

# 13 EMERGENCY RELIEF AND MATERIAL AID

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## what types of emergency relief are available?

Emergency relief is provided in times of financial crisis — for example, when you don't have enough money to buy food or clothing, or you can't pay a bill. Examples of emergency relief are:

- **Food voucher** — a 'gift voucher' for a local supermarket, often with restrictions such as no alcohol or cigarettes. One of the most common forms of emergency relief.
- **Food** — food parcel or food items.
- **Goods** — such as clothes, bedding, household items, furniture and whitegoods (also called 'material aid').
- **Bill payment** — bills (gas, electricity, phone, etc.) paid on your behalf, usually with a cheque made out directly to the billing company, or with vouchers.
- **Cash** — either direct or as a cheque that can be cashed at a nearby bank; these days, not many agencies provide cash.
- **Transport assistance** — Tram/train/bus tickets and/or petrol vouchers.
- **Pharmacy assistance** — Vouchers to help pay for prescription medications or toiletries — not including methadone, sedatives such as Valium, or other drugs of addiction.
- **Information** — help to negotiate debts, referral for other services, etc.

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## when can you get emergency relief?

Emergency relief is usually provided as one-off support in a time of crisis. In extreme circumstances, such as having no income at all, some emergency relief agencies may be able to give you ongoing support, but this is not common.

Some agencies set limits on how often you can keep going back for support, for example, by allowing a maximum of four food vouchers per person per year. But they will usually try to keep helping you if you need it, for example, by providing food directly.

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## who can get emergency relief?

In theory, anyone experiencing financial crisis or unexpected hardship can get emergency relief. Some services make a point of being available to anyone in an emergency who walks in off the street. However, the reality is that demand is greater than supply. There is not enough to go around. So agencies have to put conditions on who they can help and how often they can help them.

Many services are limited to people who live in the local area. So you may need ID showing your address to get emergency relief. You can avoid going to the wrong place by phoning ahead, otherwise, you may be sent somewhere else. Some agencies will give you a Met card if transport is a problem, but not all agencies have them. For some agencies, you need a Health Care or Pensioner Concession Card to qualify for emergency relief. Many places may require you to be interviewed by a social worker.

Some drug and alcohol users say they are treated like second-class citizens when they try to apply for emergency relief and material aid. Unfortunately, whether you have a good or a bad experience largely depends on who you get at the time. Many emergency relief services are run by elderly volunteers, who may not have had any formal training in dealing with drug and alcohol issues. What state you're in when you approach the volunteers might also affect how you're treated.

Each emergency relief agency listed below gave their approval to appear in this directory. It is hoped this means you will be treated with respect if you approach any of these agencies for assistance. You have a right to access services, and to be treated with dignity and respect when dealing with emergency relief providers. If you believe that you have been discriminated against, you are encouraged to make a formal complaint in order to help improve services for other people in the future (see Chapter 14, *Making a Complaint*).

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## tips for getting emergency aid

- If possible, phone ahead to check that you qualify for assistance from the agency and that they have the means to help you; this may save an unnecessary trip. Phoning ahead may also save you long waiting times; many places require appointments for emergency relief.

- If you can't phone ahead, try to get to the agency early in the day, or at least half an hour before closing time. Try to avoid Friday afternoons, as they can get very busy.
- Many agencies require ID that shows your address. Take something official — Health Care Card, Pensioner Concession Card, rent receipt, etc. — nothing hand-written and no photocopies.
- If applying for bills to be paid, take the bills with you. If applying for help because of expenses you've just paid, take the receipts with you.
- You have the right to make your own decisions and to refuse any assistance or referrals offered.

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## other forms of emergency relief

**Utility Relief Grant Scheme** — Available to people who hold a Pensioner Concession Card, Health Care Card or Gold Card. This provides once-off assistance if you are unable to pay your electricity, gas or water bills due to a temporary financial crisis or unexpected hardship.

**Non-Mains Utility Relief Grant Scheme** — Provides once-off assistance in times of financial crisis if you use LPG gas for domestic purposes.

