

COVID 19 Community and Welfare Relief Service Providers

Version 15 - June 2021

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

All in one place

A simple and secure way to access government services online.



One login.
One password.
One destination.
my.gov.au

Pop out the card below and keep it somewhere safe.
Your username will be emailed to you.

my.gov.au

myGov username:

To protect your privacy, do not record your password on this card.

Why myGov?

With one password, myGov gives you access to a range of government online services, known as member services, 24 hours a day, 7 days a week.

When you link your member service accounts to myGov you can lodge your tax return, claim Medicare payments, report income and manage your super all in one place.

Go to **my.gov.au** to find a list of myGov member services.



Handy tip!

To make linking easier, make sure you have easy access to relevant service information such as a Medicare card, Centrelink CRN or bank statement.

With a myGov account, you can:

- ✓ access a growing number of member services in one place
- ✓ be confident your personal information is stored safely and securely
- ✓ receive messages from participating member services in your myGov Inbox
- ✓ update your contact details with participating member services in one transaction.

Need help?

Go to **my.gov.au**

YouTube [youtube.com/mygovau](https://www.youtube.com/mygovau)

Twitter [@mygovau](https://twitter.com/mygovau)

Call **132 307** and select **Option 1** for the myGov help desk which operates from:

- Monday to Friday 7:00am to 10:00 pm
- Saturday to Sunday 10:00 am to 5:00 pm

108321811

myGov

myGov is a simple and secure way for you to access Australian Government services online. You can access 13 government services online, including Medicare, Centrelink, Child Support and the Australian Taxation Office. To get started, you need to create a myGov account. It's easy, go to the myGov website www.my.gov.au. Then, make sure you link to the government services you use. By using myGov, you can:

- Do your tax return
- Claim a Medicare benefit
- Claim a Centrelink payment
- Update your personal details with a number of government services.

You can use your myGov Inbox to keep messages in one place. You'll get a notification by SMS or email when you get a new message in your Inbox. To find out more about myGov, go to the myGov website www.my.gov.au.

COVID-19 Screening Clinics

Please visit the [DHHS website](#) for up to date information on the location of COVID-19 testing sites.

Reporting Racism

At Knox, we welcome and celebrate our diversity and are against any form of discrimination or racism.

If you have experienced racism or witnessed other unfair treatment during COVID-19, you can report it via a Community Reporting Tool — it's quick, easy and you can report anonymously if you wish to.

<https://www.humanrightscommission.vic.gov.au/discrimination/making-a-complaint/community-reporting-tool>

Translations

General Advice and Information during coronavirus (COVID-19) including the wearing of face masks is available.

Government has released a number of resources and information sheets about staying safe and keeping healthy during the coronavirus situation. Links to Covid-19 information in a range of languages can be found at:

<https://www.knox.vic.gov.au/culturaldiversity>

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 and phone interviews providing Emergency Relief such as food parcels, meat trays, 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, unable to attend due to illness, disability, phone interviews can be done and home delivery where necessary.

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

E-mail: info@knoxinfolink.org.au Website: www.knoxinfolink.org.au Facebook: Knox-Infolink

ADRA Adventist Development & Relief Agency - Knox Hub

Food provisions, takeaway meals, vouchers, 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

Aussie Veterans Op Shop

Shop 10, Boronia Mall, Boronia

Frozen meals available by appointment during pandemic.

PH: Dave 0439 382 346.

Boronia Community Church of Christ, Boronia

Takeaway meals. 1st and 3rd 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 inside the building (masks mandatory). 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/

CHAMPION (Temple Society Australia), Bayswater

Food relief, advice and advisory services. Available by appointment only.

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

PH: 0433 335 815 or email careworker@templesociety.org.au

<https://www.facebook.com/championcommunityhub/>
[templesociety.org.au/champion.html](https://www.facebook.com/championcommunityhub/templesociety.org.au/champion.html)

City Life Community Care, Wantirna South

Can assist with food parcels (pick up), 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, Telstra bill assistance, employment coaching and resume writing, budgeting assistance program, energy mentor. 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/>

Glen Park Community Centre, Bayswater North

Glen Park Community Centre have partnered with Eastland Shopping Centre to provide frozen meals to those in need through Eastland's Order & Collect Valet service. Available to current and new members. Members in need of food relief, simply arrive at the Valet, advise the parking attendant how many meals you would like (max of 5 meals per family) and they will collect your order on the spot for no contact collection. For more information, contact office@glenparkcc.com.au or visit www.glenparkcc.com.au or <https://eastland.qicgre.com/Promotions/2020/09/Glen-Park-Community-Centre-Food-Relief>

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.hopecitymission.com/

Restore Community Care, Rowville

Short-term emergency food relief. Care Hours Tuesday, Wednesday & Thursday: 11am – 3pm, by appointment only.

