

Everyday Emergency Relief

Agency Listings

As of 2015

Compiled by Alisdair from AnglicareNT

89850000

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AnglicareNT – Youth Services

Website: www.anglicare-nt.org.au
Location: 5 Lemarluk Drive, Ludmilla
Contact: 8985 0000
Target Group: Young people 12 - 25
Hours: 8:30am – 4:30pm Monday – Friday. Call or drop in.

Type of ER

- Vouchers for food for life.
- Food.
- Emergency Accommodation.
- Chemist Scripts
- Bond assistance.

Other Services:

- Connect with other youth service programs, financial counselling.
- 18 – 25 year old carers might be eligible for moving on program.

Catholic Care NT

Website: www.catholicarent.org.au
Location: Shop 10B Goyder Centre, Palmerston Circuit, Palmerston
Phone: 8932 9977
Target Group: Anyone in need
Hours: Friday – 9am to 12pm. Call or come in from 8:30am.

Type of ER

- Power and Water – once per year
- Other ER Provided through Financial Wellbeing and Capability program(Program under development)

Darwin Skills Development Scheme Incorporated

Website: www.dsds.org.au
Location: 1 Tang Street, Coconut Grove NT 0801
Phone: 89489999
Target Group: Anyone in need
Hours: Mon -Fri 8.00am to 4pm

Type of ER

- Food Vouchers
- Power and Water bills
- Rental Bond assistance

Dawn House

Website: www.dawnhouse.org.au
Location: Undisclosed – Safe house.
Phone: 8945 1388
Target Group: Women experiencing DV (No income or residency requirement)
Hours: Call for referral.

Type of ER

- Mostly emergency accommodation.
- Up to 6 nights in hotel if no accommodation available at Dawn House.
- Some bills
- Food parcels and vouchers
- Transport
- Some medical

Other Services:

- Referral to in house living skills worker to help with budgeting etc...
- Specialist Counselling service
- Court support
- Outreach support
- Children's support worker
- Housing support worker

Food Bank

Website: www.foodbanknt.org.au
Location: 9 Mel Road, Berrimah NT 0828
Phone: 08 8947 3669
Target Group: Agencies registered with Foodbank
Hours: Tuesdays & Fridays – closes at 12pm

Type of ER

- \$10 vouchers to be used at Food for Life
- Food parcels for agencies to give to clients.

Other Services:

- 2016 – Hygiene Packs (low cost) female and male.
- Crisis starter pack (low cost)
- 2016 – Mobile food for life van/truck.

Food For Live

Website: Nil
Location: Casuarina Baptist Church. Entry via Rowling Street, Casuarina
Phone: 0417 069 446
Target Group: Anyone in need. Need to register first time (inside).
Hours: Open Thursday 9am – 12pm. Drop in.

Type ER:

- Low cost food parcels \$10 donation per bag or voucher.
- Some free bread and milk if available.

Other Services:

Free Tea, coffee and cake, social setting.

HK Training and Consultancy:

Website: www.hktc.com.au
Location: 3/17 Scaturchio St, Casuarina
Phone: 1800 728 508 / 8927 2499
Target Group: Anyone in need
Hours: Monday – Friday. Call or drop in.

Type of ER: (4 X per year)

- Rent arrears
- Food vouchers
- Other, needs basis. E.g. airfares

MCNT

Website: www.mcnt.org.au
Location: Shop 15, Malak Shopping Centre, Malak Place
Contact: 8945 9122 or admin@mcnt.org.au
Target Group: CALD clients – any visa
Hours: 9am – 4pm Monday to Friday – Email or call to make appointment.

Type of ER:

- Food vouchers. 2 per year depending on client.

Redcross

Website: www.redcross.org.au
Location: 19 Lambell Terrace, Larrakeyah (side entrance)
Contact: 8924 3960
Target Group: Refugees, asylum seekers, migrants in need
Hours: Monday to Friday.
Call to make apt. Can drop in Mon Wed Fri 9am-4pm

Type of ER

- \$200 limit
- Food parcels (once per month)
- Vouchers (once per month)
- Bus tickets
- Crisis share accommodation (within \$200 limit)
- Discount cards for Red Cross opp shops

Can provide cheques if needed (eg, for medical costs)

Other Services:

Case work support

Can help advocate to reduce bills/arrange payment plan with provider

Ruby Gaea

Website: www.rubygaea.net.au
Email: admin@rubygaea.net.au
Location: Darwin
Contact: 8945 0155
Target Group: Adult Women. Female/Male youth between 5 – 17 years old
Hours: Call to make an appointment. Prefer client to call, but agency can assist.

