



Community Resource & Support Directory

CONNECTING PEOPLE ACROSS THE
QUEANBEYAN-PALERANG REGION

Crisis numbers

Call 000 immediately if you or someone you know is in a life-threatening emergency.

24 HOUR CRISIS COUNSELLING/SUPPORT SERVICES

- **Lifeline: 13 11 14**
- **beyondblue 1300 22 4636**
- **Mental Health Line: 1800 011 511**
- **Mensline Australia: 1300 789 978**
- **Kids Help Line: 1800 551 800**
- **1800 RESPECT: 1800 737 732**
- **NSW Rape Crisis Centre: 1800 424 017**
- **Suicide Call Back Service: 1300 659 467 (6 free sessions of telephone counselling)**

Ref: 0.1

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Introduction to the Community Resource & Support Directory

Welcome to the Community Resource & Support Directory, a community guide created to connect individuals, families, and service providers within the Queanbeyan-Palerang region and surrounding areas to essential resources. This directory aims to support and empower those seeking assistance by providing clear, up-to-date information on services across a wide range of categories, including health, housing, education, legal aid, food assistance, mental health, and cultural support.

Purpose and Scope

This directory serves as a first-stop resource for individuals and families navigating life's challenges, offering pathways to support for those experiencing financial hardship, food insecurity, housing difficulties, and more. Each entry within this directory is produced to be straightforward and accessible, with the goal of simplifying the process of finding assistance. Whether you are seeking mental health support, legal advice, or youth services, this directory has been compiled to make locating help as easy as possible.

Who Can Benefit

This resource is designed for all people within the community, including individuals, families, caregivers, community workers, and social service providers. It offers valuable information for those who may be facing urgent crises, as well as individuals looking for ongoing support. Local organisations and community professionals can also use this directory as a reference tool to connect their clients with a range of services.

Edits or Additions

If you notice an omission to this document or information that requires updating, please complete the form and the QPRC Community Team will make changes during the next review stage: <https://qprc.snapforms.com.au/form/community-resource-support-directory-listing>

How to Use This Directory

Each section is organised by service type, with detailed entries that include service descriptions, contact information, operating hours, and additional notes where relevant. You can navigate the directory by browsing the categories that best match your needs or by looking up specific organisations. Feel comfortable reaching out to these organisations as they are here to support you.

While Council has made every effort to ensure the details in this directory are up to date, providers may change their resources and support offerings. Council cannot guarantee the accuracy of the information in this directory.

Aboriginal and Torres Strait Islander Services

Munjuwa Health, Housing & Community Aboriginal Corporation

Community service, housing and health cooperative for First Nations people. Doctor, midwife, diabetic health nurse and sexual health nurse services.

- **Phone:** (02) 6297 1672
 - **Hours:** Wednesdays 9.15am until all seen, usually around 12pm
 - **Website:**
https://www.mycommunitydirectory.com.au/New_South_Wales/Queanbeyan-Palerang/Aboriginal_Services/General_Aboriginal_Services/10765/150317/Munjuwa_Health_Housing_Community_Aboriginal_Corporation
 - **Service Fees:** No
 - **Address:**
 - 28 Rutledge St, Queanbeyan NSW 2620
 - **Service Area:** Queanbeyan
-

13YARN

Provides 24/7 free, confidential crisis support for Aboriginal and Torres Strait Islander peoples across Australia, offering a culturally safe environment without judgment.

- **Phone:** 13 92 76
 - **Hours:** 24/7
 - **Email:** enquiries@13yarn.org.au
 - **Website:** www.13yarn.org.au
 - **Service Fees:** No
 - **Service Area:** National
-

Aboriginal Legal Service (NSW/ACT)

Offers free legal assistance to Aboriginal and Torres Strait Islander individuals in NSW and the ACT, including services for criminal law representation, family law advice, and care and protection support.

- **Phone:**
 - All ALS Services: 1800 765 767
 - Criminal Law: (02) 6120 8800
 - Family Violence Prevention Unit: (02) 6120 8850
 - Care and Protection/Family Law: 1800 765 767
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:**
 - General: info@alsnswact.org.au
 - Criminal Law: canberra@alsnswact.org.au
 - Family Violence Prevention Unit: fvpu.act@alsnswact.org.au
 - Care and Protection/Family Law: als-care-act@alsnswact.org.au
 - **Website:** www.alsnswact.org.au
 - **Address:**
 - Physical: 17-21 University Ave, Canberra, ACT 2601
 - Postal: PO Box 434, Canberra, ACT 2601
 - **Service Fees:** No
 - **Service Area:** National
-

Legal Aid Family Law Service for Aboriginal Communities

This service supports Aboriginal and Torres Strait Islander individuals with family law, care, and protection matters, providing culturally appropriate legal assistance to help navigate the legal system effectively.

- **Phone:** (02) 9407 2941
 - **Operating Hours:** Monday to Friday, 9am-5pm
 - **Website:** <https://www.legalaid.nsw.gov.au/my-problem-is-about/my-right-as-a/aboriginal-or-torres-strait-islander/family-law-service-for-aboriginal-communities>
 - **Service Fees:** No
 - **Service Area:** NSW
-

The Nguru Program

Provides culturally appropriate counselling for Aboriginal and Torres Strait Islander community members who have experienced sexual assault, along with support for their families.

- **Phone:**
 - Crisis Phone Line: (02) 6247 2525
 - Crisis Text Line: 0488 586 518
 - **Hours:** Monday to Sunday 7am-11pm; 24-hour support via police reporting
 - **Email:** nguru@rapecrisis.org.au
 - **Website:** www.crc.org.au/the-nguru-program
 - **Address:**
 - Postal: PO Box 3805, Weston Creek, ACT 2611
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Winnunga Nimmitjiah Aboriginal Health and Community Services (WNAHCS)

Provides culturally appropriate healthcare services for Aboriginal and Torres Strait Islander communities, including general medical, dental, mental health, alcohol and drug support, chronic disease management, and maternal, child, and men's health programs.

- **Phone:**
 - General: 1800 110 290
 - Alternative: (02) 6284 6222
- **Hours:**
 - Nursing Services: Monday to Friday 9am-5 pm
 - Medical Services: Monday to Friday 9am-5pm
- **Email:** reception@winnunga.org.au
- **Website:** www.winnunga.org.au
- **Address:**
 - Physical: 63 Boolimba Crescent, Narrabundah, ACT 2604
- **Service Fees:** No
- **Service Area:** ACT & surrounding areas

Addiction Support

Australian Injecting & Illicit Drug Users League

Peak organisation representing individuals who use illicit drugs, focused on harm reduction, hepatitis C programs, and policy advocacy.

- **Phone:**
 - Main Line: (02) 5110 3018
 - Alternative: 1800 692 485
 - **Hours:** Monday to Friday 9 am-5 pm
 - **Email:** info@aivl.org.au
 - **Website:** www.aivl.org.au
 - **Address:**
 - Physical: A1/35-39 Bourke Road, Alexandria, NSW 2015
 - **Service Fees:** No
 - **Service Area:** National
-

CAHMA (Canberra Alliance for Harm Minimisation and Advocacy)

Provides services and programs to support the health and human rights of people who use drugs and drug treatment services.

- **Phone:** (02) 6253 3643
 - **Hours:** Monday to Friday 10am-4pm
 - **Email:** info@cahma.org.au
 - **Website:** www.cahma.org.au
 - **Address:**
 - Physical: Level 1, Belconnen Churches Centre, Cnr Cohen St & Benjamin Way, Belconnen, ACT 2617
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Canberra Recovery Services

Provides residential rehabilitation and community-based programs for adults with substance use or gambling issues. Services include individual case planning, group support, career training, and social activities to support long-term recovery.

- **Phone:**
 - (02) 6295 1256
 - (02) 6239 0163
 - **Hours:** Monday to Friday 9am-5pm; after hours available
 - **Email:** crs@salvationarmy.org.au
 - **Website:** www.salvationarmy.org.au/locations/australian-capital-territory/rcah/canberra-recovery-services-aod-canberra
 - **Address:**
 - Physical: 5-13 Mildura St, Fyshwick, ACT, 2609
 - Postal: Post Office Box 4181, Kingston, ACT, 2604
 - **Service Fees:** 80% of Centrelink benefit or agreed amount if not on Centrelink
 - **Service Area:** ACT & surrounding areas
-

Directions Health Services

A not-for-profit organisation providing a range of free, integrated services and programs for individuals, family members, and friends impacted by alcohol, tobacco, other drug use, mental health, and other complex health issues in the ACT and regional NSW.

- **Phone:** (02) 6132 4800
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** reception@directionshealth.com
 - **Website:** www.directionshealth.com
 - **Address:**
 - Physical: Level 6, Cosmopolitan Centre, Woden Square, Woden ACT 2606
 - Postal: PO Box 538, Woden ACT 2606
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Drug and Alcohol Treatment Services Queanbeyan (The Kilard Centre)

Offers assessment, counselling, education groups, community outreach, and access to specialised alcohol and drug services for people aged 18 and over.

- **Phone:**
 - Main Line: (02) 6150 7820
 - Intake Line: 1800 809 423
 - **Hours:** Monday to Friday 8:30am-5pm
 - **Address:**
 - Physical: 103 Crawford St, Queanbeyan, NSW 2620
 - Postal: PO Box 1845, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

Family Drug Support

Provides up-to-date information on all aspects of alcohol and drug use for the families of people who use substances.

- **Phone:** 1300 368 186
 - **Hours:** 24/7
 - **Website:** www.fds.org.au
 - **Address:**
 - Postal: PO Box 7363, Leura NSW 2780
 - **Service Fees:** No
 - **Service Area:** National
-

GambleAware

Provides confidential support, counselling, and information for individuals affected by gambling.

- **Phone:** 1800 858 858
 - **Hours:** 24/7
 - **Email:** GambleAware@MissionAustralia.com.au
 - **Website:** www.gambleaware.nsw.gov.au
 - **Service Fees:** No
 - **Service Area:** NSW
-

Karralika Programs Inc

Provides a range of alcohol and drug rehabilitation programs, including residential and community-based services.

- **Phone:**
 - (02) 6185 1300
 - 1800 152 772 (1800 1 KARRA)
 - **Hours:** Monday to Friday 9am-5pm; 24/7 for residential centres
 - **Email:** info@karralika.org.au
 - **Website:** www.karralika.org.au
 - **Address:**
 - Physical: Ground Floor, 2 Napier Close, Deakin ACT 2600
 - Postal: PO Box 2230, Tuggeranong ACT 2901
 - **Service Fees:** Fees apply; some services may be subsidised
 - **Service Area:** ACT & surrounding areas
-

Lesley's Place

A short-stay 12-week program offering support to women at the beginning of their recovery who have completed a substance withdrawal. Children welcome.

- **Phone:**
 - (02) 6241 7233
 - Toora direct contact: (02) 6122 7000
 - **Hours:** Monday to Friday 9am-5pm; 24/7 for residential centres
 - **Email:**
 - lesleys@toora.org.au
 - Toora Direct Intake: intake@toora.org.au
 - **Website:** www.toora.org.au/our-services/alcohol-addiction-canberra/residential-health-treatment-programs
 - **Service Fees:** Fees apply
 - **Service Area:** ACT & surrounding areas
-

Marzenna House

Offers medium-term accommodation for women (with or without children) who have maintained abstinence from alcohol and other drugs and are actively engaged in recovery strategies.

- **Phone:**
 - (02) 6241 7233
 - Toora direct contact: (02) 6122 7000
 - **Hours:** Monday to Friday 9am-5pm; 24/7 for residential centres
 - **Email:** Toora Direct Intake: intake@toora.org.au
 - **Website:** www.toora.org.au/our-services/alcohol-addiction-canberra/residential-health-treatment-programs
 - **Service Fees:** Fees apply
 - **Service Area:** ACT & surrounding areas
-

National Alcohol and Other Drug Hotline

ADIS counsellors are trained to assist individuals concerned about their own or others' alcohol and drug use.