**Capital Grant Scheme** — Provides once-off assistance to cardholders in financial hardship to repair or replace an essential household appliance that is causing high utilities costs (e.g. a faulty heater, etc.).

**Hardship Relief Grant Scheme** — Once-off grant to help with the cost of connecting to a compulsory water and sewerage connection scheme. Contact your electricity or gas company, your LPG gas retailer or your water supplier for an application form. An emergency relief provider or a financial counsellor can help you fill it in. For more information contact the Department of Human Services on free call 1800 658 521.

**School uniforms** — Talk with the school principal about assistance with school clothing and footwear through the State Schools' Relief Committee.

### References

Australian Council of Social Service (ACOSS), 2003. *The Emergency Relief Handbook — A Guide For Emergency Relief Workers*, ACOSS.

Government of Australia, 2001. *Emergency Relief Program — Guiding Principles & Service Standards Workbook*, Commonwealth Department of Family and Community Services, July.

Victorian Government Dept of Human Services, 2006. *A Guide to Concessions in Victoria — Assistance for People on Low Incomes*, Community Care Division, Concessions Unit.

## Victorian emergency relief providers

Hundreds of agencies provide emergency relief and material aid in Victoria, from large organisations such as St Vincent de Paul and the Salvation Army, to small church or community-based organisations run by volunteers. What they provide varies from agency to agency. Even for the same agency, the branch in one suburb may not provide the same level of aid as a branch in another suburb.

To find the nearest or most appropriate agency to provide you with emergency relief, you can contact your local Community Information Centre. Some of these centres also provide emergency relief directly.

### Melbourne metropolitan area

#### **ALTONA: Community Information Centre Hobson's Bay**

5 Sargood St, Altona  
Ph: 9398 5207  
Mon–Fri 10am–3pm  
Referral service only

#### **The Salvation Army Worship and Community Centre**

108 Queen St, Altona  
Ph: 9398 1954  
Tues–Thurs 10am–2pm  
Food vouchers for people in Altona, Altona Meadows/West, Seaholme. ID required

#### **ASHBURTON Camcare**

4 Y St, Ashburton  
Ph: 9885 0366  
Mon–Thurs 9am–4.30pm  
For Health Care Card holders in Ashburton, Balwyn, Kew, Camberwell, Hawthorn, parts of Surrey Hills. ID required. Food vouchers (max. 4 per person per year) and parcels. Camcare agencies in Ashburton, Camberwell and Kew share information on their clients

#### **BAYSIDE Support and Information Centre Inc.**

12 Katoomba St, Hampton East  
Ph: 9555 6560  
Mon–Fri 9am–5pm  
For people in Cheltenham, Heatherton, Highett and Moorabbin. ID required. Food vouchers and parcels

#### **BOX HILL Community Information Centre**

Box Hill Town Hall Hub,  
27 Bank St, Box Hill  
Ph: 9890 3333  
Preferred times: Mon–Fri 9.30am–3.30pm  
For people in the Box Hill area north of Canterbury Rd. No appointment necessary

#### **BRIGHTON Benevolent Society**

Brighton Town Hall,  
Cnr Carpenter and Wilson Sts, Brighton  
Ph: 9592 7294  
Mon, Wed and Fri 10.30am–12 noon  
For people in Brighton, Hampton/East, Highett, Beaumaris, etc. ID required.  
Food vouchers

#### **BRIGHTON Community Information**

104 Bay St, Brighton  
Ph: 9596 7283  
Mon–Fri 10am–3pm  
Emergency relief (food vouchers) provided only when Brighton Benevolent Society (above) is closed

#### **BROADMEADOWS Uniting Care**

413 Camp Rd, Broadmeadows  
Ph: 9309 3388  
Mon–Fri 9.30am–12.30pm  
By appointment only, up to 24 hours ahead, ring between 9–9.30am. Emergencies only.  
For residents of the City of Hume and northern suburbs of City of Moreland. ID required. No food vouchers (parcels only)