Type of ER

- Woolworths/Big W/Caltex Vouchers.
- Chemist Warehouse Casuarina Vouchers
- Anglicare Clothing Vouchers
- Taxi Vouchers

Salvation Army – 3 outlets

Location: 49 Mitchell Street: Darwin City
Contact: 8981 5994
Hours: Monday - Thursday 9am – 2.30pm

Location: Cnr Yanyula Drive and Lee Point Road : Anula
Contact: 8945 1947
Hours: Monday, Tuesday, Thursday, Friday 9am – 2.30pm

Location: Cnr Woodroffe Avenue and Temple Terrace: Darwin City
Contact: 8932 6529
Hours: Wednesday, Friday 9am – 2.30pm

Target Group: Anyone in need, assessed individually

Type of ER

- Food Parcels
- Food vouchers
- Power and Water
- Telstra Bills (landline only).
- Chemist Account (limited)
- Material Aid (Clothing, Furniture) *(Not Available at Mitchell Street)*

Other Services:

Case Management
Positive Lifestyle Programme

Somerville – Palmerston

Website: www.somerville.org.au
Location: 3 Victoria Drive, Gray
Phone: 8935 1500
Target Group: Anyone in need
Hours: Mon - Friday
Referral Method: Call to make appointment

Type of ER:

- Rent assistance.
- \$50 Bond assistance.
- Power and Water bill assistance (Once per year).

Other Services:

- Nils loan.
- Priority housing support letters.

St Vincent De Paul – Stuart Park

Website: www.vinnies.org.au
Location: 2 Westralia Street, Darwin
Contact: 8981 4374
Target Group: Anyone in need
Hours: Monday – Friday 10am – 12pm No appointment needed.

Type of ER: (3 x per year)

- Bond assistance.
- Rent assistance.
- 2nd hand furniture (From donated goods)
- Other - needs basis.

Other Services:

- Opp Shop

St Vincent De Paul - Malak

Website: www.vinnies.org.au
Location: Shop 32, 16 Malak Crescent, Malak
Phone: 89454722
Target Group: Anyone needing ER
Hours: Tuesday and Thursday 10am – 12pm. Drop in

Type of ER

- Vouchers for Opp shop. Bus tickets.
- Power and Water assistance.
- Glasses and hearing aid assistance. P/Order for chemist for medicines.

Other Services:

- Opp shop.

St Vincent De Paul – Palmerston

Website: www.vinnies.org.au
Location: 3 Rolyat St, Palmerston
Phone: 08 8932 4390
Target Group: Anyone needing ER
Hours: Mondays 10am – 1pm (Jan – Feb) Call for appointment

Type of ER

- Food Parcels
- Vouchers for opp shop.
- Bond help
- Second hand furniture – Fridge/mattresses/old lounges etc...

Other Services:

- Opp shop.

Department of Human Services / Centrelink

<http://www.humanservices.gov.au/>

Useful link: Payment finder, page for finding eligible payment

<http://www.humanservices.gov.au/customer/payment-finder>

Type of possible payments.

- Advanced payment options (repayments over 13 wks, no interest)
- Immediate/Urgent payments (on cash card or chq or direct debit, repaid out of next benefit payment, any time needed, criteria to be met)
- Crisis payment (one off up front, assessed by social worker, not paid back)
- Disaster Recovery Payment (eg Cyclone)
- Special Benefit
- Career Adjustment Payment
- Pension Loans Scheme
- Early release of superannuation