- **Phone:** 1800 809 423
 - **Hours:** 24/7
 - **Website:** www.health.gov.au/our-work/drug-help
 - **Service Fees:** No
 - **Service Area:** National
-

Queanbeyan AOD Hub

Provides free, confidential support for individuals at risk of harm from alcohol and other drugs, including counselling, case management, mental health and AOD support, peer and cultural support, and wellbeing groups.

- **Phone:** (02) 6298 2900
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** queanbeyan@gph.org.au
 - **Website:** www.gph.org.au/queanbeyan-alcohol-and-other-drugs-aod-hub
 - **Address:**
 - Physical: 34 Lowe Street, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

Toora Alcohol and Other Drugs Services

Provides free support for women who are pre-, during, and post-withdrawal. Offers information, education, advocacy, referral, and practical and emotional support, with residential and outreach services available.

- **Phone:** (02) 6122 7027
- **Hours:** Monday to Friday 8:30am-5pm
- **Email:** intake@toora.org.au
- **Website:** www.toora.org.au
- **Address:**
 - Physical: Western Community Hub, Hilder Street, Weston Creek ACT 2611
- **Service Fees:** Fees apply
- **Service Area:** ACT & surrounding areas

Children's Services and Early Learning

Bluebird Early Education Benedict House

Provides early childhood education and care services for children aged 6 weeks to 6 years, focusing on a holistic approach to learning and development.

- **Phone:** (02) 5112 2557
 - **Hours:** Monday to Friday 6:30am-6:30pm
 - **Email:** enquiries@oxanda.com.au
 - **Website:** www.bluebirdelc.com/queanbeyan
 - **Address:** 39 Isabella St, Queanbeyan, NSW 2620
 - **Service Fees:** Contact directly for fee information
 - **Service Area:** Queanbeyan & surrounding areas
-

Bungendore Preschool

Bungendore Preschool is a non-profit Community Preschool run by a dedicated parent committee.

- **Phone:** (02) 6297 3755
 - **Hours:** Monday to Friday 8:30am-3:30pm (NSW school term)
 - **Email:** admin@bungendorepreschool.com.au
 - **Website:** www.bungendorepreschool.com.au
 - **Address:** 7-9 McKeahnie Street, Queanbeyan, NSW 2620
 - **Service Fees:** Contact directly for fee information
 - **Service Area:** Queanbeyan & surrounding areas
-

Busy Bees on Furlong Road

Offers early learning and childcare services for children aged birth to 5 years, focusing on providing high-quality education and care in a safe and nurturing environment.

- **Phone:**
 - Enrolment Enquiries: 1300 851 331
 - Current Families: 02 6284 2022
 - **Hours:** Monday to Friday 7am-6pm
 - **Website:** www.busybees.edu.au/locations/queanbeyan
 - **Address:** Corner Dawes Street & Furlong Road, Queanbeyan, NSW 2620
 - **Service Fees:** Contact directly for fee information
 - **Service Area:** Queanbeyan & surrounding areas
-

Campbell Page Queanbeyan

Helping Hands Program - Offers a range of free Targeted Earlier Intervention funded supported playgroups, parenting support groups and some advocacy and support to families with young children (0-6 yrs) living in the Queanbeyan-Palerang Local Government Area. The program also coordinates the Children's Interagency Meeting which meets 6 times a year and both coordinates and participates with other services in providing community events.

Young Mothers Pathways Project – Supports young mothers under 30 years, working alongside as they identify clear goals (eg in areas of work, study, relationship support, childcare, driving licence etc.) and linking to the services and supports to work towards meeting these goals with the aim being to achieve a sustainable financially independent future.

- **Phone:**
 - 0417 154 583 - Alison Coster Helping Hands Queanbeyan
 - 0427 415 917 - Alesha Tua'koi – Young Mothers Pathways Project
 - 1300 139 920 – Central Number
 - **Hours:** Normal business hours (staff are part time, but will respond to calls or emails ASAP)
 - **Email:**
 - Helping Hands Queanbeyan - Alison.Coster@campbellpage.org.au
 - Young Mothers Pathway Project - Alesha.tuakoi@campbellpage.org.au
 - **Website:** <https://campbellpage.com.au/>
 - **Address:** 21 Brigalow St, Karabar NSW 2620
 - **Service Fees:** Nil. All groups and programs running in Queanbeyan area are free.
 - **Service Area:**
 - Helping Hands Program – Queanbeyan Local Government Area.
 - Young Mothers Pathways Project offers service within ACT and Queanbeyan
-

EACH - NDIS Early Childhood Approach

The early childhood approach service helps families with children aged 0 - 8 by providing assistance, advice, and access to support within the local community.

- **Phone:** 1300 003 224
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** info@each.com.au
 - **Website:** www.each.com.au/service/early-childhood-early-intervention
 - **Address:**
 - Physical: 1/57 Eyre Street, Kingston, ACT 2604
 - **Service Fees:** No fee to eligible clients
 - **Service Area:** ACT & surrounding areas
-

Kindy Patch Queanbeyan

Offers early childhood education and care services for children aged 6 weeks to 6 years, with programs designed to support individual learning and development.

- **Phone:** 1800 517 052
 - **Hours:** Monday to Friday 7am-6pm
 - **Email:** queanbeyan@kindypatch.com.au
 - **Website:** www.kindypatch.com.au/our-centres/childcare-queanbeyan
 - **Address:** 275 Crawford St, Queanbeyan NSW 2620
 - **Service Fees:** Contact directly for fee information
 - **Service Area:** Queanbeyan & surrounding areas
-

Kin Early Learning Centre

Provides early childhood education and care for children aged 6 weeks to 6 years, focusing on encouraging a passion for learning in a supportive environment.

- **Phone:** (02) 6299 5464
 - **Hours:** Monday to Friday 7:30am-6pm
 - **Email:** info@kinelc.com.au
 - **Website:** www.kinelc.com.au
 - **Address:** 35 Uriarra Rd, Queanbeyan NSW 2620
 - **Service Fees:** Contact directly for fee information
 - **Service Area:** Queanbeyan & surrounding areas
-

Montessori Academy Queanbeyan

Offers Montessori early childhood education programs for children aged 0 to 6 years, emphasising self-directed learning and individual development.

- **Phone:** 1300 000 162
 - **Hours:** Monday to Friday 7:30am-6pm
 - **Email:** queanbeyan@montessoriacademy.com.au
 - **Website:** www.montessoriacademy.com.au/childcare-centres/nsw/queanbeyan
 - **Address:** 57 Tharwa Road, Queanbeyan West, NSW 2620
 - **Service Fees:** Contact directly for fee information
 - **Service Area:** Queanbeyan & surrounding areas
-

Queanbeyan Childcare Centre

Provides quality early childhood education and care for children aged 6 weeks to 6 years, with a focus on creating a nurturing and stimulating environment.

- **Phone:** (02) 6238 1423
 - **Hours:** Monday to Friday 7am-6pm
 - **Email:** director@queanbeyanchildcare.com.au
 - **Website:** www.queanbeyanchildcare.com.au/contact
 - **Address:** 64 Turallo Terrace, Bungendore NSW 2621
 - **Service Fees:** Contact directly for fee information
 - **Service Area:** Bungendore & surrounding areas
-

Queanbeyan & District Preschool Association (QDPA)

Operates multiple preschools offering early childhood education for children aged 3 to 5 years, focusing on play-based learning in a community setting.

- **Phone:** (02) 6297 1640
 - **Hours:** Monday to Friday 9am-3pm
 - **Email:** admin@qdpa.com.au
 - **Website:** www.qdpa.com.au
 - **Preschool Locations:**
 - Harris Park Preschool
 - **Phone:** (02) 6297 1689
 - **Email:** harrispark@qdpa.com.au
 - **Address:** 61 Lowe Street, Queanbeyan NSW, 2620
 - Karabar Preschool
 - **Phone:** (02) 6297 5111
 - **Email:** karabar@qdpa.com.au
 - **Address:** 191 Cooma Street, Karabar, NSW 2620
 - Mura Preschool
 - **Phone:** (02) 6297 1640
 - **Email:** mura@qdpa.com.au
 - **Address:** 181 Cooma Street, Karabar, NSW 2620
 - Waratah Preschool
 - **Phone:** (02) 6297 3850
 - **Email:** waratah@qdpa.com.au
 - **Address:** 27 Alanbar Street, Karabar, NSW 2620
 - **Service Fees:** Contact directly for fee information
 - **Service Area:** Queanbeyan & surrounding areas
-

Treehouse Queanbeyan Inc

Supports children with developmental delays or disabilities up to the end of primary school.

- **Phone:** (02) 6299 7271
- **Hours:** Monday to Friday 9am-5pm
- **Email:** info@treehouse.org.au
- **Website:** www.treehouse.org.au
- **Address:**
 - Physical: 1 Thorpe Ave, Queanbeyan NSW 2620
 - Postal: PO Box 1570, Queanbeyan NSW 2620
- **Service Fees:** Yes (NDIS Registered)
- **Service Area:** Queanbeyan & surrounding areas

Disability and Accessibility Services

CTEC Ltd Employment Service - Queanbeyan

A disability employment service offering supported employment, training, education, and advocacy. Programs include Transition to Work and support for employers to integrate people with disabilities.

- **Phone:**
 - (02) 6297 3737
 - 1800 258 182
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** queanbeyan@octec.org.au
 - **Website:** www.octec.org.au
 - **Address:**
 - Physical: Shop 3-5, 251 Crawford St, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

National Disability Abuse and Neglect Hotline

A free, confidential service for reporting abuse or neglect of people with disabilities. Open to anyone, including individuals, families, carers, and the public. Offers information, referrals, and support.

- **Phone:** 1800 880 052
 - **Hours:** Monday to Friday 9am-7pm
 - **Email:** hotline@workfocus.com
 - **Service Fees:** No
 - **Service Area:** National
-

National Disability Advocacy Program

Provides advocacy support for people with disabilities facing complex challenges, helping to protect their rights and support their participation in the community.

- **Phone:** 1800 643 787
 - **Hours:** Monday to Friday 8am-8pm
 - **Email:** DisabilityGateway@benevolent.org.au
 - **Website:** www.disabilitygateway.gov.au
 - **Service Fees:** No
 - **Service Area:** National
-

ORS Fyshwick

Provides comprehensive services for individuals with disabilities and injuries, including allied health and workplace rehabilitation.

- **Phone:** 1800 000 677
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** ors@orsgroup.com.au
 - **Website:** www.orsgroup.com.au
 - **Address:** Suite 5, 7-9 Geelong St, Fyshwick, ACT 2609
 - **Service Fees:** No fee to eligible clients
 - **Service Area:** ACT & surrounding areas
-

Richmond Fellowship ACT

Supports individuals with mental illness or psychosocial disabilities through residential programs, NDIS support coordination, peer mentoring, and recovery coaching.

- **Phone:** (02) 6279 4900
 - **Hours:** Monday to Friday 8am-6pm
 - **Email:**
 - General: info@rfact.org.au
 - Additional: katrina@rfact.org.au
 - **Website:** www.rfact.org.au
 - **Address:**
 - Physical: 360 Fairbairn Ave, Pialligo, ACT 2609
 - Postal: PO Box 1304, Fyshwick, ACT 2609
 - **Service Fees:** NDIS Provider
 - **Service Area:** ACT & surrounding areas
-

The Personnel Group - Queanbeyan

Assists individuals with a disability, injury, or mental health condition to find long-term sustainable employment.

- **Phone:**
 - (02) 6221 3448
 - 1300 874 000
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** hello@personnelgroup.com.au
 - **Website:** www.personnelgroup.com.au
 - **Address:** Shop 109B, Level 1 Riverside Plaza, 131 Monaro Street, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

The Social Connectors Queanbeyan/ACT

The Social Connectors is a therapy service based in the Queanbeyan/ACT region comprising of an Occupational Therapist, Speech Pathologist and Specialist Educators.

