ACT Government
Health and Community Services

Support Services for Women in Canberra

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Crisis Support

Lifeline

A free service that helps people who feel very sad, worried, or are in crisis. You can talk to a trained supporter any time - day or night - on the phone, by text, or online chat. Lifeline is here to listen and help you feel safe.

🌐 https://www.lifeline.org.au

📞 13 11 14

Text: 0477 13 11 14

National Suicide Call-back Services

A free service that helps people who feel very sad, worried, or are thinking about suicide. You can talk to a trained counsellor any time - day or night - on the phone or online. They also help people who are worried about someone else or who have lost someone to suicide.

🌐 https://www.suicidecallbackservice.org.au

📞 1300 659 467

Emergency Relief Providers in the ACT

Emergency Relief providers can assist people to meet their immediate basic needs in times of financial distress or hardship. Emergency Relief providers can assist with access to food, clothing, and vouchers, and they can also connect you to other support services.

🌐 Communities@Work Crisis Support and Emergency Relief

📞 (02) 6293 6500

🌐 Vinnies - Emergency relief in ACT & Surrounds

📞 131812

🌐 Salvos Assessment Line

📞 (02) 8775 7987

🌐 St John's Care (Reid)

📞 (02) 6248 7771

🌐 Uniting Care Kippax

📞 (02) 6254 1733

Crisis Payment for other extreme circumstances

You may be able to get a Crisis Payment if you've had to change where you live due to an unforeseen extreme circumstance.

🌐 https://www.servicesaustralia.gov.au/crisis-payment-for-other-extreme-circumstances

Integrated Service Response – Short-Term Disability Support in a Crisis

If you are an ACT resident with disability and facing a crisis that affects your health or wellbeing, you may be able to get short-term support. This includes help coordinating services and, in some cases, funding for urgent disability support. You may be eligible even if you're waiting for an NDIS plan or not eligible due to residency.

🌐 act.gov.au/disability-crisis-support

📞 (02) 6207 1086

Community and Family Support

ACT Child and Family Centres

A free service for families with children up to 8 years old (and sometimes up to 12). They help with parenting, child development, and finding other support services. You can talk to friendly staff, join playgroups, and get advice before and after your child is born.

🌐 https://www.act.gov.au/community/families/child-and-family-centres

📞 Call Access Canberra on 13 22 81

YWCA Canberra

A free service that helps women and families in Canberra. They offer support with housing, domestic violence, education, childcare, and leadership programs. You can talk to someone who understands and wants to help you feel safe, strong, and supported.

🌐 https://ywca-canberra.org.au

📞 (02) 6185 2000

Woden Community Service

A free service that helps people of all ages in Canberra. They support women and families with housing, mental health, parenting, disability, and community connection. You can join playgroups, get help with finding a home, or talk to someone if life feels hard.

🌐 https://www.wcs.org.au

📞 (02) 6282 2644

Volunteering ACT

A free service that helps people find volunteer work and connect with community services. They support people who feel lonely, have a disability, or need help to get involved. You can visit their Info Hub to learn about services, events, and ways to help others in Canberra.

🌐 https://www.volunteeringact.org.au

📞 (02) 6248 7988

Roundabout Canberra

A free service that gives baby and children's items to families who need help. They work with social workers to give safe, clean things like cots, prams, clothes, and toys. This helps families who are going through hard times, including women leaving violence or starting over.

🌐 https://roundaboutcanberra.org

📞 (02) 6193 6452

Thread Together Clothing Hub (referral only)

Thread together is run by St. Vincent de Paul Society.
Thread together provides good quality clothing for people in need at no cost. If you would like a referral please email HCSDRTW@act.gov.au

🌐 Thread Together Clothing Hub | Vinnies

Playgroups ACT

ACT Playgroups is a passionate non-profit community organisation that supports all playgroups and the benefits which playgroups provide for families with young children across Australian Capital Territory.

Counselling and Mental Health Support

Medicare Mental Health

A free service for anyone in Australia who feels sad, stressed, or needs help with their mental health. You don't need a referral or appointment. You can call and talk to someone who will help you find the right support. You can also visit a local centre or explore helpful information online.

🌐 https://www.medicarementalhealth.gov.au

📞 1800 595 212

Parentline ACT

A free service for parents and carers in the ACT. You can call to talk about parenting worries, family problems, or if you feel stressed. Trained counsellors will listen and help you find ways to support your children and yourself.

