



Darebin City Council Information Sheet on services, programs and support.

Find out about the wide range of services, programs and support provided by Darebin City Council. The full guide of services can be found on the Council website [here](#) .

Customer Service - Community Support

Call our Customer Service team on [\(03\) 8470 8888](tel:(03)84708888) and select option one (1) to speak to a team member who can connect you to the right support.

This service quickly refers and links members of the community to the appropriate services, support and information such as emergency relief, community transport and much more.

Darebin Council COVID-19 information

This is a fast-changing situation, so for all the latest information please visit the Darebin [Coronavirus Information](#) on our website

This page also has information on Council support available for community and businesses. It also includes a guide for accessing food relief and essential items when you are isolating from COVID-19, as well as information for help with payment of Council rates, fees and charges. Call us to discuss what help is available on [\(03\) 8470 8888](tel:(03)84708888).

The **Department of Health Services** (DHS) is the best place to find out about all the latest health advice and information on restrictions. [Find out more](#).

There's a specific section for resources designed for the Aboriginal and Torres Strait Islander communities. [Find out more](#).

Ask Izzy

From July 1, 2022, Council will no longer receive referrals from the DHS Coronavirus Hotline to provide food relief to community members isolating from COVID-19. Community members are asked to check on Ask Izzy for their food relief needs.

[Ask Izzy](http://askizzy.org.au) (askizzy.org.au) is a website that helps you find the help you need, **now** and **nearby**. The service helps you to look for support services for housing, food, family violence, health, financial and legal assistance, counselling, and more in your local area.

Wellbeing and support services

We offer support services for a range of issues, including mental health, emergency relief, drugs and alcohol, and homelessness. We run a care program to support eligible people under 65 and Aboriginal and Torres Strait Islander people under 50. [Find out more](#) about how we can support you.

- [Mental health and wellbeing support](#)
Everyone has the right to good mental and emotional health. There are a wide range of services in Darebin to help you.

For a list of specialist services and resources that are available to the Darebin community including, check out [Mental Health & Wellbeing Support Services](#).

- [Emergency Relief](#)
If you need help to find food relief and essential items you can call our Customer Service team on [\(03\) 8470 8888](tel:0384708888).

Council is working with local services to increase access to food relief for households in Darebin. We are currently providing about 300 households with weekly food relief through our partnership with local agencies.

- [Drugs and alcohol](#)
Council works with community, organisations and agencies to minimise the negative impacts of alcohol and other drugs on our community.

To support our residents access information, advice and referrals on alcohol and other drug use, we have developed a pocket-sized [Alcohol and Other Drugs Quick Reference Guide](#).

- [Care support](#)

Darebin's Home and Community Care Program for Younger People (HACC PYP) assists eligible people aged under 65 (and Aboriginal and Torres Strait Islander people under 50), who need support to manage activities of daily living or are caring for someone who needs support.

Council's HACC PYP officer can undertake a holistic Living at Home Assessment to understand a person's need. Our officer will explore ways for the person to live independently and remain active in their community.

- [Homelessness](#)

Council supports people seeking housing and homelessness assistance by providing information and referral to local support agencies. A number of services in Darebin are offering assistance to people in need of housing and homelessness support.

Children and Families

Kindergarten, playgroups, maternal and child health, children with additional needs, outside school care and childcare and family violence and counselling support. Click on the links below to find out more.

- [Schools in Darebin](#)

The Our Darebin Schools resource focuses on schools in our neighbourhood precincts, including primary, secondary, Catholic and independent schools.

Phone: [\(03\) 8470 8100](tel:(03)84708100)

Email: earlyyears.training@darebin.vic.gov.au

- [Immunisation](#)

Childhood vaccines, secondary school vaccines and adult immunisations including flu are available at all [sessions](#). Check out the Immunisation Schedule on the website which is updated regularly or contact:

Phone: [\(03\) 8470 8562](tel:(03)84708562)

Email: immunise@darebin.vic.gov.au

- [Maternal and Child Health](#)

Council's Maternal and Child Health (MCH) service supports your family with parenting, health and development. We can also offer referrals to other professionals. You and your child will have regular appointments from birth to 4 years of age.

MCH nurses are registered general nurses with postgraduate qualifications in midwifery and child health.

We provide 10 key ages and stages consultations with a MCH nurse, including:

- a home visit after your baby is born
- consultations at two weeks, one month, two months, four months, eight months, 12 months, 18 months, two years and three and a half years
- an additional maternal health check at three months.

Our nurses will:

- assess your child's health, development and wellbeing
- listen to your parenting experiences and any concerns
- provide guidance, emotional support and education on childhood illnesses and behaviour.