Summary Table

Organisation	Location	Food	Voucher	Rent	Bond	ssOther	Hours open	Client	Phone
AnglicareNT	Ludmilla	✓	✓		✓	Chemist Scripts. Emergency Accommodation	Mon – Fri 9am – 4pm	Youth 12 - 25	89850000
CatholicCare	Palmerston					Power and Water	Friday 9am – 12pm	Any	8932 9977
Dawn House	Darwin	✓	✓			Emergency Accom, Bills, Food, Medical, Transport	Mon – Fri 8am – 8pm	Women DV	9845 1388
Darwin Skills Development Scheme	Darwin		✓		✓	Power and Water Bills	Mon – Fri 8am – 4pm	Any	89489999
Foodbank	Berrimah					Food parcels for clients; Food for Life vouchers	Tues & Fri 9am – 1pm	Agencies only	8947 3669
Food for Life	Casuarina	✓				Food parcels by donation or voucher	Thursday 9am- 12pm	Any	0417 069 446
HK Training Consultancy	Casuarina			✓	✓	Needs basis – flights, medicine etc...	Mon – Fri		8927 2499
MCNT	Malak		✓				Mon – Fri 9am – 4pm	CALD	8945 9122
RedCross		✓	✓			Bus tickets; Red Cross op shop discount vouchers	Mon – Fri 9am – 4pm	CALD	8924 3960
Ruby Gaea	Darwin		✓			Food,Fuel,Chemist,Clothing and Taxi Vouchers	Mon –Fri 8.30am- 5pm	Women & Youth 5-17	8945 0155
Salvation Arm	Darwin City	✓	✓			Telstra Bills (landline only).P&W Chemist Account (Limited)	Mon - Thur 9am – 2:30pm	Any	8981 5994
Salvation Arm	Anula	✓	✓			Telstra Bills (landline only). P&W, Material Aid (Clothing, Furniture)	Mon, Tue, Thur, Fri 9am – 2:30	Any	8945 1947

						Chemist Account (Limited)			
Salvation Arm	Darwin City	✓	✓			Telstra Bills (landline only).P&W Material Aid (Clothing, Furniture) Chemist Account (Limited)	Wed, Fri 9am – 2:30	Any	8932 6529
Somerville	Palmerston			✓	✓	Power & Water	Call to make appointment	Any	8935 1500
St Vincent De Pauls	Stuart Park	✓		✓	✓	Needs basis. 2 nd hand furniture	Mon – Fri 10am – 12pm	Any	8981 4374
St Vincent De Pauls	Malak					Needs basis. Voucher for opp shop.	Tues & Thurs 10am – 12pm	Any	89454722
St Vincent De Pauls	Palmerston	✓			✓	Vouchers for opp shop. 2 nd hand furniture	Mon 10am – 1pm	Any	89324390

Summary Table: Listed with day of operation

Organisation	Location	Food	Voucher	Rent	Bond	*Other	Mon	Tue	Wed	Thu	Fri	Client	Phone
AnglicareNT	Ludmilla	✓	✓		✓	✓	9 to 4	9 to 4	9 to 4	9 to 4	9 to 4	Youth	89850000
CatholicCare	Palmerston					✓					9 to 12	Any	8932 9977
Dawn House	Darwin	✓	✓			✓	8 to 8	8 to 8	8 to 8	8 to 8	8 to 8	W / DV	9845 1388
DSDS	Darwin		✓		✓	✓	9 to 4	9 to 4	9 to 4	9 to 4	9 to 4	Any	89489999
Foodbank	Berrimah					✓		9 10 1			9 to 1	Agencies Only	8947 3669
Food for Life	Casuarina	✓				✓				9 to 12		Any	m0417069446
HK Training Consultancy	Casuarina			✓	✓	✓	9 to 4	9 to 4	9 to 4	9 to 4	9 to 4	Any	8927 2499
MCNT	Malak		✓				9 to 4	9 to 4	9 to 4	9 to 4	9 to 4	CALD	8945 9122
RedCross		✓	✓			✓	9 to 4	9 to 4	9 to 4	9 to 4	9 to 4	CALD	8924 3960
Ruby Gaea	Darwin		✓			✓	8:30 to 5	8:30 to 5	8:30 to 5	8:30 to 5	8:30 to 5	W/Youth	8945 0155
Salvation Arm	Darwin City	✓	✓			✓	9 to 2:30			9 to 2:30		Any	8981 5994
Salvation Arm	Anula	✓	✓			✓	9 to 2:30	9 to 2:30		9 to 2:30	9 to 2:30	Any	8945 1947
Salvation Arm	Darwin City	✓	✓			✓			9 to 2:30		9 to 2:30	Any	8932 6529
Somerville	Palmerston			✓	✓	✓	call	call	call	call	call	Any	8935 1500
St Vincent De Pauls	Stuart Park	✓		✓	✓	✓	10 to 12	10 to 12	10 to 12	10 to 12	10 to 12	Any	8981 4374
St Vincent De Pauls	Malak					✓		10 to 12		10 to 12		Any	89454722
St Vincent De Pauls	Palmerston	✓			✓	✓	10 to 1					Any	89324390

* Other: See main document for details of 'other' services provided.