

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 <i>After hours referral.</i>	1800 800 531
DHHS Housing Office Broadmeadows <i>Public housing applications, information & supported referral.</i>	9309 1255
Merri Outreach Support Services (MOSS)- <i>Provides support to those experiencing homelessness.</i>	94823488
Crossroads-Reconnect Program <i>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.</i>	9353 1011
Kids Under Cover <i>For young people between 12-24yrs who are homeless or at risk of homelessness.</i>	9611 2409
Alcohol & Other Drugs	
Sunbury Community Health Centre – AOD Counselling	9744 4455
Regen Uniting Care Centre (Coburg)	1800 700 514
Anglicare <i>AOD Outreach – Connections@Hothlyn</i>	8339 6500
CALD/Multicultural	
Foundation House <i>Services & support for people from refugee backgrounds who have experienced torture & trauma.</i>	Dallas Office: 9389 8899 Brunswick office: 9389 8900
Services Australia (formerly Centrelink) Multilingual Service	131 202

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Spectrum MRC <i>Family, youth, settlement, aged and disability services.</i>	9977 9000
Multicultural Resource Centre North West <i>Support to refugees & vulnerable migrants through casework & programs. RTO & NDIS provider.</i>	9351 1278
Centre for Multicultural Youth (Carlton) <i>CMY works with young people from refugee & migrant backgrounds through casework support, education support programs, sector development & policy.</i>	9340 3700
VICSEG (Coburg) <i>Victorian Co-op of Children's Services for Ethnic groups.</i>	9353 5811
Australian Muslim Women's Centre for Human Rights <i>Provides info, support & advocacy to Muslim women. Clifton Hill.</i>	9481 3000
Victorian Arabic Social Services (VASS) <i>Provides family, youth & settlement support</i>	9359 2861
Arabic Welfare Inc. <i>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.</i>	9380 9536
Translating & Interpreting Service <i>Free interpreting services to non-English speaking Australian citizens & permanent residents communicating with selected approved groups & individuals.</i>	13 14 50
Child First and Child Protection	
Hume/Moreland Child First <i>Notifications of suspected child abuse.</i>	9302 6100
Family Information, referral & support team <i>Central intake for significant concerns regarding children & young people.</i>	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 <i>Gatehouse is a Centre Against Sexual Assault for children & young people (0-17yrs).</i>	9345 6391
Australian Childhood Foundation	1300 381 581
Commission for Children & Young People	1300 782 978

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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) <i>Food parcels, food vouchers. Mon-Thurs 9:30am-1:30pm.</i>	8339 4987
Salvation Army (Sunbury) <i>Food parcels and vouchers – Wed – Fri: 9.30am – 12pm & 12.30pm – 2.00pm</i>	9744 2095
Dallas Neighbourhood House <i>Food Parcels- every Thursday 1.30pm-3pm.</i>	9302 2131
CareWorks Sunranges Inc. <i>Crisis relief centre, foodbank, helping hand, home assistance program and youth aid</i>	9740 5061
Northpoint Centre Food Pantry <i>Emergency and ongoing food relief to individuals and families</i>	9338 1898
Tullamarine Neighbourhood House <i>Food packages and community lunches</i>	9338 9072
Life House Kitchen <i>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.</i>	1300 720 470
Uniting <i>Material aid, utility bills, school costs, financial crisis, telephone and financial counselling. 9am-5pm with appointments.</i>	9351 3600
Anglicare (Craigieburn) <i>Low income, financial crisis.</i>	0408 129 590
St Vincent De Paul (Glenroy) <i>Food, clothing, furniture, some bills.</i>	1800 305 330

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Australian Multicultural Services <i>ER for people from CALD background in financial crisis.</i>	8371 2320
Helping Hands Mission <i>Food parcels, furniture, material aid.</i>	1300 892 010
National Debt Helpline	1800 007 007
Sunbury Community Health Centre <i>Financial Counselling</i>	1300 882 035
Family Violence	
Sunbury Community Health Centre <i>Family violence counselling</i>	9744 4455
Men's Referral Service <i>Assists men with aggressive behaviour, relationships and parenting</i>	1300 766 491
Relationships Australia <i>Counselling and support services to assist those with violence or abuse in their relationships</i>	1300 364 277
Northern Family and Domestic Violence Service – Berry Street <i>Provides a range of services for those experiencing family violence</i>	9450 4700
Uniting (previously Kildonan) <i>Men's behaviour change service</i>	9457 0500
Domestic Violence Resource Centre of Victoria	8346 5200
Safe Steps (24/7)	1800 015 188
Victims Assistance Program – Merri Health <i>Support anyone who has experienced an act of crime by another person</i>	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

SERVICE	CONTACT DETAILS
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) <i>Provides free legal representation in court to any young person under the age of 18.</i>	1300 792 387
Youth Law <i>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).</i>	9113 9500
Mental Health Legal Centre (Tues-Thurs 6:30pm-8:30pm) <i>Legal advice & assistance for people suffering mental illness.</i>	9629 4422 1800 555 887
Disability Discrimination Legal Service	9654 8644
Northern Community Legal Centre <i>Outreach in Sunbury, Dallas, Wallan, Craigieburn & Broadmeadows.</i>	9310 4376
LGBTIQ Services	
Queerspace <i>Counselling, parenting support, seminars and facilitated groups</i>	9663 6733
Switchboard – Qlife <i>Telephone counselling and online chat for LGBTIQ people as well as friends, family and supporters</i>	1800 184 527
Mental Health Services	
North West Area Mental Health Community Team Broadmeadows <i>Provide an all life service. Assessment & treatment</i>	8345 5611
North West Area Mental Health Services Broadmeadows Centralised Triage	1300 874 243