PH: 8736 7053

www.restorecommunitycare.org

Salvation Army, Boronia

Providing Emergency Relief. Please contact directly for more details.

PH: 9762 7604

Salvation Army, Ferntree Gully

Providing a drive-through style food parcel program, on Wednesday mornings between 9:30 and 10:45. No appointment is required. Contact directly for more details.

PH: 9752 2682

Shree Swaminarayan Temple

Vegetarian/Vegan meals only & Gluten Free available. Takeaway Meals / Food Parcels.

Pick-up and Home delivery available. 7am to 8pm.

69 Wadhurst Drive, Boronia.

Call prior: 0421 506 666

St Paul's Anglican, Boronia

Can provide takeaway meals on Thursday evenings at 6.00pm. 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. Coats and blankets available during winter. Counselling Services also available.

PH: 9764 3738

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

Centrelink – Boronia Service Centre

3 William Street, Boronia

my.gov.au/help

Centrelink – Rowville Service Centre

5 Fulham Road, Rowville,

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

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

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

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

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

Men's Referral Service (No 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

W/Respect

A state-wide specialist LGBTIQ family violence service.

PH: 1800 LGBTIQ (1800 542 847)

www.withrespect.org.au

Legal Support

For legal assistance with family violence or family law matters, please see Legal Support Services section.

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

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

HeadToHelp

Additional mental health support is now available through mental health hubs supported by the Australian Government. Call HeadtoHelp on **1800 595 212 (Mon-Fri, 8.30am-5pm)** to talk to a health professional or connect to a local service.

<https://headtohelp.org.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/>

Red Cross – COVID CONNECT

A new national telephone service for the COVID-19 pandemic, to help build social connections and learn ways to better connect with your community
PH: 1800 733 276 www.redcross.org.au

Active Ageing Support Services

Older person's COVID-19 Support Line

A support line set up to provide information, support and check on older Australians during the period of social distancing measures in response to the COVID-19 pandemic. COTA Australia, National Seniors, Dementia Australia and the Older Person's Advocacy Network have worked together to deliver this service with support from the Australian Government.
Free call PH: 1800 171 866.

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

Talking Café

A regular weekly chat session with community connector volunteers for people aged 65+ in the Knox area. Make yourself a cuppa, grab a snack and join us via Zoom online meeting (Wednesdays 10 – 11am) or a telephone conference call (Wednesday 2 -3pm). Starting 27 May.
Email: livingourbestlifeproject@gmail.com
Send us a text: 0457 646 384
Phone: 1800 984 825 (Mon – Thurs, 10am – 1pm and 5pm – 9pm).

Other Support Services

Dementia Australia

Specific advice and support for people living with dementia during COVID-19. Can also post out hard copies of fact sheets to community members
National Dementia Helpline PH: 1800 100 500 www.dementia.org.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: 1300 32 52 00 / 1300 ECLC 00

Victorian Legal Aid

Free information and help about the law.

PH: 1300 792 387

Transport Services

Knox City Council – Community Transport

The On Demand Bus Service provides transport support for Knox residents who are over 65 years old, frail, mobility impaired or transport disadvantaged. This service is for older residents who can be picked up from home and be transported to destinations in Knox, to do shopping and attend medical centres or outpatient appointments. A single trip costs \$3 and buses run 9am - 4pm on weekdays.

PH: 9298 8000 for more information or to book.

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

Library Services

Eastern Regional Libraries – Knox Libraries

Get library materials delivered to your door, or access free resources online using your library card.

Visit the website www.yourlibrary.com.au or call for more information (Mon - Fri 9am-5pm).

Bayswater - PH: 9800 6498

Boronia – PH: 9800 6488

Ferntree Gully - PH: 9800 6455

Knox (Wantirna) – PH: 9800 6470

Rowville – PH: 9800 6443



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Wantirna South, VIC 3152
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T 9298 8000
E 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.