**BURWOOD EAST: East Burwood Centre**

220 Burwood Hwy, Burwood East

Ph: 9803 3400

Mon–Fri 9.30am–4pm

Food vouchers, food items and pharmacy vouchers for people in the area south of Canterbury Rd and bound by Highbury Rd and Dandenong Creek. Centrelink ID required. No appointment necessary

**CAMBERWELL Camcare**

19 Fairholm Grove, Camberwell

Ph: 9882 2216

Mon–Fri 9am–4.30pm; Wed til 9pm

For Health Care Card holders in Ashburton, Balwyn, Kew, Camberwell, Hawthorn, parts of Surrey Hills, etc. ID required. Food vouchers (max. 4 per person per year) and parcels. Camcare agencies in Ashburton, Camberwell and Kew share information on their clients

**CAULFIELD: Community Information Glen Eira**

256 Hawthorn Rd, Caulfield

Ph: 9524 3272 or 9524 3200

Mon–Fri 9.30am–3.40pm

For people in the City of Glen Eira (Bentleigh, Caulfield, Ormond, parts of Moorabbin). Food vouchers and parcels

**CHELSEA Community Information and Support Service Inc**

1 Chelsea Rd, Chelsea

Ph: 9772 8939

Mon–Fri 9.30am–3.30pm

For people in the area from Mordialloc Creek to Frankston Freeway, Eel Race Rd and the beach. Centrelink Concession Card required. May pay for drug treatment programs

**CHELTENHAM — see Bayside****COBURG Community Information Centre Inc.**

80 Bell St, Coburg

Ph: 9350 3737

Mon, Tue and Thurs 10am–3pm.

Last appointment: 2.30pm. For residents of the City of Moreland. ID required. By appointment. Food vouchers available every 3 months. Pharmacy referral for prescriptions.

**CRANBOURNE Information and Support Service Inc.**

156A Sladen St, Cranbourne

Ph: 5996 3333

Mon–Fri 9.30am–4pm

For people from Casey South (Cranbourne/North, Hampton Park, Lyndhurst, Pearcedale, Tooradin, Clyde, Devon Meadows and coastal villages)

**CROYDON: Maroondah Citizens' Advice Bureau**

214 Mt Dandenong Rd, Croydon

Ph: 9725 7920

Mon–Fri 9.30am–4pm

Food and vouchers available to people in the local area

**DANDENONG Community Advisory Bureau Inc.**

186 Foster St East, Dandenong

Ph: 9791 8366 or 9791 8344

Mon–Fri 9.30am–4.30pm

For people from Dandenong and Keysborough. Need to be referred the first time by Centrelink or another agency

**DINGLEY VILLAGE Community Advice Bureau Inc.**

31 Marcus Rd, Dingley Village

Ph: 9551 1799

Emergency relief Wed 1pm–3pm; Thurs 10am–2pm

Food parcels (no food vouchers) and Telstra vouchers for residents of City of Kingston (Moorabbin, Oakleigh South, Clarinda and Clayton South to Carrum and Patterson Lakes, and Port Phillip Bay foreshore from Mentone to Carrum). Health Care/Pensioner Concession Card required. No interview necessary

**DONCASTER Community Care and Counselling Centre Inc.**

7th floor, Westfield Shoppingtown

Williamsons Rd, Doncaster

Ph: 9841 4215

Emergency relief Mon, Tues and Thurs 1pm–5 pm; Wed 9am–5pm; Fri 9am–1pm; Last appointment: 4pm Mon–Thurs and noon Fri

For low-income residents of Bulleen, Doncaster/East, Donvale, Lower/Templestowe, Park Orchards, Wonga Park, parts of North Ringwood. ID required.

**EPPING: Community Information Whittlesea**

Shop 111, Epping Plaza,

Cnr Cooper and High Sts, Epping

Ph. 9401 6666

Mon–Fri 9am–5pm

Phone Monday 9am for appointment during the week (can be hard to get through; appointments are limited).

