



Information about Emergency Relief at PCH

Pomona & District Community House is not a crisis centre. We rely on donations to provide our frozen meals and community pantry. We also provide information and referral to other services *including* those that are funded to provide financial emergency relief.

What we do provide:

- Opportunities to create social connections through many social groups, wellbeing opportunities and events, at no or low cost.
- A community garden space that can provide shared fresh resources.
- We have a community pantry and toiletries that can be accessed by our community. The pantry also provides access to journals and some art materials.
- We supply frozen meals provided by Urban Angels Community Pantry, IFYS for community access.
- We provide shower access, when possible, between 9:30am-2:30pm. Towels are provided at the front counter. Laundry facilities are also accessible in this time.
- We support an end to period poverty and provide menstruation and incontinence products in all our toilet facilities, and community pantry. All people are encouraged to take what they need.
- Free wifi, computers and phone charging.
- Appointments with a Community Support Worker for Information, Support and Referrals Tuesdays and Fridays 9:30am – 1:30pm.
- Drop-in session with a Community Support Worker for Nurse-led Health Support on Wednesdays 10:00am – 1:00pm.
- Drop-in session with a Community Support Worker for digital support on Thursdays and Fridays 9:00am – 2:00pm.

People seeking to access showers, frozen meals, community pantry, information about other services and social worker bookings can be supported by our Front Counter Host.

Community pantry is a shared resource, and we expect people accessing the pantry will respect this by not taking more than their need. We embrace active citizenship if you have a moment you're welcome to help us out by water our pots on verandah, sweep verandah or washing up.

Given that we are not a crisis centre *financial* emergency relief such as vouchers, can only be provided via an appointment with the Community Support Worker. Please do not ask our Front Counter Host for a voucher. Vouchers are given in person and only to the person requesting them. We cannot put vouchers aside or give them to other people collecting in lieu of others.