

## EMERGENCY FOOD RELIEF & SUPPORT SERVICES DURING COVID-19

| Organisation                       | Services provided  | Contact information  | Operating hours   |
|------------------------------------|--|--|---|
| <b>ADRA Community Care Preston</b> | Emergency food relief and essential baby supplies.   | Phone: 1800 242 372<br>Email: <a href="mailto:adrleader@prestonsda.com.au">adrleader@prestonsda.com.au</a><br>Website: <a href="http://www.adra.org.au/project/adra-community-care-centre-preston">www.adra.org.au/project/adra-community-care-centre-preston</a>  | Contact anytime.<br><br><i>Deliveries need to be ordered by Thursday night for a Saturday delivery.</i> |
| <b>Centrelink</b>                  | Commonwealth Government social security payments and services to permanent residents of Australia and certain visa holders | <ul style="list-style-type: none"> <li>• Emergency Helpline: 132 850</li> <li>• Carers: 132 717</li> <li>• Families: 136 150</li> <li>• Indigenous Australians: 1800 136 380</li> <li>• Job Seekers: 132 850</li> <li>• Languages (<i>Multilingual</i>): 131 202</li> <li>• Older people: 132 300</li> <li>• People with disability: 132 717</li> <li>• Students and Trainees: 1800 132 317</li> </ul> | Monday to Friday<br>8.00am to 5.00pm  |

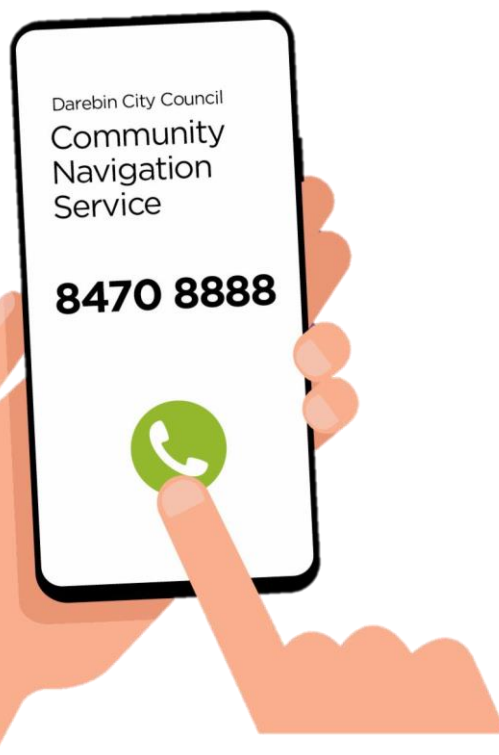
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|--|---|--|---|
| <b>Darebin Information, Volunteer and Resource Service (DIVRS)</b> | Food parcels and grocery items, utility grants, Telstra vouchers, phone cards, no interest loans and community support.   | Phone: 9480 8200<br><br><i>Register by phone for emergency relief, appointments needed for food parcel pick up.</i>                                  | Monday to Thursday<br>9.30am to 2.30pm  |
| <b>Encompass Care</b>  | Food parcels and grocery items.   | Phone: 0422 461 847<br>Website: <a href="http://www.encompasscarevic.org.au">www.encompasscarevic.org.au</a><br>Address: 31-61 McLeans Road Bundoora | Tuesdays and Wednesdays<br>9.00am to 3.00pm<br><br>Monday to Friday Hotline open Monday to Friday<br>9.00am to 3.00pm |
| <b>Fitzroy Legal Service</b>                                       | Legal services – free advice and casework. Areas include (amongst others): crime, tenancy, family violence and fines.   | Phone: 9419 3744<br>Website: <a href="http://www.fitzroy-legal.org.au">www.fitzroy-legal.org.au</a>  | Monday to Friday<br>9.00am to 5.00pm<br>(reception closed between 1pm - 2pm)  |
| <b>Haven Home Safe</b>   | Homelessness crisis support accommodation, housing assistance, emergency relief, referrals  | Phone: 9479 0700<br>Please call before attending the office<br>Website: <a href="http://www.havenhomesafe.org.au">www.havenhomesafe.org.au</a>       | Monday to Friday<br>10.00am to 4.00pm   |
| <b>Household Relief - Good Shepherd</b>                            | COVID Hardship Support Hotline for people impacted by the pandemic: Household Relief Loans Without Interest. Free financial support to help navigate eligibility of other COVID supports and services | Phone: 1300 121 130<br>Website: <a href="http://www.householdrelief.org.au">www.householdrelief.org.au</a>   | Monday to Friday<br>9.00am to 5.00pm  |

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| <b>Hotham Street Community Team</b>  | Community based mental health support services for people aged 16-64 years  | Phone: 94166300<br>Centralised Triage 24/7: 1300 874 243<br>Fax: 9480 4176   | Monday to Friday<br>9.00am to 3.00pm   |
| <b>Northern Community CareWorks Ltd</b><br>Northern Community Church of Christ | Emergency food relief, low-cost meals (\$5), respite services for extreme weather, all-inclusive showering facilities, charging stations for handheld devices and laundry facilities (Orange Sky) | Phone: 9937 2144   | Monday to Friday<br>9.30am to 4.30pm<br><br>Showering open<br>Monday to Friday<br>9:30am to 11:00am<br><br>Low-Cost Meals<br>Monday to Thursday<br>12.00pm to 12.30pm<br><br>Fresh Food and Pantry items<br>Tuesday & Wednesday<br>1.30pm to 3:00pm<br><br>Frozen meals<br>Monday to Friday<br>9:30am to 4:30pm<br><br>Orange Sky Laundry<br>Tuesday<br>10:00am to 12:30pm |
| <b>North East Financial Counselling Program</b>                                | Free and confidential financial counselling   | Phone: 1800 685 682<br>Email: <a href="mailto:referrals@nefc.org.au">referrals@nefc.org.au</a><br><i>Over the phone appointments, Interpreters available</i> | Monday to Friday<br>9.00am to 5.00pm   |

