

VOLUNTEERING *and* CONTACT ACT



Student Info Guide

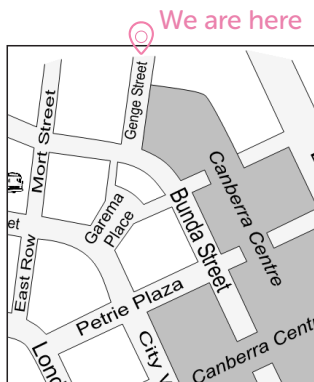
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Welcome to tertiary education and congratulations.
We hope you have a wonderful time.

This guide aims to **link you in with some of the essential services, places and people of Canberra**. This is just a start as there is so much to the Canberra Region.

If you have any questions about your city or community, **feel free to contact us!** Good luck on your journey.

Volunteering and Contact ACT (VCA) fosters community engagement through reliable information and volunteering. We are an active link between people, organisations and government. We are the peak body for volunteering and community information.



Visit us at our
shopfront!

Ask us anything!
6248 7988
info@vc-act-org.au
vc-act.org.au

Contact Canberra Community Information Shopfront
Griffin Centre, 20 Genge St, Canberra

Supported by



This service receives funding from the ACT Government

ESSENTIAL CONTACTS

- Ambulance, Fire Service, Police **000** From a mobile (no sim needed) **112**
- Police Attendance **131 444**
- Poisons Information Line **13 11 26**
- Lifeline **13 11 44**
- 24hr Health Hotline **1800 022 222**
- Gateway to Emergency Accommodation (homelessness)
- Onelink **1800 176 468**
- Emergency Financial or Food Assistance For a comprehensive list go to www.contactcanberra.org.au and click the 'infoguides' tab
- Canberra Rape Crisis Centre **6247 2525**
- Domestic Violence Crisis Service **6280 0900**
- Translating and Interpreting **13 14 15**

TRANSPORT

- Buses - Transport Canberra (TC) www.transport.act.gov.au **131 710** FREE
APP: My Bus 2.0
- Transport Canberra (TC) The central bus transport system for Canberra **13 17 10** www.transport.act.gov.au Purchase a pre-loaded student 'myway' card, which is cheaper than paying cash. Download a concession 'myway' form from the website or buy one at an administrative office. Time tables accessible through the: mybus 2.0 Canberra app.
- Useful Buses
 - Blue Rapid runs frequently between Belconnen, Civic, Woden and Tuggeranong.
 - Red Rapid runs frequently between Gungahlin, City, Russell, Barton, Kingston and Fyshwick.
 - Suburban buses generally operate every half hour, taking longer winding routes so make sure you get on the right bus!
- Last Buses from Civic check website for changes.
 - The last Blue Rapid week days from Civic approx. 11:35pm.
 - The last Blue Rapid weekends from Civic approx. 11:52pm Saturdays, and 7:30pm

Sundays.

- **Please note**
 - **Suburban buses** can finish as early as 9:30pm on weekdays and 7pm on weekends.
 - **Make sure you tag on and off** with your myway card to get the cheapest fare.
- **Bicycles** This is one of the best ways to get around in the capital, save money and stay fit.
- **The Recyclery** Buy cheap bicycles www.recyclery.com.au
- **The Green Shed** Buy cheap, preloved, serviced bicycles Flemington Road, Mitchell
- **ANU Food Co-op** Kingsley Street
- **Bikes and Walking** FREE APP: Canberra Map and Walks
- **Taxis**
 - **Cab Xpress** (wheelchair accessible available)
www.cabxpress.com.au **13 92 87** | **6181 2700**
 - **Canberra Elite and Silver Service** www.canberracabs.com.au **13 22 27**
- **Trains** www.nswtrainlink.info **13 22 32**
- **Airport** www.canberraairport.com.au **6275 2222**

