

## EMERGENCY RELIEF & SUPPORT SERVICES

Access emergency relief and support services in and around Darebin below. If you're unsure where to start, call our Customer Service team on **8470 8888** to help you find the support you need.

You can also use *Ask Izzy* [www.askizzy.org.au](http://www.askizzy.org.au) to search for emergency relief and support services that are available in your local area.

### Services Australia (Centrelink)

Services Australia provides Commonwealth Government social security payments and services to permanent residents of Australia and certain visa holders.

- Emergency Helpline: 132 850
- Carers: 132 717
- Families: 136 150
- Indigenous Australians: 1800 136 380
- Job Seekers: 132 850
- Students and Trainees: 1800 132 317
- Languages (*Multilingual*): 131 202
- Older people: 132 300
- People with disability: 132 717

Multicultural Service Officers help migrant and refugee communities connect with services provided by Services Australia. Call the multilingual phone service on 131 202 to speak with a bilingual service officer.

See more support services available around Darebin below.

#### 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










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

Organisation	Services	Fresh Food & Pantry Items 	Food Hampers 	Fuel, Food or Vouchers 	Laundry Service 	Overdue Utility Bills 	Health Services 	Housing Assistance 	Support Counselling 	Legal Services 
<b>Anglicare Victoria</b> <b>42 Mary Street, Preston 3072</b> T: 0472 725 118 Fridays, 10am-1pm <a href="http://anglicarevic.org.au">anglicarevic.org.au</a>	Drop in – food parcels, food vouchers, chemist vouchers, petrol vouchers, limited bill payment.  Financial counselling by appointment.	✓	✓	✓		✓			✓	
<b>All Saints Anglican Church</b> <b>239A Murray Road, Preston 3072</b> T: 9471 9191 Fridays, 9.30am-11.30am <a href="http://www.jikajika.com.au">www.jikajika.com.au</a>	Food parcels on Fridays.  Community lunch Saturdays 12.30pm-2pm.	✓	✓							
<b>Bridge Darebin</b> <b>218 High Street, Preston 3072</b> T: 9484 5806 Mondays, 9am-3.30pm <a href="https://bridgedarebin.org.au/">https://bridgedarebin.org.au/</a>	Food relief.  Free community lunch on Fridays 12pm-1.30pm.	✓								
<b>Darebin Information, Volunteer and Resource Service (DIVRS)</b> <b>285-287 High Street, Preston 3072</b> T: 9480 8200 Monday-Thursday, 10am-3.30pm <a href="https://www.divrs.org.au/">https://www.divrs.org.au/</a>	Food parcels and grocery items, no interest loans, referrals and community support.	✓	✓			✓			✓	
<b>East Preston Community Centre</b> <b>7 Newton Street, Reservoir 3073</b> T: 8470 8107 Tuesday-Thursday, 9am-1.30pm. <a href="https://www.darebin.vic.gov.au">https://www.darebin.vic.gov.au</a>	Fortnightly fresh food relief, bi-monthly public housing officers, weekly community support.	✓						✓	✓	✓
<b>Encompass Care</b> <b>31-61 McLeans Road, Bundoora 3083</b> T: 0422 461 847 Tuesday-Wednesday, 9am-3pm <a href="https://encompasscarevic.org.au/">https://encompasscarevic.org.au/</a>	Food parcels and grocery items. Breakfast program.  Free community lunch on Tuesdays 10.30am-12.30pm.	✓	✓							

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<b>Fitzroy Legal Service</b> <b>279 Spring Street, Reservoir 3073</b> T: 9484 7753 Monday-Friday, 9am-5pm (closed between 1-2pm) <a href="https://fls.org.au/">https://fls.org.au/</a>	Legal advice, casework and court advocacy – phone appointments.									✓
<b>Good Shepherd</b> <b>Level 1, 485 La Trobe Street, Melbourne 3000</b> T: 13 64 57 Monday-Friday, 9am–5pm <a href="https://goodshep.org.au/">https://goodshep.org.au/</a>	No Interest Loans, free financial counselling service.								✓	
<b>Haven Home Safe</b> <b>52-56 Mary Street, Preston 3072</b> T: 9479 0700 Monday-Friday, 10am-4pm <a href="https://havenhomesafe.org.au/">https://havenhomesafe.org.au/</a>	Homelessness crisis support accommodation, and low-income housing assistance. Free laundry service – Thursday, 9.30am-11.30am.				✓			✓		
<b>Hotham Street Community Care Team</b> <b>83-85 Hotham Street, Preston 3072</b> T: 9416 6300 Monday-Friday, 9am-4.45pm	Community based mental health support services (for people aged 16-64 years).								✓	
<b>Jika Jika Community Centre</b> <b>1B Plant Street, Northcote 3070</b> T: 9482 5100 Wednesdays fortnightly, 10.30am-12pm <a href="http://jikajika.org.au">http://jikajika.org.au</a>	Fortnightly fresh food, weekly pre-made meals.	✓								
<b>North East Financial Counselling Program – Uniting Kildonan</b> <b>648 High Street, Reservoir 3073</b> T: 1800 685 682 Monday-Friday, 9am-5pm	Free and confidential financial counselling.					✓			✓	
<b>Orange Door - North East Metropolitan area</b> <b>56 Burgundy Street, Heidelberg 3084</b> T: 1800 319 355 Monday-Friday, 9am-5pm <a href="https://orangedoor.vic.gov.au/">https://orangedoor.vic.gov.au/</a>	Free service for people who are experiencing or have experienced family violence and families who need extra support with the care of children.								✓	

