Information for COVID 19

| **SERVICE** | **CONTACT DETAILS** |
| --- | --- |
| **Accommodation**  |
| **Victorian State-wide Homelessness Line** | **1300 825 955** |
| **VincentCare Victoria Broadmeadows Access Point** | **9304 0100** |
| **Aboriginal Housing Victoria (Fitzroy)** | **9403 2100** |
| **Front Yard Youth Services**  | **9977 0077** |
| **Youth refuge referral & young women’s crisis initiative***After hours referral*. | **1800 800 531** |
| **DHHS Housing Office Broadmeadows** *Public housing applications, information & supported referral.* | **9309 1255** |
| **Merri Outreach Support Services (MOSS)-**  *Provides support to those experiencing homelessness.*  | **94823488** |
| **Crossroads-Reconnect Program***Aims to prevent youth homelessness by improving young people’s relationships with their family, school and community. Incl. individual youth and family counselling, case management, family mediation, advocacy and secondary consults.* | **9353 1011** |
| **Kids Under Cover** *For young people between 12-24yrs who are homeless or at risk of homelessness.* | **9611 2409** |
| **Alcohol & Other Drugs** |
| **Sunbury Community Health Centre** – AOD Counselling | **9744 4455** |
| **Regen Uniting Care Centre** (Coburg) | **1800 700 514** |
| **Anglicare***AOD Outreach – Connections@Hothlyn* | **8339 6500** |
| **CALD/Multicultural** |
| **Foundation House** *Services & support for people from refugee backgrounds who have experienced torture & trauma.*  | **Dallas Office: 9389 8899****Brunswick office: 9389 8900** |
| **Services Australia (formerly Centrelink) Multilingual Service**  | **131 202** |
| **Spectrum MRC** *Family, youth, settlement, aged and disability services.* | **9977 9000** |
| **Multicultural Resource Centre North West** *Support to refugees & vulnerable migrants through casework & programs. RTO & NDIS provider.* | **9351 1278** |
| **Centre for Multicultural Youth (Carlton)** *CMY works with young people from refugee & migrant backgrounds through casework support, education support programs, sector development & policy.*  | **9340 3700** |
| **VICSEG (Coburg)** *Victorian* *Co-op of Children’s Services for Ethnic groups.* | **9353 5811** |
| Australian Muslim Women’s Centre for Human Rights *Provides info, support & advocacy to Muslim women. Clifton Hill.*  | **9481 3000** |
| **Victorian Arabic Social Services (VASS)** *Provides family, youth & settlement support*  | **9359 2861** |
| **Arabic Welfare Inc.** *Provides support to Arabic speaking community through a range of services, groups, workshops & programs. Services include settlement services, assistance with gambling and other issues of mental health and family support.* | **9380 9536** |
| **Translating & Interpreting Service** *Free interpreting services to non-English speaking Australian citizens & permanent residents communicating with selected approved groups & individuals.* | **13 14 50** |
| **Child First and Child Protection** |
| **Hume/Moreland Child First** *Notifications of suspected child abuse.*  | **9302 6100** |
| **Family Information, referral & support team** *Central intake for significant concerns regarding children & young people.* | **1300 786 433** |
| **Child Protection After hours** | **13 12 78** |
| **Emergency Line Intake-Northern Division**  | **1300 664 977** |
| **Gatehouse-Royal Children’s Hospital Parkville** **After hours crisis care** *Gatehouse is a Centre Against Sexual Assault for children & young people (0-17yrs).* | **9345 6391** |
| **Australian Childhood Foundation**  | **1300 381 581** |
| *Commission for Children & Young People*  | **1300 782 978** |
| **Community Agencies** |
| **The Salvation Army (Coburg)** Outreach support program, individual case management, youth support, advocacy & referral support.  | **9353 1089** |
| **Anglicare (Broadmeadows)** Family support, family counselling, Northern foster care, home help, parenting skills, adolescent community placement & Parent zone.  | **9301 5200** |
| **Mackillop Family Services-Family Relationship Centre (Broadmeadows)**  | **9351 3700** |
| **Sunbury Community Health Centre** | **9744 4455** |
| **Emergency Relief and Financial Counselling** |
| **Salvation Army (Craigieburn)** *Food parcels, food vouchers. Mon-Thurs 9:30am-1:30pm*.  | **8339 4987** |
| **Salvation Army (Sunbury)** *Food parcels and vouchers – Wed – Fri: 9.30am – 12pm & 12.30pm – 2.00pm* | **9744 2095** |