- **Phone:** 0402 699 906
- **Hours:** Various, check website
- **Email:** info@thesocialconnectors.com.au
- **Website:** <https://www.thesocialconnectors.com.au/>
- **Address:** 54 Monaro St Queanbeyan NSW 2620

Employment Support

Max Employment Queanbeyan

Specialising in Employment Services, Max Employment assists job seekers under government contracts, providing training, health promotion, and support for ages 17-65.

- **Phone:** 1800 603 503
 - **Hours:** Monday to Friday 8:30am-5pm
 - **Email:** info@maxsolutions.com.au
 - **Website:** www.maxsolutions.com.au
 - **Address:** 274 Crawford Street, Queanbeyan, NSW 2620
 - **Service Fees:** No fees for job seekers
 - **Service Area:** Queanbeyan & surrounding areas
-

OCTEC LIMITED Transition to Work - Queanbeyan

Provides intensive pre-employment support for young people aged 15-24 who are not in employment or education to improve work readiness and help with job placements.

- **Phone:**
 - (02) 6297 3737
 - 1800 258 182
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** ttw@octec.org.au
 - **Website:** octec.org.au
 - **Address:** Shop 3-5, 251 Crawford St, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

Salvation Army Employment Plus - Queanbeyan

Employment Plus provides job placement services, assisting individuals with finding meaningful employment. Services are offered through a network of locations nationwide.

- **Phone:**
 - (02) 6132 8500
 - 13 61 23
- **Hours:** Monday to Friday 8:30am-5pm
- **Website:** www.employmentplus.com.au
- **Address:** 226A Crawford Street, Queanbeyan, NSW 2620
- **Service Fees:** No fees for job seekers
- **Service Area:** Queanbeyan and surrounding regions

Family, Domestic, and Sexual Violence Support

1800 RESPECT

The National Sexual Assault Domestic Family Violence Counselling Service providing confidential online and telephone counselling, information, and referral service available 24/7.

- **Phone:**
 - Call: 1800 737 732
 - Text: 0458 737 732
 - **Hours:** 24/7
 - **Website:** www.1800respect.org.au
 - **Service Fees:** No
 - **Service Area:** National
-

Canberra Rape Crisis Centre

Available for any woman, child, young person, or man who has experienced any form of sexual abuse, including recent or past assaults.

- **Phone:**
 - Crisis Phone Line: (02) 6247 2525
 - Crisis Text Line: 0488 586 518
 - **Hours:** Monday to Sunday 7am-11pm; 24-hour support via police reporting
 - **Email:**
 - Crisis: crisis@crcc.org.au
 - General: crcc@crcc.org.au
 - **Website:** www.crcc.org.au
 - **Address:** Postal: PO Box 3805, Weston Creek, ACT 2611
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Domestic Violence Crisis Service

Provides emergency and long-term support, advice, and resources for those affected by domestic and family violence in the ACT. Services are available to children, young people, and adults.

- **Phone:** (02) 6280 0900
 - **Hours:** 24/7
 - **Email:** crisis@dvcs.org.au
 - **Website:** www.dvcs.org.au
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Family Advocacy and Support Services (FASS) - ACT

A free service providing legal and social support for families affected by family violence involved in family law matters.

- **Phone:** (02) 6243 3431
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** civil@legalaidact.org.au
 - **Website:** www.legalaidact.org.au/what-we-do/dv-unit
 - **Address:** 2 Allsop St, Canberra, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-

Full Stop Australia: NSW Sexual Violence Helpline

Provides 24-hour telephone and online crisis counselling for anyone in NSW who has experienced or is at risk of sexual violence, family or domestic violence, and their non-offending supporters.

- **Phone:** 1800 424 017
 - **Hours:** 24/7
 - **Website:** www.fullstop.org.au
 - **Service Fees:** No
 - **Service Area:** NSW
-

Legal Aid ACT's Family Violence and Personal Protection Unit

Provides free legal support for individuals in the ACT who have safety concerns, with domestic and family violence lawyers available at the ACT Magistrates Court every weekday.

- **Phone:**
 - Main Line: (02) 6207 1874
 - Advice Line: 1300 654 314
 - **Hours:** Monday to Friday 9am-4pm (Walk-in only; no appointments)
 - **Email:** DV@legalaidact.org.au
 - **Website:** www.legalaidact.org.au/what-we-do/dv-unit
 - **Address:** Ground Floor, ACT Magistrates Court, 4 Knowls Pl, Canberra 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-

Louisa Domestic Violence Service

A Specialist Homelessness Service providing support to women, men, and children experiencing domestic and family violence. Offers refuge accommodation (up to 3 months) for women and children only, and transitional housing (12-18 months) for all individuals escaping violence.

- **Phone:** (02) 6299 4799
 - **Hours:** Monday to Friday 9am-5pm; 24/7 for residential centres
 - **Email:** louisa@molonglo.net.au
 - **Website:** www.molonglo.net.au/louisa-domestic-violence-service
 - **Service Fees:** Fees apply
 - **Service Area:** Queanbeyan & surrounding areas
-

Monaro-Hume Women's Domestic Violence Court Advocacy Service

Supports women and children who have experienced or are experiencing domestic violence, assisting with legal protection and ADVO applications in NSW local courts.

- **Phone:** (02) 6299 3835
 - **Hours:** Monday to Friday 8am-4pm
 - **Email:** wvcas@molonglo.net.au
 - **Website:** www.molonglo.net.au/womens-domestic-violence-advocacy-court-service
 - **Address:**
 - Physical: 274 Crawford St, Queanbeyan, NSW 2620
 - Postal: PO Box 1230, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Monaro-Hume Region
-

Queanbeyan Sexual Assault Service

Offers confidential counselling and support services to individuals who have experienced sexual assault, including guidance on medical, legal, and police services, as well as therapeutic counselling for non-offending family members and friends.

- **Phone:**
 - (02) 6298 9233
 - After Hours: (02) 6150 7000
 - **Hours:** Mon to Fri 8:30am-5pm
 - **Website:** www.snswhd.health.nsw.gov.au/our-services/sexual-assault-services
 - **Address:**
 - Physical: Queanbeyan Hospital, Cnr Erin & Collette Streets, Queanbeyan, NSW 2620
 - Postal: PO Box 729, Queanbeyan, NSW 2620
 - **Service Fees:** None with Medicare card
 - **Service Area:** NSW
-

SAMSSA (Service Assisting Male Survivors of Sexual Assault)

A support service for male survivors of sexual assault, aged 16 and over, including their supporters. Services include telephone and face-to-face counselling, advocacy, referrals, group support, and community education. *Male offenders are not eligible.

- **Phone:**
 - Crisis Phone Line: (02) 6247 2525
 - Crisis Text Line: 0488 586 518
 - Business Phone Line: (02) 6287 3618
 - **Hours:** Phone support from 7am-11pm; 24-hour support via police reporting; Business Line Monday to Friday 9am-5pm
 - **Email:** samssa@crcc.org.au
 - **Website:** www.samssa.org.au
 - **Address:** Postal: PO Box 3805, Weston Creek, ACT 2611
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Toora Domestic Violence and Homelessness Services

Supports women with complex issues including domestic violence, homelessness, drug use, and mental health problems.

- **Phone:** (02) 6122 7000
 - **Hours:** Monday to Friday 8:30am-5pm
 - **Email:** tooraadmin@toora.org.au
 - **Website:** www.toora.org.au
 - **Address:** Western Community Hub, Hilder Street, Weston Creek, ACT 2611
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

The Nguru Program

Provides culturally appropriate counselling for Aboriginal and Torres Strait Islander community members who have experienced sexual assault, along with support for their families.

- **Phone:**
 - Crisis Phone Line: (02) 6247 2525
 - Crisis Text Line: 0488 586 518
- **Hours:** Monday to Sunday 7am-11pm; 24-hour support via police reporting;

- **Email:** nguru@rapecrisis.org.au
- **Website:** www.crcc.org.au/the-nguru-program
- **Address:** Postal: PO Box 3805, Weston Creek, ACT 2611
- **Service Fees:** No
- **Service Area:** ACT & surrounding areas

Financial Counselling and Assistance

Care Inc

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.

- **Phone:**
 - Financial Counselling: 1800 007 007
 - No Interest Loans: (02) 6257 1788
 - Consumer Law: (02) 6143 0044
 - Gambling: 1800 858 858
- **Hours:** Monday to Friday 9am-5pm
- **Email:**
 - Financial Counselling: admin@carefcs.org
 - No Interest Loans: loans@carefcs.org
 - Consumer Law: clc.admin@carefcs.org
- **Website:** www.carefcs.org/financial-counselling
- **Address:** Ground floor, 19-23 Moore Street, Turner 2612
- **Service Fees:** No
- **Service Area:** ACT & surrounding areas

Moneycare Counselling Service Salvation Army

Free, confidential financial counselling for individuals facing financial issues. Services include budgeting, debt recovery, and bankruptcy advice.

- **Phone:**
 - 0435 963 472
 - Intake: 1800 722 363
- **Hours:** Monday to Friday 9:30am-4pm (Intake 9am-5pm)
- **Email:** moneycare@salvationarmy.org.au
- **Website:** www.salvationarmy.org.au/need-help/financial-assistance/financial-counselling
- **Address:** 226A Crawford Street, Queanbeyan, NSW 2620
- **Service Fees:** No
- **Service Area:** Queanbeyan & surrounding areas

Food Assistance

Please also see organisations offered under General Welfare and Support Services

Anglicare Food Fair

Offers affordable groceries to individuals and families experiencing hardship. Memberships are available with a small sign-up fee, and applicants must have a Centrelink card, a Health Care Card, or a proven low income.

- **Phone:** (02) 6232 9272
 - **Hours:** Tuesday to Friday 10:30am-4pm
 - **Website:** www.anglicare.com.au/services/housing-crisis-support/emergency-food-relief
 - **Address:** 170 Crawford Street, Queanbeyan, NSW 2620
 - **Service Fees:** Membership fee applies; groceries priced per kilogram
 - **Service Area:** Queanbeyan & surrounding areas
-

Meals on Wheels Queanbeyan Inc

Provides home-delivered meals five days a week, offering nutritional support and social contact for older adults, people with disabilities, and carers.

- **Phone:** (02) 6299 3000
- **Hours:** Monday, Wednesday, Thursday, Friday 9am-2pm
- **Email:** admin@mealsonwheelsqueanbeyan.org.au
- **Website:** www.mealsonwheelsqueanbeyan.org.au
- **Address:** Suite 2, 30 Lowe Street, Queanbeyan, NSW 2620
- **Service Fees:** HACCC Assessment
- **Service Area:** Queanbeyan & surrounding areas

General Welfare and Support Services

Blue Door (Ainslie Village)

Blue Door, located within Ainslie Village, provides support such as clothing, bedding, furniture, hygiene supplies, life skills training, and advocacy.

- **Phone:** (02) 6234 7391
 - **Hours:** Monday to Friday 8am - 1:30pm (hot meal served daily at 12pm)
 - **Email:** bluedoor@vinnies-cg.org.au
 - **Website:** www.vinnies.org.au/act-surrounds/find-help/food-housing-clothing-act-surrounds/blue-door-drop-in-centre
 - **Address:** 23 Quick St, Campbell, ACT 2621
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Braidwood Life Centre

Provides information, referrals, advocacy, and emergency relief, including food supplies and vouchers, fuel, gas, and firewood. Offers outreach support and activities to foster community connection.

- **Phone:** 0437 989 993
 - **Hours:** Varies, check website
 - **Email:** mariabakas@gmail.com
 - **Website:** braidwoodlifecentre.org.au
 - **Address:**
 - Physical: 1 Keder Street, Braidwood, NSW 2622
 - Postal: PO Box 405, Braidwood, NSW 2622
 - **Service Fees:** No
 - **Service Area:** Braidwood & surrounding areas
-

Early Morning Centre (EMC)

Offers a free, hot nutritious breakfast five days a week. Provides essential services such as showers, lockers, internet access, healthcare services, and accommodation support.