🌐 http://parentlineact.org.au

📞 (02) 6287 3833

Kids Helpline

A free service for children and young people aged 5 to 25. You can talk to someone any time - day or night - if you feel sad, worried, or need help. You can call, chat online, or text. They are kind and will listen to you.

🌐 https://www.kidshelpline.com.au

📞 1800 55 1800

Conflict Resolution Service

A free service in Canberra that helps people and families who are having problems or arguments. You can talk to someone who will listen and help you find ways to solve problems peacefully. CRS helps with family issues, youth support, and workplace conflict.

🌐 https://crs.org.au

📞 (02) 6189 0590

Beyond Blue

A free service that helps people who feel sad, worried, or stressed. You can talk to someone any time - day or night - on the phone or online. They listen, give support, and help you feel better. Beyond Blue also has information for women, families, and young people.

🌐 https://www.beyondblue.org.au

📞 1300 22 4636

Access Mental Health

A free phone service in the ACT for people of any age who feel sad, stressed, or worried about their mental health. You can call any time - day or night - to talk to someone who will listen and help. They can give advice, connect you to other services, or send help if you are in danger.

🌐 https://www.canberrahealthservices.act.gov.au/services-and-clinics/services/access-mental-health

📞 1800 629 354

Domestic, Family and Sexual Violence Support

ACT Government – Get Help Now

A free service that helps people in the ACT who are experiencing domestic, family, or sexual violence. You can find support to stay safe, get legal help, find housing, and talk to someone who understands. The website lists many services that can help women, children, and families.

🌐 https://www.act.gov.au/community/domestic-family-and-sexual-violence/get-help-now

Domestic and Family and Sexual Violence Support

Services and support, including financial assistance, for people affected by domestic, family or sexual violence in the ACT.

🌐 https://www.act.gov.au/community/domestic-family-and-sexual-violence

Domestic Violence Crisis Service (DVCS)

A free service for people in the ACT who are affected by domestic or family violence. You can call any time—day or night—to talk to someone who will listen and help you stay safe. DVCS supports women, children, young people, and anyone who needs help.

🌐 https://www.dvcs.org.au

📞 (02) 6280 0900

Email: crisis@dvcs.org.au

1800RESPECT

A free, 24 hours a day, 7 days a week confidential information, counselling and support service to support people impacted by domestic, family or sexual violence.

🌐 https://1800respect.org.au/

📞 1800 737 732

Beryl Women Inc

A free service in Canberra that gives safe housing to women and children escaping family or domestic violence. They help you find a safe place to stay and support you during a hard time. You can call during the day to talk to someone who will listen and help.

🌐 https://www.beryl.org.au

📞 (02) 6230 6900

Toora Women Inc

A free service in Canberra that helps women who are escaping domestic violence, homelessness, or dealing with alcohol and drug problems. They offer safe places to stay, counselling, and support to help women feel strong and safe again. You can call or email to get help.

🌐 https://www.toora.org.au

📞 (02) 6122 7000

Email: intake@toora.org.au

Doris Women's Refuge

Doris Women's Refuge provides safe housing and support for women and children escaping domestic or family violence. They offer help with finding services, solving problems, going to court, and speaking up for those in need.

📞 (02) 6278 9999

Email: dwrwomen@bigpond.net.au

Safer Families Assistance Payment

Safer Families Assistance is a $2,000 payment you could get from the ACT Government if you have experienced domestic or family violence. You cannot get it if you are a Housing ACT tenant.

🌐 https://www.act.gov.au/community/domestic-family-and-sexual-violence/apply-for-financial-support-after-domestic-and-family-violence

Crisis Payment for extreme circumstances (family and domestic violence)

You may be able to get a Crisis Payment if you've experienced a family or domestic violence incident.

🌐 https://www.servicesaustralia.gov.au/crisis-payment-for-extreme-circumstances-family-and-domestic-violence

Financial Support

National Debt Helpline

Financial Counselling can help people in personal financial difficulty to address their financial problems, manage debts and make informed choices.

🌐 https://ndh.org.au/

📞 1800 007 007

Care Financial Counselling Service

Helps people in Canberra with money problems. You can talk to someone who will listen and help you make a plan to manage your money and debts.

🌐 https://www.carefcs.org

📞 (02) 6257 1788

The No Interest Loans Scheme (NILS)

You can get a fair and safe loan with no interest, fees or charges.
If you have a low income or have experienced family and domestic violence, you may be able to borrow up to $3,000. You pay the loan back over up to 2 years.