For residents of City of Whittlesea. ID required. Emergency relief provided in the form of a cash cheque.

**ESSENDON Citizens' Advice Bureau**

Clocktower Centre,

1 Pascoe Vale Rd, Moonee Ponds

Ph: 9370 4533

Emergency relief Mon, Tues and Fri 11am–2.15pm

Food vouchers available for people living in Ascot Vale, Essendon, Highpoint, Maribyrnong and Moonee Ponds. ID required

**FOOTSCRAY: Wesley Footscray Outreach**

93 Geelong Rd, Footscray

Ph 9689 3515

Mon–Fri 9.30am–3pm

Food vouchers and parcels, assistance with utility bills for residents of City of Maribyrnong holding current Health Care or Pension cards. ID required showing address

**FRANKSTON Community Support and Information Centre**

68 Playne St, Frankston

Ph: 9768 1600

Mon, Tues, Wed and Fri 9am–4pm;

Thurs 1–4pm

For residents of City of Frankston only. ID required. Food vouchers, food parcels, pharmaceutical and transport assistance, subject to assessment

**GLENROY Community Information Centre**

7 Belair Ave, Glenroy

Ph: 9306 0555

Mon–Thurs 10am–3pm

Referral service. Food parcels, Met tickets

**GREENSBOROUGH: Community Information Diamond Valley Inc.**

Shop 201, Level 2, Greensborough Plaza,  
25 Main St, Greensborough  
Ph: 9435 8282

Mon–Fri 9.30am–4.30pm

Food vouchers for people from the Greensborough Centrelink zone (Bundoora, Kingsbury, Watsonia, Greensborough, Briar Hill, St Helena, Lower Plenty, Montmorency and South Morang). ID required

**HEIDELBERG: Banyule Support and Information Centre Inc.**

101 Burgundy St, Heidelberg  
Ph: 9459 5959

Mon–Fri 10am–4pm

For people in Heidelberg, Heidelberg West/ Heights, Ivanhoe, Rosanna, Eaglemont, Viewbank, Bellfield, Macleod, Yallambie. ID required

**KEW Camcare**

1 Civic Drive, Kew  
Ph: 9853 5244

Mon–Thurs 9.45am–4.15pm

For Health Care Card holders in Ashburton, Balwyn, Kew, Camberwell, Hawthorn, parts of Surrey Hills. ID required. Food vouchers (max. 4 per person per year) and parcels. Camcare agencies in Camberwell, Ashburton and Kew share information on their clients

**LAVERTON Community Centre**

Cnr Crown St and Railway Ave, Laverton  
Ph 9369 4866 or 9369 2726

Mon, Wed and Fri 10am–1pm

For residents of Hobson's Bay area. ID required showing address. Food vouchers, travel vouchers, chemist assistance, payment of some bills; also community café providing on-site meals

**LILYDALE and District Community Information Centre**

214 Main St, Lilydale  
Ph: 9735 1311

Mon–Fri 10am–3pm

For people in the local area including Chirnside Park, Kilsyth, Monbulk, Mooroolbark, Mt Dandenong, Mt Evelyn, Wandin, etc. Food vouchers (max. 4 per year) and food items when available. Petrol/ Telstra vouchers when available and help with some household accounts

**MELBOURNE Youth Support Services**

19 King St, Melbourne  
Ph: 9614 3688

Mon–Fri 9am–8pm; Sat–Sun 10am–6pm

Referral for food vouchers and crisis accommodation for young people aged 15–25 years; food items provided when available. For other inner city services, contact St Vincent de Paul or The Salvation Army (see 'Larger emergency relief agencies', below).

