

Emergency Relief Organisations - Brisbane

Inner Brisbane/Citywide						
Name	Info	ER open	Services	Conditions	Areas covered	Other info
3rd Space	505 Brunswick St, Fortitude Valley 4005 Phone: 3254 1144 Email: info@3rdspace.org.au Office hours: Mon-Sun 8.30am-4pm		Emergency relief funding Meals Showers Lockers Clothes A postal address Day beds			
Brisbane Youth Service	42 McLachlan St, Fortitude Valley Phone: 3620 2400 Email: admin@brisyouth.org Office hours: Mon-Fri 9am – 4pm Closed Wed mornings for lunch	Mon-Fri 9am – 4pm Closed Wednesday mornings and for lunch	NO fuel vouchers Budget is over spent as of March 2019 so available funds are limited We are only funded until Dec 2019 – after this we have no guarantee of funding	Appointment preferred Available to young people 12 – 25 years that are homeless or at- risk of homelessness only Need to speak with a youth worker and complete an assessment to determine if BYS can contribute to the need.	Inner Brisbane/Inner North Brisbane	www.brisyouth.org
Communify	180 Jubilee Tce, Bardon 4065 Phone: 3510 2700 Email: BardonNC@communify.org.au Office hours: Mon 10.30am-12.30pm Thu 9.30am-11.30am				Inner Brisbane Brisbane West Brisbane North	
Hillsong Citycare	16 Rover Street, Mt Gravatt, 4122 Phone: 3422 8565 Email: citycare.brisbane@hillsong.com Office hours: Tue & Wed 10am – 1pm	Tue & Wed 10am – 1pm	Food parcels		All areas	

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Immigrant Women's Support Service	Phone: 3846 3490 Email: mail@iwss.org.au Office hours: Mon-Fri 9am-4pm		People in distress can contact the service via the phone number and a caseworker will conduct an interview to ascertain their circumstances and discuss referral services.	Predominantly women affected by domestic and/or sexual violence and those without access to income support		
Reach Out Community and Family Care	36 Baden Powell St, Everton Park Phone: 3355 7444 Email: info@mychurchbrisbane.com Office hours: Tue-Fri 9am-4pm, Sat 9am-12pm	Tue-Fri 9am-4pm Sat 9am-12pm.	We have food parcels, with a minimum spend on. Feeding 1 person is a minimum spend of \$15, feeding 2 or more is a minimum spend of \$30. The client chooses for themselves what they would like to eat and put it in their own parcels, no pricing on things, but handling fees depending on the item. The client can add to their parcel fruit and vegetables available on the day.	There are certain limits on particular items. Clients must bring in some form of photo ID	Any area	
St Vincent de Paul Helpline	Phone: 1800 846 643		People can receive food, clothing and other assistance on assessment.	Service is focused on assisting the homeless without a fixed address, or others unable to receive a home visitation		
The Salvation Army	Phone: 1300 371 288		People can contact the emergency relief team and be directed to the nearest SalvosConnect community centre, where they can pick up your pre-approved help package			