| **Dallas Neighbourhood House** *Food Parcels- every Thursday 1.30pm-3pm.*  | **9302 2131** |
| **CareWorks Sunranges Inc.***Crisis relief centre, foodbank, helping hand, home assistance program and youth aid* | **9740 5061** |
| **Northpoint Centre Food Pantry***Emergency and ongoing food relief to individuals and families* | **9338 1898** |
| **Tullamarine Neighbourhood House***Food packages and community lunches* | **9338 9072** |
| **Life House Kitchen** *Offers a menu of frozen meals that provide temporary relief for anyone experiencing a challenging season. Meals can be delivered or scheduled to be picked up.*  | **1300 720 470** |
| **Uniting** *Material aid, utility bills, school costs, financial crisis, telephone and financial counselling. 9am-5pm with appointments.*  | **9351 3600** |
| **Anglicare (Craigieburn)** *Low income, financial crisis.*  | **0408 129 590** |
| **St Vincent De Paul (Glenroy)** *Food, clothing, furniture, some bills*.  | **1800 305 330** |
| **Australian Multicultural Services** *ER for people from CALD background in financial crisis.*  | **8371 2320** |
| **Helping Hands Mission** *Food parcels, furniture, material aid.*  | **1300 892 010** |
| **National Debt Helpline**  | **1800 007 007** |
| **Sunbury Community Health Centre***Financial Counselling* | **1300 882 035** |
| **Family Violence** |
| **Sunbury Community Health Centre***Family violence counselling* | **9744 4455** |
| **Men’s Referral Service***Assists men with aggressive behaviour, relationships and parenting* | **1300 766 491** |
| **Relationships Australia***Counselling and support services to assist those with violence or abuse in their relationships* | **1300 364 277** |
| **Northern Family and Domestic Violence Service – Berry Street***Provides a range of services for those experiencing family violence* | **9450 4700** |
| **Uniting (previously Kildonan)***Men’s behaviour change service* | **9457 0500** |
| **Domestic Violence Resource Centre of Victoria** | **8346 5200** |
| **Safe Steps (24/7)** | **1800 015 188** |
| **Victims Assistance Program – Merri Health***Support anyone who has experienced an act of crime by another person* | **1300 362 379** |
| **Health** |
| **Sunbury Community Health** | **9744 4455** |
| **DPV Health** | **1300 234 263** |
| **Sunshine Hospital** | **8345 1333** |
| **Northern Hospital** | **8405 8000** |
| **Indigenous Services** |
| **Sunbury Community Health – Aboriginal engagement** | **9744 4455** |
| **Koori Connect** | **1800 993 783** |
| **Victorian Aboriginal Health Services** | **9419 3000** |
| **Services Australia – Indigenous Call Centre** | **1800 136 380** |
| **Legal Issues** |
| **Disaster Legal Help** | **1300 792 387** |
| **Consumer Affairs** | **1300 55 81 81**  |
| **Women’s Legal Service Legal Advice Line**  | (Regional) **1800 133 302** (Melbourne) **8622 0600** |
| **Victoria Legal Aid** (Helpline) *Provides free legal representation in court to any young person under the age of 18.*  | **1300 792 387**  |
| **Youth Law** *Provide legal advice for young people in trouble with police via phone, email and drop in clinics in the Melbourne CBD and other locations (details on website).*  | **9113 9500** |
| **Mental Health Legal Centre** (Tues-Thurs 6:30pm-8:30pm) *Legal advice & assistance for people suffering mental illness.*  | **9629 4422****1800 555 887** |
| **Disability Discrimination Legal Service**  | **9654 8644** |
| **Northern Community Legal Centre** *Outreach in Sunbury, Dallas, Wallan****,*** *Craigieburn & Broadmeadows.*  | **9310 4376** |
| **LGBTIQ Services** |
| **Queerspace***Counselling, parenting support, seminars and facilitated groups*  | **9663 6733** |
| **Switchboard – Qlife***Telephone counselling and online chat for LGBTIQ people as well as friends, family and supporters* | **1800 184 527** |
| **Mental Health Services** |
| **North West Area Mental Health Community Team Broadmeadows** *Provide an all life service. Assessment & treatment* | **8345 5611** |
| **North West Area Mental Health Services Broadmeadows Centralised Triage** *Clinical assessment & treatment. Support services (incl. Hume/Moreland FaPMI) & crisis intervention for seriously mentally ill persons. 15+ yrs.*  | **1300 874 243** |
| **Families where a Parent has a Mental Illness (FaPMI) Coordinator-(Hume)**  | **9355 9700** |
