



YWCA CANBERRA

# **Transitional Housing Occupant Information Handbook**

YWCA Canberra Housing Support Unit  
Level 2  
71 Northbourne Ave, Canberra City  
Phone: 02 6185 2000  
[www.ywca-canberra.org.au](http://www.ywca-canberra.org.au)

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## YWCA Canberra

As a feminist, not-for-profit organisation, YWCA Canberra has a rich history of supporting women and girls in our nation's capital since 1929.

Today we provide innovative and leading services to women and the broader Canberra community. We deliver 30 quality programs across 20 locations, in the areas of children's services, community development, housing, youth services, women's leadership, advocacy and training. Through our programs and services, we work with women, men, girls and boys, in the ACT and beyond.

YWCA Canberra is inclusive and strengthened by diversity. We are non-religious and encourage the participation of women of all cultures, beliefs and ages. We draw together members who are committed to recognising and celebrating the value of every human being.

### ***Local, National, International***

In Australia you can find YWCAs in New South Wales, Queensland, Northern Territory, Western Australia, South Australia, Victoria and the Australian Capital Territory. Together, we deliver services to more than a quarter of a million women, men and children, through over 100 sites across rural, regional and metropolitan areas.

Internationally, the YWCA is one of the world's largest women's organisations with representation in 125 countries, and a global outreach of 25 million women and girls. As part of the international movement, YWCA Canberra seeks to play its part in working for a world where reconciliation, justice, peace, health, human dignity, freedom and care for the environment are promoted and sustained through women's leadership.

## YWCA Canberra Housing Support Unit

YWCA Canberra has a long history in providing accommodation options to women and their families. We currently provide supported accommodation services on behalf of the ACT Government and are a registered community housing provider. As a service within the homelessness sector, we have become increasingly aware about the decrease in affordable housing within the Territory, and the impact of this on homelessness. As a result of this, YWCA Canberra has developed its own affordable housing program.

## About this Handbook

This handbook contains important information about your occupancy and contact details that you can access throughout your occupancy. This handbook should be kept in a convenient place so that you can refer to it when you need to.

YWCA Canberra HSU staff will inform you of any changes to the information or contact details.

### **Visiting our Office**

The Housing Support Unit (HSU) staff is dedicated to providing a quality service. Please phone the HSU to make an appointment to see a staff member.

YWCA Canberra Housing Support Unit  
Level 2, 71 Northbourne Ave  
Canberra City 2601  
Phone: 02 6185 2000  
Opening hours: Weekdays: 9:00am – 5:00pm

Emergency contacts are provided within this information handbook for occupants to use outside of these hours.

### **Confidentiality**

YWCA Canberra respects and protects the privacy of all individuals. In certain circumstances, the HSU may need to disclose your personal information to statutory organisations. In these instances, the HSU will inform you of what information was disclosed.

### **Personal Information**

It is important to remember to update your address details with people and businesses you engage with. Some examples are:

- Bank
- Insurance Companies (contents/car etc.)
- Centrelink
- Dentist
- Doctor
- Department of Transport (licence and registration)
- Electoral Commission
- Medicare
- Health Fund
- Post Office
- The Australian Taxation Office

## Conditions of Tenancy

**Resident meetings:** As a resident in the program you are expected to attend regular meetings with a YWCA Family Case Manager (FCM). These meetings will be held on a time and day that suits you and your FCM. All residents are required to have contact with their FCM at least once a fortnight (face-to-face or by telephone).

**This contact will provide you with an opportunity to:**

- Review your case plan.
- Access support and information.
- Seek assistance to explore options and support to secure long-term housing.
- Discuss any matters regarding rent or notify your FCM of maintenance on the property that may need to be done.
- Give feedback on how the service is delivered.
- Access financial assistance.
- Discuss any opportunities for referrals to other community links.

**The condition of the property and inspections:** Your property has been cleaned before you moved in, including a professional carpet cleaning. The property has also had a thorough inspection to establish its condition. You will be given a Condition of Premises form upon sign up. Please make sure you look over this document and keep the property in the same condition. The Tenancy Coordinator will inspect the property every six months. However, these inspections may occur more frequently if needed. You will be given seven days verbal and written notice of an inspection. Please follow your Routine Inspection Guide and make sure your property is up to cleanliness standards. You need to clean any spills and stains on the carpets, floors, curtains etc. Please refer to the cleaning contacts under the useful contacts page of this handbook. Please contact the Tenancy Coordinator for any maintenance requests.

