Respite program offering flexible respite options and support services to individuals experiencing severe mental illness and/or intellectual disabilities and their carers. Provides help with daily tasks and social inclusion activities.

**Fees:** Fees Apply

**Eligibility:** Carers of people with a severe mental illness and/or intellectual disability

**Area Served:** ACT

## Richardson Support House

**Phone:** 02 6291 8009 **Fax:** 02 6292 3785

38 May Gibbs Cl, Richardson ACT 2905

**Mail to:** PO Box 1799, Tuggeranong ACT 2901

**Web:** [www.richardsonsupporthouse.blogspot.com](http://www.richardsonsupporthouse.blogspot.com)

**Service Description:** Counselling, information and referral on mental health/emotional support issues.

Psychologist and social worker available. Specialist counselling for adults and children on anxiety and pain management. Bulk billing for children under 16 years and Health Care card holders. Gap fee for all others, but no more than \$5 for any service. Free exercise bikes for loan and free walking group.

**Hours:** Mon-Sat 9.30am-2pm

**Fees:** For some services

**Area Served:** ACT Region

## Richmond Fellowship ACT Australia

**Phone:** 02 6248 6118 **Fax:** 02 6247 7691

Cnr Fairbairn Av & Pialligo Av, Pialligo ACT 2609

**Mail to:** PO Box 83, Curtin ACT 2605

**Email:** [enquiries@rfact.org.au](mailto:enquiries@rfact.org.au)

**Web:** [www.rfact.org.au](http://www.rfact.org.au)

**Service Description:** Family support, residential care for disadvantaged adolescents and semi-independent residential care for people with psychiatric problems. Appointment preferred.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

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## Richmond Fellowship Community Assistance Network

**Phone:** 02 6249 7912 **Fax:** 02 6247 5365

41b David St, O'Connor ACT 2602

**Mail to:** PO Box 6272, O'Connor ACT 2602

**Email:** oconner@rfact.org.au

**Web:** [www.rfact.org.au](http://www.rfact.org.au)

**Service Description:** A Richmond Fellowship Mental Health Recovery Program. Provides a range of accommodation and support options to people with mental illness who wish to live in the community. Provides assistance to families of people with a mental illness through the Family Issues Team. Appointment required.

**Hours:** Mon-Fri 8:30am-4:30pm

**Eligibility:** From 18 to 65 years.

**Area Served:** ACT Region

## SAILS - Strength Advocacy Independence Life Skills - CatholicCare

**Phone:** 02 6163 7600 **Fax:** 02 6163 7676

Blackfriars Bld, Australian Catholic University, 127 Phillip Av, Watson ACT 2602

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** info@catholiccare.cg.org.au

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** A mental health outreach program for people aged 18 to 65. Aims to promote resilience and independence. Supports the individual to achieve their chosen goals, using a strength-based focus.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 6295 4300 General Enquiries

**Eligibility:** ACT resident, have a mental health condition, seeing a health professional, wanting to work in a partnership. From 18 to 65 years.

**Area Served:** ACT Region

## Salvation Army Community Services

**Phone:** 02 6247 3635 **Fax:** 02 6257 2791

4 Hawdon Pl, Dickson ACT 2602

**Mail to:** PO Box 1038, Dickson ACT 2602

**Web:** [www.salvos.org.au](http://www.salvos.org.au)

**Service Description:** A relief centre that helps people in a crisis by assistance with personal counselling, food vouchers and/or food, electricity, basic budgeting or help with referral to other agencies.

**Hours:** Mon-Fri 9:30am-12:30pm and 1:30pm-4:30pm

**Eligibility:** Income details required

**Area Served:** ACT Region

## Salvation Army Counselling Service

**Phone:** 02 6248 5504 **Fax:** 02 6257 8154

Unit 3, Southwell Park Professional Centre, 9 Montford Cr, North Lyneham ACT 2602

**Web:** [www.salvos.org.au](http://www.salvos.org.au)

**Service Description:** Professional counselling for individuals, couples and families with issues relating to depression, grief, anger, abuse, self-esteem, conflicts, communication and relationships. Appointment required.

**Hours:** Mon-Thu 9am-5pm, Fri 9am-2pm

**Fees:** Fees Apply. Concessions available.

**Area Served:** ACT Region

## Samaritan House

**Phone:** 02 6248 5150 **Fax:** 02 6247 6695

**Mail to:** 19 Hackett Pl, Hackett ACT 2602

**Email:** samhouse@svdp-cg.org.au

**Service Description:** Offers crisis accommodation to men over the age of 18. Also offers support and medium term accommodation for men with mental illnesses who are exiting institutions.

**Hours:** Daily, 24 hours

**Contact:** 02 6284 5150

**Fees:** Fees Apply

**Eligibility:** Samaritan house is an abstinence-based service. Clients are expected to engage in the case management process

**Area Served:** ACT Region

## Schizoaffective Disorder Peer Support

**Phone:** 02 6282 6658 **Fax:** 02 6282 6674

42 Townsend St, Phillip ACT 2606

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** info@mhf.org.au

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Individual face-to-face advice and guidance from an experienced and trained peer support volunteer who has the same mental health condition.