| **Butterfly Foundation** *School programs, treatment options/advocacy.*  | **9822 5771** |
| **Victoria Mental Illness Awareness Council** *Support, information & advocacy about mental illness*  | **9380 3900** |
| **BreakThru** *Offers support in mental health and outreach (general support and counselling- incl. children, young people and families), carers, Disability, NDIS and employment support.*  | **1800 767 212** |
| **DPV Health Counselling, Psychology & Social Work-** Clients aged *18+ yrs.* *Social workers, psychologists and* *mental health nurses providing counselling, psychology & social work services for Hume & Whittlesea. Face-to-face counselling, assessment & group work.*  | **1300 234 263 (Hume)****9409 8724 (Whittlesea)** |
| **DPV Health Child & Youth Psychology** Psychology support, including assessment, intervention & counselling for children & youth up to the age of 25yrs old.  | **1300 234 263** |
| **headspace** *Offers support with mental health,* *substance use, work/education, general health, sexual health & relationships for those aged 12-25 years old.*  | **8338 0919 (Craigieburn)****9304 1011 (Glenroy)** |
| **ACT for Kids** *Provides therapy and support services to children and families who have experienced or are at risk of child abuse and neglect. Services incl. therapy services, family intervention and education services.*  | **8383 9380 (Broadmeadows)** |
| **Neami** *Psychological support for individuals over 16yrs not eligible for NDIS* | **1300 052 588** |
| **Orygen***An organisation comprising direct specialist youth mental health, research and other projects and support in relation to youth mental health. Mental health consultations available to staff working with young people aged 15-24 in community-based settings.* | **1800 888 320 (to make a referral)** **9966 9100 (secondary consultation)** |
| **Phone Counselling Services** |
| **Grief Line**  | **1300 845 745** |
| **Safe Steps (24hr/7)**  | **1800 015 188** |
| **Kids Helpline**  | **1800 551 800** |
| **Lifeline**  | **13 11 14** |
| **Suicide Line**  | **1300 651 251** |
| **Parentline (8am-midnight)**  | **13 22 89** |
| **SANE**  | **1800 187 263** |
| **Other Services** |  |
| **Carers and people with a disability** | * Call Carers Victoria’s Advisory Line on **1800 514 845** or check their website at<https://www.carersvictoria.org.au/>
* People with Disability Australia provides updates on their website <https://pwd.org.au/information-about-covid-19-or-coronavirus/>
* If you need an advocate you can find one on the Disability Advocacy Resource Unit website<https://www.daru.org.au/find-an-advocate>
* NDIS Quality and Safeguarding Commission coronavirus (COVID-19) information and support:

[www.ndis.gov.au/coronavirus](file:///C%3A%5CUsers%5Csemc0401%5CDownloads%5Cwww.ndis.gov.au%5Ccoronavirus) and[www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response](file:///C%3A%5CUsers%5Csemc0401%5CDownloads%5Cwww.ndis.gov.au%5Cunderstanding%5Cndis-and-other-government-services%5Cndis-and-disaster-response) |
| **Translated services** | <https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19> |
| **Business support packages and Information** | <https://www.dhhs.vic.gov.au/guide-business%E2%80%93%20stage-4-restrictions-doc> <https://www.business.vic.gov.au/support-for-your-business/grants-and-assistance/business-support-package> <https://global.vic.gov.au/whatson/2020/july-2020/responding-to-coronavirus-covid19/summary-of-government-assistance-to-businesses-accessible>  |
| **Agricultural Support** | <https://agriculture.vic.gov.au/farm-management/emergency-management/coronavirus-covid-19>  |
| **Arts and Culture** | <https://creative.vic.gov.au/coronavirus>  |
| **Sport and Recreation** | <https://sport.vic.gov.au/our-work/return-to-play>  |
| **International Students** | **Further support for international students in Victoria**In addition to the hardship funds, pastoral care and student support services available through Victorian education providers, the Victorian Government is providing the following support to international students: * one-off [rent relief grants](https://www.housing.vic.gov.au/help-renting/rentrelief) for people in rental hardship due to the coronavirus (COVID-19) crisis, to help keep renters in safe and stable accommodation
* help to find work opportunities through [Working for Victoria](https://www.vic.gov.au/workingforvictoria)