**MENTONE: Citizens' Advice Bureau and Information Centre**

36 Florence St, Mentone  
Ph: 9583 2436 or 9583 8233

Mon–Wed and Fri 10am–4pm;

Thurs 10am–1pm

For people in the local area. Centrelink ID required. Food parcels and vouchers, help with household bills when possible, help to find accommodation. No appointments

**MORNINGTON Community Information and Support Centre**

320 Main St, Mornington  
Ph: 5975 1644

Mon–Fri 9am–5pm

For people living in the Mornington area (postcodes 3930, 3931, 3933, 3934) By interview only — must be emergency case. Food vouchers, transport assistance and Telstra vouchers available. Also Needle/ Syringe exchange

**MORNINGTON PENINSULA — see  
Rosebud**

**MOUNT WAVERLEY: Monash-Waverley  
Community Information and Support**

6 Holskamp St, Mount Waverley  
Ph: 9807 9844

Mon–Fri 9.30am–3.30pm

For people in the Waverley area — Health Care/Pension Card holders. Petrol vouchers, train tickets, small supermarket vouchers (\$5), some food parcels for emergencies. No appointment necessary

**NARRE WARREN: Casey North  
Community Information and Support**

The Office Centre, Suite S1006,  
Overland Drive, Fountain Gate  
Ph: 9705 6699

Mon, Tues, Thurs and Fri 9.30am–4.30pm;  
Wed 12 noon–7pm

Material aid for residents of Narre Warren/  
North/South and Berwick. ID required

**NORTHCOTE Community Information  
and Support Service**

185–187 High St, Northcote  
Ph: 9489 4999

Mon, Tue, Thurs and Fri 10am–4pm.  
(Office closed Wednesdays except for phone referrals 12 noon–3pm)

Food vouchers available to residents of Northcote, Thornbury, Fairfield, Alphington. ID required. Dependants must be listed on concession card to qualify for additional assistance. Tend to have fewer resources available in second half of month. No appointment necessary

**OAKLEIGH: Monash-Oakleigh  
Community Support and Information  
Service**

25 Downing St, Oakleigh  
Ph: 9568 4533

Mon–Fri 10am–4pm

For residents of City of Monash. Centrelink ID required. Food vouchers (max. 4 per year), food items, clothing and nappies

**PORT MELBOURNE: Port Phillip  
Community Group/Southport Support  
Services**

Liardet Community Centre,  
154 Liardet St, Port Melbourne  
Ph: 9209 6350 or 9209 6540

Mon–Fri 9am–4pm

For South Melbourne, Albert Park and Middle Park residents. Centrelink ID required. By appointment only. Food vouchers, Met tickets, pharmacy assistance

**PRAHRAN Citizens' Advice Bureau**

225 Chapel St, Prahran  
Ph: 95102477

Mon–Fri 10.30am–3pm

Limited material aid, food vouchers and food parcels available to residents in the Stonnington area (Armadale, Glen Iris, Malvern/East, Prahran, South Yarra, Toorak, Windsor). ID/Health Care Card required. No appointments

**PRESTON/RESERVOIR: Darebin  
Community Information and Support  
Centre Inc.**

287 High St, Preston  
Ph: 9495 0122

Mon–Fri 10am–4pm

For people in crisis living in Preston and Reservoir, Regent, Keon Park and Kingsbury. ID showing address required. Food, Telstra, pharmaceutical vouchers and travel assistance provided subject to interview

**RINGWOOD: Maroondah Citizens'  
Advice Bureau**

Ringwood Library Complex,  
4 Civic Place, Ringwood  
Ph: 9870 3233

Mon–Fri 9.30am–4pm

Small amount of emergency relief available — mostly by referral. For people in Ringwood and surrounding areas. ID required

**ROSEBUD: Southern Peninsula  
Community Support and Information  
Centre**

878 Point Nepean Rd, Rosebud  
Ph: 5986 1285  
Mon–Wed and Fri 10am–3pm;  
Thurs 10am–12.30pm  
Need current benefit card with southern Peninsula address (postcodes 3929, 3936, 3939–3943). Food, medication and transport assistance, depending on availability. No appointment necessary. Also Needle/Syringe exchange