- **Phone:** (02) 6247 5041
 - **Hours:**
 - Breakfast: Monday to Friday 7:30am-8:30am
 - Community Hub: Monday to Friday 9am – 2pm
 - Community Hub: Saturday to Sunday 9am-1pm
 - **Email:** emcadmin@canberracityuca.org.au
 - **Website:** www.emc.org.au
 - **Address:**
 - Physical: 69 Northbourne Avenue, Canberra City, ACT 2600
 - Postal: GPO Box 1526, Canberra City, ACT 2601
 - **Service Area:** ACT & surrounding areas
-

Marymead CatholicCare Canberra & Goulburn

Support services and counselling provided for personal issues, marriage, and families. Mediation services available. Also offers disability services and family support, youth and mental health services, aged care services, and homelessness services including outreach.

- **Phone:** (02) 6162 6100
 - **Hours:** Monday to Friday: 9am-5pm
 - **Email:** enquiries@mccg.cg.org.au
 - **Website:** www.mccg.org.au
 - **Address:** 51 Cooyong Street, Braddon, ACT 2612
 - **Service Fees:** No
 - **Service Area:** ACT, Queanbeyan & surrounding areas
-

St Benedict's Community Centre

A not-for-profit in Queanbeyan providing essential support to individuals experiencing homelessness or hardship. Services include housing assistance, meals, advocacy, and practical support.

- **Phone:**
 - (02) 6297 5331
 - Urgent Needs: 0430 274 162
 - **Hours:**
 - Food: Monday, Tuesday, Wednesday, Friday 10am-1pm
 - Support by appointment: Monday to Friday 9am-5pm
 - **Email:** coordinator@stbenedictsqbn.onmicrosoft.com
 - **Website:** stbenedictsqbn3
 - **Address:** 21 Brigalow St, Karabar, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

St Vincent de Paul Society Canberra/Goulburn

Vinnies supports people experiencing disadvantage in the ACT and surrounding regions. Services include crisis support, youth programs, residential homelessness services, disability services, drug and alcohol services, and various other support programs.

- **Phone:** 13 18 12
 - **Hours:** Monday to Friday 9am - 3pm
 - **Website:** vinnies.org.au/act-surrounds
 - **Service Area:** ACT, Queanbeyan & surrounding areas
-

The Salvation Army

Offers the Community Connect program every Thursday from 12pm to 3pm. This program provides a welcoming space for community members to access social support and essential services, including the distribution of food hampers. In addition to the Community Connect program, the Corps operates a **Salvos Store** at 203 Crawford Street, Queanbeyan, NSW 2620.

- **Phone:** (02) 6299 1138
 - **Hours:** Varies, check website
 - **Email:** roadhouse@vinnies.org.au
 - **Website:** www.salvationarmy.org.au
 - **Address:**
 - Physical: 8-10 Morisset St, Queanbeyan, NSW 2620
 - Postal: PO Box 738, Queanbeyan, NSW 2620
 - **Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

Vinnies Night Patrol

Operates 364 nights of the year, providing light refreshments, blankets, sleeping bags and hygiene items like soap and body wash, dental care products, sunscreen and shaving items. Swags can be arranged upon request, under the condition of one per person.

- **Phone:** 13 18 12
 - **Hours and Locations:**
 - **Run 1:**
 - 7:00pm Dickson Library, Dickson Place Carpark
 - 8:00pm Veteran's Park, Corner of Bunda and Mort Street
 - **Run 2:**
 - 7:00pm Old Queanbeyan Visitor's Information Centre, Corner of Lowe Street and Farrer Place
 - 8:00pm Canberra Centre/Illumincube, Ainslie Avenue
 - **Run 3 (Wednesdays):**
 - 7:00pm Communities at Work, 47 Ernest Cavanagh St, Gungahlin
 - 8:00pm Gungahlin Library, Corner of Hibberson & Gozzard Streets, Gungahlin
 - **Website:** www.vinnies.org.au/act-surrounds/find-help/food-housing-clothing-act-surrounds/night-patrol
 - **Fees:** No
 - **Service Area:** ACT & Queanbeyan
-

Vinnies Roadhouse

Provides a food engagement program from the Griffin Centre in Civic, offering a hot evening meal, material aid, support, and referral. Open to people experiencing or at risk of homelessness and social isolation.

- **Phone:** (02) 6234 7600
 - **Hours:** Varies, check website
 - **Email:** roadhouse@vinnies.org.au
 - **Website:** www.vinnies.org.au/act-surrounds/find-help/food-housing-clothing-act-surrounds/vinnies-roadhouse
 - **Address:** Ground Floor, Griffin Centre, 20 Genge Street, Canberra, ACT 2601
 - **Fees:** No
 - **Service Area:** ACT & surrounding areas
-

YWCA Canberra

Delivers over 28 programs across 20 ACT locations, including community services, housing, youth services, children's services, advocacy training, and women's leadership programs.

- **Phone:** (02) 6185 2020
- **Hours:** Monday to Friday 9am-5pm
- **Email:** canberra@ywca-canberra.org.au
- **Website:** www.ywca-canberra.org.au
- **Address:**
 - Physical: Level 2, 71 Northbourne Avenue, Canberra City, ACT 2601
 - Postal: GPO Box 767, Canberra, ACT 2601
- **Fees:** May apply to some services
- **Service Area:** ACT & surrounding areas

Government Services

Queanbeyan-Palerang Regional Council

Local government services for the Queanbeyan-Palerang region, handling inquiries and community needs.

- **Phone:** 1300 735 025
 - **Hours:** Monday to Friday 8:30am-4:30pm
 - **Email:** council@qprc.nsw.gov.au
 - **Website:** www.qprc.nsw.gov.au
 - **Address:**
 - Physical:
 - Queanbeyan: 257 Crawford St, Queanbeyan, NSW 2620
 - Bungendore: 13 Gibraltar St, Bungendore, NSW 2621
 - Braidwood: 144 Wallace St, Braidwood, NSW 2622
 - Postal: PO Box 90, Queanbeyan, NSW 2620
 - **Fees:** May apply to some services
 - **Service Area:** Queanbeyan-Palerang LGA
-

Revenue NSW

Handles revenue collection, grants, and debt recovery. Offers income-based payment plans.

- **Phone:**
 - General: 1300 138 118
 - Direct: (02) 7808 6940
 - **Hours:** Monday to Friday 7am-7pm
 - **Website:** www.revenue.nsw.gov.au
 - **Address:** Postal: GPO Box 4042, Sydney, NSW 2001
 - **Fees:** May apply to some services
 - **Service Area:** NSW
-

Services Australia - Queanbeyan Service Centre

Provides government services including Medicare, Centrelink, and NDIS support, available online, by phone, or in person.

- **Phone:** 13 24 68
 - **Hours:** Monday to Friday 8:30am-4:30pm
 - **Website:** www.servicesaustralia.gov.au
 - **Address:**
 - Physical: 183 Crawford Street, Queanbeyan, NSW 2620
 - **Fees:** May apply to some services
 - **Service Area:** National
-

Service NSW - Queanbeyan Service Centre

Provides information and assistance for consumer issues, motor vehicles, home building, tenancy, and property.

- **Phone:** 13 77 88
- **Hours:**
 - Monday to Friday 9am-5pm
 - Saturday 8:30am-12pm
- **Email:** info@service.nsw.gov.au
- **Website:** www.service.nsw.gov.au
- **Address:**

- Physical: Corner of Aurora Avenue and Aurora Place, Queanbeyan East, NSW 2620
- Postal: Service NSW, GPO Box 7057, Sydney, NSW 2001
- **Fees:** May apply to some services
- **Service Area:** NSW

Health Services

ACT Department of Health

Provides health information, resources, and services across the ACT. Offers support for hospital, ambulance, and community health needs, alongside publications for health professionals and the general public.

- **Phone:** (02) 5124 4444
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** healthfeedback@act.gov.au
 - **Website:** www.health.act.gov.au
 - **Address:**
 - Physical: 2-6 Bowes St, Phillip, ACT 2606
 - Postal: GPO Box 825, Canberra City, ACT 2601
 - **Service Fees:** May apply to some services
 - **Service Area:** ACT & surrounding areas
-

Braidwood Multipurpose Service

A small, regional public hospital with aged care services, and a drug and alcohol unit. Other services include community health, counselling services, women's health, dietician, specialists, speech therapy, and nursing home care.

- **Phone:** (02) 4842 9000
 - **Hours:**
 - Accident and Emergency: 24/7
 - Admin: Monday to Friday 9am-5pm
 - **Website:** www.nsw.gov.au/departments-and-agencies/nsw-health/service-directory/braidwood-multipurpose-service#toc-contact
 - **Address:**
 - Physical: 73 Monkitee Street, Braidwood, NSW 2622
 - **Service Fees:** Free for Medicare, some additional charges may apply
 - **Service Area:** Southern Highlands HACC
-

Chat to PAT

PAT (Pathways to Assistance and Treatment) provides an array of support including medical, nursing, counselling, and mental health services. All services are completely confidential.

- **Phone:** (02) 6132 4800
 - **Hours:** Varies, check website
 - **Website:** www.directionshealth.com/chat-to-pat
 - **Address:** Mobile service, various locations
 - **Service Fees:** No
 - **Service Area:** ACT & Queanbeyan
-

Eating Disorders Clinical Hub (Canberra Health Services)

A centralised referral system streamlining access to public care for individuals with eating disorders. The Hub connects people to appropriate treatment, offers support and advice, and provides training for health professionals working in this area.

- **Phone:** (02) 5124 4326
 - **Hours:** Monday to Friday 8am-5pm
 - **Email:** chs.edch@act.gov.au
 - **Website:** www.canberrahealthservices.act.gov.au/services-and-clinics/services/eating-disorders-clinical-hub
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Meridian

Meridian is Canberra's leading community controlled LGBTIQ+ organisation taking action to prevent HIV, improve the health and wellbeing of people impacted by HIV, and create safe and inclusive communities.

- **Phone:** (02) 6257 2855
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** contact@meridianact.org.au
 - **Website:** www.meridianact.org.au
 - **Address:** Havelock House, 85 Northbourne Avenue, Turner ACT 2612
 - **Service Fees:** Services may be subsidised depending on eligibility
 - **Service Area:** ACT
-

Queanbeyan Hospital and Health Service

Hospital and health service with 24-hour accident and emergency services. It is a 29-bed facility with an 8-chair day surgery and a renal service unit. Community and comprehensive mental health services are co-located on site.

- **Phone:**
 - (02) 6150 7000
 - 1800 999 880
 - **Hours:**
 - Accident and Emergency: 24/7
 - Free call: Monday to Friday 8:30am-4:30pm
 - **Email:** SNSWLHD-CommunityIntake@health.nsw.gov.au
 - **Website:** www.snswlhd.health.nsw.gov.au/our-facilities/queanbeyan-hospital-and-health-service
 - **Address:**
 - Physical: 107 Collett Erin Streets, Queanbeyan, NSW 2620
 - Postal: PO Box 729, Queanbeyan, NSW 2620
 - **Service Fees:** Free for Medicare, some additional charges may apply
 - **Service Area:** Queanbeyan & surrounding areas
-

Southern NSW Local Health District

Manages healthcare services in Southern NSW, including hospitals, mental health, and drug and alcohol services. Works to connect the local community with essential health services and address public health concerns.

- **Phone:** 1800 662 167
- **Hours:** Monday to Friday 9am-5pm
- **Email:** SNSWLHD-ConsumerFeedback@health.nsw.gov.au
- **Website:** www.snswlhd.health.nsw.gov.au

- **Address:** Postal: PO Box 1845, Queanbeyan, NSW 2620
- **Service Fees:** No
- **Service Area:** Southern NSW

Housing and Homelessness Support

Argyle Community Housing - ACT

Provides, manages, and secures social and affordable housing for people on low to moderate incomes who would otherwise struggle to find accommodation across regional NSW and the ACT.