The service is free and strictly confidential.

You can also call our 24-hour Maternal and Child Health line on [13 22 29](tel:132229).

We can also provide extra support if you're having significant additional early parenting difficulties. Your nurse will make any necessary referrals.

Find a [Maternal and Child Health centre](#) near you.

To book an appointment, contact the MCH Booking Office:

Phone: [\(03\) 8470 8298](tel:0384708298) from 8.30am - 2pm

Email: mchappointments@darebin.vic.gov.au

Please call us if you're new in the area.

- [Kindergarten](#)

Find kindergartens near you in Darebin and learn how your child can benefit from early childhood education. This includes [Early start](#) kindergarten which provides **two years of free or low-cost** kindergarten to eligible three-year-old children, including Aboriginal or Torres Strait Islander children.

Phone: [\(03\) 8470 8825](tel:0384708825)

Email: registration.kindergartenchildcare@darebin.vic.gov.au

- [Childcare](#)

Find out about the different child care options available - from long day care to occasional care. See the [Map of child care and kindergarten services in Darebin](#)

Contact the Darebin City Council Childcare Registration Team to find out more.

Phone: [\(03\) 8470 8825](tel:(03)84708825)

Email: registration.kindergartenchildcare@darebin.vic.gov.au

- [Playgroups](#)

If you are looking to join a playgroup in Darebin, please check our online community playgroup database at [Community Playgroups in Darebin Database](#) or contact [Playgroup Victoria](#).

We also provide Supported Playgroups, that are great for:

- Learning new ideas for your child's learning and development
- Giving your child a chance to play with other children
- Meeting other parents and carers

Find out more about playgroups and how to book:

Phone: [\(03\) 8470 8113](tel:(03)84708113)

Email: early.years@darebin.vic.gov.au

- [Children with Additional Needs](#)

Some children need extra support to take part in activities and events with other children their age. Find out how we can assist.

Phone: [\(03\) 8470 8012](tel:(03)84708012)

Email: psfo.referral@darebin.vic.gov.au

- [Play in Darebin](#)

The Darebin Toy Library is a free service for community members to borrow toys suitable for children aged from 3 months to 6 years old.

Phone: [\(03\) 8470 8104](tel:(03)84708104)

Email: toylibrary@darebin.vic.gov.au

- [Family Violence and Counselling support](#)

Find out where to get support and resources to deal with family violence in Darebin, including in-home support to families in crisis.

Phone: [\(03\) 9496 1018](tel:(03)94961018)

Email: family.services@darebin.vic.gov.au

Youth services

Connect with a range of local services, including our own creative, skills-based programs for young people aged 12 to 25 who have a connection to Darebin.

Services include youth centres, programs, having a voice and connecting to other local services in Darebin.

For more information contact the Darebin Youth Services team:

Phone: [\(03\) 8470 8013](tel:(03)84708013)

Email: youthservices@darebin.vic.gov.au

Elders

Connect with support services and discover resources and news for older adults in Darebin. Find out about how to get support in your home, community support, activities and resources for Elders.

Contact the Darebin Supported and Connected Living team to find out more:

Phone: [\(03\) 8470 8828](tel:(03)84708828)

You can call us yourself, or if you give consent to a family member, friend, doctor, or health service who can call us for you. [Find out more.](#)

People with a disability

We provide a range of supports to enable all abilities to navigate council, community and services including [Darebin Council - Interactive accessibility map](#) to plan your trip around Darebin, where to access disability services, all abilities around Darebin, accessible communication, community engagement and participation. [Find out more.](#)

Phone: [\(03\) 8470 8327](tel:(03)84708327)

Email: disability.access@darebin.vic.gov.au

Recreation and Events

Looking for somewhere to enjoy the weekend, with a good book? Perhaps a hall to hire, or one of our sports facilities? Find all these and much more.

- [Libraries](#)
Darebin Libraries are welcoming spaces for learning, knowledge and inspiration, with four locations in Fairfield, Northcote, Preston and Reservoir.
Phone: [1300 655 355](tel:1300655355)

- [Sports and leisure facilities](#)
Looking to get active and enjoy some sports and leisure? Find out more about our sports and leisure in Darebin, including [Get Active in Darebin](#) and the [Reservoir Leisure Centre](#). Explore a [range of venues](#) such as Council halls, community centres and neighbourhood houses to book your next event.
- [Events](#)
Everything you need to know on our annual events calendar, community events and how to list an event on our website, including NAIDOC Week and Wurundjeri Week.