**SANDRINGHAM: Community  
Information Sandringham**

31 Abbott St, Sandringham  
Ph: 9598 0422  
Mon–Fri 10am–1pm  
Vouchers for local fruit and vegetable store and some food items. Information and referral service. No appointment necessary

**SOUTH MELBOURNE: Port Phillip  
Community Group/Southport Support  
Services**

Community Services Building,  
222 Banks St, South Melbourne  
Ph 9209 6360  
Mon–Fri 9am–4pm  
For South Melbourne, Albert Park and Middle Park residents. Centrelink ID required. By appointment only. Food vouchers, Met tickets, pharmacy assistance

**SPRINGVALE Community Aid and  
Advice Bureau**

5 Osborne Ave, Springvale  
Ph: 9546 5255  
Mon, Tues, Thurs and Fri 9am–5pm;  
Wed 1–5pm  
For people from the Springvale/South, Noble Park and Clayton South areas. No appointment necessary

**ST KILDA Community Centre**

161 Chapel St, St Kilda  
Ph 9534 0777  
Mon–Wed and Fri 9.30am–1pm, 2–5pm;  
Thurs 1–5pm  
For Health Care Cardholders in the St Kilda area. Food vouchers, Met tickets, use of phone. By appointment only

**SUNSHINE: Uniting Care Sunshine  
Mission**

32 Withers St, Sunshine  
Ph 9311 5900  
Tues–Fri 10am–12.30pm  
For Health Care Cardholders in Brimbank area. Food parcels

**WARRANTYTE Community Centre**

168–178 Yarra Street, Warrandyte  
Ph: 9844 4503  
Mon–Thur 10am–4pm; Fri 10am–1pm  
Referral service only (see below)

**WARRANTYTE Housing and Support**

65 Yarra St, Warrandyte  
Ph: 9844 4495  
Mon–Thurs 9am–4.30pm (by appointment)  
For people who hold a pension card and/or are on low incomes. Food parcels, help with household items, telephone bills, school fees, medical bills and petrol by arrangement

**WERRIBEE Support and Housing**

19 Duncan's Rd, Werribee  
Ph 9742 6452  
Mon and Fri only 10am–2pm  
Food vouchers (Coles gift cards). Must have referral from local agency or Centrelink

## Regional and rural relief agencies

### **BRIGHT: Ovens and King Community Health Service**

Cobden St, Bright

Ph: 5755 0123

Mon–Fri 9am–4.30pm

For people who live in the local area. By appointment only. Food vouchers, subject to assessment

### **CAMPERDOWN: Community Connections Victoria Ltd**

Call 1300 361 680 (25 cents for first 15 minutes) for an appointment to be assessed for emergency relief

### **CASTLEMAINE: Mt Alexander Community Information Centre**

Faulder Watson Hall,

206 Barker St, Castlemaine

Ph: 5472 2688

Mon–Fri 10am–3pm

Referral service only. No appointment necessary. For emergency relief, refer to the Community Health Centre: phone 5479 1000 and make an appointment

### **COBRAM Citizens' Advice Bureau**

16 Hay Ave, Cobram

Ph: 5872 2552

Mon, Wed–Fri 10am–2pm; Tues 10am–3pm

Referral service only, available to all

### **ECHUCA: Campaspe Murray Community Care Inc.**

Echuca Care Centre,

34–36 Heygarth St, Echuca

Ph: 5482 4422

Mon–Fri 9.30am–3.30pm

Emergency relief available to anyone in need, subject to assessment

### **GEELONG AREA: Community Information and Referral Association of Geelong Inc.**

Barwon Health, 2 Gellibrand St, Corio

Ph: 5275 6772

Mon–Fri 9.30am–1.30pm

Free, confidential and non-judgmental referral and information service

### **GIPPSLAND SOUTH — see Leongatha**

### **HAMILTON: Frances Hewett Community Centre**

2 Roberts St, Hamilton

Ph: 5551 8450

Mon–Fri 9am–5pm

Referral and information service

### **HAMILTON: Community Connections Victoria Ltd**

Call 1300 361 680 (25 cents for first 15 minutes) for appointment to be assessed for emergency relief

