

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

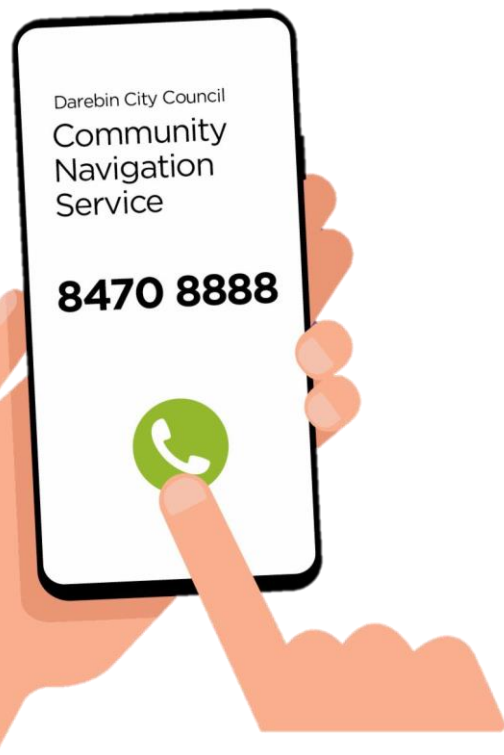
Organisation	Services provided	Contact information	Operating hours
<b>Centrelink</b>	Commonwealth Government social security payments and services to permanent residents of Australia and certain visa holders	<ul style="list-style-type: none"> <li>• Emergency Helpline: 132 850</li> <li>• Carers: 132 717</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 8.00am to 5.00pm
<b>Darebin Information, Volunteer and Resource Service (DIVRS)</b>	Grocery vouchers, Utility Grants, Telstra vouchers, Phone cards, no interest loans and Community support	Phone: 9480 8200  Register by phone to receive evouchers next day	Monday to Thursday 9.30am - 2.30pm

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<b>Encompass Care</b>	Food parcels and grocery items	Phone: 0422 461 847	Tuesdays and Wednesdays 9.00am – 3.00pm  Monday to Friday Hotline open Monday to Friday 9.00am to 3.00pm
<b>Fitzroy Legal Service</b>	Legal advice, casework and court advocacy – phone appointments	Phone: 9484 7753 Outreach inquiries/referrals phone: 0402 554 827. Email: <a href="mailto:oshenfield@fls.org.au">oshenfield@fls.org.au</a>	Monday to Friday 9.00am to 5.00pm (reception closed between 1pm - 2pm)
<b>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	COVID Hardship Support Hotline Phone: 1300 121 130  Online application <a href="http://www.householdrelief.org.au">www.householdrelief.org.au</a> .	Monday to Friday 9.00am to 5.00pm
<b>Haven Home Safe</b>	Homelessness crisis support accommodation Low income housing assistance	Phone: 9479 0700  Appointment only	Monday to Friday 10.00am to 4.00pm
<b>Hotham Street Community Care Team</b>	Mental Health community-based treatment and services	Phone: 1300 874 243	Onsite appointments between 10.00am to 2.00pm
<b>Northern Community CareWorks Ltd - Northern</b>	\$5 fresh and frozen meals available for take away, fresh food and pantry items.	Phone: 9484 4788	Monday to Saturday 9.30am to 4.00pm  Hot take away meals -

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<b>Community Church of Christ</b>			Monday to Thursday 12.00pm to 12.30pm. Fresh Food and Pantry items - Tuesday to Thursday from 11.30am  Frozen meals available - during office hours.
<b>North East Financial Counselling Program</b>	Free and Confidential Financial Counselling	Phone: 1800 685 682 Email: <a href="mailto:referrals@nefcp.org.au">referrals@nefcp.org.au</a>  Over the phone appointments, Interpreters available	Monday to Friday 9.00am to 5.00pm
<b>Orange Door - North East Metropolitan area</b>	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  Full list of agencies supporting people experiencing family violence available <a href="#">online</a>	Monday to Friday 9.00am to 5.00pm
<b>Orangesky Australia</b>	Free Laundry Service	Northern Community Careworks 81 High Street Preston  <a href="https://locations.orangesky.org.au">https://locations.orangesky.org.au</a>	Tuesdays 9.30am to 11.30am
<b>PRONIA</b>	Casework, Access and Support, Psychologist, Family Counsellor, grocery vouchers	Phone: 9388 9998	Monday to Friday 9.00am to 5.00pm
<b>Reservoir Neighbourhood House</b>	Grocery bags: Supporting local Reservoir public housing residents	Phone: 9462 4611	Monday to Thursday 9.00am-5.00pm (closed school holidays)

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<b>Salvation Army</b>	Food relief parcels and grocery vouchers	Phone: 9471 9111	Call to make an appointment on the day you need to access the service
<b>St Vincent de Paul</b> Preston, Preston East, Reservoir and Thornbury	Food Parcel or grocery vouchers. Drop off to residency - no direct home visiting during COVID-19	Phone: 1800 305 330. Requests are then referred to the appropriate conference visit coordinator and phone interview conducted	Call Centre: Monday to Friday 10am-3.00pm
<b>Spectrum Migrant Resource Centre</b>	Services for refugees and migrants	Information and carer support Phone:1300 735 653  Family and Relationships Support program Phone: 0447 272 677  Visa & Migration Assistance <a href="mailto:Reneem@spectrumvic.org.au">Reneem@spectrumvic.org.au</a>  Settlement Engagement and Transition support <a href="mailto:SFSreferrals@spectrumvic.org.au">SFSreferrals@spectrumvic.org.au</a>  Assistance with Care and Housing <a href="mailto:selamk@spectrumvic.org.au">selamk@spectrumvic.org.au</a>	Monday to Friday 9.00am to 4.00pm
<b>Uniting Kildonan</b>	Tenancy Assistance and Advocacy Program	Phone: 1800 545 366 Email: <a href="mailto:taapnor@kildonan.org.au">taapnor@kildonan.org.au</a>	Monday to Friday 9.00am to 5.00pm
<b>Work for the Soul</b>	Food parcels	Phone: 9478 0888 Email: <a href="mailto:fft@workforthesoul.org.au">fft@workforthesoul.org.au</a>  <a href="http://www.workforthesoul.org.au">www.workforthesoul.org.au</a>	Order by phone or online, by midnight Sunday. Pick up on Wednesday only
<b>Your Community Health</b>	Emergency dental services and limited medical services; Telephone Counselling	Phone: 8470 1111	Monday to Friday 9.00am to 5.00pm

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Preston, Northcote or East Reservoir Site	appointments; Needle and Syringe outreach team; Practical and social support, information and referral	Phone assessment and follow up telehealth and /or telephone appointments  Community Connection and Support Team: Over the phone, online or in person at East Reservoir site Phone: 8470 1111 (Option 5) Email: <a href="mailto:COVID19@yourcommunityhealth.org.au">COVID19@yourcommunityhealth.org.au</a>	



### 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

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