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Trinity Centre Pantry	141 Brookes St, Fortitude Valley 4006 Trinity Hall, Church Street Entrance Phone: 3852 1635 Email: admin@trinityvalley.org.au Office hours: Tue, Wed and Fri 9am-2pm, Thu 9am-5pm	Food Parcels: 12pm-3pm, Tue to Fri ER: Thu, 12pm-3pm	Food parcels (Tue to Fri) Telstra vouchers (when available) Limited financial assistance (Thu) for: Utility bills, including electricity, gas, water and phone Rent arrears PBS prescriptions	No appointment required. Please bring ID. A waiting period applies after assistance has been received before accessing the service again.	Any area	
Wesley Mission Queensland Brisbane Relief Hub	316 St Pauls Terrace, Fortitude Valley 4000 Phone: 1800 448 448 Email: contactus@wmq.org.au Office hours: Mon – Thu 9am-12pm and 12.45pm-3.30pm, Fri 9am-12pm and 12.45pm-3pm	Mon-Fri Wed 7.00pm Community meal	Food hampers (limit 3 per year) Script subsidy	Proof of low income, and photo ID	South East QLD	Social and Lifestyle groups including BBQs, Cooking Classes, Exercise classes, vintage events, and morning teas. Educational groups about budgeting, wellbeing, mental health and first aid
Northern Suburbs						
Name	Info	ER open	Services	Conditions	Areas covered	Other info
Anglicare	Phone (for appointments): 1300 114 397 Email: info@anglicaresq.org.au		Food and fuel vouchers	Requires booking an appointment to access services. Only able to book 2-3 appointments per week for each location.	Stafford	
Aspleycare	479 Robinson Road, Aspley 4018 Phone: 3862 7145 Email: aspleycare@gmail.com Office hours: Mon-Fri 10am- 1.30pm	Mon-Fri 10am-1.30pm	Food Parcels Fuel Vouchers Utility and Rent Bills Chemist Scripts Fares	Only from Service Area. Individual assistance is restricted to 5 times within 8-month period.	32 Northside Suburbs	

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Communify	180 Jubilee Tce, Bardon 4065 Phone: 3510 2700 Email: BardonNC@communify.org.au Office hours: Mon 10.30am-12.30pm, Thu 9.30am-11.30am				Inner Brisbane Brisbane West Brisbane North	
Nexus Care	151 Flockton Street, Everton Park 4053 Phone: 3353 7230 Email: info@nexuscare.com.au Office hours: Mon, Tues, Thurs 10am-4pm	Mon, Tues, Thu 10am-11:30am	ER Food Parcels	Appointment only for ER There are criteria required to make the appointment and documentation is required, so best to call the office to discuss and make the appointment. Anyone experiencing hardship may access the food parcels during our opening hours. No appointment is necessary.	Brisbane North Brisbane West	
Southern Suburbs						
Name	Info	ER open	Services	Conditions	Areas covered	Other info
Anglicare	Level 1, 2906 Logan Rd, Underwood 4119 Phone: 3340 9299 Email: info@anglicaresq.org.au Office Hours: Mon-Fri 9am – 5pm	Tue 9am	Food and fuel vouchers	Walk-in service for appointments. Doors open at 9am but people start lining up earlier. Can only offer appointments to the first few people to arrive.	Underwood	

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Acacia Ridge Community Centre (Belong)	21 Hanify Street Acacia Ridge 4110 Phone: 3277 4893 Email: ER@belong.org.au Office hours: 9am – 2pm	Give us a call and leave contact details ER officer will follow up for a pre-assessment and make an appointment	Rent Arrears Overdue Bill Food vouchers Fuel vouchers when it's available Food parcel Medication Public school supplies	Car rego, Rates, Council fee, fine, Credit card debt, Go card and A clients can access ER once in every three months.	4102-4123, 4151-4152, 4156, 4300-4301, 4303-4306,4310-4312,4340,4344,4071,4074-4078	-Training programs which allow more opportunity to get training and employment. -Access Counselling programs which provide free 6 sessions for health & wellbeing life style. -Food coop; join a membership and get groceries in cheaper price. Opens 9:30-11:30 Monday to Friday.
Citipoint Care	322 Wecker Road, Carindale 4152 Phone: 3343 8888 Email: mail@citipointchurch.com Office hours: Mon-Fri 8.30am-4.30 pm	Mon-Fri 8.30am-4.30pm	ER Christmas hampers	Needs \$10 and Centrelink/healthcare/pension card Only 3 times a year	South Brisbane area	Citipoint Care
Elorac Place Community Centre	11A Southampton Road, Ellen Grove, 4078 Phone: 3271 3592 Email: Elorac.reception@wmq.org.au Office hours: Mon-Fri 9am – 3.30pm	NO ER	Food Shed: 9.30am – 11.30am Wednesday. Cheap groceries. Eftpos only. Counselling: Thursday. Appointments required. Free. Coffee and chat to family caseworker: Wednesday 9am – 11am. Just turn up. Play group: 9am – 11am Wednesday. Free Bus shuttle to surrounding area: 9am – 3pm Wednesday and Thursday. Free Free use of computers, phone and printer to community. Kids Club: 3.30pm – 4.30pm Tuesday. Ages prep and up. Free fun.			