**Area Served:** ACT Region

## Schizophrenia Peer Support

**Phone:** 02 6282 6658 **Fax:** 02 6282 6674

42 Townsend St, Phillip ACT 2606

**Mail to:** PO Box 78, Woden ACT 2606

**Email:** info@mhf.org.au

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Individual face-to-face advice and guidance from an experienced and trained peer support volunteer who has the same mental health condition.

**Area Served:** ACT Region

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## SCOPE Ainslie Youth Service - YWCA

**Phone:** 02 6257 1640 **Fax:** 02 6257 1695

YWCA Community House, Cnr Rutherford Cr & Officer Cr, Ainslie ACT 2602

**Mail to:** PO Box 7015, Watson ACT 2602

**Email:** [scope@ywca-canberra.org.au](mailto:scope@ywca-canberra.org.au)

**Web:** [www.ywca-canberra.org.au](http://www.ywca-canberra.org.au)

**Service Description:** Free confidential health promotion service for people aged 12 to 25 years. Provides Life Skills workshop, face-to-face case management, community development and Outreach programs.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** From 12 to 25 years.

**Area Served:** ACT Region

## Service Assisting Male Survivors of Sexual Assault

**Phone:** 02 6262 7377 **Fax:** 02 6262 7388

Community Centre, 2/114 Maitland St, Hackett ACT 2602

**Email:** [samssa@samssa.org.au](mailto:samssa@samssa.org.au)

**Web:** [www.samssa.org.au](http://www.samssa.org.au)

**Service Description:** Counselling, support, information and referral services for male survivors of sexual assault and their partners, family and friends in the ACT region. Conducts community education, school programs and professional development training on sexual assault and related issues. For males survivors 16yrs and over and their supporters. Does not provide offender treatment services.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 02 6247 2525 (24hr Crisis Line)

**Area Served:** ACT Region

## Sex and Love Addicts Anonymous

Room 9, Griffin Centre, 20 Genge St, Canberra ACT 2601

**Service Description:** A Twelve Step, Twelve Tradition oriented fellowship based on the model pioneered by Alcoholics Anonymous. The only qualification for membership is the desire to stop living out a pattern of sex and love addiction. Meets 11am-12:30pm on Saturdays.

**Eligibility:** From 18 years.

**Area Served:** ACT Region

## Sharing Places Inc

**Phone:** 02 6290 1964 **Fax:** 02 6286 4048

Bld 1, Pearce Community Centre, Collett Pl, Pearce ACT 2607

**Mail to:** PO Box 704, Mawson ACT 2607

**Email:** [admin@sharingplaces.com.au](mailto:admin@sharingplaces.com.au)

**Web:** [www.sharingplaces.com.au](http://www.sharingplaces.com.au)

**Service Description:** Operates community access programs and activities for adults with high support needs from sites in Pearce, Higgins, Melba and Wanniasa.

**Hours:** Mon-Fri 8:30am-4:30pm

**Fees:** For Some Services

**Eligibility:** Adults with intellectual/physical disabilities with high support needs. From 18 years.

**Area Served:** ACT Region

## SHOUT Inc

**Phone:** 02 6290 1984 **Fax:** 02 6286 4475

Bld 1, Pearce Community Centre, Collett Pl, Pearce ACT 2607

**Mail to:** PO Box 717, Mawson ACT 2607

**Email:** [admin@shout.org.au](mailto:admin@shout.org.au)

**Web:** [www.shout.org.au](http://www.shout.org.au)

**Service Description:** Resource, information and referral centre for self help organisations and the public. Provides administration, communication, equipment and personal assistance to member organisations.

**Hours:** Mon-Thu 9am-5pm; Fri 9am-3pm

**Fees:** Membership fees

**Area Served:** ACT Region

## Sobering up Shelter - CatholicCare

**Phone:** 02 6163 3711 **Fax:** 02 6163 3703

Block M, Ainslie Village, Quick St, Campbell ACT 2612

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** [soberingupshelter@catholiccare.cg.org.au](mailto:soberingupshelter@catholiccare.cg.org.au)

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** Provides a free and confidential overnight service for males and females aged 18 and over to recover from alcohol and other drug intoxication.

**Hours:** Service 11pm-11am Thu-Fri-Sat. (Last admission 6am)

**Eligibility:** Males and females aged 18 and over wanting to recover from alcohol and other drug intoxication. From 18 years.

**Area Served:** ACT Region

## Social Security Appeals Tribunal - Canberra

**Phone:** 02 6200 3700 **Fax:** 02 6200 3709

Lvl 5, 71 Northbourne Av, Canberra ACT 2601

**Mail to:** GPO Box 9943, Canberra ACT 2601

**Email:** [canberra@ssat.gov.au](mailto:canberra@ssat.gov.au)

**Web:** [www.ssat.gov.au](http://www.ssat.gov.au)

**Service Description:** Hears appeals against decisions made by Centrelink and Child Support Agency in a free and informal environment.

