

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 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
darebin.vic.gov.au










National Relay Service 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 
All Saints Anglican Church 239A Murray Road, Preston 3072 T: 9471 9191 Fridays, 9am-11.30am www.jikajika.com.au	Food parcels and financial assistance on Fridays. Community lunch Saturdays 11.30am-2pm.	✓	✓						✓	
Bridge Darebin 218 High Street, Preston 3072 T: 9484 5806 Mondays, 9am-3.30pm https://bridgedarebin.org.au/	Food relief. Free community lunch on Fridays 11am-1pm.	✓								
Darebin Information, Volunteer and Resource Service (DIVRS) 285-287 High Street, Preston 3072 T: 9480 8200 Monday-Thursday, 9.30am-2.30pm https://www.divrs.org.au/	Food parcels and grocery items, help paying bills, utility grants, no interest loans, referrals and community support	✓	✓			✓			✓	
East Preston Community Centre 7 Newton Street, Reservoir 3073 T: 8470 8107 Fortnightly fresh food relief: every second Wednesday, 10.30am-12pm. https://www.darebin.vic.gov.au	Fortnightly fresh food relief	✓								
Encompass Care 31-61 McLeans Road, Bundoora 3083 T: 0422 461 847 Tuesday-Wednesday, 9am-3pm https://encompasscarevic.org.au/	Food parcels and grocery items. Breakfast program. Free community lunch on Tuesdays 10.30am-12.30pm.	✓	✓							
Fitzroy Legal Service 279 Spring Street, Reservoir 3073 T: 9484 7753 Monday-Friday, 9am-5pm (closed between 1-2pm) https://fls.org.au/	Legal advice, casework and court advocacy – phone appointments									✓

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Good Shepherd Level 1, 485 La Trobe Street, Melbourne 3000 T: 1300 121 130 Monday-Friday, 9am–5pm Household Relief Loans Without Interest – online application: http://www.householdrelief.org.au/	COVID Hardship Support Hotline for people impacted by the pandemic. Free financial counselling service								✓	
Haven Home Safe 52-56 Mary Street, Preston 3072 T: 9479 0700 Monday-Friday, 10am-4pm https://havenhomesafe.org.au/	Homelessness crisis support accommodation, and low-income housing assistance						✓			
Hotham Street Community Care Team 83-85 Hotham Street, Preston 3072 T: 9416 6300 Monday-Friday, 9am-4.45pm	Community based mental health support services (for people aged 16-64 years)								✓	
North East Financial Counselling Program – Uniting Kildonan 648 High Street, Reservoir 3073 T: 1800 685 682 Monday-Friday, 9am-5pm	Free and confidential financial counselling				✓				✓	
Orange Door - North East Metropolitan area 56 Burgundy Street, Heidelberg 3084 T: 1800 319 355 Monday-Friday, 9am-5pm https://orangedoor.vic.gov.au/	Free service for people who are experiencing or have experienced family violence and families who need extra support with the care of children								✓	
Orangesky Australia Reservoir Neighbourhood House 2B Cuthbert Road, Reservoir 3073 Mondays, 10am-12pm https://orangesky.org.au/	Free laundry service				✓					
PRONIA 7 Union Street, Brunswick 3056 T: 9388 9998 Monday-Friday, 9am-5pm https://www.pronia.com.au/	Casework, access and support, psychologist, family counsellor, grocery vouchers			✓					✓	✓

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Reservoir Neighbourhood House 2B Cuthbert Road, Reservoir 3073 T: 8488 6655 Monday-Thursday, 9am-4pm (closed school holidays) www.reservoirnh.org.au	Food relief drop-in, food parcels: supporting local Reservoir public housing residents, social worker (Mondays). Community meal on Thursdays.	✓	✓		✓					
Salvation Army 263 Gower Street, Preston 3072 T: 1300 371 288 Monday, Tuesday, Thursday & Friday, 10am-2pm https://www.salvationarmy.org.au/preston/	Phone calls are required for assessment – case management, food relief parcels and grocery vouchers, No Interest Loans program.		✓	✓						
St Vincent de Paul T: 1800 305 330 Monday-Friday, 10am-3pm https://www.vinnies.org.au/ Preston, Preston East, Reservoir and Thornbury	Food parcel or grocery voucher, utility payments, rent support, and advisory or support services referrals			✓		✓			✓	
Spectrum Migrant Resource Centre Level 5, 61 Riggall Street, Dallas 3047 T: 1300 735 653 Monday-Friday, 9am-4pm https://spectrumvic.org.au/	Services for refugees and migrants							✓	✓	✓
Thornbury Church of Christ 390-398 St Georges Rd Thornbury (Smith St Hall) Monday, Wednesday & Friday, 2:30pm-5pm https://www.thornburychurch.org.au	Food relief, frozen meals, pantry items, fresh fruit, vegetables and bakery items. Free community lunch on Sundays.	✓	✓							
Uniting Kildonan 648 High Street, Reservoir 3073 T: 8470 5000 Monday-Friday, 9am-5pm https://www.unitingvictas.org.au	Support for people who have experienced or are experiencing family violence								✓	

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Victorian Aboriginal Child Care Agency 340 Bell Street, Preston 3072 T: 9287 8800 Monday-Friday, 9am-5pm www.vacca.org	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			✓		✓		✓	✓	
Work for the Soul 73 Gower Street, Preston 3072 T: 9478 0888 Wednesday pick-up only www.workforthesoul.org.au	Food parcels		✓							
Your Community Health 125 Blake Street, Reservoir 3073 T: 8470 1111 Monday-Friday, 9am-5pm https://www.yourcommunityhealth.org.au 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					✓				

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