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| <b>Orange Door</b><br>North Eastern<br>Melbourne         | Free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children | Phone: 1800 319 355<br>Email: <a href="mailto:nema@orangedoor.vic.gov.au">nema@orangedoor.vic.gov.au</a><br>Website: <a href="http://www.orangedoor.vic.gov.au">www.orangedoor.vic.gov.au</a>           | Monday to Friday<br>9.00am to 5.00pm<br>(closed public holidays)     |
| <b>Orange Sky</b><br><b>Australia</b>                    | Free laundry service  | Northern Community Church<br>81 High Street Preston<br><br>Haven Home Safe<br>52 Mary Street Preston<br><br>Website: <a href="http://www.locations.orangesky.org.au">www.locations.orangesky.org.au</a> | Tuesdays<br>10:00am to 12:30pm<br><br>Fridays<br>9:30am to 11:30am   |
| <b>PRONIA</b>  | Emergency relief & crises intervention, family & community services, new arrivals support, aged & disability services.  | Phone: 9388 9998<br>Website: <a href="http://www.pronia.com.au">www.pronia.com.au</a><br>Address: 7 Union Street Brunswick  | Monday to Friday<br>9.00am to 5.00pm                                 |
| <b>Reservoir</b><br><b>Neighbourhood</b><br><b>House</b> | Support and referral for people experiencing hardship & disadvantage.   | Phone: 9462 4611<br>Website: <a href="http://www.reservoirnh.org.au">www.reservoirnh.org.au</a>   | Monday to Thursday<br>9.00am to 5.00pm<br>(closed school holidays)   |
| <b>Salvation Army</b><br>Gower Street,<br>Preston        | Food relief parcels, grocery vouchers, clothing and furniture   | Phone: 9471 9111<br><br><i>Please call 9:00am on the day you need to access the service to make an appointment.</i>   | Monday to Thursday<br>9.00am to 4.00pm<br>Friday<br>9.00am to 1.00pm |

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| <b>St Vincent de Paul</b><br>Preston, Preston East, Reservoir and Thornbury | Food relief parcels or grocery vouchers. Other assistance such as clothing, vouchers, necessary furniture, back to school expenses or other emergency support to be discussed during phone interview. Drop off to residence – No direct contact visiting as long as COVID restrictions are in place. | Phone: 1800 305 330.<br><br><i>Following initial Call Centre interview, requests are then referred to the appropriate conference visit co-ordinator and a phone interview will be conducted.</i>  | Call Centre:<br>Monday to Friday<br>10.00am to 3.00pm  |
| <b>Spectrum Migrant Resource Centre</b>                                     | Services for refugees and migrants   | Information and carer support<br>Phone: 1300 735 653<br><br>Family and Relationships Support program<br>Phone: 0447 272 677<br><br>Visa & Migration Assistance<br>Reneem@spectrumvic.org.au<br><br>Settlement Engagement and Transition support<br>SFSreferrals@spectrumvic.org.au<br><br>Assistance with Care and Housing<br>selamk@spectrumvic.org.au | Monday to Friday<br>9.00am to 4.00pm   |
| <b>Thornbury Church of Christ</b>   | Emergency food relief, respite services for extreme weather, showering facilities, charging stations for handheld devices.<br><br>Smith St Community Pantry (free pantry open 24/7) located on the Smith Street side of the church.  | Phone: 9484 2918<br>Website: www.thornburychurch.org.au<br>Email: thornburychurch@thornburychurch.org.au<br>Address: 390-398 St Georges Rd, Thornbury   | Monday & Wednesday<br>2:30pm to 5:00pm<br><br><i>*Free Community Meal 4th Sunday of every month. Pick up between 12-1pm. (order via email or sms meat or vegetarian on 0414396336)</i> |

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| <b>Uniting Care Kildonan</b>  | Tenancy Assistance & Advocacy Program, Financial Counselling, Child, Youth & Family services.                 | Phone: 1800 545 366 or (03) 8401 0100<br>Website: <a href="http://www.unitingkildonan.org.au">www.unitingkildonan.org.au</a><br>Email: <a href="mailto:taapnor@kildonan.org.au">taapnor@kildonan.org.au</a> | Monday to Friday<br>9.00am to 5.00pm |
| <b>Your Community Health</b><br><br>Preston, Northcote or East Reservoir Site | Medical, dental and health services; social support, telephone counselling; needle and syringe outreach team. | Phone: 8470 1111  | Monday to Friday<br>9.00am to 5.00pm |



### Community Navigation Service

If you'd prefer to speak to someone, you can find the help you need with Council's new Community Navigation Service. Call 8470 8888 and ask to be connected to the Community Navigation Service, weekdays from 9am to 4pm. Alternatively email [covidsupport@darebin.vic.gov.au](mailto:covidsupport@darebin.vic.gov.au)

#### CITY OF DAREBIN

274 Gower Street, Preston  
PO Box 91, Preston, Vic 3072  
T 8470 8888 F 8470 8877  
E [mailbox@darebin.vic.gov.au](mailto:mailbox@darebin.vic.gov.au)  
[darebin.vic.gov.au](http://darebin.vic.gov.au)

#### National Relay Service [relayservice.gov.au](http://relayservice.gov.au)

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

#### Speak your language T 8470 8470

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| العربية  | Italiano   | Soomalii   |
| 繁體中文     | Македонски | Español    |
| Ελληνικά | नेपाली     | اردو       |
| हिंदी    | ਪੰਜਾਬੀ     | Tiếng Việt |