- **Phone:**
 - 1300 274 953
 - Direct: (02) 6162 6800
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** ainslievillage@argylehousing.com.au
 - **Website:** www.argylehousing.com.au
 - **Address:** Ainslie Village, 23 Quick Street, Campbell, ACT 2612
 - **Service Fees:** 25-30% of income for rent
 - **Service Area:** ACT, Queanbeyan & surrounding areas
-

Argyle Community Housing - Queanbeyan

Provides, manages, and secures social and affordable housing for people on low to moderate incomes across regional NSW and the ACT.

- **Phone:** 1300 274 953
 - **Hours:** Monday 9am-5pm (By appointment only)
 - **Email:** csshorth@argylehousing.com.au
 - **Website:** www.argylehousing.com.au
 - **Address:**
 - Physical: The Queanbeyan Hive, 16 Isabella Street, Queanbeyan, NSW 2620
 - Postal: PO Box 502, Queanbeyan, NSW 2620
 - **Service Fees:** 25-30% of income for rent
 - **Service Area:** ACT, Queanbeyan & surrounding areas
-

Housing NSW - Queanbeyan Office

Provides affordable housing and support services for low-income individuals, including housing assessment, property allocation, tenancy management, and financial assistance.

- **Phone:** (02) 6229 7600
 - **Hours:** Monday to Friday 9am-5pm
 - **Website:** www.facs.nsw.gov.au/housing
 - **Address:** Queanbeyan Government Service Centre, 11 Farrer Pl, Queanbeyan NSW 2620
-

Karabar Housing Co-operative

A local housing co-op offering affordable rental housing for low-income families in Queanbeyan.

- **Phone:** 0429 206 632
- **Hours:**
 - Monday, Tuesday 9:30am-2:30pm
 - Wednesday, Thursday 9:30am-5pm
- **Email:** karabarhousing@gmail.com
- **Website:** www.karabarhousing.org

- **Address:** 284 Crawford St, Queanbeyan, NSW 2620
 - **Service Fees:** Yes
 - **Service Area:** Queanbeyan
-

Link2home

A 24/7 statewide service providing information, assessment, and referrals for homelessness support and accommodation across NSW.

- **Phone:**
 - General: 1800 152 152
 - Aboriginal and Torres Strait Islander service: 1300 468 746 (Monday to Friday 8:30am-4:30pm)
 - **Hours:**
 - General: 24/7
 - Aboriginal and Torres Strait Islander service: Monday to Friday 8:30am-4:30pm
 - **Service Fees:** No
 - **Service Area:** NSW
-

Link2Home Veterans and Ex-Service

A dedicated support line for veterans and ex-service members experiencing homelessness or housing instability in NSW.

- **Phone:** 1800 326 989
 - **Hours:** 24/7
 - **Service Fees:** No
 - **Service Area:** NSW
-

One Link Homeless Services ACT

Provides information and connections for support services in the ACT, including services for families, young people, and those at risk of homelessness.

- **Phone:** 1800 176 468
 - **Hours:**
 - Monday to Friday 8am-6pm
 - Saturday to Sunday 12:30pm-5pm
 - **Email:** info@onelink.org.au
 - **Website:** www.onelink.org.au
 - **Address:** Housing ACT Central Access Point, Nature Conservation House, Cnr Emu Bank & Benjamin Way, Belconnen, ACT 2617
 - **Service Fees:** No
 - **Service Area:** ACT
-

South West NSW Tenants Advice Service - VERTO (SWTAS)

Free confidential telephone advice, advice and representation at the NSW Civil and Administrative Tribunal (for eligible tenants), and referrals to other community services to assist with related issues.

- **Phone:** 1300 483 786
- **Hours:**
 - Monday to Friday 8:30am-7pm
- **Email:** tenancy@verto.org.au
- **Website:** www.tenants.org.au/taas/SWTAS
- **Address:** 562 Macauley St, Albury, NSW, 2640

- **Service Fees:** No
 - **Service Area:** Southwest NSW
-

Tenancy Advice Service ACT (Division of Legal Aid ACT)

Provides legal support to tenants on their rights and responsibilities under the Residential Tenancies Act, offering advice, education, and support.

- **Phone:** 1300 402 512
 - **Hours:**
 - Monday to Thursday 8:30am-7pm
 - Friday 8:30am-5pm
 - **Email:** TAS@legalaidact.org.au
 - **Website:** www.legalaidact.org.au/tasact
 - **Address:** 2 Allsop Street, Canberra City, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-

Your Place Housing Support Service

A specialist homelessness service run in collaboration with Barnardos, supporting individuals at risk of homelessness or facing housing difficulties.

- **Phone:** (02) 6297 5827
 - **Hours:**
 - Monday, Wednesday, Thursday, Friday 9am-5pm
 - Tuesday 12pm-5pm
 - **Email:** yourplacehss@molonglo.net.au
 - **Website:** www.molonglo.net.au/your-place-housing-support
 - **Address:**
 - Physical: Suite 104, Level 1 Riverside Plaza, Queanbeyan, NSW 2620
 - Postal: PO Box 1230, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

Youth Housing Support Service (YHSS)

Provides outreach to young people aged 15-25 who are homeless or at risk of homelessness in the ACT, offering case management, support, and advocacy.

- **Phone:**
 - Referrals via OneLink: 1800 176 468
 - Office: (02) 6163 7600
- **Hours:**
 - OneLink: Monday to Friday 8am-6pm; Saturday to Sunday 12:30pm-5pm
 - Office: Monday to Friday 8am-6pm
- **Email:** yhss@mccg.org.au
- **Website:** www.mccg.org.au/services/youth-housing-support-service
- **Address:**
 - Physical: 57 Hicks St, Red Hill, ACT 2603
 - Postal: PO Box 3167, Manuka, ACT 2603
- **Service Fees:** No
- **Service Area:** ACT Only

YWCA Canberra Housing

Provides information and referral, supported transitional accommodation, and outreach services to families with children or pregnant women who are homeless or at risk of homelessness.

- **Phone:** (02) 6185 2020
- **Hours:** Monday to Friday 9am-5pm
- **Email:** housing@ywca-canberra.org.au
- **Website:** www.ywca-canberra.org.au/housing
- **Address:**
 - Physical: Level 2, 71 Northbourne Avenue, Canberra City, ACT 2601
 - Postal: GPO Box 767, Canberra, ACT 2601
- **Service Fees:** Some services may have fees
- **Service Area:** ACT & surrounding areas

Legal Aid and Advocacy

ACT Civil & Administrative Tribunal (ACAT)

Provides an affordable way to resolve disputes involving tenancy, civil claims, guardianship, mental health, and discrimination. Offers mediation and reviews government decisions.

- **Phone:** (02) 6207 1740
- **Hours:** Monday to Friday 9am-4:30pm
- **Email:** tribunal@act.gov.au
- **Website:** www.acat.act.gov.au
- **Address:**
 - Physical: Allara House, 15 Constitution Avenue, Canberra City ACT
 - Postal: GPO Box 370, Canberra ACT 2601
- **Service Fees:** Some services may have fees
- **Service Area:** ACT

ACT Human Rights Commission

Provides support for people facing discrimination or human rights issues by handling complaints, offering mediation, and advocating for fair treatment.

- **Phone:**
 - (02) 6205 2222
 - Victims Support contact number: 1800 822 272
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** human.rights@act.gov.au
 - **Website:** www.hrc.act.gov.au
 - **Address:**
 - Physical: Allara House, 56 Allara Street, Canberra, ACT 2601
 - Postal: GPO Box 158, Canberra, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-

ACT Ombudsman

Oversees complaints about ACT government agencies, promotes public transparency, and reviews Freedom of Information requests. Also manages public interest disclosures and ensures proper use of legislative powers by ACT Policing and other bodies.

- **Phone:**
 - (02) 5117 3650
 - Indigenous Line: 1800 060 789
 - **Hours:** Monday, Tuesday, Thursday, Friday 10am-4pm; Wednesday 10am-2pm
 - **Website:** www.ombudsman.act.gov.au
 - **Address:**
 - Physical: Level 5, 14 Childers Street, Canberra City, ACT 2601
 - Postal: GPO Box 442, Canberra, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-

ACT Pro Bono Clearing House

Helps individuals who cannot afford legal advice and do not qualify for other legal assistance programs. Supported by the ACT Law Society, legal profession, and Community Legal Centres.

- **Phone:** (02) 6274 0300
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** pbch@actlawsociety.asn.au
 - **Website:** www.actlawsociety.asn.au/for-the-public/legal-help/clearing-house
 - **Address:** Level 4, 1 Farrell Place, Canberra City, ACT 2601
 - **Service Fees:** Applying is free, but referred firms may have fees
 - **Service Area:** ACT
-

Canberra Community Law

Provides legal services to people on low incomes, covering areas like housing law, social security law, disability discrimination, and more. Offers a clinic for urgent issues and a social work service for additional support.

- **Phone:** (02) 6218 7900
 - **Hours:** Monday to Friday 9:30am-4:30pm
 - **Email:** info@canberracommunitylaw.org.au
 - **Website:** www.canberracommunitylaw.org.au
 - **Address:**
 - Physical: Level 1, 21 Barry Drive, Turner, ACT 2612
 - Postal: PO Box 547, Canberra, ACT 2601
 - **Service Fees:** May apply to some services
 - **Service Area:** ACT
-

NSW Ombudsman

Investigates complaints about NSW government agencies, councils, and community service providers, ensuring public transparency and accountability.

- **Phone:** 1800 451 524
- **Hours:** Monday to Friday 9am-4pm
- **Email:** info@ombo.nsw.gov.au
- **Website:** www.ombo.nsw.gov.au
- **Address:**
 - Physical: Level 24, 580 George St, Sydney, NSW 2000
 - Postal: Level 24, 580 George St, Sydney, NSW 2000

- **Service Fees:** No
 - **Service Area:** NSW
-

NSW Health Care Complaints Commission

Manages complaints about health service providers in NSW, investigates serious matters, and prosecutes as needed to ensure public safety.

- **Phone:**
 - (02) 9219 7444
 - 1800 043 159
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** hccc@hccc.nsw.gov.au
 - **Website:** www.hccc.nsw.gov.au
 - **Address:**
 - Physical: Level 12, 323 Castlereagh St, Sydney, NSW 2000
 - Postal: PO Box K549, Haymarket, NSW 1240
 - **Service Fees:** No
 - **Service Area:** NSW
-

LawAccess NSW (Legal Aid NSW)

Provides a phone-based information service covering a broad range of legal topics. It serves as a first point of contact for individuals seeking assistance with legal matters with Legal Aid NSW, helping them understand their rights and connecting them to legal resources or referrals to other services as needed.

- **Phone:** 1300 888 529
 - **Hours:** Monday to Friday 9am-5pm
 - **Website:** <https://www.legalaid.nsw.gov.au/contact-us>
 - **Service Fees:** No
 - **Service Area:** NSW
-

Legal Aid ACT

Offers free legal advice and support, especially for disadvantaged people, covering criminal law, family law, civil matters, and domestic violence.

- **Phone:**
 - Advice Line: 1300 654 314
 - Reception: (02) 6243 3411
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** legalaid@legalaidact.org.au
 - **Website:** www.legalaidact.org.au
 - **Address:**
 - Physical: 2 Allsop Street, Canberra, ACT 2601
 - Postal: GPO Box 512, Canberra, ACT 2601
 - **Service Fees:** No fees for duty services, client contribution for ongoing assistance
 - **Service Area:** ACT
-

Legal Aid NSW Domestic Violence Unit

The Domestic Violence Unit is a specialist service offering legal assistance to individuals experiencing domestic and family violence. Services include help with Apprehended Domestic Violence Orders (ADVOs), family law issues, and related legal matters.