FOOD

- **Supermarkets**
 - **ACU Dickson Woolworths** 1 Dickson Place, Dickson
 - **ANU/ CIT Reid, The Canberra Centre** (Coles, ALDI) Bunda Street, Civic
 - **IGA X-press Eastrow** East Row Civic (in the bus interchange)
 - **Spar** Corner of Allsop Street and Marcus Clarke
 - **UC/ CIT Bruce Belconnen Westfield** (Woolworths, Coles, Aldi) Benjamin Way,
- **Food Co-Ops and Organic Supermarkets**
 - **Choku bai jo** 2 Colville Street, Lyneham; Curtin Place, Curtin **6162 3444**
 - **The ANU food coop** 3 Kingsley Street, Acton **6230 7505**
- **Cheap Eats** meals under \$15, all with vegetarian options
 - **Burmese Curry House** \$7 take away, \$8 eat in curry. 106 City Walk, Civic
 - **CBD Dumpling House** 148 Bunda Street, Civic **6262 8855**
 - **Shanghai Dumplings** 2/35 Childers Street, Acton **6262 8884**

- **Dumpling House** 2 Cape St, Dickson; **6248 8350**
- **The Front Gallery & Café** A Canberra institution, great coffee and study spot. 1 Wattle Place, Lyneham; **6249 8453**
- **Yarralumla Halal Pide House** The best pide and kebabs in Canberra. 47 Novar Street, Yarralumla **6281 1991**
- **The Mandalay Bus** An old yellow bus refurbished as a funky fusion Burmese food outlet, open Thursday - Saturday. Corner of Lonsdale and Girraween Street, Braddon, Haig Park; **0405 551 782**
- **Brodburger** These delectable burgers are enormous and affordable. www.brodburger.com.au. 11 Wentworth Avenue, Kingston **6162 0793**
- **Grill'd** Tasty, affordable and sustainable, there is a Grill'd burger joint in the

MEDICAL SERVICES

- **Bulk-billing Doctors** (for students)
 - **AC Dickson Health Service** Has some bulk billed consultations. Dickson shops, Antil Street. Monday-Friday 8:30am-12pm and 2pm-5pm. Saturday 8:30am-10am **6248 6677**
 - **ANU Health Service** Bulk bills domestic students; bulk bills international students if covered by WCA or Medibank, walk in triage appointments morning and afternoon. Monday-Thursday, 9am-5pm and Friday 9am-4pm **6125 3598**
 - **The Junction Youth Health Service** Bulk billing for young people aged 12-25 and their children. 30 Scotts Crossing, Civic. Monday-Friday 9:30am-5pm **6232 242**
 - **UC/ CIT University of Canberra Medical and Counselling Centre** Bulk bills domestic students; bulk bills international students if covered by Worldcare or Medibank, Building 1, Level B, 1 Kirinari Street. Monday-Friday 9am-5pm www.canberra.edu.au/medical-counselling/book-online **6201 2351**
 - **Ginninderra Medical Centre** Bulk bills for those with Medicare card. Corner of Nettlefold Street and Coulter Drive. Drop in only for GPs. Monday-Friday 7am-10pm, Saturday-Sunday 8am-10pm **6112 7111**

FREE MENTAL HEALTH SERVICES

- **ACU Free Counselling Service** Tuesdays and Wednesdays for students. www.acu.edu.au **6209 1176**
- **ANU Counselling Centre** Monday-Friday 9am-4.45pm (closed 1-2pm) **6125 2442**
- **CIT Counselling** 24hr crisis support. Qualified counsellors on campus for student support **6207 3290**
- **UC University of Canberra Counselling Service** Emergency appointments made available each day, Building 1, level b 1 kirinari street, Monday-Friday 9am-5pm **6201 2351**
- **Lifeline 24/7 Phone Counselling Service** **13 11 14**
- **Important Information** Another option for accessing subsidised mental health services for domestic students is through Medicare's Better Access initiative. You can be eligible for up to 6 mental health services under a GP mental health treatment plan. For more info visit your GP or phone **132 011** www.health.gov.au
- **ACT Helpline** A free and confidential service, providing mental health information support and referral (peer-led). Monday-Friday 5pm-9pm. **6246 7180**

SEXUAL HEALTH

- **Sexual Health and Family Planning ACT (shopact)** Bulk bills for full time students, people under 21 and concession card holders. 1/28 University Avenue Canberra City. Monday 8:30am-6pm, Tuesday & Thursday 8:30am-5pm, Wednesday 8:30am-6:30pm, Friday 8:30am-3pm **6247 3077**
- **Canberra Sexual Health Centre** Building 5 (north wing) Canberra Hospital, Garran, ACT. Daily walk-in clinic: Monday, Tuesday, Thursday, Friday 9am-2pm, Wednesday 1.30pm-3.30pm **6244 2184**