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Goodna Youth Services	11 William Street, Goodna Phone: 3818 1050 Email: servicemanager@goodnayouthservices.org.au Office hours: Mon-Fri 9-4pm NO DISABILITY ACCESS	Wednesday 8.30-12pm	Bakery items available Monday Friday 9-4pm, Food vouchers or Food parcels are offered through ER.	Current hard copy Centrelink statement. Proof of hardship ID	4300 & 4301	
Kingston East Neighbourhood Centre	177 Meakin Road, Kingston 4127 Phone: 3808 8582 Email: emergency.relief@keng.org.au Office hours: Tues & Wed 9am – 12pm	Tues & Wed 9am – 12pm	Food Vouchers, Food parcels, Rent (form 11 or 12), Gas, Electricity, Telstra Vouchers Refer clients to in-house support programs Refer clients to External Agencies if we are unable to help	Appointments only by ringing Thursday or Friday between 9am – 2pm for the following week	Tanah Merah, Loganlea, Slacks Creek, Kingston, Woodridge, Meadowbrook	
Kyabra Community Association Inc	Kyabra St, Runcorn & 75 Old Progress Road Richlands Phone: 3373 9499 Email: kyabra@kyabra.org Office hours: 8:30 – 4:30 pm Monday to Friday	Appointment based (no drop-ins)	Small amount of funding	Initial assessment made over the phone, information, support and referral if required or not eligible. Appointment for financial conversation. Outcomes are made by a committee each week.	Acacia ridge, Algester, Berrinba, Calamvale, Coopers Plains, Drewvale, Durack, Eight Miles Plains, Inala, Karawatha, Kuraby, Macgregor, Mackenzie, Mansfield, Mount Gravatt, Mount Gravatt East, Nathan, Parkinson, Robertson, Rochedale (not south), Runcorn, Salisbury, Stretton, Sunnybank, Sunnybank Hills, Upper Mount Gravatt, Wishart Inala Financial Resilience Program - Postcode 4077	Financial conversations, budgeting support, information about concessions and strategies for managing bills. NILS provider – no geographical boundary StepUp loans for eligible community members Referral to other Kyabra services, including playgroups and parenting support, homelessness and housing. Kyabra is an NDIS provider Funded Foster and Kinship Care service

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Lighthouse Care	13-19 Monte-Khoury Drive, Loganholme 4129 and 1/16 Central Court, Hillcrest 4118 Phone: 3806 0639 Email: admin@lighthousecare.org.au	Mon-Fri 9am-5pm Sat 9am-12pm Loganholme only	Food trolley \$25 Discounted supermarket items Second-hand shop	A referral is required. Please always call prior-when customer comes in we need ID If they have had assistance before, it might not be available again	Logan area	
Logan East Community Neighbourhood Association	53-57 Cinderella Drive, Springwood 4127 Phone: 07 3808 4529 Email: admin@lecna.org.au Lecna@lecna.org.au Office hours: Mon-Thurs 9am-4pm, Friday 9am-12pm	Mon-Wed 9am-10.30am	Due to high need can only promise food parcel. All other services need to be assessed by Emergency Relief practitioner.	Clients need to bring with them Photo identification Currently Centrelink statement Printed Arrive before 10.30am	Logan City	We can assist with bread Monday to Thursday before 11.30am when available.
MultiLink Community Services Inc.	38 Blackwood Road, Logan Central Phone: 07 3808 4463 (office number) 07 3412 7177 (ER telephone line) Email: reception@multilink.org.au Office hours: Mon-Fri 8.30am – 5.00pm	Tue & Thurs 10am – 3pm	Food parcel Telstra vouchers Overdue utility bills (partial payment) Food vouchers/petrol vouchers are sometimes available Support for items outside of this is at the approval of the Manager	Can only access ER once in a 6-month period Appointments for ER are made each week (not in advance) on Monday (for appointments on Tuesday) and Wednesday (for appointments on Thursday – if there is still availability for the week). Once appointments are booked for the week the ER phone line doesn't allow for messages to be left.	Logan Area only	MultiLink Community Services is a government funded Neighbourhood Centre specialising in working with Culturally & Linguistically Diverse and mainstream community members in Logan and surrounds. We support clients with Employment & Training (funded Skilling Queenslanders for Work programs) also including Computer Classes and Job Hub, Aged Care, Disability Support (NDIS registered provider), Settlement, Financial Wellbeing, Community Support and NAYS Reconnect.