- **Phone:** 1800 979 529
 - **Operating Hours:** Monday to Friday, 9am-5pm
 - **Email:** <https://www.legalaid.nsw.gov.au/my-problem-is-about/my-family-or-relationship/domestic-and-family-violence/domestic-violence-unit>
 - **Service Fees:** No
 - **Service Area:** NSW
-

Legal Aid NSW Early Intervention Unit

The Early Intervention Unit (EIU) is a statewide specialist service of Legal Aid NSW. It assists individuals in resolving family law and care and protection issues before they escalate, offering No, confidential, and independent legal advice and information.

- **Phone:** 1800 551 589
 - **Hours:** Monday to Friday, 9am-5pm
 - **Website:** www.legalaid.nsw.gov.au/my-problem-is-about/my-family-or-relationship/parenting/early-intervention-unit
 - **Service Fees:** No
 - **Service Area:** NSW
-

Legal Aid Family Law Service for Aboriginal Communities

This service supports Aboriginal and Torres Strait Islander individuals with family law, care, and protection matters, providing culturally appropriate legal assistance to help navigate the legal system effectively.

- **Phone:** (02) 9407 2941
 - **Operating Hours:** Monday to Friday, 9am-5pm
 - **Website:** <https://www.legalaid.nsw.gov.au/my-problem-is-about/my-right-as-a/aboriginal-or-torres-strait-islander/family-law-service-for-aboriginal-communities>
 - **Service Fees:** No
 - **Service Area:** NSW
-

Legal Aid NSW Regional Outreach Clinic Program

This program provides general and family law services through outreach clinics in various locations, ensuring that individuals in regional areas have access to legal assistance.

- **Phone:** (02) 6297 5331
 - **Hours:** 1st & 3rd Friday of each month 10am-2pm
 - **Website:** <https://www.legalaid.nsw.gov.au/about-us/our-partners/regional-outreach-clinics>
 - **Address:**
 - Physical: St Benedicts Community Centre, 21 Brigalow St, Karabar, NSW
 - **Postal Address:** N/A
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas of NSW
-

Public Trustee and Guardian

Provides will drafting, power of attorney, guardianship, fund management, and trustee services for individuals and charitable foundations.

- **Phone:** (02) 6207 9800
 - **Hours:** Monday to Friday 9am-4:30pm
 - **Email:** PTG@act.gov.au
 - **Website:** www.ptg.act.gov.au
 - **Address:**
 - Physical: Ground Floor, 221 London Circuit, Canberra, ACT 2600
 - Postal: PO Box 221, Civic Square, ACT 2608
 - **Service Fees:** No
 - **Service Area:** ACT
-

Shoalcoast Community Legal Centre

Offers free legal advice and assistance in areas such as family law, civil law, and limited criminal law matters. They provide outreach services in Queanbeyan, Cooma, and Jindabyne to support vulnerable community members.

- **Phone:** 1800 229 529
 - **Email:** info@shoalcoast.org.au
 - **Hours:** Monday to Friday 9AM – 4:00 PM
 - **Address:**
 - Physical: 80 Bridge Road, Nowra, NSW 2541
 - Postal: PO Box 1496, Nowra, NSW 2541
 - **Service Fees:** No
 - **Service Area:** Queanbeyan, Cooma, Jindabyne
-

Street Law

Provides legal support to people who are homeless or at risk, including document assistance, court preparation, and referrals.

- **Phone:**
 - (02) 6218 7900
 - 1800 787 529
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** StreetLaw@canberracommunitylaw.org.au
 - **Website:** www.canberracommunitylaw.org.au/our-legal-services/street-law
 - **Address:**
 - Physical: Level 5, 10 Rudd Street, Canberra City, ACT 2601
 - Postal: PO Box 547, Canberra, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-

Women's Legal Centre ACT

Offers legal information, advice, and representation for women, with additional support from social workers and an Aboriginal Case Manager.

- **Phone:**
 - (02) 6257 4377
 - 1800 634 669
 - **Hours:** Monday to Friday 9am-5pm
 - **Website:** www.wlc.org.au
 - **Address:**
 - Physical: Civic Canberra, ACT 2600
 - Postal: GPO Box 1726, Canberra City, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-

Youth Law Australia

Provides free, confidential legal advice to young people and their advocates, available 24/7 through an online service.

- **Phone:** 1800 950 570
 - **Hours:** Monday to Wednesday 12:30pm-4:30pm
 - **Email:** admin@yla.org.au
 - **Website:** www.yla.org.au
 - **Service Fees:** No
 - **Service Area:** National
-

Youth Law Centre ACT

A free drop-in legal service for young people aged 12-25, covering issues like school problems, fines, employment, and housing.

- **Phone:** (02) 6173 5410
- **Hours:** Monday to Friday 10am-4pm
- **Email:** contact@youthlawact.org.au
- **Website:** www.legalaidact.org.au/what-we-do/youth-law-centre
- **Address:**
 - Physical: 2 Allsop St, Canberra, ACT 2601
- **Service Fees:** No
- **Service Area:** ACT

Men's Support

Braidwood Men's Shed

Offers a space for men to socialise, engage in activities, and improve overall well-being through various projects.

- **Phone:** 0450 961 039 (Kevin Lang)
 - **Hours:** Tuesday, Friday 9am-1pm
 - **Email:** braidwoodmensshed@gmail.com
 - **Website:** www.mensshed.org/sheds/braidwood-mens-shed
 - **Address:** 69B Cowper Street, Braidwood, NSW 2622
 - **Service Area:** Braidwood & surrounding areas
-

Bungendore Men's Shed (also known as the Lake George Men's Shed)

Provides support to men with depression and associated ailments. Also, assists other charities and community groups when requested.

- **Phone:** 0435 255 464 (Gary Harb)
 - **Hours:** Please contact directly for operating hours
 - **Email:** lakegeorgemensshed@gmail.com
 - **Website:** www.sites.google.com/view/bungendoremensshed
 - **Address:**
 - Physical: Old Railway Goods Shed, 46 Majara Street, Bungendore NSW 2621
 - **Service Area:** Bungendore & surrounding areas
-

Captains Flat Mens Community Shed Inc

A community group providing a space for men to engage in various activities and projects.

- **Phone:** 0411 117 803 (David Yarra)
 - **Hours:** Saturday to Sunday 9am-2pm
 - **Email:** CFMS@captainsflat.org
 - **Website:** www.mensshed.org/sheds/captains-flat-mens-shed
 - **Address:** Former fire station building, 106 Foxlow Street Captains Flat, NSW 2623
 - **Service Area:** Captains Flat & surrounding areas
-

MensLine Australia

Offers 24/7 telephone and online support services for men dealing with relationship issues, family concerns, mental health, and wellbeing.

- **Phone:** 1300 789 978
 - **Hours:** 24/7
 - **Website:** www.mensline.org.au
 - **Service Fees:** No
 - **Service Area:** National
-

Menslink

Supports young men aged 10-25 in the Canberra region with free counselling, education programs, and mentoring.

- **Phone:** (02) 6287 2226
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** info@menslink.org.au
 - **Website:** www.menslink.org.au
 - **Address:** Unit 27 Grant Cameron Centre, 27 Mulley Street, Holder ACT 2611
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Queanbeyan Men's Shed

Provides a venue for men to meet, socialise, and develop practical and life skills in a supportive environment.

- **Phone:** 0417 584 430 (Keith Edmonds)
 - **Hours:** Tuesday, Wednesday, Thursday 9am-12pm
 - **Website:** www.mensshed.org/sheds/queanbeyan-mens-shed
 - **Address:** 5 Lorn Rd, Queanbeyan, NSW 2620
 - **Service Area:** Queanbeyan & surrounding areas
-

SAMSSA (Service Assisting Male Survivors of Sexual Assault)

A support service for male survivors of sexual assault, aged 16 and over, including their supporters. Services include telephone and face-to-face counselling, advocacy, referrals, group support, and community education. *Male offenders are not eligible.

- **Phone:**
 - Crisis Phone Line: (02) 6247 2525
 - Crisis Text Line: 0488 586 518
 - Business Phone Line: (02) 6287 3618
 - **Hours:** Phone support from 7am-11pm; 24-hour support via police reporting; Business Line Monday to Friday 9am-5pm
 - **Email:** samssa@crcc.org.au
 - **Website:** www.samssa.org.au
 - **Address:**
 - Postal: PO Box 3805, Weston Creek, ACT 2611
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

The Burra Community Shed Inc

Serves as a community hub offering various activities, including wood and metal-based projects, and health information sessions.

- **Phone:** 0427 214 337 (Greg Hedger)
- **Hours:** Please contact directly for operating hours.
- **Website:** www.mensshed.org/sheds/the-burra-shed-inc
- **Address:** Burra Road, Burra, NSW 2620
- **Service Area:** Burra & surrounding areas

Mental Health

Beyond Blue

Provides free support services, including a 24/7 helpline for people experiencing anxiety, depression, and other mental health issues.

- Phone: 1300 224 636
 - Hours: 24/7
 - Website: www.beyondblue.org.au
 - Service Fees: No
 - Service Area: Area: National
-

Flourish Australia – Queanbeyan

Assists people with mental illness, providing support for housing, service connection, and community involvement to promote social inclusion and recovery.

- **Phone:**
 - General: 1300 779 270
 - Local: (02) 9393 9213
 - **Hours:** Monday to Friday 8:30am-4:30pm
 - **Email:** hello@flourishaustralia.org.au
 - **Website:** www.flourishaustralia.org.au
 - **Address:**
 - Physical: Suite 110, Riverside Plaza, Queanbeyan, NSW 2620
 - Postal: PO Box 72, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

Lifeline

Lifeline is a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

- **Phone:**
 - Crisis Line: 13 11 14
 - Text: 0477 13 11 14
 - **Hours:** 24/7
 - **Website:** www.lifeline.org.au
 - **Address:**
 - Physical: Level 12, 70 Phillip Street, Sydney, NSW 2000
 - Postal: PO Box R1084, Royal Exchange, NSW 1225
 - **Service Fees:** No
 - **Service Area:** National
-

MensLine Australia

Offers 24/7 telephone and online support services for men dealing with relationship issues, family concerns, mental health, and wellbeing.

- **Phone:** 1300 789 978
 - **Hours:** 24/7
 - **Website:** www.mensline.org.au
 - **Service Fees:** No
 - **Service Area:** National
-

Mental Health Foundation ACT

Offers choice and control for individuals with mental health needs, providing programs like psychosocial rehabilitation, outreach, supported accommodation, and more.

- **Phone:**
 - General: (02) 6282 6604
 - Additional: (02) 6282 5768
 - **Hours:**
 - Monday to Friday 8:30am-5pm
 - Saturday 8am-12pm
 - **Email:** info@mhf.org.au
 - **Website:** www.mhf.org.au
 - **Address:**
 - Physical: 11/70 Maclaurin Cres, Chifley, ACT 2606
 - Postal: PO Box 78, Woden, ACT 2606
 - **Service Fees:** Specific to Program (NDIS Provider)
 - **Service Area:** ACT
-

NSW Family and Carer Mental Health Program

Supports carers of individuals with mental illness, offering emotional support, advocacy, education, and referrals.

- **Phone:** 0436 322 051
 - **Hours:** Monday to Wednesday 9am-5pm
 - **Email:** carerservices@onedoor.org.au
 - **Website:** www.onedoor.org.au/carers-supports/nsw-family-carer-mental-health-program
 - **Address:**
 - Physical: Suite 10, Level 1, 57-59 Monaro Street, Queanbeyan, NSW 2620
 - Postal: PO Box 1038, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** NSW
-

NSW Mental Health Line

A 24/7 phone service linking individuals with NSW Health mental health services, free for all users.

- **Phone:** 1800 011 511
 - **Hours:** 24/7
 - **Website:** www.health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx
 - **Service Fees:** No
 - **Service Area:** NSW
-

OzHelp Foundation

Provides health and wellbeing programs for high-risk workers, such as those in construction and agriculture, with on-site support, training, and mental health services.