**Changes to the property:** The HSU encourages you to feel a sense of belonging in the properties and understand that you want to individualise the property. There are however instances where you cannot make changes to the property. Please contact the Tenancy Coordinator for advice on what changes are allowed.

**Smoking:** Smoking inside the property is not permitted. You must only smoke outside and responsibly dispose of any rubbish.

**Pets:** Pets, except fish, are not allowed without permission from the HSU. Please contact the HSU before introducing a pet into the property.

**Absence:** If you will be away from the property for more than three days, you must let your FCM know. While you are away, you must pay your rent as normal.

If you leave without notifying the HSU, and we can't make contact with you for a period exceeding two weeks, we will start proceedings through the ACAT to take back possession of the property

and donate your items as per the abandoned goods act. We will assume that you have found somewhere else to live, and we will fill the vacancy at the house. Refer to your Tenancy Agreement for more details.

### **Keys to the Property**

We would prefer that you did not make copies of the keys, however if you do, all keys must be returned to YWCA when you vacate the property.

**If you have misplaced, lost or believe your keys have been stolen within office hours:**

- Contact the HSU

**If you have misplaced, lost or believe your keys have been stolen out of office hours:**

- Contact a Programmed Facilities Management locksmith on 6207 1500
- It is very important that you ask the locksmith for a job number.

You will need to pay for replacing the lock and the keys. The approximate cost of getting a new lock and keys can be between \$80.00 and \$400.00.

### **Rent**

Rent is 25% of your income. You would have provided a current statement of your income before you moved into the house. Every time your income changes, you will need to provide the HSU with another statement. Your income will be routinely reviewed every six months. If you receive a Commonwealth Benefit, you will also be required to apply for Commonwealth Rent Assistance (CRA). The CRA and Centrepay Deduction fact sheet was given to you upon sign up. This rent assistance will show on your rental charge.

Rent is due two weeks in advance and should be paid through Centrepay.

If you have rental arrears, it will be pursued as per the Residential Tenancy Act 1997, and the HSU Tenancy Agreement Terms, as endorsed by the Residential Tenancy Tribunal.

This is the process for rental arrears:

You have not paid the full amount of rent by the due date

- You will be given a Notice to Remedy
- You will be asked to start a Rental Arrears Repayment Schedule

**If you break the Repayment Schedule:**

- You will be given a second Notice to Remedy
- You will need to repay your debt within seven days

**If you don't repay your debt:**

- You will be given a Notice to Vacate
- You will have seven days to move out of the property
- Your debt will be followed up by the Residential Tenancy Tribunal.

The HSU aims to avoid rental arrears. **Please call the Tenancy Coordinator if you think you won't be able to make a rent payment.** By doing this, the HSU can work with you to prevent rental arrears.

**Utility Bills – Electricity, Gas, and Water**

It is your responsibility to connect the electricity, gas, phone & internet and disconnect all of these when you leave. You will need to make sure that you change these accounts into your name and you will be responsible for paying these bills. If you fail to not pay these bills, it may result in these services being shut off. Please contact your FCM if you require any help to organise your budget or set up a payment plan. To organise connection and billing arrangements please call EvoEnergy on 13 23 86.

**Repairs and Maintenance**

If something is broken or damaged and it needs to be fixed, please contact the Tenancy Coordinator. The HSU will replace tap washers and gutter cleaning, however you will need to pay for replacing minor things, such as light globes and lost drain plugs.

For repairs and maintenance:

**Within office hours:**

- Call the HSU and we will arrange the repair for you. YWCA Canberra will pay for the service.

**By an external service without calling the HSU:**

- You will have to pay for the service.