**Hours:** Mon-Fri 8:30am-4:30pm

**Contact:** TTY 1800 011 140

**Area Served:** ACT Region

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## Southside Community Services Inc

**Phone:** 02 6126 4700 **Fax:** 02 6295 7944

63 Boolimba Cr, Narrabundah ACT 2604

**Mail to:** PO Box 7, Narrabundah ACT 2604

**Email:** admin@sscs.org.au

**Web:** [www.sscs.org.au](http://www.sscs.org.au)

**Service Description:** Community based, not-for-profit, non-government organisation which manages and delivers a range of community services including family support, training, literacy and numeracy programs, community development, children and youth, aged care and disability services.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees may apply

**Eligibility:** for HACC must be HACC eligible

**Area Served:** ACT Region

## Spanish Speaking Carers Group

**Phone:** 02 6296 9900 **Fax:** 02 6296 9999

Carers ACT, 2/80 Beaurepaire Cr, Holt ACT 2615

**Email:** lbonilla@grapevine.net.au

**Web:** [www.carersact.asn.au](http://www.carersact.asn.au)

**Service Description:** Group for carers of a family member who is ill. Information and support meetings every second Monday, March through December, 10am-12pm at the Belconnen Labour Club, Belconnen. Language support for accessing services.

**Contact:** 02 6296 9918

**Area Served:** ACT Region

## SPICE

**Phone:** 02 6251 4060 **Fax:** 02 6251 4161

55 Chandler St, Belconnen ACT 2617

**Mail to:** PO Box 48, Belconnen ACT 2616

**Email:** spice@volunteeract.org.au

**Web:** [www.spice.org.au](http://www.spice.org.au)

**Service Description:** Student work experience program for young people at risk between the ages of 12 and 15.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## St John Ambulance Australia - ACT Operations Branch and Community Care

**Phone:** 02 6282 2399 **Fax:** 02 6282 4566

14 Thesiger Ct, Deakin ACT 2600

**Mail to:** PO Box 72, Deakin West ACT 2600

**Email:** newmembers@stjohnact.com.au

**Web:** [www.stjohnact.com.au](http://www.stjohnact.com.au)

**Service Description:** Runs first aid training courses for the public. Provides highly professional first aid services at public events. Sales division sells first aid kit supplies and restocks kits for clients. Community Care Program - non uniformed volunteers teach valuable life saving skills to the very vulnerable members of the community who are deemed most at risk. Cadet program provides personal and professional development to youth from 8 to 25 years old, valuable first aid skills and runs social activities.

**Hours:** Mon-Fri 8:30am-5pm

**Eligibility:** Senior First Aid Certificate required for adults to volunteer.

**Area Served:** ACT Region

## St Johns Care

**Phone:** 02 6248 7771 **Fax:** 02 6262 6665

Parish Centre, St Johns Church, 43-47 Constitution Av, Reid ACT 2612

**Mail to:** GPO Box 219, Canberra ACT 2601

**Email:** stjohncare@velocitynet.com.au

**Service Description:** Operates a range of programs to assist people in need in the Canberra region. Includes emergency food, financial assistance, crisis support, clothing and material assistance, counselling referrals, grief support and marriage education courses. A free lunch is held on the 1st Friday of the month.

**Hours:** Mon-Fri 9:30am-2pm

**Area Served:** ACT; Queanbeyan

## St Nicholas Young Carers Program

**Phone:** 02 6121 2955 **Fax:** 02 6281 4743

17-19 Colbee Ct, Phillip ACT 2606

**Mail to:** PO Box 642, Mawson ACT 2607

**Email:** youth@stvincanb.com.au

**Web:** [www.vinnies.org.au](http://www.vinnies.org.au)

**Service Description:** Supports children and young people providing primary or part-time care to a family member or friend with an illness or disability. Offers two 5 day camps per year and monthly catch-up activities such as movies, swimming and bowling.

**Eligibility:** From 9 to 16 years.

**Area Served:** ACT region

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## St Vincent de Paul Society

**Phone:** 02 6282 2722 **Fax:** 02 6281 4743

14-16 Colbee Ct, Phillip ACT 2606

**Mail to:** PO Box 642, Mawson ACT 2607

**Email:** [stvd@svdp.org.au](mailto:stvd@svdp.org.au)

**Web:** [www.vinnies.org.au/home-act](http://www.vinnies.org.au/home-act)

**Service Description:** A Christian based organisation whose mission is to help people who are poor or disadvantaged. Assistance includes community programs such as home visitations, night patrols, crisis assistance, counselling and youth programs. Mental Health - The Compeer Program matches people diagnosed with a mental illness in friendship with a trained caring volunteer. Phone to organise assistance. Free training for volunteers.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Step Up Step Down Program

**Phone:** 02 6245 6400 **Fax:** 02 6230 0071

**Mail to:** PO Box 1204, Dickson ACT 2602

**Email:** [gavinb@mifellowship.org](mailto:gavinb@mifellowship.org)

**Web:** [www.mifellowship.org](http://www.mifellowship.org)

**Service Description:** Residential mental health program that aims to prevent relapse, and assist clients in recovering from an acute episode of mental illness. The program is able to accommodate 5 people for up to 3 months. Also provides some outreach services to assist people move back into the community.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Resident of the ACT, A current consumer of Mental Health ACT and receiving clinical management, Stable accommodation/exit point. From 18 to 64 years.