🌐 https://goodshep.org.au/services/nils/

📞 13 6457 (13 NILS).

Savings Finder

To help with cost-of-living pressures, the ACT Government provides support to Canberrans by offering a range of discounts, rebates, and subsidies. The Savings Finder has more than 65 ways that the ACT Government can support you and help with the everyday cost of living.

🌐 Support for households - ACT Government

Health and Wellbeing

Healthdirect

A free service that gives health advice to people in Australia. You can call any time - day or night - to talk to a registered nurse. They can help you understand your symptoms and tell you what to do. You can also use their website to check symptoms, find health services, and read trusted health information.

🌐 https://www.healthdirect.gov.au

📞 1800 022 222

Karralika

A free service that helps people and families who are having problems with alcohol or drugs. They offer safe places to stay, counselling, and support in the community. You can talk to someone who will listen and help you make healthy changes in your life.

🌐 https://www.karralika.org.au

📞 1800 152 772

Email: info@karralika.org.au

Directions Health Services

A free service that helps people who are having problems with alcohol, drugs, or mental health. They offer counselling, support programs, and help with staying safe and healthy. You can call or visit to talk to someone who understands and wants to help.

🌐 https://directionshealth.com.au

📞 (02) 6122 8000

ACT Spectacles Subsidy Scheme

Provides eligible ACT residents with a subsidy of up to $200 once every two years. The scheme provides financial support to eligible ACT residents with the purchase of spectacles and enables eligible residents to enjoy the benefits of clear vision and good eye health.

🌐 Spectacles Subsidy Scheme | ACT Revenue Office - Website

📞 (02) 6207 0028 - Select Option 5

The Hair and Beauty Bar at CIT

A salon that is open to the public and staffed by supervised apprentices and full-time students who work in industry. Services start at as low as $12.

🌐 Hair and Beauty Bar at CIT : Canberra Institute of Technology

📞 (02) 6207 3246

Period Products

You can get FREE Period Products (like pads and tampons) in the ACT. Please click on the link to find the best location.

🌐 Free period products - ACT Government

📞 02 6205 5681

Housing and Homelessness Support

ACT Public Housing

ACT Government public housing and low-cost rental services.

🌐 https://www.act.gov.au/housing-planning-and-property/public-housing

First Canberra

Helps people who are homeless or at risk of becoming homeless. They can connect you to housing, food, health care, and other support services. You can call them to talk about your situation and get help.

🌐 FIRST Canberra - Salvation Army (previously Onelink)

📞 1800 176 468

Toora Women Inc

Helps women who are dealing with problems like violence, homelessness, drug use, or mental health issues. They offer safe housing, counselling, and support to help women feel safe and build a better life.

🌐 toora.org.au

📞 (02) 6122 7000

Karinya House

Karinya House helps women who are pregnant or have a baby and need support. They offer a safe place to stay and help with things like housing, health, and planning for the future. Support is available 24 hours a day, 7 days a week.

🌐 karinyahouse.asn.au

📞 (02) 6259 8998

Legal and Advocacy Services

Legal Aid ACT

A free service that helps people in the ACT with legal problems. You can get help with family law, domestic violence, housing, money issues, and more. You can call, visit, or talk to a lawyer at court. They will listen and help you understand your rights.

🌐 https://www.legalaidact.org.au/

📞 (02) 6243 3411

Canberra Community Law

Canberra Community Law (formerly Welfare Rights and Legal Centre) is a community legal centre providing legal services to people on low incomes or facing other disadvantage in Canberra and its region.

🌐 Home - Canberra Community Law

📞 (02) 6218 7900

Women's Legal Centre

A free service that helps women with legal problems. They support women with family law, domestic violence, housing, money issues, and more. You can talk to a lawyer who will listen and help you understand your rights.

🌐 https://www.womenslegalact.org

📞 (02) 6257 4377

Email: admin@womenslegalact.org

WLC - Hindi Brochure

WLC - Arabic Brochure

Easy English Handouts from Women's Legal Centre

- About divorce
- About family violence
- How to stay safe from family violence
- Family violence orders and going to court

Women's Health Matters

Advocates to improve the health and wellbeing of all Women in the ACT, especially those experiencing disadvantage and vulnerability.