**Emergency Repairs:**

- Use the following contacts:

<b>ACT Housing 24 hour Maintenance</b>	<b>6207 1500</b>
SMS	0438 100 500
Email:	62071500@act.gov.au



**Examples of an emergency are:**

- A burst water pipe
- A burst hot water system
- An overflowing toilet
- Serious roof leaks
- A gas leak
- Dangerous electrical fault
- Flooding
- Fire damage
- Anything else that causes or risks immediate danger or harm to either the Occupants, or the building/property itself.

If you make an appointment for a repair, you must make sure you attend the appointment. If you are not home at the time of the appointment you will be charged a call out fee. You will need to pay this fee. If you cannot make the appointment, please advise the Tenancy Coordinator or your Family Case Manager as soon as possible.

If you, or your guest, damage YWCA Canberra property, you are required to notify the Tenancy Coordinator as soon as possible. You and/or your guests are responsible for paying for these damages.

If you suspect damages to your property are caused by criminal activity, please phone the Police on 131 444. You must ask for a reference number and notify the tenancy coordinator.

**Please keep the Tenancy Coordinator informed of all damages or repairs.**

**Guests**

The HSU needs to be notified if a guest is going to stay at your house for more than two nights. Generally, guests are not able to stay at the premises for more than two weeks. In specific circumstances where family members will be visiting for more than two weeks, please contact the Tenancy Coordinator.

If you want another person to live with you permanently, you must contact the Tenancy Coordinator and this person must go through the application process before moving in.

**Safety of Residents and Termination of Occupancy**

YWCA Canberra believes that people have the right to be safe at all times. YWCA Canberra has a policy which states that violence of any nature is unacceptable in any of its programs. The HSU

therefore strives to eliminate violence of any form and works to support families to make decisions which will ensure their safety and the safety of their children.

Tenants' safety is YWCA Canberra's utmost concern. Because of this, your tenancy will be at risk of termination if you;

- Use violence against another Occupant (verbally, physically, emotionally, financially, or spiritually).
- Cause significant damage to the property
- Engage in illegal activity (fire arms, weapons, explosives, drugs)
- Smoke inside the premises

If you have any concerns about the above items, please contact your FCM. YWCA Canberra is dedicated to providing its residents with safe living arrangement and will organise supports and referrals for you.

### **Insurance**

YWCA Canberra only has contents insurance for property that belongs to the organisation. You will need to take out your own contents insurance if you want your personal belongings to be covered.

### **Feedback and Complaints**

YWCA Canberra values the feedback of our service users. This helps us to provide a quality service to members of the Canberra Community.

In the event that you wish to give feedback or make a complaint, please refer to the relevant complaints procedure provided upon sign up. Further information is available on our website: <https://ywca-canberra.org.au/community-services/housing-support-unit/>

### **Leaving HSU Accommodation**

If you choose to leave YWCA Canberra property permanently, you are required to give the HSU one day's notice of your intention to leave. Please see your Tenancy Agreement Terms for more information.

It is very important that you return your keys to the HSU and finalise any rent payments. You must remove all personal belongings and thoroughly clean the property, including organising the carpets to be professionally steam cleaned.

When you leave HSU accommodation, you will be invited to participate in an Exit Interview. This will be a series of questions evaluating the program. You will also be offered support from the HSU as a post-service user for a period of up to three months.

## Useful Contacts

### 24 hour emergency contacts

Police, Fire, Ambulance	000
Police Attendance	131 444
Poisons Information	13 11 26
Lifeline	13 11 14
Canberra Rape Crisis Centre	6247 2525
Domestic Violence Crisis Service	6280 0900
Mental Health Crisis Team	6205 1065
City Health Centre - Alcohol and Drug Services	6207 9977
	1800 629 354
Healthfirst (registered nurses)	6207 7777
	1800 022 222
ACT Housing 24 hour Maintenance	6207 1500

### Community Services

Belconnen Community Services	6264 0200
Northside Community Services	6257 2255
Kippax Uniting Care	62541733
Conflict Resolution Service	61624050
Parent Line	6205 8800
Salvation Army	6247 3635
St Vincent de Paul	6282 2722
Smith Family	6285 4000
Toy Libraries	6287 1117