DISABILITY SERVICES

- **On Campus Services**
 - **ACU Disability Services**
Email disabilityadviser.sig@acu.edu.au or visit students.acu.edu.au

- **CIT Disability Support** Individual support to assist students with disabilities. cit.edu.au/mycit/students Bruce **6207 4929** Reid **6207 3329**
- **ANU Access and Inclusion** Advocacy and assistance to help overcome challenges to study caused by a disability **6125 5036**
- **ANU Disabilities Student Association** Support and advocacy, run by students fb.com/groups/anudsa | sa.disabilities@anu.edu.au
- **UC Inclusion and Welfare** General welfare support for all students, support for students with disability or ongoing health conditions inclusion@canberra.edu.au | welfare@canberra.edu.au **6201 5233**
- **Advocacy for Inclusion** Provides systemic, individual & self-advocacy support for people with disabilities. Info@advocacyforinclusion | www.advocacyforinclusion.frg **6257 4005**
- **ADACAS** ACT Disability Aged And Carer Advocacy Service. Individual advocacy for people with disabilities and mental health consumers **13 36 77**

ACCOMMODATION

- **On Campus**

If you're from interstate, overseas or have never lived out of home before, staying on campus is an excellent way to make friends, ease into university life and join a welcoming and supportive community.

 - **ACU Living and learning communities** managed residences close to the uni www.acu.edu.au/about_acu/campuses/canberra/accommodation **03 5336 5323**
 - **ANU Accommodation** anu.edu.au/study/accommodation **1800 620 032**
 - **CIT Accommodation** www.cit.edu.au/study/accommodation **6207 3188**
 - **UC Accommodation** www.Canberra.Edu.Au/residences **6201 2000**
- **Off Campus**

Sharehousing is a great option if you're looking for fun, independence and a place to call home.

 - **Tenants Union ACT Inc.** Is a great resource for asking all those curly questions about renting and sharehousing. www.tenantsact.org.au It is jam-packed with information about renting, subletting, leases, budgets, bonds and more. If you have a legal question you can call their tenant's advice

service on **6247 2011** between 10.00pm-11:30pm on weekday mornings. Leave a detailed message and they will get back to you.

- **Websites for finding sharehouses allhomes**

www.allhomes.com.au | www.gumtree.com.au |

www.housingonline.anu.edu.au | www.flatmates.com.au/act

• **Student Co-op**

If you're after an alternative to on campus or traditional sharehouse accommodation, maybe you should consider looking into the Canberra Student Housing Co-op. Located close to the city, the CSHC is a student-run residence with a focus on sustainability and community.

www.csh.coop | contact@csh.coop

- **Important Information** NEVER sign a lease or make a formal agreement without viewing the room/ property first. If you get a bad feeling about a situation involving a sharehouse, consider calling the Tenants Union. Shop around so that you know what a reasonable room rate is. A room near either of the main universities can be anywhere from \$120-\$250 per week.

STUDY SPOTS

Study-Friendly Hang-out Spots with Wifi

• **Libraries**

- **National Library of Australia** An invaluable resource for every student. A quick bus trip on the Blue Rapid. Parkes Place www.nla.gov.au

- **ACT Libraries** Find a cosy spot in your local library www.library.act.gov.au

- **Coffee Shops** There are many wonderful coffee shops in Canberra that have free wifi, which we encourage you to explore. Make sure you order a coffee or a meal and support these great businesses.

- **ACU The Front Gallery & Café** 1 Wattle Pl Lyneham **6249 8453**

- **Good Brother** 1/20 Challis St Dickson **6162 0819**

- **ANU/ CIT Reid Lonsdale Street Roasters** 7 Lonsdale St Braddon **6156 0975**

- **Smiths Alternative Bookstore** 76 Alinga St Civic
www.smithsalternative.com **6247 4459**

- **UC/ CIT Bruce Café Mizzuna** Kirianri St, University of Canberra **6201 5610**

- **Piccolo** University of Canberra Refectory, Wilpena St
fb.com/pages/Piccolo-espresso-to-go

• **Other Spaces**

- **ANU Student Space** Free tea and comfy couches in the centre of ANU; opposite the refectory in Union Court www.anusa.com.au/bkss/

- **the-riotact.com** has awesome 'mobile office reviews'. Google it.

