

Emergency Relief & Crisis Support Directory

July 2021

Emergency Relief Organisations

DIAMOND VALLEY COMMUNITY SUPPORT

Shop 378a, Level 3 Greensborough Plaza,
Greensborough
Hours: M - F: 10am - 4pm
T: 9435 8282

ELIGIBILITY: Nillumbik Shire and North East Banyule residents
Access: Drop In / no appointment necessary

SERVICES: Material Aid, Op Shop Vouchers Food Parcels & Vouchers, Chemist Vouchers, Telstra Vouchers, Financial Counselling, Legal Advice Service, Tax Help, KidsAssist Education Support Program, Referral to Specialist Services

BANYULE COMMUNITY HEALTH SERVICE

21 Alamein Road, West Heidelberg
Hours: Monday to Thursday 8am to 6pm,
Friday 8.00am to 5pm
T: 9450 2000

ELIGIBILITY: Banyule City Council residents
Access: Appointment necessary by phone

SERVICES: Food Vouchers, Material Aid, Counselling, Case Management, Gamblers Help, Alcohol and Drug Support, Aboriginal Health Team, Koori Food Share, LIFT Mental Health Program, Financial Counselling, Family Violence Support, Homelessness / Housing Support

Banyule Support and Information Centre Inc (BANSIC)

The Harmony Centre, Shop 49, The Mall,
West Heidelberg
Phone: 03 9459 5959
Website: www.bansic.org.au

ELIGIBILITY: Banyule South West City Council residents
Access: Appointment necessary by phone

SERVICES: Material Aid, Op Shop Referrals Food Parcels & Vouchers, Material aid, Back to School, Telstra Vouchers, Tax help. Referral to Specialist Services

ST VINCENT DE PAUL (VINNIES)

Hours: M - F, 10am - 3pm
WELFARE LINE: 1800 305 330

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Phone assessment necessary Home Visits Only

SERVICES: Material Aid, Food Parcels & Vouchers, Material aid, furniture, clothing, material goods, private rental assistance

SALVATION ARMY MILL PARK

Morang Drive & Fred Hollows Way, Mill Park
Hours: Tues - Thurs, 9am - 3pm
T: 9436 9200

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Appointment necessary by phone

SERVICES: Food Parcels & Vouchers

Other Food Relief Services

DIAMOND VALLEY FOODSHARE

Henry Street, Greensborough
Hours: Tues, Wed & Thurs 1 - 3pm

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Referral essential through Diamond Valley Community Support

SERVICES: Food Parcels & Fresh, Frozen & non perishable food

GREENHILLS NEIGHBOURHOOD HOUSE

Community Drive, Greensborough
Thursday-Friday 9am - 1pm
Phone: 03 9435 9287

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Drop In, No Appointment Necessary

SERVICES: Food Parcels & Fresh, Frozen & non perishable food

SECOND BITE DIAMOND CREEK

Diamond Creek Community Centre, 28 Main Hurstbridge Road
Diamond Creek
Hours: Saturday 9am - 11.30am

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Drop In, No Appointment Necessary

SERVICES: Food Parcels & Fresh, Frozen & non perishable food

ROSANNA FIRESTATION COMMUNITY HOUSE

232 Lower Plenty Rd, Rosanna
Mon to Fri, 09.30am - 3.30pm (school term)
Phone: 03 9458 1935

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Drop In, No Appointment Necessary

SERVICES: Food Parcels & non perishable food

MANNINGHAM CHRISTIAN CENTRE - CARENET

143 Parker St, Templestowe
Hours: Tues & Fri : 10am - 2pm
T: 9846 7244

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Drop In, No Appointment Necessary

SERVICES: Food Parcels & Fresh, Frozen & non perishable food

Mental Health Supports

BANYULE COMMUNITY HEALTH SERVICE

21 Alamein Road, West Heidelberg
Hours: Monday to Thursday 8am to 6pm,
Friday 8.00am to 5pm
T: 9450 2000

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Appointment necessary by phone

SERVICES: LIFT Mental Health Support Program, Personal Counselling, Alcohol and other Drugs Counselling, Family Support Services

HEALTHABILITY

917 Main Road Eltham VIC 3095
Phone: 03 9430 9100
Email: enquiries@healthability.org.au

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Appointment necessary by phone

SERVICES: LIFT Mental Health Support Program, General Counselling, After Hours Mental Health Nurse T: 1300 003 509
2-7pm Saturday & Sunday & 6-11pm Monday to Friday

HEADSPACE

Level 1, 78 Main Street, Greensborough
Hours: Mon & Thurs 10am to 6pm, Tues, Wed & Fri, 9am til 5pm
Phone: 03 9433 7200
Email: HeadspaceGreensborough@mindaustralia.org.au

ELIGIBILITY: Banyule and Nillumbik Residents, aged 12 to 25 years
Access: Appointment necessary by phone, services are free through Medicare

SERVICES: Mental Health Support, Alcohol & Other Drugs Support
Vocational, Educational & Training Support

Your GP can also Provide you a mental health treatment plan that can include up to 20 sessions with a mental health professional, including psychologists and psychiatrists.