* a dedicated [coronavirus (COVID-19) online support hub](https://www.studymelbourne.vic.gov.au/help-and-support/support-for-students-coronavirus) on the Study Melbourne website to link you with a wide range of support programs and services including a [directory of community support and food relief](https://www.studymelbourne.vic.gov.au/help-and-support/support-for-students-coronavirus/support-and-food-relief-organisations)
* access to free accommodation and employment [legal advice](https://www.studymelbourne.vic.gov.au/help-and-support/support-for-students-coronavirus/covid-19-news-and-updates/legal-advice)
* dedicated support through the Study Melbourne Student Centre including free and confidential support and practical help. This includes access to mental health services and referral to other services
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## **Local Food Relief**

| **Organisation** | **Address** | **Phone** | **Services Provided** | **Hours of Operation** | **Eligibility** |
| --- | --- | --- | --- | --- | --- |
| **Anglicare Church** | Corner of Barry Road and Emerald Street, Broadmeadows | (03) 9309 2507 | Food Parcels – $4.50 | Friday:11am – 12:30pm | Residents of HumeHealth Care Card or Pension Card |
| **Anglicare Victoria** | Newbury Child and Community Centre, 440 Grand Boulevard, Craigieburn, VIC 3064. | 1800 809 722 | Woolworths VouchersFruit and Vegetables VouchersButchers VouchersTelstra Vouchers | Wednesday 9.30 am to 12.30 pm and Friday 10 am – 1 pm | Residents of HumeHealth Care Card or Pension Card |
| **Banksia Gardens Community Centre** | 71 – 81 Pearcedale Parade, Broadmeadows | (03) 9333 1770 | Food Parcels | Thursday | Everyone WelcomeWalk in service |
| **Brotherhood of St Laurence** | Epping Community Services Hub713 High St Epping | 03 9422 5650 | Food Relief and other services | Monday – Friday | Contact for referrals |
| **CareWorks SunRanges** | 34 Macedon Street, Sunbury | (03) 9740 5061 | Food hampers and vouchers. | Tuesday and Thursday: 10am – 3pm | Residents of Sunbury or Macedon.Based on need |
| **Craigieburn****Community Centre** | 20 Selwyn Ave, Craigieburn VIC | (03) 9308 1477 | Food Parcels | Wednesday – 11:00am to 1:00pm | Ring for appointment |
| **Dallas Neighbourhood House** | 180 – 182 Widford Street, Broadmeadows | (03) 9302 2131 | Food Parcels (Thurs) | Thursday: 1:30pm – 3pmWednesday: 12:30pm | Residents of Hume or MorelandFirst in, first serveNo appointment required |
| **DPV Health** | 21/27 Hudson CirtMeadow Heights | 1300 234 263 | Food Relief and other services | Monday - Friday | Email or contact via phone |
| **Kenly Court Neighbourhood House - Broadmeadows** | 8 Kenley Court, Meadow Heights 3048 | (03) 93098435 | Food Parcels | Tuesday and Thursday | Pick up service – ring for appt |
| **Khalsa Darbar Mickleham** | 5 Lakeview DrMickleham | 0433 021 110 | Food Parcels | 7 days per week | Email or ring for assistance |
| **Northpoint Centre Tullamarine** | 3 Trade Park Drive, Tullamarine | (03) 9338 1898 | Food parcels and delivery | Monday to Friday:10am – 4pm | Health Care Card orPension CardCall for appointment to pick up parcel |
| **SRI GURU SINGH SABHA, THE SIKH CULTURAL SOCIETY OF VIC INC** | 344 Hume HwyCraigieburn VIC 3064Australia | 0417 512 587 | Food parcels and cooked meals | 7 days per week | None stated |
| **St Dom’s Care** | 408 Camp Road, Broadmeadows | (03) 9309 2575 | Food parcels of non-perishable groceries | Wednesday and Saturday: 9:30am – 10:30am | Residents of Hume Centrelink ID / Concession Card |
| **St Vincent De Paul Society** | 156 O’Shanassy StreetSunbury VIC 3429 | 1300 305 330 | Food Parcels and Vouchers | Call ahead for referral or Appt. | Email or call for assistance |
| **The Salvation Army: Craigieburn** | 75 Interlink Drive, Craigieburn | (03) 8339 4987 | Food parcels (drop in)Food vouchers (appointment) | Monday, Wednesday and Thursday:9:30am – 3:00pm | Residents of Hume |
| **The Salvation Army: Sunbury** | 27-37 Anderson Rd Sunbury | (03) 9744 2095 | Food Relief, vouchers and other services | Wednesday and Fridays 9.30am – 2.00pm | Drop in or call for assistance |
| **Tullamarine Neighbourhood House** | 30 Carol GrvTullamarine | (03) 9338 9072 | Food Parcels | Weekdays | Email or ring for assistance |
| **Uniting Lentara** | 413 – 419 Camp Road, Broadmeadows | (03) 9351 3600 | Food Parcels | Monday – Friday:9am – 5pm | Residents of Hume or MorelandHealth Care Card / Pension Card or IDAppointment only for food parcels |