### **HASTINGS Community Information and Support Centre**

30 King St, Hastings

Ph: 5979 2762

Emergency relief available Mon–Fri 10am–3.45pm

Food, vouchers for food, petrol and pharmacy costs for residents of Westernport district of Mornington Peninsula Shire, subject to availability and interview. ID (Health Care Card) required

### **HORSHAM Citizens' Advice Bureau**

43 Firebrace St, Horsham

Ph: 5381 2233

Mon–Fri 10am–2pm

Referral service open to everyone

### **LATROBE VALLEY — see Morwell**

**LEONGATHA: South Gippsland Citizens' Advice Bureau**

Memorial Hall Complex Michael Place,  
Leongatha

Ph: 5662 2111

Mon–Fri 10am–4pm

Referral service only. No appointment necessary. For emergency relief, refer to local St Vincent de Paul, The Salvation Army, Kilmany Family Services, Anglican Church or Reformed Church.

**MARYBOROUGH Community Information Centre**

91 Nolan St, Maryborough

Ph: 54612643

Mon–Fri 9am–3.30pm; Sat 10am–12pm

Referral service only. No appointment necessary

**MILDURA: Sunraysia Information and Referral Service Inc.**

122 Ninth St, Mildura

Ph: 5023 4025; Freecall 1800 062 498

Mon–Fri 10am–1pm

Referral service only. For emergency relief, refer to the local St Vincent de Paul, The Salvation Army or Christian Outreach branch

**MORWELL: Latrobe Information and Support Centre**

20 Tarwin St, Morwell

Ph: 5134 1118

For emergency relief Mon–Fri 9am–3.30pm  
For people holding a Health Care/Pensioner Concession Card. Food available once every 6 weeks per person. Can help with legal, medical and/or transport costs once a year per person by negotiation. No appointment necessary, but need to show Centrelink ID on arrival

**MYRTLEFORD: Ovens and King Community Health Service**

32 Smith St, Myrtleford

Ph: 5731 3500

Mon–Fri 9am–5pm

For people who live in the local area. By appointment only. Food vouchers available, subject to assessment. Tues, Wed, Thurs 3–4pm: Ovens Valley Welfare Group volunteers provide food vouchers and parcels through the Community Health Service

**PAKENHAM:** Contact the local St Vincent de Paul or Salvation Army branch

**PORTLAND: Community Connections Victoria Ltd**

Call 1300 361 680 (25 cents for first 15 minutes) for appointment to be assessed for emergency relief

**SHEPPARTON: Goulburn Valley Community Care Centre**

399 Wyndham St, Shepparton

Ph: 5823 3244

Mon–Fri 9am–4pm

Part of Goulburn Valley Community Health Centre (counselling, needle and syringe exchange, etc). Will refer people to appropriate agency for emergency relief

**WANGARATTA:** Contact the local St Vincent de Paul or The Salvation Army

**WARRNAMBOOL: Community Connections Victoria Ltd**

Call 1300 361 680 (25 cents for first 15 minutes) for appointment to be assessed for emergency relief

**WODONGA: Community Information and Referral Centre Wodonga**

24 Stanley St, Wodonga

Ph: (02) 6056 3222

Mon, Tues, Thurs 10am–4pm;

Wed and Fri 10am–1pm (daylight saving time: 1 hour earlier)

No appointment necessary. All requests for assistance considered, subject to availability

## Larger emergency relief agencies — contact points

### St Vincent de Paul Society Victoria

Ph: 1300 305 330 — if calling from home or the area where you live;

Ph: 9629 7152 — if away from home  
Help with food, furniture, clothing, etc.  
subject to interview. Volunteers from the nearest St Vincent de Paul service will interview you at home, usually within 48 hours of your call.

### The Salvation Army Crisis Contact

Ph: 1800 627 727 (toll free)

For your nearest Salvation Army service, look in the White Pages under 'Salvation Army — Emergency Relief'