- **Phone:** 1300 694 357
- **Hours:** Monday to Friday 8:30am-5pm
- **Email:** info@ozhelp.org.au
- **Website:** www.ozhelp.org.au
- **Address:**
 - Physical: Unit 6, 41 Tennant St, Fyshwick, ACT 2609
 - Postal: PO Box 1130, Fyshwick, ACT 2609
- **Service Fees:** Some programs fully funded

- **Service Area:** ACT & surrounding areas
-

Suicide Call Back Service

A free nationwide service providing 24-hour phone and online counselling to people affected by suicide.

- **Phone:** 1300 659 467
- **Hours:** 24/7
- **Website:** www.suicidecallbackservice.org.au
- **Address:**
 - Postal: Attn Suicide Call Back Service, Lifeline, PO Box 151, Hamilton, NSW 2303
- **Service Fees:** No
- **Service Area:** National

Multicultural and Settlement Services

MARSS Australia Inc. (Migrant and Refugee Settlement Services)

MARSS provides a wide range of services, including assistance with finding housing, accessing healthcare, and enrolling in education and training programs. The organisation also provides language and cultural support services, including translation and interpretation services, to help clients better understand and navigate Australian society.

- **Phone:**
 - Canberra City (main office): (02) 6248 8577
 - Gungahlin office: (02) 6248 8577
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** info@marss.org.au
 - **Website:** www.marss.org.au
 - **Address:**
 - Canberra City (main office): Theo Notaras Multicultural Centre, Level 2/180 London Cct, Canberra, ACT 2601
 - Gungahlin office: Suites 1.5 and 1.6 Marketplace Gungahlin, 33 Hibberson St, Gungahlin, ACT 2912
 - Postal: GPO Box 697 Canberra City, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Multicultural Hub Canberra

Provides services for migrants, refugees, and asylum seekers. The Hub offers support across a broad range of programs, including services for newly arrived migrants and refugees, youth, employment, women's services, and counselling.

- **Phone:** (02) 6100 4611
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** info@mhub.org.au
 - **Website:** www.mhub.org.au
 - **Address:** The Theo Notaras Multicultural Centre, Level 2, 180 London Cct, Canberra ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

Queanbeyan Multicultural Centre

Queanbeyan Multicultural Centre provides services to the local community, supporting migrants, refugees, and asylum seekers to access resources and feel connected to the community.

- **Phone:** (02) 6297 6110
- **Hours:** Monday to Friday 9am-5pm
- **Email:** info@qmlc.org.au
- **Website:** www.qmlc.org.au
- **Address:** 272 Crawford Street, Queanbeyan NSW 2620
- **Service Fees:** No
- **Service Area:** Queanbeyan & surrounding areas

Parenting Support and Resources

Braidwood Lactation Consultant

Experienced International Board-Certified Lactation Consultant (IBCLC) offering Antenatal and Postnatal breastfeeding support and education packages. Home visits and virtual appointments available.

- **Phone:** 0435 332 977
- **Hours:** Monday to Friday 8.30 am-4.30pm
- **Website:** <https://lactationconsultantbraidwood.com.au/>
- **Service Fees:** Contact provider
- **Service Area:** Braidwood and surrounding areas

Early Parenting Counselling (Canberra Health Services)

Available to all parents and caregivers in the ACT with children aged up to 5 years old. Offers counselling and therapeutic interventions for families experiencing emotional, social, and psychological difficulties impacting family wellbeing.

- **Phone:** Central Intake: (02) 5124 9977
- **Hours:** Monday to Friday 8am-5pm
- **Email:** Chilntake@act.gov.au
- **Website:** www.canberrahealthservices.act.gov.au/services-and-clinics/services/early-parenting-counselling
- **Address:**
 - Physical: Face-to-Face appointments at Tuggeranong, Belconnen, and Gungahlin Community Health Centres
- **Service Fees:** Free for Medicare and asylum seeker cardholders
- **Service Area:** ACT

Parentline ACT

Parentline ACT offers free, confidential counselling and support services to all parents and carers in the ACT and surrounds via telephone. No appointment necessary.

- **Phone:** (02) 6287 3833
- **Hours:** Monday to Friday 9am-4pm
- **Email:** parentline@parentlineact.org.au
- **Website:** parentlineact.org.au/about-us
- **Address:**
 - Postal: PO Box 4102, Weston Creek, ACT 2611
- **Service Fees:** No
- **Service Area:** ACT & surrounding areas

Parentline NSW

Telephone counselling, information, and referral service for parents or carers of children aged 0 to 18 in NSW.

- **Phone:** 1300 1300 52
- **Hours:** Monday to Friday 9am-9pm; Saturday to Sunday 4pm-9pm
- **Email:** info@parentline.org.au
- **Website:** www.parentline.org.au
- **Address:**
 - Physical: Telephone counselling service
 - Postal: Telephone counselling service
- **Service Fees:** No
- **Service Area:** NSW

Police Assistance

Provides local police services to the community, including criminal activity response, traffic management, child abuse investigations, missing persons cases, domestic violence support, and community services.

For emergencies, always dial 000. For non-urgent police assistance, contact the Police Assistance Line at 131 444. For anonymous crime reporting, contact Crime Stoppers at 1800 333 000.

Braidwood Police Station

- **Phone:** (02) 4824 9220
 - **Hours:** Not open 24 hours
 - **Address:** 170 Wallace Street, Braidwood NSW 2622
 - **Service Area:** Braidwood and surrounding areas
-

Bungendore Police Station

- **Phone:** (02) 6238 1244
 - **Hours:** Not open 24 hours
 - **Address:** 33 Ellendon Street, Bungendore NSW 2621
 - **Service Area:** Bungendore and surrounding areas
-

Captains Flat Police Station

- **Phone:** (02) 6236 6206
 - **Hours:** Not open 24 hours
 - **Address:** 11 Foxlow Street, Captains Flat NSW 2623
 - **Service Area:** Captains Flat and surrounding areas
-

Queanbeyan Police Station

- **Phone:** (02) 6298 0599
- **Hours:** Open 24 hours
- **Address:** 8 Farrer Place, Queanbeyan NSW 2620
- **Service Area:** Queanbeyan and surrounding areas

Primary and Secondary Schools

Braidwood Central School

Provides education from Kindergarten to Year 12, focusing on comprehensive learning across primary and secondary levels.

- **Type:** Public
 - **Phone:** (02) 4842 2249
 - **Email:** braidwood-c.school@det.nsw.edu.au
 - **Website:** www.braidwood-c.schools.nsw.gov.au
 - **Address:** 46 Wilson Street, Braidwood, NSW 2622
-

Bungendore Public School

A public primary school providing a range of learning opportunities for children in the local community.

- **Type:** Public
 - **Phone:** (02) 6238 1317
 - **Email:** bungendore-p.school@det.nsw.edu.au
 - **Website:** www.bungendore-p.schools.nsw.gov.au
 - **Address:** 59-65 Gibraltar Street, Bungendore NSW 2621
-

Captains Flat Public School

Provides education in a supportive, small-school environment, catering to students from the local area.

- **Type:** Public
 - **Phone:** (02) 6236 6262
 - **Email:** captainsfl-p.school@det.nsw.edu.au
 - **Website:** www.captainsfl-p.schools.nsw.gov.au
 - **Address:** 14 Montgomery Street, Captains Flat, NSW 2623
-

Karabar High School

A high school catering to students in Years 7-12, offering a broad curriculum to meet diverse student needs.

- **Type:** Public
 - **Phone:** (02) 6298 4333
 - **Email:** karabar-h.school@det.nsw.edu.au
 - **Website:** www.karabar-h.schools.nsw.gov.au
 - **Address:** Donald Road, Queanbeyan, NSW 2620
-

Queanbeyan East Public School

A community-focused primary school with a commitment to fostering student growth and learning.

- **Type:** Public
 - **Phone:** (02) 6297 2619
 - **Email:** queaneast-p.school@det.nsw.edu.au
 - **Website:** www.queanbeyae-p.schools.nsw.gov.au
 - **Address:** 10 Yass Road, Queanbeyan, NSW, 2620
-

Queanbeyan High School

A secondary school that supports students in Years 7-12, with a focus on academic and personal development.

- **Type:** Public
 - **Phone:** (02) 6297 2088
 - **Email:** queanbeyan-h.school@det.nsw.edu.au
 - **Website:** www.queanbeyan-h.schools.nsw.gov.au
 - **Address:** Corner Surveyor Street and Agnes Avenue, Crestwood, NSW 2620
-

Queanbeyan Public School

Offers a supporting environment for primary education, focusing on developing key foundational skills.

- **Type:** Public
 - **Phone:** (02) 6297 2144
 - **Email:** queanbeyan-p.school@det.nsw.edu.au
 - **Website:** www.queanbeyan-p.schools.nsw.gov.au
 - **Address:** Isabella Street, Queanbeyan, NSW 2620
-

Queanbeyan South Public School

Committed to creating a positive learning environment for students in primary grades.

- **Type:** Public
 - **Phone:** (02) 6297 3044
 - **Email:** queansouth-p.school@det.nsw.edu.au
 - **Website:** www.queanbeyan-s-p.schools.nsw.gov.au
 - **Address:** 101 Cameron Road, Queanbeyan, NSW 2620
-

Queanbeyan West Public School

Focused on fostering educational growth for students from Kindergarten through Year 6.

- **Type:** Public
 - **Phone:** (02) 6297 2020
 - **Email:** queanbeyaw-p.school@det.nsw.edu.au
 - **Website:** www.queanbeyaw-p.schools.nsw.gov.au
 - **Address:** 100 Morton Street, Queanbeyan NSW 2620
-

St Bede's Primary School

A Catholic primary school providing faith-based education and a strong sense of community.

- **Type:** Catholic
 - **Phone:** (02) 4842 2413
 - **Email:** office.stbedesb@cg.catholic.edu.au
 - **Website:** www.stbedesb.nsw.edu.au
 - **Address:** 2-6 Park Lane, Braidwood NSW 2622
-

St Gregory's Primary School

Offers a supportive Catholic educational environment for students from Kindergarten to Year 6.

- **Type:** Catholic
- **Phone:** (02) 6297 2221
 - Lowe Campus (Kinder & Year 1): (02) 6297 1396
 - MacQuoid Campus (Years 2 to 6): (02) 6297 2221

- **Email:** office.stgregs@cg.catholic.edu.au
 - **Website:** www.stgregsps.nsw.edu.au
 - **Address:**
 - Lowe Campus (Kinder & Year 1): 51 Lowe Street, Queanbeyan, NSW 2620
 - MacQuoid Campus (Years 2 to 6): 15 Macquoid Street, Queanbeyan, NSW 2620
-

The Anglican School Googong

An independent school offering education with a focus on Christian values, catering to students from Kindergarten to Year 12.

- **Type:** Independent
 - **Phone:** (02) 6154 9400
 - **Email:** admin@tasg.nsw.edu.au
 - **Website:** www.googongschool.nsw.edu.au
 - **Address:** 136 Gorman Drive, Googong NSW 2620
-

Finigan School of Distance Education

Provides distance learning for students from Kindergarten to Year 12, supporting educational access for remote learners.

- **Type:** Public (K-12)
 - **Phone:** (02) 6210 5200
 - **Email:** finigansde@det.nsw.edu.au
 - **Website:** www.finigan-d.schools.nsw.gov.au
 - **Address:** 77 Agnes Avenue, Queanbeyan, NSW 2620
-

Senior Services

1800 ELDERHelp

A national elder abuse phone line that automatically directs callers to their relevant state or territory service. In the ACT, calls are forwarded to the Older Persons ACT Legal Service (OPALS), while in NSW, they are directed to the NSW Ageing and Disability Abuse Helpline.

- **Phone:** 1800 353 374
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** nswadc@adc.nsw.gov.au
 - **Website:** www.health.gov.au/contacts/elder-abuse-phone-line
 - **Service Fees:** No
 - **Service Area:** National
-

Council on the Ageing (COTA) NSW

COTA NSW is a peak body representing people aged 50+ in NSW, providing advocacy, resources, and programs for quality aging.

