

# COVID 19 Community and Welfare Relief Service Providers

Version 3– 28 April 2020

The service providers listed in this resource have indicated that they are available to provide support and relief services during the current Covid-19 crisis. The information contained below is accurate as at the date of publishing, but may change without notice.

**Due to changing circumstances, and in the interests of staff and volunteer safety, it is strongly recommended that you call providers regarding available services.**

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Knox City Council has produced this document to assist the community in obtaining assistance during the COVID-19 crisis. We have endeavored to ensure that the information contained in this resource is correct. If any information needs to be updated or removed, please let us know.

### Contact:

Community Partnerships Team

Knox City Council

PH: 9298 8225 or 9298 8530

[communitytraining@knox.vic.gov.au](mailto:communitytraining@knox.vic.gov.au)

## Help Stop the Spread of COVID-19.

Coronavirus (COVID-19)

**SIMPLE STEPS TO HELP STOP THE SPREAD.**

Cough or sneeze into your arm



Use a tissue



Bin the tissue



Wash your hands



HELP STOP THE SPREAD AND STAY HEALTHY



Australian Government

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](https://health.gov.au)

HELP STOP THE SPREAD AND STAY HEALTHY



Australian Government

Authorised by the Australian Government, Canberra.

Coronavirus (COVID-19)

**COVID-19: IDENTIFYING THE SYMPTOMS**

SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
<b>Fever</b> 	Common	Rare	Common
<b>Cough</b> 	Common	Common	Common
<b>Sore Throat</b> 	Sometimes	Common	Common
<b>Shortness of Breath</b> 	Sometimes	No	No
<b>Fatigue</b> 	Sometimes	Sometimes	Common
<b>Aches &amp; Pains</b> 	Sometimes	No	Common
<b>Headaches</b> 	Sometimes	Common	Common
<b>Runny or Stuffy Nose</b> 	Sometimes	Common	Sometimes
<b>Diarrhea</b> 	Rare	No	Sometimes, especially for children
<b>Sneezing</b> 	No	Common	No

HELP STOP THE SPREAD AND STAY HEALTHY



Australian Government

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](https://health.gov.au)

Adapted from material produced by WHO, Centers for Disease Control and Prevention.

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## Food Relief Services

### Emergency Relief Packages

Victorians in mandatory self-isolation due to coronavirus (COVID-19) with no access to food and essential supplies can apply to receive emergency relief packages by calling Victoria's dedicated **coronavirus hotline**. Food packages will include items such as long-life milk, pasta, cereal, canned vegetables and sugar. Personal care packages will also be distributed to eligible households and include soap, toothpaste and deodorant. Additional items may also be provided depending on the needs of the household, such as nappies or baby formula. **Coronavirus hotline 1800 675 398**.

**Please also contact your local supermarkets and chemist to see if you are eligible for home delivery.**

### Knox Infolink, Boronia

Currently continuing with face to face interviews providing Emergency Relief such as food parcels, toiletries, Myki cards, phone cards, vouchers for emergency prescriptions and referrals to other agencies. Bread, fruit & vegetables are available from reception. Have various resources tailored for clients who are homeless. For clients who are in isolation, can do phone interviews and home delivery where necessary.

PH: 9761 1325 . Monday – Thursday 10am-3pm

E-mail: [info@knoxinfolink.org.au](mailto:info@knoxinfolink.org.au) Website: [www.knoxinfolink.org.au](http://www.knoxinfolink.org.au) Facebook: Knox-Infolink

### ADRA Adventist Development & Relief Agency – Ferntree Gully, Rowville and Lysterfield

Food provisions, takeaway meals, essential care packages and home delivery. Offering a home delivery food relief service for the essential care package for people living in poverty or distressed circumstances.

PH: 1800 242 372

[adra.info@adra.org.au](mailto:adra.info@adra.org.au)

### Boronia Community Church of Christ, Boronia

Takeaway meals. 1<sup>st</sup> and 3<sup>rd</sup> Monday of the month. Pick up 12pm – 12.30pm.

PH: 9762 1277

### Boronia Road Uniting Church

Provides a foodbank, which is replenished each evening, located in a plastic tub outside the front door. Contact directly for more details.

PH: 0408 596 814

### Cavell Corner, One Hope Community Church, Scoresby

Can provide assistance with shopping, food packages, technology support and financial budgeting. Contact for more details.

PH: 9759 9155 or [www.facebook.com/cavellcorner/](https://www.facebook.com/cavellcorner/)

### CHAMPION (Temple Society Australia), Bayswater

Food relief, advice and advisory services

Monday 10am - 12noon and Wed 12:30pm - 3:30pm (except public holidays)

PH: 0433 335 815 or email [careworker@templesociety.org.au](mailto:careworker@templesociety.org.au)

<https://www.facebook.com/championcommunityhub/>

[templesociety.org.au/champion.html](http://templesociety.org.au/champion.html)

### City Life Community Care, Wantirna South

Can assist with food parcels (pick up or home delivery), frozen meals, fresh produce, personal items, food vouchers (e-vouchers and physical vouchers), MyKi cards, prescription assistance, counselling services (remotely and face-to-face), financial assistance by application. Phone for assistance.