- **Parks** For those who prefer the outdoors, you can check out a list of urban parks www.tccs.act.gov.au/city-living/recreation

• **Important Information** If you're looking for free wifi most major Shopping Centres and Macdonalds have rudimentary internet.

WORK

Lots of students have part time jobs whilst studying, and there are many options for those seeking part time work. Some popular types of casual work include hospitality, retail, administration and tutoring.

• **OnLine**

- **Seek.com** www.seek.com.au

- **CareerOne** www.careerone.com.au

- **Jobsearch** www.jobsearch.gov.au

- **Online University jobs portals** Most universities have their own job portals. Often useful for unusual and interesting options, often have tutoring jobs.

- **Ethicaljobs.com** Offers jobs specifically in the not-for-profit sector www.ethicaljobs.com.au.

- **APS Jobs** Offers jobs in the Australian public service www.apsjobs.gov.au

• **Face To Face**

If you are looking for a hospitality or retail job, introducing yourself personally to business can be a good tactic. Some good shopping and restaurant precincts include Woden/ Belconnen Westfield, Emu Bank, City Walk, Kingston Foreshore, Manuka and Braddon

- **Important Stuff** Don't try handing out resumes when businesses are busy with customers, for instance during the morning coffee rush.

• **Help & Advice**

Your University Career Centre can provide really useful advice and assistance when it comes to navigating the world of jobs.

- **ANU Careers Centre:** Drop-ins: Monday 11am-1pm, Wednesday 2pm-4pm and Friday 11am-1pm Careers.anu.edu.au **6125 3593**
- **UC CareerHub** www.canberra.edu.au/careers **6206 8807**
- **Free Tax Help** Volunteering and Contact ACT (VCA) offers free tax help for low income earners, as do some universities. Call **6248 7988** or visit VCA at our shopfront, Griffin Centre, 20 Genge St, Canberra..
- **Volunteering & Internships**

Doing voluntary work is a great way to get experience, gain skills and give yourself an edge in the job market.

 - **Volunteering and Contact ACT** The peak body for volunteering in the ACT. You can check out volunteering opportunities on their website www.volunteeringact.org.au or attend a Volunteering Open Day on every 2nd Tuesday of the month at the Contact Canberra Community Information Shopfront - Griffin Centre, 20 Genge St, Canberra. **6251 4060**
 - **Australian National Internships Program (ANIP)** For ANU students this is an excellent program involving taking part in an internship within your degree structure. Check out the details at anip.anu.edu.au
 - **Internships through UC** The University of Canberra runs a number of internship programs including 'Work Integrated Learning' and the 'Community Internships Program'. Call the CareerHub or visit their website for more details www.canberra.edu.au/

CENTRELINK

Students are eligible for financial support under certain circumstances through Centrelink.

- **Information** Here are some basics on how the easiest ways to navigate the Centrelink maze.
 - **Student Update Facebook Page** www.facebook.com/StudentUpdate
 - **The Human Service Online Payment Finder** This will give you some initial ideas about what you may or may not be eligible for. Google 'Centrelink payment finder' **132 490**
- **Tips For Smooth Sailing**
 - **Do Your Research** Learn some basic terminology, ask others in similar circumstances and check out the humanservices website www.humanservices.gov.au.

- **Set Aside Time** Don't ring Centrelink in your ten minute coffee break. Set aside time and be prepared to be patient.
- **Learn the Jargon** What is a health care card, what is the value of your assets?
- **Ask Questions and be Clear** Make sure you understand your obligations and rights
- **Keep a Record** Record when you call or visit Centrelink and who you talked to. Record reference numbers. Record as much as possible.
- **Important Information** For the most up-to-date information on Centrelink we suggest calling them on **132 490** or checking out their website.