- **Phone:**
 - (02) 9286 3860
 - 1800 449 102
 - **Hours:** Monday to Wednesday 9am-5pm
 - **Email:** info@cotansw.com.au
 - **Website:** www.cotansw.com.au
 - **Address:**
 - Physical: Level 6, 280 Pitt St, Sydney, NSW 2000
 - Postal: PO Box Q349, Sydney, NSW 1230
-

- **Service Fees:** No
 - **Service Area:** NSW
-

National Dementia Helpline

Provides information and advice to people living with dementia, their family and carers. Connections can also be made to community support services and programs, and government support.

- **Phone:** 1800 100 500
 - **Hours:** 24/7
 - **Email:** helpline@dementia.org.au
 - **Website:** www.dementia.org.au
 - **Service Fees:** No
 - **Service Area:** National
-

Older Persons ACT Legal Service (OPALS)

A specialist service within Legal Aid ACT providing legal help to older people in Canberra regarding elder abuse, powers of attorney, guardianship, and financial arrangements with family.

- **Phone:** (02) 6243 3436
 - **Hours:** Mon-Thu 8:30am - 7pm; Fri 8:30am - 5pm
 - **Email:** opals@legalaidact.org.au
 - **Website:** www.legalaidact.org.au/opals
 - **Address:** 2 Allsop Street, Canberra, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-

Older Persons Advocacy Network (OPAN)

Supports people to understand and exercise their care rights and choices, including situations of elder abuse.

- **Phone:** 1800 700 600
 - **Hours:**
 - **Monday to Friday 8am-8pm**
 - **Saturday 10am-4pm**
 - **Email:** enquiries@opan.org.au
 - **Website:** www.opan.org.au
 - **Service Fees:** No
 - **Service Area:** National
-

Support Groups and Counselling

Family & Adolescent Counselling & Mediation Program (FACES)

Offered by CatholicCare, FACES provides counselling for young people (10-21 years), their families, and carers to enhance relationships and manage family changes.

- **Phone:** (02) 6162 6100
- **Hours:** Monday to Friday 9am-5pm
- **Email:** enquiries@mccg.org.au
- **Website:** www.mccg.org.au/services/family-adolescent-counselling-mediation-program-faces-2
- **Address:**
 - Physical: 255 Goyder Street, Narrabundah, ACT 2604

- Postal: Post Office Box 3167, Manuka, ACT 2603
 - **Service Fees:** Yes - sliding scale
 - **Service Area:** ACT & surrounding areas
-

LIONS Club of Queanbeyan

A community service club which raises funds to assist those in special need and serves the local community.

- **Phone:** 0461 365 831
 - **Hours:** 6:30pm on the first and third Monday of each month
 - **Email:** queanbeyan.nsw@lions.org.au
 - **Website:** www.e-clubhouse.org/sites/queanbeyan
 - **Address:** St. Stephen's Church Hall, Corner Lowe and Morisset Streets, Queanbeyan
 - **Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

LIONS Club of Bungendore & Districts

A community service club which raises funds to assist those in special need and serves the local community.

- **Phone:** 0422 772 056
 - **Email:** bungendore.nsw@lions.org.au
 - **Website:** <https://www.facebook.com/profile.php?id=61561149182440>
 - **Fees:** No
 - **Service Area:** Bungendore & surrounding areas.
-

LIONS Club of Braidwood

A community service club which raises funds to assist those in special need and serves the local community.

- **Phone:** 0407 208 882
 - **Hours:** 7:30pm on the first and third Tuesday of each month
 - **Email:** braidwoodlions@gmail.com
 - **Website:** <https://www.facebook.com/lionsbraidwoodnsw/>
 - **Fees:** No
 - **Service Area:** Braidwood & surrounding areas.
-

Soldier On

Provides support to men and women who have served Australia and are currently serving, as well as their families, including physical and mental health support.

- **Phone:** 1300 620 380
- **Hours:** Monday to Friday 9am-5pm
- **Email:** info@soldieron.org.au
- **Website:** www.soldieron.org.au
- **Address:**
 - Physical: Building 2 Suite 5 Brindabella Circuit, Brindabella Business Park, Canberra Airport, ACT 2609
 - Postal: P.O Box 466, Fyshwick, ACT 2609
- **Fees:** No
- **Service Area:** ACT & surrounding areas

Youth and Young People's Services

Barnardos Australia - Southern NSW

Barnardos Southern NSW is made up of several different programs run out of different offices in the Southern NSW Region. Our main office is located in Queanbeyan.

- **Phone:** (02) 6124 3800
 - **Email:** southernnsw@barnardos.org.au
 - **Hours:** Varies, check website
 - **Website:** <https://www.barnardos.org.au/centres/southern-nsw/>
 - **Address:** 220A Crawford St, Queanbeyan NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan-Palerang region
-

T25 Clinic

T25 Clinic is a free, nurse-led health and wellbeing service. Provided in a safe and confidential space. This service is entirely free and operates on a walk-in basis. Parents, guardians and friends are also welcome to accompany you to the clinic if you want them to be there.

- **Phone:** 02 6132 4800
 - **Hours:** Varies, check website
 - **Email:** t25@directionshealth.com
 - **Website:** <https://t25.com.au/>
 - **Address:**
 - Physical: Mobile service, various locations
 - Postal: Mobile service, various locations
 - **Service Fees:** No
 - **Service Area:** ACT & Queanbeyan
-

Crisis Youth Refuge Queanbeyan

Provides emergency and short-term accommodation for young people at risk of homelessness.

- **Phone:** (02) 6232 9717
 - **Hours:** Open for referrals 24 hours a day
 - **Email:** syfs@syfs.org.au
 - **Website:** www.syfs.org.au/services/crisis-youth-refuge-queanbeyan
 - **Address:** 17 Kathleen Street, Queanbeyan NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

Get Back in the Game – Queanbeyan Palerang & Snowy Mountains

Mentorship and support for young people to re-engage in education, training, or employment using tailored transition plans.

- **Phone:**
 - Main: 02 6297 3121
 - Secondary: 0427 036 420
- **Hours:** Monday to Friday 9am-5pm
- **Email:** amie.baard@enterpriseplus.org.au; gbig@enterpriseplus.org.au
- **Website:** www.enterpriseplus.org.au/get-back-in-the-game
- **Address:**

- Physical: Level 1/251 Crawford St, Queanbeyan, NSW 2620
 - Business Hub: 90 Monaro Street, Queanbeyan, NSW 2620 (COMING SOON)
 - Postal: PO Box 530, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

headspace Canberra

headspace Canberra provides counselling and other services to support the mental health of young people aged 12-25. eheadspace is available for online support from 9am to 1am AEDT.

- **Phone:**
 - Helpline: 1800 650 890
 - Office: (02) 6113 5700
 - **Hours:**
 - Monday, Friday 9am-5pm
 - Tuesday 9am-7pm
 - Wednesday 11am-5pm
 - Thursday 9am-7pm
 - **Email:** hcinfo@gph.org.au
 - **Website:** www.headspace.org.au/headspace-centres/headspace-canberra
 - **Address:** Unit 1 / 1/3 Torrens St, Braddon ACT 2612
 - **Service Fees:** No
 - **Service Area:** ACT
-

headspace Queanbeyan

Offers support for young people aged 12 to 25, including mental health, physical health, alcohol and other drug services, and work and study support. eheadspace is available for online support from 9am to 1am AEDT.

- **Phone:**
 - Helpline: 1800 650 890
 - Office: (02) 5131 1500
 - **Hours:**
 - Mon-Wed, Fri: 9am-5pm
 - Thurs: 11am-7pm
 - **Email:** hs.Queanbeyan@marathonhealth.com.au
 - **Website:** www.headspace.org.au/headspace-centres/queanbeyan
 - **Address:** Rear of Westpac Bank, Unit 2, 98 Monaro Street, Queanbeyan, NSW 2620
 - **Service Fees:** No
 - **Service Area:** Queanbeyan & surrounding areas
-

headspace Tuggeranong

A welcoming space supporting young people aged 12 to 25, as well as their families, friends, and carers. eheadspace is available for online support from 9am to 1am AEDT.

- **Phone:**
 - Helpline: 1800 650 890
 - Office: (02) 6298 2920
- **Hours:**
 - Monday, Tuesday, Wednesday, Friday 8:45am-5:15pm
 - Thursday 11am -7pm
- **Email:** info@headspacetuggeranong.org.au
- **Website:** www.headspace.org.au/headspace-centres/tuggeranong

- **Address:**
 - Physical: Level 1, 167 Soward Way, Greenway, ACT 2900
 - **Service Fees:** No
 - **Service Area:** ACT (Tuggeranong)
-

Kids Helpline

Qualified counsellors provide urgent assistance and ongoing support for individuals aged 5 to 25 through online and phone services.

- **Phone:**
 - Helpline: 1800 55 1800
 - **Hours:** 24/7
 - **Email:**
 - General Inquiries: admin@kidshelpline.com.au
 - Primary School: school@kidshelpline.com.au
 - High School: highschool@kidshelpline.com.au
 - **Website:** www.kidshelpline.com.au
 - **Service Fees:** No
 - **Service Area:** National
-

Menslink

Supports young men aged 10-25 in the Canberra region with free counselling, education programs, and mentoring.

- **Phone:** (02) 6287 2226
 - **Hours:** Monday to Friday 9am-5pm
 - **Email:** info@menslink.org.au
 - **Website:** www.menslink.org.au
 - **Address:** Unit 27 Grant Cameron Centre, 27 Mulley Street, Holder ACT 2611
 - **Service Fees:** No
 - **Service Area:** ACT & surrounding areas
-

MindMap

MindMap Youth Navigators connect ACT residents aged 6 to 24 to local mental health services. Clinical Youth Navigators may provide free counselling while clients wait for other services.

- **Phone:** 1800 862 111
 - **Hours:** 7 days a week 11am-10pm
 - **Email:** support@mindmap.act.gov.au
 - **Website:** www.mindmap.act.gov.au/s
 - **Service Fees:** No
 - **Service Area:** ACT
-

PCYC Queanbeyan

Provides a broad range of indoor sports activities and community programs, focusing on youth.

- **Phone:** (02) 5112 2050
- **Hours:**
 - Mon, Tuesdays, Thurs 9am-9:30pm
 - Wednesday 12pm-9:30pm
 - Friday 9am-8pm
 - Saturday 8:30am-12:30pm
- **Email:** queanbeyan@pcycnsw.org.au

- **Website:** www.pycnsw.org.au/queanbeyan
 - **Address:** 1A Yass Rd, Queanbeyan NSW 2620
 - **Service Fees:** Varies, check website
 - **Service Area:** Queanbeyan & surrounding areas
-

Terry Campese Foundation

Provides mentoring services for young people. The TCF Youth program supports and guides young people through a 20-week mentoring program.

- **Phone:** 0461 448 291
 - **Email:** terrycampesefoundation@outlook.com
 - **Website:** www.terrycampesefoundation.org.au
 - **Service Fees:** No
 - **Service Area:** Queanbeyan, Braidwood, Goulburn, Crookwell, and the ACT
-

Youth Law Australia

Provides free, confidential legal advice to young people and their advocates, available 24/7 through an online service.

- **Phone:** 1800 950 570
 - **Hours:** Monday to Wednesday 12:30pm-4:30pm
 - **Email:** admin@yla.org.au
 - **Website:** www.yla.org.au
 - **Service Fees:** No
 - **Service Area:** National
-

Youth Law Centre ACT

A free drop-in legal service for young people aged 12-25, covering issues like school problems, fines, employment, and housing.

- **Phone:** (02) 6173 5410
 - **Hours:** Monday to Friday 10am-4pm
 - **Email:** contact@youthlawact.org.au
 - **Website:** www.legalaidact.org.au/what-we-do/youth-law-centre
 - **Address:** 2 Allsop St, Canberra, ACT 2601
 - **Service Fees:** No
 - **Service Area:** ACT
-