Phone-Based & Online Mental Health Supports

Beyond Blue:

1300 22 4636, 24 hours / 7 days a week
Provides support for anxiety, depression & suicide prevention

Lifeline:

13 11 14, 24 hours / 7 days a week
Support for people who are feeling overwhelmed or having difficulty coping or staying safe

Kids Helpline:

1800 55 1800, 24 hours / 7 days a week
24/7 online and phone counselling service for young people aged 5 to 25

Friendline:

1800 424 287, 10am – 8pm, 7 days a week
For anyone who needs to reconnect or just wants a chat.

Mensline:

1300 78 99 78, 24 hours / 7 days a week
Free 24/7 help, support, referrals & counselling services for men via telephone, online and video

Panda:

1300 726 306, 9am-7:30pm AEST (Mon-Fri).
Perinatal Anxiety & Depression Australia supports women, men and families affected by anxiety and depression during pregnancy and in the first year of parenthood.

SANE:

1800 18 7263, 10am-10pm AEST (Mon-Fri)
Provides support, training and education enabling those with a mental illness to lead a better life.

Suicide Call Back Service:

Call 1300 659 467, 24 hours/7 days a week
Provides 24/7 support if you or someone you know is feeling suicidal.

Uniting Regen:

1800 700 514. Intake: 9 - 4.30pm M - F,
Alcohol and other Drugs counselling, treatment and support for those aged 16+ years. Phone based intake.

SHARC Family Drug & Gambling Help:

1300 660 068, 24Hours 7 days a week
Telephone and online support, education programs, counselling to family members and friends of those with addiction issues.

Head to Health:

www.Headtohealth.gov.au
Online portal to a range of mental health & wellbeing supports

Mindspot

www.MindSpot.org.au
Online assessment and clinic for adults experiencing stress, anxiety, depression, OCD, PTSD, and chronic pain

EHeadspace

www.headspace.org.au/eheadspace/
Online counselling, mental health support & group chats for people aged 12 - 25 years.

Carer Gateway

www.carergateway.gov.au
1800 422 737, 8am - 6pm, Mon - Fri
Online and phone based supports, counselling and advice for those who are carers of family or friends.

Elder Abuse Hotline

1800 353 374
Information, support & referrals for people who experience or witness the abuse of an older person. Hours vary.

Family Violence Services

The Orange Door

9am to 5pm (Closed Public holidays)
56 Burgundy Street, Heidelberg, 3084
Phone: 1800 319 355
Email: nema@orangedoor.vic.gov.au
www.orangedoor.vic.gov.au

ELIGIBILITY: Banyule and Nillumbik Residents, Aged 16 Years +
Access: Appointment necessary by phone, self referral

SERVICES: free service for adults, children and young people who are experiencing or have experienced family violence. Provides specialist family violence services, family & child services, Aboriginal services & services for men who use violence, referral to counselling & other supports.

1800 RESPECT

1800 737 732
24hrs a day, 7 days a week
www.1800respect.org.au
Online chat via website

ELIGIBILITY: Banyule and Nillumbik Residents
Access: No appointment necessary

SERVICES: 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family violence and/or sexual assault. Includes safety planning, Referral to housing support & specialist agencies.

Safe Steps:

1800 015 188
(24 hours a day, 7 days a week)
Webchat support service 9am to Midnight
www.safesteps.org.au

ELIGIBILITY: Banyule and Nillumbik Residents
Access: No appointment necessary

SERVICES: specialist support services for anyone in Victoria who is experiencing or afraid of family violence. Information and referral, Crisis response, Specialist family violence counselling, risk assessment, Safety planning, crisis accommodation.

Northern CASA

Bldg 26 Heidelberg Repatriation Hospital,
300 Waterdale Road
Ivanhoe Victoria
Phone: 03 9496 2369
Email: ncasa@austin.org.au
12.30pm - 5pm, M - F

ELIGIBILITY: Banyule and Nillumbik Residents
Access: Appointment necessary by phone

SERVICES: Crisis support for recent sexual assault victims. Coordination with police and forensic examiners
Counselling for adults and children 12+, Group programs, Advocacy, Information and education

Housing & Homelessness Support Services

Haven Homesafe:

Monday-Friday, 10am- 4pm
Phone: 1300 428 364
52-56 Mary Street Preston
www.havenhomesafe.org.au

ELIGIBILITY: Over 16 Years, who have stayed in North Eastern Melbourne area. Which includes suburbs within Banyule, Darebin and Nillumbik areas.
Access: Appointment necessary - drop in at 9am or by phone