PH: 9871 8900

<https://www.citylife.care/community-support/>

### **Foothills Community Care, Ferntree Gully**

Providing takeaway community meals, fresh food parcels and basic toiletries on Wednesday evening in Ferntree Gully. Can also home deliver meals to isolated and vulnerable people in Knox through the Community Casseroles program (book online).

PH: 8711 8677 <https://www.foothillscare.org.au/>

### **HOPE City Mission Inc, Croydon**

This service provides quality food (fruit, vegetables, pantry and perishable, bread), hygiene and material aid (seasonal) and advocacy and financial literacy workshops for those experiencing financial hardship.

During Covid-19 the assessments are conducted online or over the phone and food is distributed through a drive through service.

PH: 1800 865 299

[www.hopcitymission.com/](http://www.hopcitymission.com/)

### **Restore Community Care, Rowville**

Short-term emergency food relief. Care Hours Monday, Wednesday & Thursday: 11am – 2.30pm, by appointment only.

PH: 8736 7053

[www.restorecommunitycare.org](http://www.restorecommunitycare.org)

### **Rowville Community Kitchen – Knox Food Hub**

Offer freshly cooked/frozen vegetarian meals and fresh veggies. If in isolation, will deliver to your door at no cost.

Monday to Friday, 9am – 5pm.

PH: 0411 744 014

Email: [info@rowvillecommunitykitchen.com.au](mailto:info@rowvillecommunitykitchen.com.au) Website: [www.rowvillecommunitykitchen.com.au](http://www.rowvillecommunitykitchen.com.au) and complete the enquiry form.

### **Salvation Army, Boronia**

Providing Emergency Relief. Please contact directly for more details.

PH: 9762 7604

### **Salvation Army, Ferntree Gully**

Food program. Contact directly for more details.

PH: 9752 2682

### **St Paul's Anglican, Boronia**

Can provide takeaway meals on Thursday evenings at 6.30pm. Contact directly for more details.

PH: 9761 1797

### **St Vincent De Paul**

Food parcels can be delivered if needed.

Monday to Friday 10am – 3pm

PH: 1800 305 330

### **Wellington Care Centre, Rowville**

Emergency Food Relief, Tuesdays from 10.30am to 12pm. Counselling Services also available.

PH: 9764 3738

[www.wellingtoncarecentre.com.au/emergency-relief/](http://www.wellingtoncarecentre.com.au/emergency-relief/)

## Financial Support Services

### **EACH – Financial counselling**

Financial counselling for people affected by financial hardship living in the local government areas of Knox, Maroondah and Yarra Ranges. Telephone consultations only.

PH: 1300 003 224

[www.each.com.au](http://www.each.com.au)

### **Centrelink – Boronia Service Centre**

3 William Street, Boronia

[my.gov.au/help](http://my.gov.au/help)

### **Centrelink – Rowville Service Centre**

5 Fulham Road, Rowville,

[my.gov.au/help](http://my.gov.au/help)

### **Gamblers Help Eastern**

Provides phone support for anyone with concerns about gambling harm. Provides services in the Knox LGA as well as Maroondah, Monash, Whitehorse, Manningham, Yarra Ranges, Boroondara and Whitehorse.

All assistance is free, confidential and unlimited.

PH: 1300 131 973 or Email [GHEIntake@EACH.com.au](mailto:GHEIntake@EACH.com.au)

## Housing Support Services

### **Uniting Harrison – Open Door Program**

An entry point for homelessness support programs in Knox that support young people, adults, families and couples who are homeless or at risk of homelessness, to access, establish and maintain long-term housing. To arrange an appointment PH: 9051 3000 or 1800 825 955 for an over the phone assessment.

### **Knox City Council - Housing Support**

This service helps eligible Knox residents aged 55 years or older who are homeless or at risk of homelessness. Provides support, advice, advocacy, referrals and assistance for public housing.

PH: 9298 8303 or 0478 317 910 for an over the phone assessment.

## Family Violence Support Services

**Crisis Contact details – if you are in immediate danger call 000**

### **Eastern Domestic Violence Services**

Specialist family violence service for women and their children in the Eastern Metropolitan Region of Melbourne who are currently experiencing family violence.

PH: 9259 4200 (M – F: 9am-8pm and Saturday: 9am – 5pm)

[www.edvos.org.au](http://www.edvos.org.au)

### **Safe Steps Family Violence Response Centre**

A state-wide 24/7 crisis family violence support for emergency accommodation and information.