**Area Served:** ACT

## STEPS - CatholicCare

**Phone:** 02 6262 3453 **Fax:** 02 6242 8299

350 Antill St, Watson ACT 2602

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** [steps@catholiccare.cg.org.au](mailto:steps@catholiccare.cg.org.au)

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** Voluntary mental health residential program which offers accommodation, 24 hour support staff and an alternative to hospitalisation for young people aged 13 to 18. Assistance provided includes case management, information, referral, advocacy & information, clinical support, assistance with accessing accommodation options and support to improve and develop life skill.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Still Ticking Mens Group

**Phone:** 02 6205 1558 **Fax:** 02 6205 1198

Belconnen Aged Day Care Centre, Belconnen Health Centre, Cnr Benjamin Wy & Swanson St, Belconnen ACT 2617

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Outings based program for active men diagnosed with dementia. Activities offered include excursions, entertainment and games. Also located at Tuggeranong Aged Day Care Centre, Cnr Anketell and Pitman St, Greenway.

**Hours:** Wed-Fri 8:30am-4pm

**Contact:** 02 6207 9977

**Fees:** Meals and activity costs

**Eligibility:** Contact centre for details. Male Only.

**Area Served:** ACT Region

## Strategic Psychology

**Phone:** 02 6262 6157 **Fax:** 02 6248 6121

Lvl 1, City Executive Suites, 88-96 Bunda St, Canberra ACT 2601

**Email:** [nesh@strategicpsychology.com.au](mailto:nesh@strategicpsychology.com.au)

**Web:** [www.strategicpsychology.com.au](http://www.strategicpsychology.com.au)

**Service Description:** Psychological therapy for individuals 16 to mature aged who are experiencing mental health issues or concerns. Clinical psychologists specialising in depression and anxiety related disorders. Budget consultations available for pensioners and concession card holders.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Fees Apply, Concessions Available

**Eligibility:** From 16 years.

**Area Served:** ACT Region

## Supported Hospital Exit Program (SHEP)

**Phone:** 02 6162 1686 **Fax:** 02 6247 1936

13 Jarrah St, O'Connor ACT 2602

**Email:** [info@mhf.org.au](mailto:info@mhf.org.au)

**Web:** [www.mhf.org.au](http://www.mhf.org.au)

**Service Description:** Provides support, referral and practical assistance for up to 3 months for individuals living with mental illness in the ACT transferring from hospital to the community. Practical assistance includes living skills, budgeting, problem solving, recreation, advocacy, negotiation of barriers and community reintegration.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

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## Sustaining Tenancies Outreach Program (STOP)

**Phone:** 02 6232 2400 **Fax:** 02 6232 2477

**Mail to:** PO Box 628, Canberra City ACT 2601

**Email:** [housing@anglicarecg.org.au](mailto:housing@anglicarecg.org.au)

**Web:** [www.anglicarecg.org.au](http://www.anglicarecg.org.au)

**Service Description:** Offers a service to assist tenants of public and community housing in north Canberra to sustain their tenancies. Provides case management, referral, information, advocacy and practical support where issues are impacting on their ability to maintain their tenancy.

**Hours:** Mon-Fri 9:30am-5pm

**Contact:** 02 6232 2400 (Office)

**Eligibility:** Community and Housing tenants on Northside of ACT

**Area Served:** ACT Region

## Tandem Adults Program

**Phone:** 02 6288 0955 **Fax:** 02 6288 0996

25 Blaxland Cr, Griffith ACT 2603

**Mail to:** PO Box 3510, Manuka ACT 2603

**Email:** [admin@tandem.org.au](mailto:admin@tandem.org.au)

**Web:** [www.tandem.org.au](http://www.tandem.org.au)

**Service Description:** Provides support services at home and in the community for the frail aged, people with a disability, people with mental health issues and their families and carers.

**Hours:** Mon-Fri 9am-5pm

**Contact:** 0411 480 597 (Emergency Contact)

**Fees:** Fees Apply

**Eligibility:** People with a moderate to severe disability, complex medical needs, behavioural conditions, are of frail age or have a mental health issue. From 18 years.

**Area Served:** ACT

## Tandem Children and Young Persons Program

**Phone:** 02 6287 2870 **Fax:** 02 6287 2680

25 Blaxland Cr, Griffith ACT 2603

**Mail to:** PO Box 3510, Manuka ACT 2603

**Email:** [admin@tandem.org.au](mailto:admin@tandem.org.au)

**Web:** [www.tandem.org.au](http://www.tandem.org.au)

**Service Description:** Provides support services at home and in the community for children and young people who are affected by disability and/or mental health conditions, and their families and carers.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 0413 459 183 (Emergency Contact)

**Fees:** Fees Apply

**Eligibility:** Children and young people with a moderate to severe disability, complex medical needs, behavioural conditions. Up to 20 years.

