

OTHER SERVICES:

Diamond Valley Foodshare

Every Monday to Friday between 1pm and 3pm, Diamond Valley FoodShare provides free food to Banyule and Nillumbik residents in need of emergency assistance.

Recipients receive parcels containing enough food for three to four day periods. Parcels include fresh food (fruit and veggies), packaged goods, plus some pastries and refrigerated goods and meat, some toiletries and cleaning products when available.

Hours: Monday to Friday from 1pm to 3pm

Eligibility: residents of Banyule and Nillumbik—must be referred from Diamond Valley Community Support, Greensborough or Banyule Support and Information Centre, West Heidelberg.

Telephone: 9435 8282 (DVCS) or 9459 5959 (BANSIC)

Better Place Financial Counselling

Location: Diamond Valley Community Support, Level 3, Shop 378a, Greensborough Plaza

Hours: Mondays 9.30am—4.30pm

Appointment Required: Yes

Telephone: 1808 639 523

Eligibility: anyone in financial difficulty, overcommitted with debt, unable to pay bills, behind on rent or mortgage, contemplating bankruptcy.

A Financial Counsellor assists with debt issues, any problems relating to your treatment by credit providers, unjust contracts and financial hardship, budgeting, applying for utility relief grants and organizing payment plans. They provide information, support, assistance and advocacy for people in financial difficulty. They'll help you stand up for your rights with credit providers, debt collectors and more. They have the experience and knowledge to work out solutions and strategies for financial difficulty.

Haven Home Safe

Location: 52-56 Mary Street, Preston VIC 3072

Telephone: 9479 0700 Crisis No.: 1800 825 955

HHS offers help with Long or short Term Housing.



Frontyard Youth Services

Location: 244 Flinders Street, Melbourne VIC 3000

Telephone: 9611 or FREEPHONE 1800 800 800 531

Hours: Mon-Fri 9.00am-8.00pm and Sat-Sun 10.00am-6.00pm

FYS provide integrated services to address the physical, social and emotional needs of young people aged between 12 and 25 years who spend time in Melbourne's CBD. Some of their services also work with young people across greater Melbourne and throughout Victoria.

Housing for the Aged Action Group (HAAG)

Location: 1st Floor, Ross House, 247-251 Flinders Lane, Melbourne VIC 3000

Telephone: 9654 3407

Hours: 9.00am—5.00pm Mon-Fri

HAAG are committed to finding long term solutions to the housing crisis facing older Australians.

Disclaimer: Although all due care has been taken in the compilation and checking of the information contained in this pamphlet, Diamond Valley Community Support (DVCS) is not responsible for the accuracy of the information, or for any errors, omissions or inaccuracies, or for any consequential loss or damage caused to third parties.

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DVCS, its officers and employees

Diamond Valley Community Support Inc.
Shop 378a—Level 3, Greensborough Plaza, Greensborough 3088
Phone: (03) 9435 8282 Fax: (03) 9432 4147
Email: info@dvsupport.org.au Web site: www.dvsupport.org.au

ABN: 36 239 032 321 Registered No.: A0000594R

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Emergency Relief Information

(*Transport—this is sourced from Greensborough to destination only)

Banyule Community Health Service Inc. - Heidelberg West

Location: 21 Alamein Road, West Heidelberg VIC 3081

Telephone: (03) 9450 2000 BH

Website: www.bchs.org.au

Eligibility: Residents of Banyule. Clients need to participate in a mini assessment. The City of Banyule covers the following areas: Bellfield, Briar Hill, Bundoora, Eaglemont, Eltham North, Greensborough, Heidelberg, Heidelberg Heights, Heidelberg West, Ivanhoe, Ivanhoe East, Lower Plenty, Macleod, Montmorency, Rosanna, St Helena, Viewbank, Watsonia, Watsonia North and Yallambie

Hours: Monday to Thursday 8.00am—6.00pm
Friday 8.00am—5.00pm

Services: Limited financial and material aid. Counselling, Case management, Gamblers Help, Alcohol & Drug Support, Aboriginal Health Team, Koori Food Share.