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Mt Gravatt Community Centre	1693 Logan Road, Mount Gravatt Phone: (07) 3343 9833 Email: janene@mgcci.org.au Office hours: Mon-Fri 9am – 1pm Phone Support: Mon-Fri 9am – 4pm		Food parcels <ul style="list-style-type: none"> • Can provide one food parcel every six weeks • Additional food parcels can be purchased Referrals for financial assistance to other local services Fuel and Telstra vouchers	Access based on assessment	Annerley, Algester, Annerley, Archerfield, Carina, Calamvale, Carindale, Cooper Plains, Coorparoo, Eight Mile Plains, Greenslopes, Holland Park/West, Mansfield, Moorooka, Pallara, Parkinson, Rocklea Salisbury, Stretton Sunnybank/Hills, Tarragindi, Willawong, Upper/Mount, Gravatt/East, Wishart	
Sherwood Neighbourhood Centre	38 Thallon Street, Sherwood Phone: 3379 6963 Email: community@sherwoodnc.org Office hours: Mon-Thu 9am – 4pm	Wednesday 9.30am-12pm	Food/fuel vouchers Food parcels Clothing vouchers for thrift shop Telstra vouchers Limited medication payment support (must be purchased at our local chemist) Referrals	Appointment only Must present ID, Centrelink card & sight copies of bills Can only attend once per 3 months.	Chapel Hill, Chelmer, Corinda, Fig Tree pocket, Graceville, Indooroopilly, Jamboree Heights, Jindalee, Kenmore, Kenmore Hills, Middle Park, Moggill, Mount Ommaney, Oxley, Riverhills, Seventeen Mile Rocks, Sinnamon Park, Sherwood, Westlake, Summer Park	Funding for vouchers is limited and runs out December 2019. Food parcels will still be available.