Parking and Transport

Everything you need to know about our sustainable transport strategies and programs, bike riding and walking, parking, road safety and road permits. [Learn more.](#)

- [Parking and permits](#)
Apply for an parking permit if you have a disability ([Accessible Parking Permit](#)) or a [residential parking permit](#) online, or [request to change a parking restriction](#) on your street.
- [Transport strategies and programs](#)
Learn more about how Council is developing transport plans that keep our community moving, including our [Electric Vehicle Charging Policy](#), [Transport Strategy](#) and [Walking Strategy](#). You can also have [your say](#) about how we can make our local [streets safe](#) and more enjoyable for everyone.
- [Bike riding and walking](#)
Learn more about how to look after your bike, finding where to ride and park your bike, and join our local community for cycling and walking.
- [Fines](#)
You can pay fines by phone, mail, in person or online. If you are unsure about any parking or local laws infringements, please contact our [Customer Service](#) team on [\(03\) 8470 8888](#) to talk about what you can do to avoid getting a fine.

You can also request an extension, appeal or [contest a Council fine](#) online or by filling out the [physical form](#) and return to a [Customer Service Centre](#) in Darebin.

Waste and Environment

Find out about waste and environment in Darebin, including bin collections, sustainability, and what to do with rubbish, food waste and recyclables. [Learn more.](#)

- [Hard waste and recycling collections](#)
Everything you need on hard waste collections, tips and tricks on how to remove unwanted items other hard waste and recycling options across Darebin.
- [Decluttering your home](#)
Are you looking to declutter your house or garage? You may have a lot of reusable or recyclable items that don't need to go to landfill.
- [Food and green waste](#)
How to start disposing of your food and green waste, and tips on avoiding it altogether.
- [Solar Saver](#)
The Solar Saver program helps install rooftop PV solar in your house. Solar helps save money on energy bills and reduce environmental impact. For more information visit [Solar Saver](#) or email us at solar@darebin.vic.gov.au

Animals and Pets

Learn about pet registration permits and your responsibility as a pet owner.

- [Pet owners](#)
Learn what animals you can keep as pets, when you need a pet permit, how to register your pet, microchipping and desexing, and your legal responsibilities as a pet owner.

Pensioners can [register](#) one pet for free, per household – every animal after that will be charged under the pension fee.

- [Lost and found pets](#)
Tips on how we can reunite you with your lost pet, adopting a pet and Council's animal initiatives.

- [Dogs in Darebin](#)
Learn about responsible pet ownership and how to keep your pet dog and people safe.
- [Cats in Darebin](#)
Taking care of your cat and follow cat ownership laws, including cat curfews.

About Council

Everything you need to know about how Council works, including Councillors, Council elections and ways to get involved in our local community.

- [Community Advisory Committees](#)
Learn about the different community advisory committees in Darebin and how you can get involved. Community advisory committees are a way for community members to give input into policy and service development, projects and events. They are made up of Councillors, Council Officers, and community members or organisations.
- [Advocacy Projects](#)
Council is running a number of key advocacy and major projects across Darebin. To find out more about how to get involved, visit [Advocacy and Projects](#).
- [Your Say Darebin](#)
Tell us what you think to help shape our city. Check out the different Your Say projects that are happening, join the conversation and tell us what you think about Council programs, policies and projects.
- [Council elections](#)
All Council elections are held every four years and the election process is undertaken by the Victorian Electoral Commission (VEC). To find out more about Council elections and how to enrol to vote, visit [Council elections](#).
- [Contact a Councillor](#)
For help with local issues, you can [contact](#) the Mayor or your local Councillor. Councillors are your local elected representatives; they advocate on behalf of residents and work to assist them.

- [Report an issue](#)
Get in touch with us directly with issues that affect you, like roads, trees, animals, bins and objections to fines.

If you have any questions about Council, services, programs, or would like to report any issues, contact our Customer Service team on [\(03\) 9470 8888](tel:0394708888).

Aboriginal Partnerships Officer

Council's Aboriginal Partnerships Officer is available to provide you with help to contact different services you may need.

Contact: Stuart McFarlane

Phone: [0427 797 668](tel:0427797668)

Email: Stuart.McFarlane@darebin.vic.gov.au

We are committed to strengthening our relationship with the Aboriginal and Torres Strait Islander community. Discover how we continue to support the journey towards truth-telling and self-determination at [Aboriginal Darebin](#)

Darebin City Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners. We recognize the continuing connection to land, water and culture and pay our respects to Elders, present and emerging.

Artwork by Natasha Ellis-Corrigan, proud Jinabara/Bundjalung woman, Aboriginal artist from Jinabara Designs.