LEGAL STUFF

- **Free Legal Advice**
 - **Free Legal Aid Helpline** Free legal info, referral and limited advice to any one in the ACT. Monday-Friday 8:30am-5pm **1300 654 314**
 - **Free Legal Advice/Legal Advice Bureau (ACT Law Society)** Free 15 minute consultations Monday-Friday 12:30pm-2pm. By appointment only. 411 Farrell Place **6274 0300**
 - **Womens Legal Centre** Provides free, confidential telephone advice to women on legal issues. No drop-in service, appointments only. Researches law reform and runs community legal advice sessions. Advice Line **6257 4499** / Admin. **6257 4377**
 - **ANU Students Association** Advice on all legal matters to enrolled students. Appointments Monday, Tuesday and Wednesday **6125 2444** sa.admin@anu.edu.au | sa.legal@anu.edu.au
 - **Street Law** Free legal help for those experiencing or at risk of homelessness. 21 Barry Drive Turner **1800 STR LAW** | **6218 7995**. For a full list of free legal services, go to www.vc-act.org.au/info-guides/ and click the 'infoguides' tab.

MARKETS

• Food Markets

- **Fyshwick Market** Thursday-Sunday. Affordable fresh produce, including fruit, vegetables, meat and fish. Sunday afternoons are a good time to get bargains. Take the 980 bus.
- **Belconnen Market** Wednesday-Sunday. At Belconnen Westfield. Organic produce shop available. Some stores are now open 7 days a week. Take the Blue Rapid bus.
- **Capital Region Farmers Market** Saturday 7:30am-11am. Pick up excellent local produce at the Exhibition Park in Canberra (EPIC). Take the 950 bus.
- **Southside Farmers Market** Sunday 8am-11:30am. At Woden CIT. The sellers are the producers. the stalls are all food related. Take the Blue Rapid bus.

• Fashion Markets

- **Hustle & Scout** A super trendy twilight fashion fair held at the Airport every few months. Check out their website for dates www.hustle&scout.com.au
- **Fash n Treasure** Held at EPIC, this is a vintage buff's dream come true. Check out the website for details www.fashntreasure.com.au
- **Frock up** A twice-yearly vintage event at the majestic Albert Hall, easily accessible along the Blue Rapid Bus Route www.frockupAustralia.com

• Craft/ Antique Markets

- **Canberra Antiques Centre** Monday-Sunday 10am-5pm. 37 Townsville Street, Fyshwick. Furniture, bric-a-brac, vintage everything! Take the 200 bus on weekdays, and the 980 bus on weekends.
- **Old Bus Depot Market** Sundays. Arts and crafts, food stalls, including fresh produce and live music. Take the 938 bus.
- **Gorman House Market** Saturdays. off Ainslie Avenue, Civic. Crafts, second-hand items, antiques, international food in a lovely, grassy setting.
- **Tuggeranong Market** 2nd Sunday of every month in the lovely Tuggeranong Homestead opposite the Calwell Shops. Take the 971 bus.

• Flea Markets

- **Jamison Market** Sundays. Near Jamison centre, Belconnen. Fresh produce, Vinyl records, second hand clothing, furniture, bric-a-brac. Take the 940 bus.
- **Lions Trash & Treasure Market** Sundays. In Woden Westfield carpark. Books, plants, bric-a-brac.

ART

• Galleries

- **The Parliamentary Triangle** Your first stop for a cultured Canberra experience, with a feast of big national galleries and institutions such as the National Gallery of Australia, Questacon, the National Portrait Gallery and the National Library of Australia. Catch a Blue Rapid to Albert Hall and then walk across to Parkes Place.
- **Visit Canberra** Has an extensive list of galleries on their website www.visitcanberra.com.au/find/attraction/museums-galleries

• Graffiti

- Canberra has a range of legal graffiti sights that you can check out. Some near the unis include:
- **Kaleen** Underpass, Maribyrnong Avenue
 - **Lyneham** Toilet block walls, Lyneham Primary School Oval, Hall Street.
 - **Turner** Barry Drive Sullivans Crescent catchment
 - **Woden** Storm water drain wall, Callam Street

• Music

- **BMA Mag** A free mag with everything you need to know about gigs in Canberra. You can get it in cafes, theatres and shopping malls or check out their website www.bmamag.com
- **Smiths Alternative** 74 Alinga St, Civic
- **The Phoenix Pub** Civic Bus Interchange
- **The Potbelly** 5/26 Weedon Close, Belconnen
- **King O'Malleys** City Walk, Civic

• Arty Areas

- **Braddon** Lonsdale street is a Mecca of arty boutique shops, divine coffee, restaurants and trendy... well just about everything. A short walk from the Canberra Centre.
- **New Acton** Located in the city close to ANU, New Acton is a paradise for the cultured, with the Nishi Gallery, bars, restaurants and cinemas. They also hold festivals and have regular live music.
- **Kingston Foreshore** For those with a more generous budget, the Kingston Foreshore is a classy strip of restaurants and galleries along the lake. Take a Red Rapid bus or cycle from the city, visit the Glassworks gallery or the Old Bus Depot markets on Sundays, or head into Kingston to take your pick of restaurants.