PH: 1800 015 188 (24 hours)

[www.safesteps.org.au](http://www.safesteps.org.au)

## **1800 Respect**

Confidential information, counselling and support service. Open 24 hours to support people impacted by sexual assault, domestic or family violence.

PH: 1800 737 732

[www.1800respect.org.au](http://www.1800respect.org.au)

## **EACH Family Violence Counselling for Women**

Counselling for anyone with a history of/or is experiencing family violence and would like to seek support through counselling (Mon – Fri 8.30am – 5.30pm).

PH: 1300 003 224

[www.each.com.au](http://www.each.com.au)

## **Men's Referral Service (Not to Violence)**

Support for men who use violence against family members.

PH: 1300 766 491

## **Seniors Rights Victoria**

A state-wide service that provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.

PH: 1300 368 821

## **InTouch**

A state-wide specialist family violence service that works with women from migrant and refugee backgrounds.

PH: 1800 015 188

[www.intouch.org.au](http://www.intouch.org.au)

## **W/Respect**

A state-wide specialist LGBTIQ family violence service.

PH: 1800 LGBTIQ (1800 542 847)

[www.withrespect.org.au](http://www.withrespect.org.au)

## **Mental Health Support Services**

**Crisis Contact details – if you are in immediate danger call 000**

**Lifeline** – 24 hour crisis support and suicide prevention services. PH: 13 11 14

## **Mental Health Support Services continued**

**Beyond Blue** – Provides information and support to help people achieve their best possible mental health, whatever their age and wherever they live.

PH: 1300 224 636

<https://www.beyondblue.org.au/home>

## **EACH – Generalist Counselling**

Prompt counselling, support and advocacy for Knox residents.

PH: 1300 003 224

[www.each.com.au](http://www.each.com.au)

**Headspace Knox**

Confidential and free mental health support, health advice, and general information for young people aged 12-25.

PH: 9801 6088

<https://headspace.org.au/>

**Outer East Phone Chat**

In response to COVID-19, you might be at home by yourself or with a house full of people. It can be nice to have someone else to have a chat with. Call toll free Monday to Friday 10am – 1pm & Monday to Thursday 5pm -9pm.

PH: 1800 984 825

**MensLine Australia**

Phone and online counselling for men.

PH: 1300 789 978 (24 hours)

**Kids Helpline**

Private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

PH: 1800 551 800

**Relationships Australia**

A range of services to support children, young people and families.

PH: 1300 364 277

<https://www.relationshipsvictoria.com.au/services/>

**Active Ageing Support Services****Bright Ideas Network**

A voice for over 55s in Knox. Made up of residents, community groups and local businesses who support older people. They work on events, projects and issues that are important. Receive their monthly newsletter and find out What's On in Knox.

PH: 9298 8828

Email: [linda.keenahan@knox.vic.gov.au](mailto:linda.keenahan@knox.vic.gov.au)

**Drug and Alcohol Support Services****EACH - Drug and Alcohol Counselling**

Provides individual counselling for alcohol and drug dependence, as well as education and secondary consultation.

PH: 1300 00 3224

<https://www.each.com.au/service/drug-and-alcohol-counselling/>

**Legal Support Services****Eastern Community Legal Centre**

Free legal advice and support. Assistance with legal matters including Family Violence, Family Law, Elder Abuse, Debt Matters, Criminal Matters, Fines and Infringements.

PH: 9762 6235

**Victorian Legal Aid**

Free information and help about the law.

PH: 1300 792 387



## Aboriginal and Torres Strait Islander Support Services

### **Mullum Mullum Indigenous Gathering Place**

A range of programs and services for Aboriginal and Torres Strait Islander community members living in the Eastern Metropolitan Region of Melbourne.

PH: 9725 2166

### **Boorndawan Willam Aboriginal Healing Service**

A range of services and programs for Aboriginal individuals and families who are experiencing, or at risk of experiencing family violence or use violence.

PH: 9212 0200.

### **Ngwala Willumbong Aboriginal Corporation**

A range of programs for Aboriginal and Torres Strait Islander community members who are homeless or at risk of homelessness.

PH: 9876 9642



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511 Burwood Highway  
Wantirna South, VIC 3152  
**[knox.vic.gov.au](http://knox.vic.gov.au)**


T 9298 8000

E [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

 [knoxccouncil](https://www.facebook.com/knoxccouncil)

 [knoxcc](https://twitter.com/knoxcc)

 [knoxccouncil](https://www.instagram.com/knoxccouncil)

 Interpreter  
131 450

National Relay Service  
133 677

Knox City Council acknowledges the traditional custodians of the city of Knox, the Wurundjeri and Bunurong people of the Kulin Nation.