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St Hugh's Careforce	105 Poinsettia Street, Inala 4077 Phone: 3372 8117 Email: sthugh@bigpond.com	Tues 9am-11.30am	Food (will give out if office is open) Financial Assistance NO Food Vouchers We pay one Elect, Rego, phone, rent a year	Food 3 months See again 6 months from when seen To bring Centrelink income statement and information with bills	Inala, Darra, Durack, Forest Lake, Ellen Grove Will see people from other areas	We are funded by State Money Federal through Anglicare Food donated by our Anglican parishes and private donations.
The Helping Hand	Mt Gravatt DELIVERY 0402 042 771	Food parcels	Call for delivery		South-east	
Vietnamese Community in Australia	2709 Ipswich Rd, Darra Phone: 3375 6036 or 3375 5700 Email: Officemanager@vcaqld.org.au Office hours: Mon-Fri 10am-4pm	Mon-Fri 10am-4pm	Through appointment and sometimes walk-ins Can only assist each person every 3-4 months After attending our neighbourhood centre 4 times in a row, we ask that they attend budgeting course	Inala, Darra, Oxley, Mt Ommaney, Forest Lake, Doolandella, Springfield, Springfield Lakes, Durack, Gails, Sumner, Collingwood Park, Richlands, Jindalee, Camira, Redbank, Redbank Plains, Riverhills, Riverview, Bellbird Park, Goodna, Wacol, Sinnamon Park	We have a small amount of brokerage under Community Connect Program, which is running until June 2019 to help clients with complex needs We run free activities throughout the whole year	
Village Avenue Community Church	1 The Village Avenue, Coopers Plains 4108 Phone: 3219 6700 Email: peter@villageave.org.au Office hours: Mon-Fri 9am – 4pm Disability access	Mon-Fri 9am – 4pm	Food Parcels Clothing vouchers for Uniting Church thrift shop Telstra vouchers limited medication payment support (must be purchased at our local chemist), limited fuel/Go card assistance	Must present ID, Centrelink card & sight copies of bills (can sight electronically on a phone / device). Agencies please provide letter of referral for clients. Customers should be able to provide ID and evidence (bills/receipts) of why they are unable to provide for themselves. Emergency relief only – not ongoing.	Acacia Ridge, Annerley, Archerfield, Coopers Plains, Calamvale, Eight Mile Plains, Macgregor, Moorooka, Nathan, Robertson, Rocklea, Runcorn, Salisbury, Stretton, Sunnybank, Sunnybank Hills, Tarragindi, Willawong, Yeronga, Yeerongpilly	Stop 56 on Orange Grove Rd Short walk to Coopers Plains train station If coming on foot / public transport we recommend bringing a wheeled grocery trolley, suitcase or pram if possible to carry food – 2 boxes and 1 large grocery bag usually given depending on availability.

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Eastern Suburbs						
Name	Info	ER open	Services	Conditions	Areas covered	Other info
Anglicare	Phone (for appointments): 1300 114 397 Email: info@anglicaresq.org.au		Food and fuel vouchers	Requires booking an appointment to access services. Only able to book 2-3 appointments per week for each location.	Cleveland	
Good Shepherd Emergency Relief	77 Charlotte Street, Wynnum 4178 Phone: 3209 1466 Email: hello@lutherservices.org.au	Mon 9am-11.30pm	Food Prescriptions (PBS only) Telstra/travel vouchers (based on availability) Referrals to other services	For people living in the Bayside suburbs who are unable to meet the essential needs of their families	Bayside suburbs	
Redland Community Centre	238 Bay Terrace, Wynnum 4178 Phone: 3245 2117 Email: info@redlandcommunitycentre.org	Tue 9:30am - 2:30pm	Food parcels (packaged & fresh) Hygiene packs (feminine, toiletries) New Home Starter packs Homeless packs Bill payment (gas, electricity, phone) Pharmacy Crisis Counselling	Need to provide ID that shows that you are a resident within the covered areas	Redlands, Bay Islands, Wynnum/Manly	
Western Suburbs						
Name	Info	ER open	Services	Conditions	Areas covered	Other info
Anglicare	144 Brisbane Rd, Booval QLD 4304 Phone: 1300 610 610 Email: info@anglicaresq.org.au Office Hours: Mon-Fri 8.30am – 5pm	Fri 9am	Food and fuel vouchers	Walk-in service for appointments. Doors open at 9am but people start lining up earlier. Can only offer appointments to the first few people to arrive.	Booval	