**Area Served:** ACT Region

## Ted Noffs Foundation Canberra

**Phone:** 02 6123 2400 **Fax:** 02 6123 2424

350 Antill St, Watson ACT 2602

**Email:** [noffs@noffs.org.au](mailto:noffs@noffs.org.au)

**Web:** [www.noffs.org.au](http://www.noffs.org.au)

**Service Description:** 12 week residential program for young people aged 14 to 17 years who are suffering from problems arising from drug and/or alcohol dependence. Runs an adolescent drug withdrawal unit.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some services

**Eligibility:** From 14 to 17 years.

**Area Served:** ACT Region

## Tenants Advice Service

**Phone:** 02 6247 2011 **Fax:** 02 6257 4801

**Mail to:** PO Box 8, Civic Square ACT 2608

**Email:** [TUACT@bigpond.net.au](mailto:TUACT@bigpond.net.au)

**Web:** [www.tenantsact.org.au](http://www.tenantsact.org.au)

**Service Description:** Free over the phone legal advice on tenancy matters, for all people renting in the ACT. Offers free workshops and presentations on tenancy or housing issues and represents ACT tenants in a range of forums.

**Hours:** Mon, Wed-Fri 9:30am-1pm; Tue 4:30pm-8pm

**Area Served:** ACT Region

## The Canberra Hospital

**Phone:** 02 6244 2222 **Fax:** 02 6281 3935

Yamba Dr, Garran ACT 2605

**Mail to:** PO Box 11, Woden ACT 2606

**Email:** [public.affairs@act.gov.au](mailto:public.affairs@act.gov.au)

**Web:** [www.canberrahospital.act.gov.au](http://www.canberrahospital.act.gov.au)

**Service Description:** Full range of public hospital services including 24 hour accident and emergency.

**Hours:** Daily, 24 hours

**Contact:** TTY 02 6244 3800

**Fees:** Fees Apply

**Area Served:** ACT Region

## The Compassionate Friends ACT and Queanbeyan Inc

**Phone:** 02 6286 6134 **Fax:** 02 6286 6134

Grant Cameron Community Centre, 27 Mulley St, Holder ACT 2611

**Email:** [djcrocart@grapevine.com.au](mailto:djcrocart@grapevine.com.au)

**Web:** [www.thecompassionatefriends.org.au/ACT](http://www.thecompassionatefriends.org.au/ACT)

**Service Description:** International self help support group for bereaved parents, siblings and grandparents. Meets 7:30pm, 1st Tuesday of the month at the Grant Cameron Community Centre, 27 Mulley St, Holder.

**Contact:** 02 6258 9960

**Area Served:** ACT; Queanbeyan

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## The Lodge

**Phone:** 02 6163 3707 **Fax:** 02 6163 3713

Ainslie Village, Quick St, Campbell ACT 2612

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** lodge@catholiccare.cg.org.au

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** Provides mid to long term accommodation for males over the age of 18 years with a mental illness and/or drug and alcohol dependency. The Respite Program has an additional 4 beds which provides accommodation for up to period of 8 weeks (must have an address to go back to).

**Hours:** Daily, 8am-8pm

**Fees:** Based on percentage of the residents' income for mid to long term accommodation. No tariff for Respite Program.

**Eligibility:** From 18 years. Male Only.

**Area Served:** ACT; Queanbeyan

## The Smith Family

**Phone:** 02 6285 2299 **Fax:** 02 6282 1725

Cnr Launceston St & Easty St, Woden ACT 2606

**Mail to:** PO Box 10500, Woden ACT 2606

**Web:** [www.thesmithfamily.com.au](http://www.thesmithfamily.com.au)

**Service Description:** Provides budgeting advice and education scholarships. Also provides Op Shop, Mon-Fri 9am-4pm

**Hours:** Mon-Fri 9am-4.30pm

**Eligibility:** Medicare card and health care card holders

**Area Served:** ACT; Queanbeyan

## Therapy ACT - Northside

**Phone:** 02 6205 1277 **Fax:** 02 6205 1620

Lvl 2, Swanson Plaza, Swanson Ct, Belconnen ACT 2617

**Email:** therapyact@act.gov.au

**Web:** [www.dhcs.act.gov.au/therapyact](http://www.dhcs.act.gov.au/therapyact)

**Service Description:** Provides a range of multidisciplinary therapy and support services for people aged from 0 to 65 years, with delays in development and developmental disabilities. Therapy and support services are available including physiotherapy, occupational therapy, speech pathology, social work and psychology. Also located on the southside in Holder.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 02 6205 1246

**Eligibility:** Developmental delay of developmental disability. Up to 65 years.

**Area Served:** ACT Region

## Therapy ACT - Southside

**Phone:** 02 6205 1277 **Fax:** 02 6205 1266

Cnr Blackwood Tce & Weingarth St, Holder ACT 2611

**Email:** therapyact@act.gov.au

**Web:** [www.dhcs.act.gov.au/therapyact](http://www.dhcs.act.gov.au/therapyact)

**Service Description:** Provides a range of multidisciplinary therapy and support services for people aged from 0 to 65 years, with delays in development and developmental disabilities. Therapy and support services are available including physiotherapy, occupational therapy, speech pathology, social work and psychology. Also located on the northside in Belconnen.

