

Community and Welfare Relief Service Providers

Version 24 – December 2022

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 8000

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

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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.

COVID-19 vaccinations

Vaccinations are important for reducing the risks of COVID-19. Find more information on [eligibility and vaccination centres](#).

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, [report it via a Community Reporting Tool](#) – it's quick, easy and you can report anonymously if you wish to.

Translations

General advice and information about Coronavirus (Covid-19) is available [from Government in a range of languages](#).

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 on [1800 675 398](#).

Food packages 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.

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

[Knox Infolink, Boronia](#)

Knox Infolink, provides emergency relief such as: food parcels; meat; bread; fruit & vegetables; toiletries; homelessness packs; referrals to other agencies; other material aid. They also have various resources tailored for clients who are homeless.

Phone interviews are available for those that are in isolation or unwell.

Limited home delivery may be available.

A Breakfast Program is available from the Boronia Progress Hall (next door to Infolink), Monday to Friday, 8-10 am

Email [Knox Infolink](#), call [9761 1325](#) Monday to Thursday between 10 am to 3 pm or see [our Facebook page](#).

Adventist Development & Relief Agency (ADRA)

ADRA Op Shop Boronia

Address: 145 Boronia Rd, Boronia VIC 3155

Description of service: Sells second-hand clothes. Food items also available.

Operating Hours - 10am - 4pm, Mon-Fri

Call [0421 391 367](tel:0421391367)

Email Adra Boronia

ADRA Community Care - Ferntree Gully

Address: 3-5 Railway Parade, Upper Ferntree Gully, VIC 3156

Description of service: Pantry bags available with fresh fruit & veg, bread, and frozen meals. Clothing & bedding also available (in Op Shop).

Operating Hours - Monday @ 12:30-3pm

Call [0490 404 110](tel:0490404110)

Email Adra FTG

ADRA Community Care - Rowville Lysterfield

Address: 82 Bellfield Drive, Lysterfield, VIC 3156

Description of service: Food hampers available - fresh fruit & vegetables, pantry items, and frozen meals.

Operating Hours – Tuesdays 12-2pm

Call [0407 578 738](tel:0407578738)

Email Adra Rowville

ADRA Community Care – Wantirna

Address: 119 Mountain Hwy, Wantirna, VIC 3152

Description of service: Delivering food parcels to people in need.

Operating Hours - Tues to Thurs 10am-5pm (delivery on Thursdays)

Call [0468 824 834](tel:0468824834)

Activity Email - Adra Wantirna

Aussie Veterans Op Shop

Frozen meals available. No need to make an appointment.

Call Dave on [0439 382 346](tel:0439382346). Shop 10, Boronia Mall, Boronia.

Boronia Community Church of Christ, Boronia

Takeaway meals. First and third Monday of the month. Pick up Noon to 12:30 pm.

Call [9762 1277](tel:97621277) for more details.

Boronia Road Uniting Church

Provides emergency food relief on Tuesday, Thursday and Friday mornings, 10am to 12 noon. Health care card no longer required, however you do need to reside in Knox.

Call 0421 769 0677 for more details.

Cavell Corner, One Hope Community Church, Scoresby

(Community@Cavell) 15-17 Cavell Street, SCORESBY

- Tuesday: 6:00pm – 7:00pm - Community meal
- By appointment: Money mentoring, job search assistance, advocacy support

Please call or email before to confirm location & time

Area boundaries: Scoresby & Knoxfield

Contact by:

Call: 9759 9155 or email: jacqui.harvey@ohcc.com.au

www.ohcc.com.au or Cavell Corner - [Facebook page](#)

CHAMPION (Temple Society Australia), Bayswater

Temple Society provides emergency relief such as: food staples (client choice); meat; bread; fruit and vegetables; toiletries; clothing; book swap; market days quarterly; budgeting assistance; advocacy; referrals to other agencies; other events regularly.

Appointments preferred but not essential. For more information please contact:

- Email careworker@templesociety.org.au
- phone Sarah on 0468 375 808 or Martina on 0433 335 815
- visiting the CHAMPION [Facebook page](#)

Operating hours are:

- Monday 10 am to 12:30 pm
- Wednesday 12:30 pm to 3:00 pm
- Closed on public holidays (Please note that they are closed from 22/12/22 and reopen on 9/1/23).

City Life Community Care, Wantirna South

Can help with food parcels (pick up), fresh produce, meat, bread, personal and household items, food vouchers (as available), MyKi cards, counselling/psychological services and financial assistance (by application). Training and Mentoring programs as well as community groups operate regularly throughout the year.

For more information or to make an appointment call [9871 8900](tel:98718900) or contact us on [our web page](#).

Foothills Community Care, Ferntree Gully

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

Call [8711 8677](tel:87118677).

Glen Park Community Centre, Bayswater North

Community pantry – fortnightly for residents of Boronia, Bayswater or Bayswater North. To be eligible you must be a holder of a health care or concession card. You also need to complete a registration form.

Community meals – monthly on the third Wednesday of the month at 6pm. Open to everyone but we are limited to 30 places. You also need to complete a registration form.

Bread and Egg collection – to be eligible you must be a holder of a health care or concession card. You also need to complete a registration form.

For more information, email [Glen Park Community Centre](#).

HOPE City Mission Inc, Croydon

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.

Assessments are conducted online or over the phone and food is distributed through a drive through service. Call [1800 865 299](tel:1800865299).

Restore Community Care, Rowville

Short-term emergency food relief. Monday, Tuesday, Wednesday and Thursday. Hours: 11:00 am to 2:30 pm. Closed Fridays. By appointment only. Call 03 8736 7053.