Appointment required: Yes

Disabled Access: Yes

***Transport:** Bus—517 from Greensborough Plaza

Banyule Support and Information Centre Inc. (BANSIC)

Location: The Harmony Centre, Shop 48, The Mall, West Heidelberg VIC 3081

Telephone: 9459 5959

Website: www.bansic.org.au

Eligibility: Residents of Heidelberg, Heidelberg Heights, Eaglemont, Ivanhoe, Ivanhoe East, Macleod (part of), Rosanna and Yallambie

Hours: Monday to Friday 10.00am - 3.00pm

Services: Financial and material aid, Back to School help, Telstra vouchers, utility relief grant scheme, tax help

Appointment required: Yes

Disabled Access: Yes

***Transport:** Bus—513 from Greensborough Plaza to Oriel Road

Darebin Information, Volunteer Resource Service (DIVRS)

Location: 285 High Street, Preston VIC 3072

Telephone: (03) 9480 8200

Website: www.divrs.org.au

Eligibility: Residents of Darebin

Hours: Monday to Thursday 9.30am to 12.30pm

Services: Material and Financial aid, Food Parcels, No Interest Loans Scheme, Personal Counselling, Telstra Vouchers, Tax Help

Disabled Access: Yes

***Transport:** Bus—513 OR
From Greensborough Railway Station to Clifton Hill Railway Station and on to Bell Railway Station

Diamond Valley Community Support Inc.

Location: Shop 378a—Level 3, Greensborough Plaza 25 Main Street, Greensborough VIC 3088

Telephone: (03) 9435 8282

Email: info@dvsupport.org.au

Website: www.dvsupport.org.au

Eligibility: Residents of Nillumbik Shire and north-east Banyule - Briar Hill, Bundoora (part only), Eltham North (part of), Greensborough (part of), Lower Plenty, Montmorency, St Helena and Watsonia

Hours: Monday to Friday 9.30am - 4.30pm

Services: Material aid, Food Vouchers & Foodshare Referral, Telstra vouchers and phone cards, Tax Help, Personal Counselling, Financial Counselling, Family Law Service, Utility Relief Grant Scheme, Back to School.

Hours: Monday to Friday 9.30am - 4.30pm

Appointment Required: No

Disabled Access: Yes

***Transport:** Greensborough Railway Station OR Bus—293, 513, 517, 518, 520, 566, 901, 958, 902

Encompass Care

Location: 31-61 McLeans Road, Bundoora VIC 3083 (Portable Number 1, enter off McLeans Road)

Telephone: (03) 9467 6777

Website: www.encompass.org.au

Eligibility: City of Whittlesea residents only with a current Health Care Card or Pension Card

Hours: Tues.9.00am - 3.00pm Wed. 9.30am—12.30pm. Also Brunch available in the Community Café between 10.30am and 12.30pm on Tues. CLOSED SCHOOL HOLIDAYS

Services: Non-perishable food and toiletries

Appointment Required: No

Disabled Access: Yes

***Transport:** Bus—902 or 566 and then Tram No. 86 to stop 67 (Bundoora)

Global Care at Liberty Church

Location: 25 Miller Street, Epping VIC 3076

Telephone: (03) 8401 4822 (Mob): 0409 280 258

Website: http://www.liberty.org.au

Eligibility: Residents of Whittlesea and surrounding areas, show ID such as a Healthcare card

Services: Food parcels

Hours: Friday 10.00am to 12.00pm

Disabled Access: Yes

***Transport:** Bus Nos.: 566 or 901 OR Greensborough Railway Station to Clifton Hill

Railway Station and on to Epping Railway Station

Uniting Kildonan

Location: 188 McDonalds Road, Epping 3076

Telephone: 8401 0100

Website: www.kildonan.org.au

Eligibility: Residents of Banyule, Nillumbik, Darebin, Moreland or the Kinglake Ranges and have lived at your current address for at least 6 months.

Hours: Monday to Friday 9.00am to 5.00pm

Services: No Interest Loans for white goods, etc. NOT for rent or arrears or energy bills. Financial Counselling, you services, child and family support, housing support, drug and alcohol support, case management.

Appointment Required: Yes

Disabled Access: Yes

***Transport:** Bus—901

The Salvation Army - Plenty Valley

Location: Corner Morang Drive & Fred Hollows Way Mill Park VIC 3082

Telephone: (03) 9436 9200

Website: http://salvationarmy.org.au/plentyvalley

Eligibility: Proof of income and Healthcare card required

Hours: Tuesday, Wednesday, Thursday 9.00am to 3.00pm

Services: Emergency relief and material aid, food vouchers and parcels

Appointment Required: Yes. Phone at 9.00am on the day of appointment

Disabled Access: Yes

***Transport:** Bus—566

The Salvation Army Preston Community Support Services

Location: 263 Gower Street, Preston VIC 3072

Telephone: (03) 9471 9111

Website: http://www.salvos.org.au

Eligibility: Residents of the City of Darebin, Banyule, Bellfield, Nillumbik, Briar Hill, Eltham, Greensborough, Heidelberg, Heidelberg Heights, Heidelberg West, Ivanhoe, Ivanhoe East

Hours: Emergency Relief: Monday to Thursday 9.30am—3.30pm.