SERVICES: Crisis accommodation, short term & Transitional housing, and community housing referral service, initial assessment and planning, financial assistance, Private Rental Assistance Program (PRAP), Housing Establishment Fund Program, Housing Workers

Launch Housing

Monday-Friday 9am-5pm
Phone: 1800 825 955 (out of hours this number will refer to Salvos St Kilda Crisis)
www.launchhousing.org.au

ELIGIBILITY: Must have stayed in the following areas: Cities of Greater Dandenong, Casey and Cardinia Shire
Cities of Port Philip, Stonnington, Glen Eira, Bayside, Kingston, Frankston and the Mornington Peninsula
Access: Appointment necessary by phone

SERVICES: Crisis accommodation, short term & Transitional housing, and community housing referral service, initial assessment and planning, financial assistance, Private Rental Assistance Program (PRAP), Housing Establishment Fund Program, Housing Workers.

Frontyard Youth Services:

19 Kings Street, Melbourne
Phone: Contact MYSS - 03 9977 0077; 1800800531
www.mcm.org.au/homelessness/urgent-housing-assistance

ELIGIBILITY: 12 - 24 years old who are homeless, or at risk of homelessness
Access: Drop in

SERVICES: Crisis accommodation, youth refuge, housing workers and other supports for young people at risk of or are currently homeless.

Housing for the Aged Action Group

1st Floor Ross House
247 - 251 Flinders Lane
Melbourne Vic 3000
Phone: 03 9654 7389
www.oldertenants.org.au

ELIGIBILITY: Those aged 50 years +, Vic wide, in need of housing support
Access: Phone only

SERVICES: Over 50+ Advocacy, housing support, independent advice and information, assistance with public and private rental

Other Financial & Support Services

No Interest Loans (NILS)

Rosanna Fire Station Community
House, Rosanna,
Phone: 9458 1935

Salvation Army, Mill Park
Phone: 03 9436 9200

Salvation Army, Preston
Phone: 03 9471 9111

ELIGIBILITY: Individuals and families on low incomes

Access: Appointment via phone required

SERVICES: No Interest Loans (NILs) for individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for essential goods and services such as fridges, washing machines, car repairs and medical procedures for up to \$1,500. Repayments are set at an affordable amount over 12 to 18 months.

Financial Counselling

Diamond Valley Community Support

Monday-Friday 10am – 4pm
Phone: 03 9435 8282

Shop 378a, Level 3, Greensborough Plaza

Banyule Community Health

Monday-Thursday 8am–5pm
Friday – 8am to 4pm

Phone: 9450 2000

21 Alamein Road,
West Heidelberg, VIC 3081

ELIGIBILITY: Banyule & Nillumbik residents

Access: Appointment via phone required

SERVICES: Financial counsellors help people to:

- develop budgets and money plans
- understand & manage financial issues
- access grants or concessions
- negotiate with creditors
- access dispute resolution services
- understand their rights and access legal help.

Other Grants & Financial Assistance

Utility Grants Scheme:

Relief grants for paying overdue energy or water bills are available to low-income Victorians experiencing unexpected hardship. Grants include \$650 on each utility type in a two-year period (or \$1,300 for households with a single source of energy (for example, electricity only).

Access: Phone your electricity, gas or water retailer to request an application. Your retailer will ask you some preliminary questions before starting your application. The application can be completed online, or your retailer will post you a paper form to complete. A friend, support worker or financial counsellor can help you complete the application.

Eligibility: Must have Pensioner, Healthcare or Veterans Affairs Gold Card or be a low income household.

Further Information: Phone your electricity, gas or water retailer or the Concessions Information Line on 1800 658 521.

www.services.dffh.vic.gov.au/utility-relief-grant-scheme

Private Rental Assistant Program and PRAP Plus

Provides people at risk of, or experiencing homelessness with financial and practical assistance to establish and maintain private rental tenancies. It helps people to find or keep a home by assisting them with information about the rental market, the housing search process, and offers practical support (e.g. rental applications). Eligible clients may receive funding to help cover the cost of rent in advance and other tenancy establishment costs or rent arrears.

Access: Application form is available online from Launch Housing <https://www.launchhousing.org.au/get-help> or call 03 9556 5775

the Queens Fund

Provides grants of up to \$350 to single women or single women and their children who have lived in Victoria for at least 12 months who are experiencing hardship. Grants can be used for rent, relocation, education, utilities etc. Can also apply for assistance with prescription glasses, refurbished computers and Telstra Vouchers. Applications are assessed on a monthly basis and can only be received once per year.

Access: Applications must be made through a case worker/social worker from agencies including Diamond Valley Community Support.



DIAMOND VALLEY
community support