

EMERGENCY FOOD RELIEF & SUPPORT SERVICES DURING COVID-19

Organisation	Services provided	Contact information	Operating hours
ADRA Community Care Preston	Emergency food relief and essential baby supplies.	Phone: 1800 242 372 Email: adrleader@prestonsda.com.au Website: www.adra.org.au/project/adra-community-care-centre-preston	Contact anytime. <i>Deliveries need to be ordered by Thursday night for a Saturday delivery.</i>
Centrelink	Commonwealth Government social security payments and services to permanent residents of Australia and certain visa holders	<ul style="list-style-type: none"> • Emergency Helpline: 132 850 • Carers: 132 717 • Families: 136 150 • Indigenous Australians: 1800 136 380 • Job Seekers: 132 850 • Languages (<i>Multilingual</i>): 131 202 • Older people: 132 300 • People with disability: 132 717 • Students and Trainees: 1800 132 317 	Monday to Friday 8.00am to 5.00pm

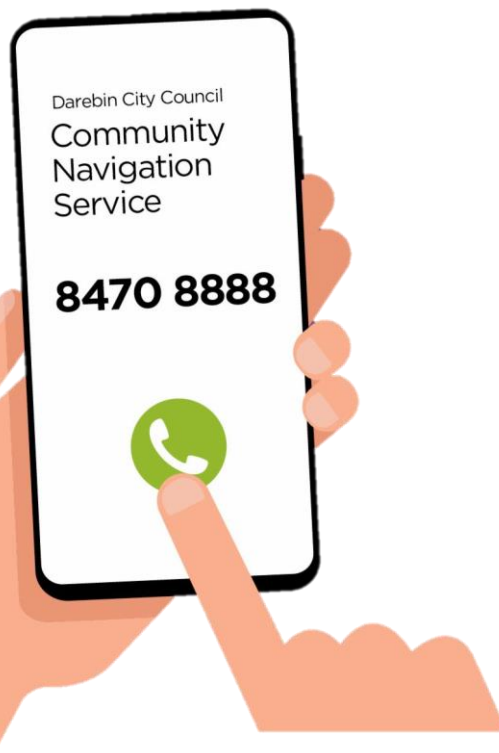
Organisation	Services provided	Contact information	Operating hours
Darebin Information, Volunteer and Resource Service (DIVRS)	Food parcels and grocery items, utility grants, Telstra vouchers, phone cards, no interest loans and community support.	Phone: 9480 8200 <i>Register by phone for emergency relief, appointments needed for food parcel pick up.</i>	Monday to Thursday 9.30am to 2.30pm
Encompass Care	Food parcels and grocery items.	Phone: 0422 461 847 Website: www.encompasscarevic.org.au Address: 31-61 McLeans Road Bundoora	Tuesdays and Wednesdays 9.00am to 3.00pm Monday to Friday Hotline open Monday to Friday 9.00am to 3.00pm
Fitzroy Legal Service	Legal services – free advice and casework. Areas include (amongst others): crime, tenancy, family violence and fines.	Phone: 9419 3744 Website: www.fitzroy-legal.org.au	Monday to Friday 9.00am to 5.00pm (reception closed between 1pm - 2pm)
Haven Home Safe	Homelessness crisis support accommodation, housing assistance, emergency relief, referrals	Phone: 9479 0700 Please call before attending the office Website: www.havenhomesafe.org.au	Monday to Friday 10.00am to 4.00pm
Household Relief - Good Shepherd	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	Phone: 1300 121 130 Website: www.householdrelief.org.au	Monday to Friday 9.00am to 5.00pm