**Hours:** Mon-Fri 8:30am-5pm

**Contact:** 02 6205 1246

**Eligibility:** Developmental delay of developmental disability. Up to 65 years.

**Area Served:** ACT Region

## Toora House

**Phone:** 02 6247 2399 **Fax:** 02 6249 8523

**Email:** toorahouse@toora.org.au

**Web:** [www.toora.org.au](http://www.toora.org.au)

**Service Description:** Provides comfortable, safe and accessible residential accommodation for women in crisis, unaccompanied by children. Staffed 24 hours a day.

**Hours:** Daily, 24 hours

**Fees:** Fees Apply

**Eligibility:** From 16 years. Female Only.

**Area Served:** ACT Region

## Tresillian Family Care Centres

**Phone:** 1800 637 357 **Fax:** 02 9787 0880

**Email:** tresillian@email.cs.nsw.gov.au

**Web:** [www.tresillian.net](http://www.tresillian.net)

**Service Description:** Parent help line provides immediate advice for parents with children under the age of 5 years on any non medical parenting issues.

**Hours:** Daily, 24 hours

**Contact:** 02 9787 0855 (Administration)

**Area Served:** ACT Region

## Tuggeranong Aged Day Care

**Phone:** 02 6205 2709 **Fax:** 02 6205 2849

Cnr Pitman St & Anketell St, Greenway ACT 2900

**Mail to:** PO Box 11, Woden ACT 2606

**Web:** [www.health.act.gov.au/communityhealth](http://www.health.act.gov.au/communityhealth)

**Service Description:** Provides social and therapeutic activities for frail aged and dementia clients in a safe and friendly environment. Noon meal provided.

**Hours:** Mon, Tue, Thu & Fri 8.30am-4:30pm, Wed 8.30am-2pm

**Fees:** Fees Apply

**Area Served:** ACT Region



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## Tuggeranong Health Centre

**Phone:** 02 6207 9977 **Fax:** 02 6205 2611

Cnr Anketell St & Pitman St, Greenway ACT 2900

**Mail to:** GPO Box 825, Canberra ACT 2601

**Web:** [www.health.act.gov.au](http://www.health.act.gov.au)

**Service Description:** Offers a range of services including aged day care, child health medical officer, community nursing, dental clinic, immunisation, child health clinic, private medical practitioners, nurse practitioner, nutritionist, physiotherapy, podiatry, social worker, child speech pathologist, women's health service, private mental health counselling unit, diabetes educator, nutritionist and diabetes group classes.

**Hours:** Mon-Fri 8am-5pm

**Fees:** For some services

**Area Served:** ACT Region

## University of Canberra

### Psychology Clinic

**Phone:** 02 6201 5843 **Fax:** 02 6201 5666

Lvl B, Bld 12, Room 40, University of Canberra, Monana St, University Dr, Canberra ACT 2601

**Mail to:** Psychology Clinic, Faculty of Health, University of Canberra, Canberra ACT 2601

**Email:** [healthclinic@canberra.edu.au](mailto:healthclinic@canberra.edu.au)

**Web:** [www.canberra.edu.au/healthclinic/](http://www.canberra.edu.au/healthclinic/)

**Service Description:** A teaching, research and treatment centre. Offers professional, confidential clinical psychology services to the public. Assessment and treatment services for children, adolescents and adults with psychological problems including anxiety, depression, learning and behavioural difficulties, coping and stress. Operates group programs in children's anxiety - Cool Kids, positive bodies, and positive parenting.

**Hours:** Mon-Fri 9am-6pm

**Fees:** Fees Apply. Concessions available.

**Eligibility:** May not be a student from University of Canberra

**Area Served:** ACT Region

## Victims of Crime Assistance League ACT Inc

**Phone:** 02 6295 9600 **Fax:** 02 6295 9422

Vocal House, Cnr Iluka St & Kootara Cr, Narrabundah ACT 2604

**Mail to:** PO Box 2, Narrabundah ACT 2604

**Email:** [vocalact@gmail.com](mailto:vocalact@gmail.com)

**Web:** [www.vocalact.webs.com](http://www.vocalact.webs.com)

**Service Description:** Provides emotional support, court support, practical assistance, advocacy and free professional counselling. Accepts referral for victims of crime (not eligible for government services). Also offers free assistance with victims' impact statements and applications for financial assistance. **Eligibility:** Be a primary, secondary, tertiary or related victim of a crime (no time limit).