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Acacia Ridge Community Centre (Belong)	21 Hanify Street, Acacia Ridge 4110 Phone: 3277 4893 Email: ER@belong.org.au Office hours: Mon-Fri 9am – 2pm	Give us a call and leave contact details ER officer will follow up for a pre-assessment and make an appointment	Rent Arrears Overdue Bill Food vouchers Fuel vouchers when it's available Food parcel Medication Public school supplies.	Car rego, Rates, Council fee, fine, Credit card debt, Go card and A clients can access ER once in every three months.	4102-4123, 4151-4152, 4156, 4300-4301, 4303-4306,4310-4312,4340,4344,4071,4074-4078	-Training programs which allow more opportunity to get training and employment. -Access Counselling programs which provide free 6 sessions for health & wellbeing life style. -Food coop; join a membership and get groceries in cheaper price. Opens 9:30-11:30 Monday to Friday.
Communify	180 Jubilee Tce, Bardon 4065 Phone: 3510 2700 Email: BardonNC@communify.org.au Office hours: Mon 10.30am-12.30pm, Thu 9.30am-11.30am		Assistance with bills food vouchers Telstra vouchers. Fresh food.		Inner Brisbane Brisbane West Brisbane North	
Ipswich Assist	20 Limestone St, Ipswich 4305 Phone: 34131070 Email: office@ipswichassist.org.au Office hours: Mon 9am-4pm, Tue – 9am-3pm	Tuesday 9am-3pm Call on Monday between 9am-3pm for an appointment	Food hampers Bills up to a maximum of \$50 Fuel vouchers for \$25 Prescription voucher for prescriptions on the PBS \$25 maximum at our specific pharmacy Second-hand clothing voucher for \$15 at our specific Op-Shop.	Appointment only Can only attend once per 3 months. Interviewer will assess which ER assistance will be given dependent on the interview and our current availabilities. Centrelink statement if available. A copy of the bill or relevant documents.		We are a Christian not for profit organisation that is there for people when hard times hit. We realise that this can happen at any time though sickness, loss of employment, relationship breakdown, loss of earning capacity, mental health issues and many other things. Ipswich Assist will be there to give help, hope and support at these times. We share the love of Christ in our city through practical care for those who need it most

Emergency Relief Organisations - Brisbane

Ipswich Housing & Support Services Inc	14 South Station Road, Booval Phone: 3816 1435 Email: admin@ihssi.org.au Office hours: Mon-Fri 9am-4pm	Mon-Fri 9am-4pm	NO ER Information, advocacy and referral only Frozen meals only when available.	Please call for an appointment. Please call prior to pick up. Please bring own bags.	Any	
Leichhardt-One Mile Community Centre	1-17 Denman Street, Leichhardt 4305 Phone: 3812 1270 Email: centresupport@lmginc.org.au Office hours: Mon-Thur 9am - 4pm, Fri 9am - 2pm	Wednesday Call on Tuesday 9-10am for appt.	Non-perishable Food Hamper	Must supply current income statement or bank statement	Ipswich only	
Nexus Care	151 Flockton Street, Everton Park 4053 Phone: 3353 7230 Email: info@nexuscare.com.au Office hours: Mon, Tues, Thurs 10am-4pm	Mon, Tues, Thu 10am-11:30am	ER Food Parcels	Appointment only for ER There are criteria required to make the appointment and documentation is required, so best to call the office to discuss and make the appointment. Anyone experiencing hardship may access the food parcels during our opening hours. No appointment is necessary.	Brisbane North Brisbane West	

Emergency Relief Organisations - Brisbane

Sherwood Neighbourhood Centre	38 Thallon Street, Sherwood Phone: 3379 6963 Email: community@sherwoodnc.org Office hours: Mon-Thu 9am – 4pm	Wednesday 9.30am-12pm	Food/fuel vouchers Food parcels Clothing vouchers for thrift shop Telstra vouchers Limited medication payment support (must be purchased at our local chemist) Referrals	Appointment only Must present ID, Centrelink card & sight copies of bills Can only attend once per 3 months.	Chapel Hill, Chelmer, Corinda, Fig Tree pocket, Graceville, Indooroopilly, Jamboree Heights, Jindalee, Kenmore, Kenmore Hills, Middle Park, Moggill, Mount Ommaney, Oxley, Riverhills, Seventeen Mile Rocks, Sinnamon Park, Sherwood, Westlake, Summer Park	Funding for vouchers is limited and runs out December 2019. Food parcels will still be available.
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