ACT Play groups 6251 0261

**TAXI** 13 10 08

**Health Services** 5124 0000

Canberra Hospital 6201 6111

Calvary Hospital 6201 6030

Maternity (Public) 6247 3077

Sexual health & Family Planning ACT 6257 2855

AIDS Action Council 6284 6222

Winnunga Nimmityjah Aboriginal Health Service 6290 2166

Women's Centre for Health Matters 1800 100 500

National Dementia Helpline

First Aid Fact Sheet <https://stjohn.org.au/first-aid-facts>

### **Cleaning**

Vanish Stain Removal tips <http://www.vanishstains.com.au/>

**Legal Services** 6247 2177

Welfare Rights and Legal Centre 6243 3471

Legal Aid 6207 0400

The ACT office of Fair Trading

### **Financial**

CARE Credit and Debt Counselling 6257 1788

Gambling Help Online 1800 858 858

Centrelink 13 61 50

**Information Services**

Tenants' Advice Service 6247 1026

**Public Transportation**

Action Bus

13 17 10

<http://www.action.act.gov.au/>

**Locksmith**

Programmed Facility Management

6207 1500

**Rubbish Collection**

Suez

13 13 35

**Emergency Utilities**

Evoenergy Faults, emergencies and outages

13 10 93

Evoenergy Gas

13 19 09

## Forms given to you upon sign up:

These forms were given to you upon sign up, and should be read alongside this handbook for more information.

- Tenancy Agreement Terms
- Tenancy Agreement
- Privacy Information Card for Specialist Homelessness Services
- Condition report
- Calculation of rent
- Centrelink deduction and confirmation services consent form (including Income verification, Electronic Verification of Rent (EVoR) and Centrepay deduction (applicable tenants only)
- Commonwealth Rent Assistance and Centrepay Deduction fact sheet
- Maintenance Fee Agreement
- Asbestos advisory
- Handbook
- Complaints procedure
- Feedback Form

Name of Service User:

Signature of Service User:

Date:



## Services by Area

	Doctors	Chemists	Dentists	Child Care Centres
<b>Aranda</b>	Jamison Medical & Skin Cancer Clinic YMCA Jamison Early Childhood Centre, Bowman Street, Macquarie ACT 2614 (02) 6251 2300	Jamison Pharmacy Jamieson Centre, Macquarie ACT 2614 (02) 6251 2581	Beyond Dentistry Suite 9, Bank Building Bowman St Jamison Centre, Macquarie ACT 2614 (02) 6253 4545	Weetangera Dental Care 2 Weetangera Place, Weetangera ACT 2614 (02) 6254 4920
<b>Bonnor</b>	Gungahlin Medical Centre Hibberson Street, Gungahlin (02) 6255 0888  Gungahlin General Practice Hinder Street, Gungahlin - (02) 6241 0888	Priceline Pharmacy Shops 125-126 Gungahlin Square, Hibberson Street, Gungahlin (02) 6241 7622	Gungahlin Marketplace Dental Centre 33 Hibberson Street, Gungahlin ACT 2912 (02) 6242 5666  Gungahlin Dental Surgery 37 Anthony Rolfe Avenue, Gungahlin ACT 2912 (02) 6242 7288	Gungahlin Children's Centre 7 Fay La, Gungahlin ACT 2912 (02) 6262 4138  Stepping Stones 327 Gundaroo Dr, Gungahlin ACT 2912 (02) 6242 7644  Imagination Play Station 68 Burdekin Avenue, Amaroo ACT 2914 (02) 6255 0794  Harrison School Wimmera St, Harrison Australian Capital Territory (02) 6205 9555