Organisation	Services provided	Contact information	Operating hours
Hotham Street Community Team	Community based mental health support services for people aged 16-64 years	Phone: 94166300 Centralised Triage 24/7: 1300 874 243 Fax: 9480 4176	Monday to Friday 9.00am to 3.00pm
Northern Community CareWorks Ltd Northern Community Church of Christ	Emergency food relief, low-cost meals (\$5), respite services for extreme weather, all-inclusive showering facilities, charging stations for handheld devices and laundry facilities (Orange Sky)	Phone: 9937 2144	Monday to Friday 9.30am to 4.30pm Showering open Monday to Friday 9:30am to 11:00am Low-Cost Meals Monday to Thursday 12.00pm to 12.30pm Fresh Food and Pantry items Tuesday & Wednesday 1.30pm to 3:00pm Frozen meals Monday to Friday 9:30am to 4:30pm Orange Sky Laundry Tuesday 10:00am to 12:30pm
North East Financial Counselling Program	Free and confidential financial counselling	Phone: 1800 685 682 Email: referrals@nefcp.org.au <i>Over the phone appointments, Interpreters available</i>	Monday to Friday 9.00am to 5.00pm

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Orange Door North Eastern Melbourne	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 Email: nema@orangedoor.vic.gov.au Website: www.orangedoor.vic.gov.au	Monday to Friday 9.00am to 5.00pm (closed public holidays)
Orange Sky Australia	Free laundry service	Northern Community Church 81 High Street Preston Haven Home Safe 52 Mary Street Preston Website: www.locations.orangesky.org.au	Tuesdays 10:00am to 12:30pm Fridays 9:30am to 11:30am
PRONIA	Emergency relief & crises intervention, family & community services, new arrivals support, aged & disability services.	Phone: 9388 9998 Website: www.pronia.com.au Address: 7 Union Street Brunswick	Monday to Friday 9.00am to 5.00pm
East Reservoir Neighbourhood House	Support and referral for people experiencing hardship & disadvantage.	Phone: 9462 4611 Website: www.reservoirnh.org.au	Monday to Thursday 9:00am to 4:30pm (closed school holidays)
Salvation Army Gower Street, Preston	Food relief parcels, grocery vouchers, clothing and furniture	Phone: 9471 9111 <i>Please call 9:00am on the day you need to access the service to make an appointment.</i>	Monday to Thursday 9.00am to 4.00pm Friday 9.00am to 1.00pm

Organisation	Services provided	Contact information	Operating hours
St Vincent de Paul Preston, Preston East, Reservoir and Thornbury	Food relief parcels or grocery vouchers. Other assistance such as clothing, vouchers, necessary furniture, back to school expenses or other emergency support to be discussed during phone interview. Drop off to residence – No direct contact visiting as long as COVID restrictions are in place.	Phone: 1800 305 330. <i>Following initial Call Centre interview, requests are then referred to the appropriate conference visit co-ordinator and a phone interview will be conducted.</i>	Call Centre: Monday to Friday 10.00am to 3.00pm
Spectrum Migrant Resource Centre	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 Reneem@spectrumvic.org.au Settlement Engagement and Transition support SFSreferrals@spectrumvic.org.au Assistance with Care and Housing selamk@spectrumvic.org.au	Monday to Friday 9.00am to 4.00pm
Thornbury Church of Christ	Emergency food relief, respite services for extreme weather, showering facilities, charging stations for handheld devices. Smith St Community Pantry (free pantry open 24/7) located on the Smith Street side of the church.	Phone: 9484 2918 Website: www.thornburychurch.org.au Email: thornburychurch@thornburychurch.org.au Address: 390-398 St Georges Rd, Thornbury	Monday & Wednesday 2:30pm to 5:00pm <i>*Free Community Meal 4th Sunday of every month. Pick up between 12-1pm. (order via email or sms meat or vegetarian on 0414396336)</i>

Organisation	Services provided	Contact information	Operating hours
Uniting Care Kildonan	Tenancy Assistance & Advocacy Program, Financial Counselling, Child, Youth & Family services.	Phone: 1800 545 366 or (03) 8401 0100 Website: www.unitingkildonan.org.au Email: taapnor@kildonan.org.au	Monday to Friday 9.00am to 5.00pm
Your Community Health Preston, Northcote or East Reservoir Site	Medical, dental and health services; social support, telephone counselling; needle and syringe outreach team.	Phone: 8470 1111	Monday to Friday 9.00am to 5.00pm



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

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