SERVICE	CONTACT DETAILS
<i>Clinical assessment & treatment. Support services (incl. Hume/Moreland FaPMI) & crisis intervention for seriously mentally ill persons. 15+ yrs.</i>	
Families where a Parent has a Mental Illness (FaPMI) Coordinator-(Hume)	9355 9700
Butterfly Foundation <i>School programs, treatment options/advocacy.</i>	9822 5771
Victoria Mental Illness Awareness Council <i>Support, information & advocacy about mental illness</i>	9380 3900
BreakThru <i>Offers support in mental health and outreach (general support and counselling- incl. children, young people and families), carers, Disability, NDIS and employment support.</i>	1800 767 212
DPV Health Counselling, Psychology & Social Work- Clients aged 18+ yrs. <i>Social workers, psychologists and mental health nurses providing counselling, psychology & social work services for Hume & Whittlesea. Face-to-face counselling, assessment & group work.</i>	1300 234 263 (Hume) 9409 8724 (Whittlesea)
DPV Health Child & Youth Psychology <i>Psychology support, including assessment, intervention & counselling for children & youth up to the age of 25yrs old.</i>	1300 234 263
headspace <i>Offers support with mental health, substance use, work/education, general health, sexual health & relationships for those aged 12-25 years old.</i>	8338 0919 (Craigieburn) 9304 1011 (Glenroy)
ACT for Kids <i>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.</i>	8383 9380 (Broadmeadows)
Neami <i>Psychological support for individuals over 16yrs not eligible for NDIS</i>	1300 052 588
Orygen <i>An organisation comprising direct specialist youth mental health, research and other</i>	1800 888 320 (to make a referral) 9966 9100 (secondary consultation)

SERVICE	CONTACT DETAILS
<i>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.</i>	
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

SERVICE	CONTACT DETAILS
Other Services	
Carers and people with a disability	<ul style="list-style-type: none"> • 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 and www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-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%93stage-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

SERVICE	CONTACT DETAILS
Arts and Culture	https://creative.vic.gov.au/coronavirus
Sport and Recreation	https://sport.vic.gov.au/our-work/return-to-play
International Students	<p>Further support for international students in Victoria</p> <p>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:</p> <ul style="list-style-type: none"> • one-off rent relief grants 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 • a dedicated coronavirus (COVID-19) online support hub 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 • access to free accommodation and employment 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

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 Hume Health Care Card or Pension Card
Anglicare Victoria	Newbury Child and Community Centre, 440 Grand Boulevard, Craigieburn, VIC 3064.	1800 809 722	Woolworths Vouchers Fruit and Vegetables Vouchers Butchers Vouchers Telstra Vouchers	Wednesday 9.30 am to 12.30 pm and Friday 10 am – 1 pm	Residents of Hume Health Care Card or Pension Card
Banksia Gardens Community Centre	71 – 81 Pearcedale Parade, Broadmeadows	(03) 9333 1770	Food Parcels	Thursday	Everyone Welcome Walk in service
Brotherhood of St Laurence	Epping Community Services Hub 713 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 – 3pm Wednesday: 12:30pm	Residents of Hume or Moreland First in, first serve No appointment required
DPV Health	21/27 Hudson Cirt Meadow 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 Dr Mickleham	0433 021 110	Food Parcels	7 days per week	Email or ring for assistance

Organisation	Address	Phone	Services Provided	Hours of Operation	Eligibility
Northpoint Centre Tullamarine	3 Trade Park Drive, Tullamarine	(03) 9338 1898	Food parcels and delivery	Monday to Friday: 10am – 4pm	Health Care Card or Pension Card Call for appointment to pick up parcel
SRI GURU SINGH SABHA, THE SIKH CULTURAL SOCIETY OF VIC INC	344 Hume Hwy Craigieburn VIC 3064 Australia	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 Street Sunbury 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 Grv Tullamarine	(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 Moreland Health Care Card / Pension Card or ID Appointment only for food parcels
Our Daily Bread	23-29 Victoria Street Coburg VIC 3058		Food Parcels	ourdailybread.coburg@gmail.com	Residents of Hume, Moreland and Darebin – delivery of grocery items
Shopping Services					

Organisation	Address	Phone	Services Provided	Hours of Operation	Eligibility
Woolworths	Woolworths Locations	1800 000 610	<p>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.</p> <p>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.</p>	Monday – Sunday 7am – 7:30pm	<p>Call for assistance or register online.</p> <p>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.</p>

Organisation	Address	Phone	Services Provided	Hours of Operation	Eligibility
Coles	Coles Locations	1800 061 562	<p>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:</p> <ul style="list-style-type: none"> • 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. 	Monday – Sunday 7am – 7:30pm	Call for assistance 1800 061 562 or register online.

Organisation	Address	Phone	Services Provided	Hours of Operation	Eligibility
			<ul style="list-style-type: none"> Find out more <p>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.</p> <ul style="list-style-type: none"> Find out more 		
IGA	IGA locations	1800 018 384	<p>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:</p> <ul style="list-style-type: none"> Eligible customers include: the elderly (70+) people who are immunosuppressed Indigenous Australians (50+) 	Monday – Sunday 7am – 8pm	To check eligibility for IGA Priority Shop, please call 1800 018 384 or visit igashop.com.au

Organisation	Address	Phone	Services Provided	Hours of Operation	Eligibility
			<ul style="list-style-type: none"> • people with a disability • and people who are required to quarantine. 		
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
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
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 Petstock.com.au Petbarn.com.au - delivery information Petcircle.com.au