Salvation Army, Boronia

Provide emergency relief.

Call [9762 7604](tel:97627604).

Salvation Army, Ferntree Gully

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

Call [9752 2682](tel:97522682) for more details.

Scoresby Uniting Church

Drop-In @ Scoresby, Scoresby Uniting Church

Provides emergency food relief on Monday and Thursday mornings between 10:00am and 12:00pm.

You need to be a resident of Knox.

Call 0488 999 623 for more details.

Shree Swaminarayan Temple

Vegetarian and vegan meals only. Gluten free available. Takeaway meals and food parcels.

Pick-up and home delivery available between 7 am to 8pm at 69 Wadhurst Drive, Boronia.

Call [0421 506 666](tel:0421506666).

St Paul's Anglican, Boronia

Provides sit down/dine in community meals on Thursday evenings at 6.30pm. Call [9761 1797](tel:97611797).

St Vincent De Paul

Food parcels can be delivered. Monday to Friday between 10 am and 3 pm. Call [1800 305 330](tel:1800305330).

Please note: The call centre will be closed from December 20th 2022 to January 16th 2023.

Wellington Care Centre, Rowville

Emergency Food Relief, Tuesdays from 10:30am to 12pm. Coats and blankets available during winter. Counselling Services also available (for a fee). Call [9764 3738](tel:97643738).
Please note: They are closed from 6/12/22 to 24/1/23.

Financial Support Services

EACH - Financial counselling

Financial counselling for people affected by financial hardship living in Knox, Maroondah and Yarra Ranges. Phone consultations only. Call [1300 003 224](tel:1300003224).

Centrelink

Boronia Service Centre, 3 William Street, Boronia.
Rowville Service Centre, 5 Fulham Road, Rowville.

Gamblers Help Eastern

Provides phone support for anyone with concerns about gambling harm. All assistance is free, confidential and unlimited. Email Gamblers Help Eastern or call [1300 131 973](tel:1300131973).

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. Call [9051 3000](tel:90513000) or [1800 825 955](tel:1800825955) for an over the phone assessment.

Knox City Council - Housing Support

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. Call [9298 8303](tel:92988303) or [0478 317 910](tel:0478317910) for an over the phone assessment.

Family Violence Support Services

Crisis Contact details – if you are in immediate danger call [000](tel:000)

FVREE (previously known as **Eastern Domestic Violence Services (EDVOS)**)

Specialist family violence service for women and their children and pets living in the Eastern Metropolitan Region of Melbourne who are currently experiencing family violence. Call [9259 4200](tel:92594200). Monday to Friday, 9 am to 8 pm. Saturday 9 am to 5 pm. Email: getintouch@fvree.org.au

Safe Steps Family Violence Response Centre

A state-wide 24/7 crisis family violence support for emergency accommodation and information. Call [1800 015 188](tel:1800015188) (24 hours).

1800 Respect

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

Call [1800 737 732](tel:1800737732).

EACH Family Violence Counselling for Women

Counselling for anyone with a history of/or experiencing family violence and would like to seek support through counselling Monday to Friday 8:30 am to 5:30 pm. Call [1300 003 224](tel:1300003224).

Men's Referral Service (No to Violence)

Support for men who use violence against family members. Call [1300 766 491](tel:1300766491).

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. Call [1300 368 821](tel:1300368821).

InTouch

A state-wide specialist family violence service that works with women from migrant and refugee backgrounds. Call [1800 015 188](tel:1800015188).

W/Respect

A state-wide specialist LGBTIQ family violence service. Call 1800 LGBTIQ ([1800 542 847](tel:1800542847))

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](tel:000).

Lifeline – 24 hour crisis support and suicide prevention services. Call [13 11 14](tel:131114)

Beyond Blue

Provides information and support to help people achieve their best possible mental health, whatever their age and wherever they live. Call [1300 224 636](tel:1300224636).

EACH – Generalist Counselling

Prompt counselling, support and advocacy for Knox residents. Call [1300 003 224](tel:1300003224).

Headspace Knox

Confidential and free mental health support, health advice, and general information for young people aged 12 to 25. Call [9801 6088](tel:98016088).

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 and Monday to Thursday 5pm – 9pm.

Call 1800 984 825.

MensLine Australia

Phone and online counselling for men.

Call 1300 789 978 (24 hours).

Kids Helpline

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

Call 1800 551 800.

Relationships Australia

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

Call 1300 364 277.

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.

Call 1800 733 276.

Active Ageing Support Services

Older person's COVID-19 Support Line

Provides information, support and check on older Australians during the period of social distancing measures.

Free call 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.

Call 9298 8828.

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).

Email livingourbestlifeproject@gmail.com or send a text: 0457 646 384.

Call 1800 984 825 Monday – Thursday, 10am – 1pm and 5pm – 9pm.

Dementia Australia

Specific advice and support for people living with dementia. Can also post out hard copies of fact sheets to community members.

National Dementia Helpline 1800 100 500.

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.

Call 1300 00 3224.

Legal Support Services

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.

Call 1300 32 52 00 / 1300 ECLC 00.

Victorian Legal Aid

Free information and help about the law.

Call 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. Older residents can be picked up from home and 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.

Call 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.

Call 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.

Call 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.

Call 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 yourlibrary.com.au or call for more information Monday - Friday 9am-5pm.

Bayswater - 9800 6498

Boronia - 9800 6488

Ferntree Gully - 9800 6455

Knox (Wantirna) - 9800 6470

Rowville - 9800 6443.



Knox City Council
511 Burwood Highway
Wantirna South, VIC 3152
knox.vic.gov.au


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.