🌐 https://www.womenshealthmatters.org.au/

📞 (02) 6205 1075

Crisis Payment for release from prison or psychiatric confinement

You may be able to get a Crisis Payment when you leave prison or a psychiatric hospital.
You must meet the criteria to get this payment. You can get this payment each time you are released. It is the same as one week of your normal Centrelink payment.

🌐 https://www.servicesaustralia.gov.au/crisis-payment-for-release-from-prison-or-psychiatric-confinement

Refugee and Migrant Support

Crisis Payment for humanitarian entrants

A one-off payment if you've arrived in Australia as a humanitarian entrant for the first time.
You must meet certain eligibility criteria and hold a specific humanitarian visa to get this payment.

🌐 https://www.servicesaustralia.gov.au/crisis-payment-for-humanitarian-entrants

Services Access Card

Free and discounted services for asylum seekers. Get a Services Access Card to help with costs while you're waiting for a protection visa.

🌐 https://www.act.gov.au/community/multicultural-communities/free-and-discounted-services-for-asylum-seekers

Translating and Interpreting Service

Help to understand and talk to someone in English to get services or information.

🌐 https://www.tisnational.gov.au/

📞 131 450

Companion House

A free service that helps people who have come to Australia to escape war, torture, or danger. They support refugees and asylum seekers with health care, counselling, legal help, and community support. You can call or visit to get help.

🌐 https://www.companionhouse.org.au

📞 (02) 6251 4550

📍 41 Templeton Street, Cook ACT

Canberra Refugee Support (CRS)

A free service that helps refugees and asylum seekers living in Canberra. Friendly volunteers help people settle into the community, find support, and feel safe. CRS also helps with things like school costs, driving lessons, and finding work.

🌐 https://canberrarefugee.org.au

MARSS Australia Inc. (Migrant and Refugee Settlement Services)

A free service in Canberra that helps migrants, refugees, and asylum seekers. They offer support with housing, finding work, learning English, and settling into the community. MARSS also provides counselling and help for young people and families.

🌐 https://marss.org.au

📞 (02) 6248 8577

Multicultural Hub Canberra (mHub):

Helps migrants, refugees and asylum seekers settle into life in Canberra.
They offer support with housing, jobs, health, education, counselling, and more.
You can also join women's, men's, youth and family programs. Staff speak many languages and can help you understand services.

🌐 mhub.org.au

📞 (02) 6100 4611

Support for Aboriginal and Torres Strait Islander Women

Winnunga Nimmityjah Aboriginal Health and Community Services

Provides culturally safe health care and wellbeing programs for Aboriginal and Torres Strait Islander people.

🌐 https://www.winnunga.org.auhttps/www.winnunga.org.au

📞 (02) 6284 6222

ACT Government Aboriginal and Torres Strait Islander Programs

Offers support for families, health, education, justice, and cultural connection.

🌐 https://www.act.gov.au/community/aboriginal-and-torres-strait-islander-peoples

Crisis Supports for Aboriginal and Torres Strait Islander People

Crisis support run by and for Aboriginal and Torres Strait Islander people. A confidential, culturally safe space to yarn about your needs, worries or concerns.

🌐 13yarn.org.au

📞 13 92 76

Support for Women with Disabilities

Advocacy for Inclusion

Helps women with disabilities speak up, understand their rights, and access services.

🌐 https://www.advocacyforinclusion.org/

📞 Phone: (02) 6257 4005

YWCA Canberra – Inclusive Housing Support

Offers housing and support programs for women with disabilities, including help connecting to health and legal services.

🌐 https://ywca-canberra.org.au/community-service/housing-support/https:/ywca-canberra.org.au/community-service/housing-support/

📞 (02) 6185 2000

ADACAS

ADACAS provides free advocacy and information to people in Canberra and on the South Coast of NSW living with disability, experiencing mental ill-health, older persons and their carers.

🌐 Home - ADACAS

📞 02 6242 5060

Help us keep this information up to date

If you notice anything missing or incorrect in this handout, please contact the ACT Office for Women. Your feedback helps us make sure women in Canberra get the right support.

email: women@act.gov.au

📞 (02) 6205 0215

Disclaimer

This handout is from the ACT Office for Women (ACT Government). It lists different services to help you find support more easily. Some services are run by the ACT Government, some by the Australian Government, and some by other organisations. We include them for your convenience, but this does not mean the ACT Government recommends or pays for all of them. There may be other services out there that are not listed here. Please choose what works best for you and check each service to make sure it suits your needs.