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<b>Orangesky Australia</b> Reservoir Neighbourhood House <b>2B Cuthbert Road, Reservoir 3073</b> Mondays, 10am-12pm <a href="https://orangesky.org.au/">https://orangesky.org.au/</a>	Free laundry service.				✓					
<b>Reservoir Neighbourhood House</b> <b>2B Cuthbert Road, Reservoir 3073</b> T: 8488 6655 Monday-Thursday, 9am-4pm (closed school holidays) <a href="http://www.reservoirnh.org.au">www.reservoirnh.org.au</a>	Food relief drop-in, food parcels. Free bread every Wednesday. Coffee, cake and a chat on Mondays, 10am-12pm.  Supporting local Reservoir public housing residents, social worker (Mondays).	✓	✓		✓					
<b>Salvation Army</b> <b>263 Gower Street, Preston 3072</b> T: 1300 371 288 Monday, Tuesday, Thursday & Friday, 10am-2pm <a href="https://www.salvationarmy.org.au/preston/">https://www.salvationarmy.org.au/preston/</a>	Phone calls are required for assessment – case management, food relief parcels and grocery vouchers, No Interest Loans program.		✓	✓						
<b>SPAN Community House</b> <b>64 Clyde Street, Thornbury 3071</b> T: 9480 1364 <a href="http://spanhouse.org">http://spanhouse.org</a>	Community lunch – second Wednesday of every month, 12.30pm-2.30pm. RSVP essential.	✓								
<b>Spectrum Migrant Resource Centre</b> <b>Level 5, 61 Riggall Street, Dallas 3047</b> T: 1300 735 653 Monday-Friday, 9am-4pm <a href="https://spectrumvic.org.au/">https://spectrumvic.org.au/</a>	Services for refugees and migrants							✓	✓	✓
<b>St Vincent de Paul</b> T: 1800 305 330 Monday-Friday, 10am-3pm <a href="https://www.vinnies.org.au/">https://www.vinnies.org.au/</a> Preston, Preston East, Reservoir and Thornbury	Food parcel or grocery voucher, utility payments, rent support, and advisory or support services referrals.			✓		✓			✓	

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<b>Thornbury Church of Christ</b> <b>390-398 St Georges Rd Thornbury</b> (Smith St Hall) T: 9484 2918 Mondays & Wednesdays, 2:30pm-5pm Fridays, 10am-12.30pm <a href="https://www.thornburychurch.org.au">https://www.thornburychurch.org.au</a>	Food relief, frozen meals, pantry items, fresh fruit, vegetables and bakery items.	✓	✓							
<b>Uniting Kildonan</b> <b>648 High Street, Reservoir 3073</b> T: 8470 5000 Monday-Friday, 9am-5pm <a href="https://www.unitingvictas.org.au">https://www.unitingvictas.org.au</a>	Support for people who have experienced or are experiencing family violence.								✓	
<b>Victorian Aboriginal Child Care Agency</b> <b>340 Bell Street, Preston 3072</b> T: 9287 8800 Monday-Friday, 9am-5pm <a href="http://www.vacca.org">www.vacca.org</a>	Support for Aboriginal and Torres Strait Islander individuals or families only – food vouchers, support to pay bills, material aid, financial counselling and other support services.			✓		✓		✓	✓	
<b>Work for the Soul</b> <b>73 Gower Street, Preston 3072</b> T: 9478 0888 Wednesday pick-up only <a href="http://www.workforthesoul.org.au">www.workforthesoul.org.au</a>	Food parcels.		✓							
<b>Your Community Health</b> <b>125 Blake Street, Reservoir 3073</b> T: 8470 1111 Monday-Friday, 9am-5pm <a href="https://www.yourcommunityhealth.org.au">https://www.yourcommunityhealth.org.au</a> Preston, Northcote or East Reservoir Site	Emergency dental services and limited medical services; telephone counselling appointments; Needle and Syringe Outreach program; practical and social support, information and referral.						✓			

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## Services outside Darebin

<p><b>Banyule Support and Information Centre</b>  <b>Shop 48, The Mall, Cnr Oriel and Bell Streets Heidelberg</b>            T: 9459 5959            Monday, Wednesday, Friday, 12pm-3pm            Thursday 10.30am-1.30pm  <a href="http://www.bansic.org.au">www.bansic.org.au</a></p>	<p>Food parcels, food vouchers, financial counselling.</p>		✓	✓					✓	
<p><b>Community Information and Support Merri-bek</b>  <b>512 Sydney Road, Coburg</b>            T: 9350 3737            Monday-Thursday, 10am-2.30pm  <a href="https://www.cisvic.org.au/getting-help/cis-merri-bek">https://www.cisvic.org.au/getting-help/cis-merri-bek</a></p>	<p>Food parcels, food vouchers, bills, material aid, NILs.</p>		✓	✓		✓				