WHERE TO BUY CHEAP STUFF

- **Furniture**
 - **The Green Shed** Cheap-as-chips furniture and bric-a-brac. Located at the Resource Management Centre on Mugga Lane and on Flemington Road in Mitchell. And also at 148--180 City Walk, Canberra City www.thegreenshed.net.au
 - **Ex-Government Furniture**:6 Yallourn Street, Fyshwick. www.ex-governmentfurniture.com.au **6239 1826**
- **Whitegoods**
 - **Manhos Renewed Appliances** Good quality second hand washing machines, dryers and fridges for a couple of hundred dollars. 1/14 Ipswich Street Fyshwick **6280 5333**
 - **Fridgeword** Used whitegoods. 5/3 Barrier Street, Fyshwick. **6280 4141**
- **Clothes**

An OpShop list is available at the Contact Canberra Community Information Shopfront - Griffin Centre, 20 Genge Street, Canberra.

 - **Salvos** Botany Street, Phillip; 88 Josephson Street, Belconnen
 - **Vinnies** 10 Buckland St, Mitchell; corner of Rae and Purdue Streets, Belconnen; 17 Colbee Court, Phillip The Brain Foundation: Griffin Centre, 20 Genge Street, City
 - **ADRA** 14 Lonsdale Street, Braddon. You can pick up a full list of Canberra Op Shops at the Contact Canberra Community Information Shopfront (Griffin Centre, 20 Genge Street, Canberra)
- **Bargain Hunting**
 - **Garage Sales** Check out the Canberra Times classifieds on Saturday mornings. www.canberratimes.com.au/classifieds/search
 - **Gumtree** Often has cheap household buys/ bikes www.gumtree.com.au
 - **Freecycle** Basically, a website where people give stuff away from free! www.freecycle.org/browse/AU/Australian Capital Territory

SPIRITUALITY

- **Places Of Worship**
 - **Canberra Churches** A database of Christian churches in Canberra www.canberrachurches.org | www.australianchurches.net.au/
 - **Canberra Mosque** 130 Empire Circuit, Yarralumla ACT 2600 **6273 1911**
 - **ACT Jewish Community** www.actjc.org.au
 - **Hindu Cultural Temple & Centre** 81 Ratcliffe Crescent, Florey **6259 3057** www.htcc.org.au | htccfloreytemple@gmail.com
 - **Buddhism in the ACT** A database of Buddhist groups in the ACT can be found at www.bcact.org/index.php/act-buddhist-temples
- **University Pastoral Care**
 - **ANU Chaplaincy** A place for spiritual support, pastoral care and referrals on a confidential basis for all faiths. Located in the Student Association building. Open during term time Monday-Friday 10am-4pm and other times by appointment. **6125 4246** chaplaincy@anu.edu.au
 - **CIT Pastoral Support** Each CIT centre has a pastoral care officer. **6207 4662** isu@cit.edu.au | isustudentadvisor@cit.edu.au
 - **UC Multi-Faith Centre** Offers pastoral care services to all staff and students **62015233** chaplaincy@canberra.edu.au

The **ACT Community Directory** provides information services for for the ACT. If you have a question about community and government services, have a problem and need help, have a general query about the city or if you are looking for a hobby group, we'll have the answer and a smile to go with it.

You can contact us by calling **6248 7988**

Visit our shopfront at **Griffin Centre, 20 Genge Street, Canberra**

Visit our website **vc-act.org.au**

Email us **info@vc-act-org.au**

Find our services on the ACT Community Directory website
actcommunitydirectory.com.au

Find us on Facebook, Twitter, Instagram & LinkedIn
(Search for **[Volunteering and Contact ACT](#)**)