	<b>Doctors</b>	<b>Chemists</b>	<b>Dentists</b>	<b>Child Care Centres</b>
<b>Chisholm</b>	<p>Chisholm Medical Practice 2/74 Halley Street, Chisholm ACT 2905 (02) 6291 0211</p> <p>Ho Minh Nhut Dr 2/74 Halley Street, Chisholm ACT 2905 (02) 6291 0211</p> <p>Isabella Plains Medical Centre 9 Arakoon Crescent, Isabella Plains (02) 6292 8899 www.isabellamedical.com.au</p>	<p>Capitol Chemist Chisholm 42 Halley St, Chisholm, ACT 2905 (02) 6292 2427</p>	<p>Chisholm Dental Surgery 72 Halley Street, Chisholm ACT 2905 (02) 6292 4175</p>	<p>Bunyarra Children's Centre www.bunyarra.org.au 27 Halley Street, Chisholm (02) 6292 3624</p> <p>Calwell Child Care Centre Were Street, Calwell ACT 2905 (02) 6291 4396</p> <p>Stepping stones Bonython www.steppingstonescc.co m.au 15 Barr-Smith Avenue, Bonython (02) 6293 2681</p>
<b>Holt</b>	<p>Florey Medical Centre Ph: 6259 1444 Florey Shops Kesteven St, Florey Mon – Fri 8:30am – 8:00pm Sat 8:30am – 5:00pm Sun 9:00am – 4:00pm</p> <p>Dickson Health Centre Ph: 6248 6677 Mon – Fri 8:30a.m. – 11:45a.m. 2p.m. – 4:45p.m. Sat 8:30a.m. – 11:45a.m. Will bulk bill</p>	<p>Soul Patterson Chemist Ph: 6254 8550 Kippax Fair, Holt Mon-Fri 9:00am – 6:00pm Sat 9:00am – 2:00pm Sun 10:00am – 1:00pm</p> <p>Canberra Day &amp; Night After Hours Chemist Ph: 6251 5775 33 Egan Court Belconnen Open 8:00am to 10:00pm every day of the year (Doctors available in medical centre next to chemist)</p>	<p>Kippax Dental Clinic Ph: 6255 1544 Kippax Health Centre Kippax Place, Holt</p>	<p>Cooinda Cottage Child Care (Charnwood Occasional Care Centre) Ph: 6259 1880 Charnwood Shopping Centre Charnwood Pl, Charnwood</p> <p>MacGregor Primary School Outside of School Hours Care Ph: 6254 4141 (5 – 13 year olds) Hirschfeld Cres</p>



	<b>Doctors</b>	<b>Chemists</b>	<b>Dentists</b>	<b>Child Care Centres</b>
<b>Isabella Plains</b>	<p>Chisholm Medical Practice 2/74 Halley Street, Chisholm ACT 2905 (02) 6291 0211</p> <p>Ho Minh Nhut Dr 2/74 Halley Street, Chisholm ACT 2905 (02) 6291 0211</p> <p>Isabella Plains Medical Centre 9 Arakoon Crescent, Isabella Plains (02) 6292 8899 www.isabellamedical.com.au</p>	<p>Capitol Chemist Chisholm 42 Halley St, Chisholm, ACT 2905 (02) 6292 2427</p>	<p>Chisholm Dental Surgery 72 Halley Street, Chisholm ACT 2905 (02) 6292 4175</p>	<p>Bunyarra Children's Centre www.bunyarra.org.au 27 Halley Street, Chisholm (02) 6292 3624</p> <p>Calwell Child Care Centre Were Street, Calwell ACT 2905 (02) 6291 4396</p> <p>Stepping stones Bonython www.steppingstonescc.co m.au 15 Barr-Smith Avenue, Bonython (02) 6293 2681</p>
<b>Monash</b>	<p>Fadden Medical Centre Hanlon Cres, Fadden ACT 2904 (02) 6291 3511</p> <p>Harrison Graeme Dr Gowrie Shopping Centre Jeffries St, Gowrie ACT 2904 (02) 6291 8417</p>	<p>Gowrie Discount Pharmacy 3 Jeffries Street Gowrie ACT 2904 (02) 6291 0011</p>	<p>Wanniassa Dental Surgery 1st/43 Comrie Street, Wanniassa ACT 2903 (02) 6231 0001</p> <p>Erindale Dental Centre 1 Grattan Court, Wanniassa ACT 2903 (02) 6296 2844</p>	<p>Monash Preschool Forwood St, MONASH, ACT, 2904 (02) 6205 7085</p> <p>Blinky Bill Early Childhood centre 15 Jeffries Street, Gowrie - (02) 6292 4111</p> <p>Fadden Activity Centre Hanlon Cres, Fadden ACT 2904 (02) 6292 7296</p>