**Hours:** Mon-Thu 9am-5pm

**Area Served:** ACT; Queanbeyan

## Vietnam Veterans and Veterans Federation Australia - ACT Branch

**Phone:** 02 6255 1599 **Fax:** 02 6255 1577

9 Burkitt St, Page ACT 2614

**Email:** [vvfact@vvfact.org.au](mailto:vvfact@vvfact.org.au)

**Web:** [www.vvfact.org.au](http://www.vvfact.org.au)

**Service Description:** Lodges claims for veterans to the Department of Veterans Affairs. Crisis support officer on call daily 24 hours. Re-skilling and social activities, hospital visiting and a choir are part of the activities offered.

**Hours:** Mon-Fri 9am-3pm

**Fees:** Membership fees

**Eligibility:** Veterans of any conflicts, Peacekeepers and Defence Personnel. From 20 to 70 years.

**Area Served:** ACT Region

## Vista Vocational Services

**Phone:** 02 6205 1349 **Fax:** 02 6205 1293

41b David St, O'Connor ACT 2602

**Mail to:** PO Box 6216, O'Connor ACT 2602

**Email:** [admin@mifact.org.au](mailto:admin@mifact.org.au)

**Web:** [www.mifact.org.au](http://www.mifact.org.au)

**Service Description:** Provides information, support and vocational rehabilitation for people with a mental illness and their families.

**Hours:** Mon-Fri 8:30am-3:45pm

**Fees:** Membership Fees

**Area Served:** ACT Region

## Volunteering ACT

**Phone:** 02 6251 4060 **Fax:** 02 6251 4161

Canberra Labor Club Community Chambers, 55 Chandler St, Belconnen ACT 2617

**Mail to:** PO Box 48, Belconnen ACT 2616

**Email:** [volact@volunteeract.org.au](mailto:volact@volunteeract.org.au)

**Web:** [www.volunteeract.org.au](http://www.volunteeract.org.au)

**Service Description:** Represents the interests of volunteers and agencies that involve volunteers in the ACT and SE region of NSW. Provides training, information and consultation. Matches potential volunteers with appropriate agencies. Conducts research and recognises volunteer effort in the community. Promotes proper volunteer resourcing. Provides policy advice to government and works with stakeholders and government on issues relating to volunteer effort.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Membership Fees

**Area Served:** ACT; Queanbeyan

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## Walk-in Centre - ACT Health

Canberra Hospital, Yamba Dr entrance, Garran ACT 2605

**Email:** walkincentre@act.gov.au

**Service Description:** Free walk in clinic for one-off advice and treatment for people with minor illnesses and injury. Specialist nurses provide advice, assessment and treatment for minor injury or illnesses such as cuts and bruises, minor infections, strains, sprains, skin complaints, colds and coughs. No appointment necessary.

**Hours:** Daily, 7am-11pm

**Eligibility:** It is recommended that children under 2 years and people with complex or serious conditions should see their General Practitioner

**Area Served:** ACT

## Welfare Rights and Legal Centre

**Phone:** 02 6247 2177 **Fax:** 02 6257 4801

Havelock House, Gould St, Turner ACT 2612

**Mail to:** GPO Box 337, Civic Square ACT 2608

**Email:** wrlc@netspeed.com.au

**Web:** [www.welfarerightsact.org](http://www.welfarerightsact.org)

**Service Description:** Provides free legal advice, information and advocacy in private and public tenancy, Centrelink benefits and legal aid appeals for people on low incomes. Runs the night time one-off legal advice and referral service 6pm-8pm Tuesdays. Phone or drop in to the Centre at the Gould St side of Havelock House, Turner.

**Hours:** Mon, Tue, Thu, Fri 9:30am-1pm

**Contact:** 1800 445 665 (outside ACT)

**Area Served:** ACT; Queanbeyan

## Winnunga Nimmityjah Aboriginal Health Service

**Phone:** 02 6284 6222 **Fax:** 02 6284 6200

63 Boolimba Cr, Narrabundah ACT 2604

**Web:** [www.winnunga.org.au](http://www.winnunga.org.au)

**Service Description:** Provides a holistic health service for Aboriginal and Torres Strait Islander people incorporating counselling, advocacy, referral and support.

**Hours:** Mon-Fri 9am-5pm

**Fees:** For some services. Concessions Available.

**Area Served:** ACT; Queanbeyan

## WIREDD - Womens Information Resources and Education on Drugs and Dependency

**Phone:** 02 6248 8600 **Fax:** 02 6257 5257

Room 3, Gnd Fl, Griffin Centre, 20 Genge St, Canberra ACT 2601

**Email:** wiredd@toora.org.au

**Service Description:** A community based service that provides information, resources, counselling, groups, advocacy and outreach for women to minimise the harm associated with dependencies. Drop in access for women available on Monday, Thursday and Friday 11am-4pm and Tuesday 2pm-4pm.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Woden Community Service Inc

**Phone:** 02 6282 2644 **Fax:** 02 6285 1322

Woden Community Centre, 26 Corinna St, Woden ACT 2606

**Mail to:** PO Box 35, Woden ACT 2606

**Email:** wcsadmin@wcs.org.au

**Web:** [www.wcs.org.au](http://www.wcs.org.au)

**Service Description:** Provides a range of community services including childcare, transport services, disability programs and Youth Centre. Offers support for older people, families and individuals and provides general community assistance. Appointment required for some programs.