| **Our Daily Bread** | 23-29 Victoria StreetCoburg VIC 3058 |  | Food Parcels | ourdailybread.coburg@gmail.com | Residents of Hume, Moreland and Darebin – delivery of grocery items |
| **Shopping Services** |
| **Woolworths** | Woolworths Locations | 1800 000 610 | **Food and grocery packs**:This ‘Basics Box’ for $80 helps provide essential products for customers who are currently unable to visit stores and are in genuine need. It helps provide meals, snacks and a few essential items, including toilet paper, and is delivered within approximately two to five business days via Australia Post. They are unable to cater for specific dietary requirements and there is a limit of two boxes per customer, per fortnight.**Community pick-up**: This service is available in 700 selected locations to allow Priority Assistance customers to place an order online for someone to pick up on their behalf. This service will be available for over 100 pick-up drive through locations and in 600 stores for pick-up at the service desk. | Monday – Sunday7am – 7:30pm | Call for assistance or [register online](https://www.woolworths.com.au/shop/discover/priorityassistance).This service is now available to all customers. Eligible customers, including seniors, people with a disability and those with compromised immunity or who are required to quarantine or isolate can still access a priority home delivery service with dedicated delivery windows.  |
| **Coles** | Coles Locations | 1800 061 562 | Normal home delivery and click and collect services are back to business as usual. The Coles Online Priority Service (COPS) provides a delivery service and ‘click and collect’ option for customers unable to get to a store. Existing Coles Online and FlyBuys customers who are aged over 70 and had registered their date of birth as part of their account details have been invited to join COPS. The service is also available to:* People over 65 years of age with a My Aged Care number or NDIS number;
* Indigenous Australians over the age of 50 with a My Aged Care number or NDIS number;
* Aged care, disability care and other businesses that support vulnerable members of the community.
* [Find out more](https://shop.coles.com.au/a/national/content/priority-service-information)

**Food and grocery pack**: The Coles Community Box is $80 and includes delivery. The box contains nutritious items for breakfast, lunch and dinner, with the contents of the box being enough to support two people aged 65+ for seven days. Available to all eligible Coles Online Priority Service customers.* [Find out more](https://www.coles.com.au/customernotice/community-box)
 | Monday – Sunday7am – 7:30pm | Call for assistance 1800 061 562 or register online. |
| **IGA** | IGA locations | 1800 018 384 | IGA is providing a Priority Shop home delivery service to many areas, offering four package options - the Essentials, Pantry Plus, Dog Pack, Cat Pack – available to: * Eligible customers include:
* the elderly (70+)
* people who are immunosuppressed
* Indigenous Australians (50+)
* people with a disability
* and people who are required to quarantine.
 | Monday – Sunday7am – 8pm | To check eligibility for IGA Priority Shop, please call 1800 018 384 or visit [igashop.com.au](https://igashop.com.au/) |
| **Foodworks** | Foodworks Locations | 1800 356 395 | Foodworks has partnered with National Disability Insurance Scheme (NDIS) to provide a priority delivery service.  |  | Please access this service via [foodworks.com.au](https://foodworks.com.au/homedelivery) |
| **7-Eleven** | 7-Eleven Locations | 1800 247 711 | 7-Eleven is launching a delivery service in Melbourne for snacks and key essentials with no contact delivery. The service will be available in the coming weeks.  | Open 24 hours | Please access this service via [7ElevenDelivery.com.au](https://7eleven.tipple.com.au/) |
| **Pet Food** |  |  | Pet food can be ordered online from pet stores such as Pet Stock, Pet Barn, My Pet Warehouse, or contact local pet stores to check if they offer delivery.  |  | Some useful websites:[Petbarn.com.au](https://www.petbarn.com.au/customernotice#latestNews)[Petstock.com.au](https://www.petstock.com.au/c/covid19) [Petbarn.com.au - delivery information](https://www.petbarn.com.au/delivery-information)[Petcircle.com.au](https://www.petcircle.com.au/) |