	<b>Doctors</b>	<b>Chemists</b>	<b>Dentists</b>	<b>Child Care Centres</b>
<b>Ngunnawal</b>	<p>Ngunnawal Medical Centre Ph: 6242 0029 Ngunnawal Shopping centre, Wanganeen Ave</p> <p>Dickson Health Centre Ph: 6248 6677 Mon – Fri 8:30a.m. – 11:45a.m. 2p.m. – 4:45p.m. Sat 8:30a.m. – 11:45a.m. Will bulk bill</p>	<p>Ngunnawal Pharmacy Ph: 6242 4331 Ngunnawal Shopping centre, Wanganeen Ave</p>	<p>Ngunnawal Dental Surgery Ph: 6242 7992</p>	<p>Snow Gum Early Childhood Learning Centre 50 Curran Dr, Nicholls ACT 2913 (02) 6255 5101</p> <p>Ngunnawal Child Care &amp; Education Centre Wanganeen Avenue, Ngunnawal ACT 2913 (02) 6126 9069</p> <p>Nicholls Early Childhood Centre Gold Creek Campus, Kelleway Ave, Nicholls ACT 2913 (02) 6242 5005</p>
<b>Oxley</b>	<p>Fadden Medical Centre Hanlon Cres, Fadden ACT 2904 (02) 6291 3511</p> <p>Harrison Graeme Dr Gowrie Shopping Centre Jeffries St, Gowrie ACT 2904 (02) 6291 8417</p>	<p>Gowrie Discount Pharmacy 3 Jeffries Street Gowrie ACT 2904 (02) 6291 0011</p>	<p>Wanniassa Dental Surgery 1st/43 Comrie Street, Wanniassa ACT 2903 (02) 6231 0001</p> <p>Erindale Dental Centre 1 Grattan Court, Wanniassa ACT 2903 (02) 6296 2844</p>	<p>Monash Preschool Forwood St, MONASH, ACT, 2904 (02) 6205 7085</p> <p>Blinky Bill Early Childhood centre 15 Jeffries Street, Gowrie - (02) 6292 4111</p> <p>Fadden Activity Centre Hanlon Cres, Fadden ACT 2904 (02) 6292 7296</p>

	<b>Doctors</b>	<b>Chemists</b>	<b>Dentists</b>	<b>Child Care Centres</b>
<b>Palmerston</b>	<p>Palmerston Medical Centre Ph: 6242 9464 for appointments Mon-Fri 8:30 a.m. – 6:15 p.m. and Sat 8:30 a.m. – 11:30 a.m. Located at Tiptree Cres PALMERSTON (near shops).</p> <p>Dickson Health Centre Ph: 6207 9977 111 Dickson Pl, Dickson ACT 2602 Doctors will bulk bill.</p>	<p>Palmerston Capital Chemist Ph: 6241 9710 Palmerston Shops (Tiptree Crescent)</p>	<p>Gungahlin Dental Care Ph: 6288 3734</p>	<p>Gold Creek World of Learning 6 Gold Creek Road, Nicholls ACT 2913 (02) 6230 9700</p> <p>Snow Gum Early Childhood Learning Centre 50 Curran Dr, Nicholls ACT 2913 (02) 6255 5101</p> <p>Nicholls Early Childhood Centre Gold Creek Campus, Kelleway Ave, Nicholls ACT 2913 (02) 6242 5005</p>
<b>Wanniassa</b>	<p>Erindale Medical Practice Grattan Court, Wanniassa ACT 2903 (02) 6296 1966</p> <p>Foundation Health Care Wanniassa (02) 6296 2266</p>	<p>Erindale Australian Pharmacy Shop 11 Erindale Shopping Centre, Wanniassa ACT 2903 (02) 6231 6550</p>	<p>Wanniassa Dental Surgery 1st/43 Comrie Street, Wanniassa ACT 2903 (02) 6231 0001</p>	<p>Appletree House Child Care &amp; Education Centre Cremeane Close, Wanniassa ACT 2903 (02) 6293 6320</p> <p>Kids Fun Club 34 McBryde Crescent, Wanniassa ACT 2903 (02) 6231 4075</p> <p>Illoura Child Care &amp; Education Centre Cremeane Close, Wanniassa ACT 2903 (02) 6293 6350</p>