**Hours:** Mon-Fri 8am-5pm

**Area Served:** ACT Region

## Womens Centre for Health Matters Inc

**Phone:** 02 6290 2166 **Fax:** 02 6286 4742

Bld 1, Pearce Community Centre, Collett Pl, Pearce ACT 2607

**Mail to:** PO Box 385, Mawson ACT 2607

**Email:** admin@wchm.org.au

**Web:** [www.wchm.org.au](http://www.wchm.org.au)

**Service Description:** Not for profit incorporated association that works with women in the ACT and surrounding region, with a focus on women who experience disadvantage. Uses health promotion, community development, and capacity building to provide information and skills that empower women to enhance their own health and wellbeing. Undertakes research and advocacy to influence systems' change with the aim to improve women's health and wellbeing outcomes.

**Hours:** Mon-Fri 9am-5pm

**Area Served:** ACT Region

## Womens Legal Centre ACT & Region Inc

**Phone:** 02 6257 4499 **Fax:** 02 6247 0848

**Email:** coordinator@womenslegalact.org

**Web:** [www.womenslegalact.org](http://www.womenslegalact.org)

**Service Description:** Provides free, confidential telephone advice to women on legal issues. No drop-in service; appointments only. Researches law reform and runs community legal advice sessions.

**Hours:** Mon-Fri 9am-5pm (Administration), Mon-Fri 9:30am-12pm (Advice line)

**Contact:** 02 6257 4377 (Administration)

**Eligibility:** Female Only.

**Area Served:** ACT Region

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## Youth Activity Service/Family Liaison Service - Tuggeranong Youth Centre

**Phone:** 02 6293 2146 **Fax:** 02 6293 2126

Tuggeranong Youth Centre, Cnr Pitman St & Howell St, Greenway ACT 2900

**Mail to:** PO Box 1066, Tuggeranong ACT 2901

**Email:** youth@commsatwork.org

**Web:** [www.commsatwork.org](http://www.commsatwork.org)

**Service Description:** Provides a service for young people between 12 and 25 years and their families experiencing conflict. Drop-in Mondays to Fridays 3:30pm-7:30pm.

**Hours:** Mon-Fri 10am-5pm

**Eligibility:** From 12 to 25 years.

**Area Served:** ACT Region

## Youth and Wellbeing - CatholicCare

**Phone:** 02 6163 7600 **Fax:** 02 6163 7676

Blackfriars Bld, Australian Catholic University, 127 Phillip Av, Watson ACT 2602

**Mail to:** PO Box 3167, Manuka ACT 2603

**Email:** leah.klaus@catholiccare.cg.org.au

**Web:** [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au)

**Service Description:** A voluntary mental health support outreach program for 12 to 25 year olds, who need support in maintaining suitable housing and developing life skills, resilience and independence.

**Hours:** Mon-Fri 9am-5pm

**Eligibility:** Diagnosed and/or at risk of a mental health condition and/or other disability. From 12 to 25 years.

**Area Served:** ACT Region

## Youth Coalition of the ACT

**Phone:** 02 6247 3540 **Fax:** 02 6249 1675

46 Cliathus St, O'Connor ACT 2602

**Mail to:** PO Box 5232, Lyneham ACT 2602

**Email:** info@youthcoalition.net

**Web:** [www.youthcoalition.net](http://www.youthcoalition.net)

**Service Description:** Peak organisation for youth services. Provides information to youth services and advocacy and referral to young people on current and future directions on policy and planning in relation to government initiatives and funding. Appointment preferred.

**Hours:** Mon-Fri 9am-5pm

**Fees:** Membership Fees, Concessions Available.

**Area Served:** ACT Region

## Youth in the City

**Phone:** 02 6232 2444 **Fax:** 02 6232 2422

Cnr Scotts Csg & Cooyong St, Canberra ACT 2601

**Mail to:** PO Box 287, Civic Square ACT 2608

**Email:** youth@anglicarecg.org.au

**Web:** [www.anglicarecg.org.au](http://www.anglicarecg.org.au)

**Service Description:** Integrated youth service in the city that provides a range of youth specific programs, activities and support. Drop in space provides young people aged 12 to 25 with a safe place to seek assistance, catch up with friends, use the internet or participate in activities and daily programs such as art and craft or cooking. Has a new Kids Corner, a child friendly space full of toys, books and games for young parents to meet, hang out, use the internet and play with their children. Also develop and facilitate community programs with neighbouring agencies and services such as life skills programs, young parent groups, self esteem programs and development programs. Works closely with Bimberi to support young people through case management upon release.

**Hours:** Mon-Thu 1:30pm-6pm; Fri 1:30pm-9pm

**Area Served:** ACT Region

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