Drop-in Centre: Thursday 9.30am—1.00pm

Services: Emergency relief and material aid, food vouchers and parcels. Community lunch on Thursdays 12pm—\$4.00

Appointment Required: Yes

Disabled Access: Yes

***Transport:** Bus—566 and Tram—Route 86

St Vincent De Paul, Society of

Telephone: 1800 305 330 Emergency Assistance

Website: www.vinnies.org.au

Eligibility: Anyone in need—intake assessment done over the phone.

Hours: Call between 10.00am and 3.00pm

Will make home visits: food parcels, furniture, material goods, clothing, back to school assistance.

Travellers Aid

Location: 1. Main concourse, Southern Cross Station, Spencer Street, Melbourne 2. Level 3, 225 Bourke Street, Melbourne 3. Flinders Street Station, Melbourne

Telephone: (03) 9654 2600 BH (Bourke St—Packages, etc.)
(03) 9670 2873 (Southern Cross—ER)
(03) 9670 2072 (Southern Cross—other help)
(03) 9610 2030 (Flinders—Physical Aid)
(03) 9068 8187 (Disability Services 8.00am—8.00pm 7 days a week)

Website: www.travellersaid.org.au

Eligibility: Centrelink card for Emergency Relief

Hours: Spencer Street—7.00am to 10.00pm
Bourke Street—9.00am to 5.00pm
Flinders Street—Monday to Thursday 8.00am-8.00pm, Friday and Saturday 8.00am-10.00pm

Services: Help with travel costs, personal care, mobility aid hire, and internet café

Appointment Required: Yes

Disabled Access: Yes

***Transport:** Greensborough Railway Station to either Southern Cross or Flinders Street Stations

Whittlesea Community Connections Inc.

Location: Shop 111, Epping Plaza, Cnr Cooper & High Streets, Epping VIC 3076

Telephone: (03) 9401 6644

Web: www.whittleseacommunityconnections.org.au

Eligibility: City of Whittlesea residents

Hours: By appointment

Services: Emergency relief, legal service, tax help, internet access

Appointment Required: Yes—ring at 9.00am Monday or Friday morning for appointment time

Disabled Access: Yes

***Transport:** Bus Nos.: Bus—901, 555, 566 OR Greensborough Railway Station to Clifton Hill Railway Station and on to Epping Railway Station

3081 Angels

Location: Rosanna Baptist Church, 5 Waiora Road, Heidelberg Heights VIC 3081

Email: 3081angels@bchs.org.au

Website: www.bchs.org.au/services/3081-angels

Facebook: facebook.com/the3081angels
Eligibility: Anyone with children in need

Services: Furniture, clothing, baby items, nappies, etc.

Appointment Required: Yes through email ONLY

Big Group Hug

Location: PO Box 2009, Bundoora VIC 3083

Eligibility: any parent with children in need

Website: www.biggroupug.org

Email: requests@biggroupug.org.

Services: baby items, furniture, clothing, feeding equipment, nappies, toiletries.

Appointment required: referral and request form must come from Maternal Child Health Nurses, or community support agencies.

Lilydale Assist

Location: 214 Main St. Lilydale VIC 3140

Telephone: 9735 1311

Hours: M-W 10am-3pm & Friday 10am-3pm (Thursday Closed)

Eligibility: Residents of Yarra Ranges Shire

Services: Emergency Relief (Vouchers, household bill assistance, MYKI train cards & Telstra Cards), Back to School, Tax Help.

Appointment Required: no—Drop in service

DONCARE

Location: Suite 4, Level 1, Manningham City Square (MC2), 687 Doncaster Road, Doncaster VIC 3108

Telephone: 9856 1500

Appointment Required: Yes

Hours: Monday to Thurs 9.00am—5.00pm, Friday 9.00am—1.00pm

Eligibility: City of Manningham residents

Services: Food vouchers and parcels, utility relief grants, Telstra bill vouchers, Back to School, Financial Counselling, second hand furniture, housing assistance, case management.

Kinglake Ranges Neighbourhood House

Location: 6 McMahons Road. Kinglake VIC 3763

Telephone: 03 57861301

Web: https://kinglakeranges.com.au/

Hours: Monday -Thursday 9.00am-5.00pm

Eligibility: Residents of Murrindindi Shire

Services: Personal Counselling, Food Share Program