



# Community Food & Assistance Guide

Boroondara  
Knox  
Manningham  
Maroondah  
Monash  
Whitehorse  
Yarra Ranges



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## About the Eastern Homelessness Network (EHN)

The Eastern Homelessness Network (EHN) is a resource to the homelessness sector operating in the Melbourne's Inner and Outer East. It is one of the nine State-wide Homelessness Networks that operate across Victoria in every Department of Family Fairness and Housing (DFFH) region and are funded by DFFH to bring services together to share information and identify common needs and gaps in homelessness service provision.

**This resource** has been developed to assist people experiencing homelessness, at risk of homelessness. The emergency relief services listed are in the Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges area. If you are seeking assistance outside of these areas, Ask Izzy is a free and anonymous website that connects people with community support services. Visit [askizzy.org.au](http://askizzy.org.au) to search services closest to you.

## Family Violence Emergency

If you or someone you know is experiencing family violence please call Safe Steps on 1800-015-188, 24 hours, 7 days a week. If you feel unsafe or concerned for someone's immediate safety, call the Police on 000.

To view the latest version on this document please visit [www.ehn.org.au](http://www.ehn.org.au).

To include or update information in this resource, please contact [ehnnetworker@vt.uniting.org](mailto:ehnnetworker@vt.uniting.org)

## HOMELESSNESS ENTRY POINTS

If you are experiencing, or at risk of, homelessness in Inner & Outer Eastern Metropolitan Region please contact your closest entry point for assistance.

<b>Anchor Inc. Entry Point</b>	<b>Community Housing Ltd Entry Point</b>	<b>The Salvation Army Entry Point</b>	<b>Uniting Ringwood Entry Point</b>
Box Hill Institute – Lilydale Campus, Jarlo Dr, Lilydale 3140 Ph: 9760 6400	19-23 Prospect St, Box Hill 3128 Ph: 1300 245 468	353 Whitehorse Rd, Nunawading VIC 3131 Ph: 9853 5680	291A Maroondah Hwy Ringwood 3134 Ph: 8870 4020

*\*Please note due to COVID, entry points services are contactless where possible. Please call to arrange an appointment.*

Out of region, after hours 5pm-9am and on weekends and public holidays, please call 1800 825 955 to be directed to your closest Entry Point.

### **Family Violence Emergency contacts:**

- If unsafe or concerned for someone's immediate safety, please call the Police: 000
- FVREE (formerly Eastern Domestic Violence Service (EDVOS)): 9am-8pm Mon- Fri | 9am-5pm Sat: 9259 4200
- Safe Steps: 24hour, 7 days a week crisis support & accommodation, please call: 1800 015 188
- 1800Respect: For phone help and referrals in Australia, please call 1800Respect (1800 737 732)
- Djirra: For Indigenous women seeking emergency assistance with family violence, homelessness & child protection: 1800 105 303
- w|respect: For specialist LGBTIQ family violence please call: 1800 LGBTIQ (1800 542 847)
- MensLine Australia National telephone and online support for men: 1300 78 99 78

## **COVID 19 INFORMATION**

Who	Support	When	Cost/ Conditions
<b>Victorian Government</b> Coronavirus Hotline (24hrs): 1800 675 398 <a href="http://dhhs.vic.gov.au/coronavirus">dhhs.vic.gov.au/coronavirus</a>	Food Parcels & personal hygiene packages	<b>Mon-Sun</b>	<b>Free</b> To be eligible for Food relief, you must: <ul style="list-style-type: none"> <li>• Live in Victoria ( including international students and visa holders)</li> <li>• Are in mandatory self-isolation due to Coronavirus.</li> <li>• No family or friends to support you.</li> </ul> Can be delivered to door. Call to apply

### **Find your nearest COVID-19 testing site**

To find your closest COVID19 testing site, operating hours & wait times, click on the below link and enter your postcode or suburb below or search by site type or call 1300 651 160

[www.coronavirus.vic.gov.au/where-get-tested-covid-19#find-your-nearest-covid-19-testing-site](http://www.coronavirus.vic.gov.au/where-get-tested-covid-19#find-your-nearest-covid-19-testing-site)

### **Book your vaccine appointment**

At a vaccination centre – use the online booking system [www.coronavirus.vic.gov.au/book-your-vaccine-appointment](http://www.coronavirus.vic.gov.au/book-your-vaccine-appointment) or call the COVID19 Hotline on 1800 675 398.

## **SERVICES AUSTRALIA**

Delivers government payments & services- [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

**CENTERLINK** - Delivers social security payments & services.

- **Payments**- How to claim payments & manage your payments- [www.servicesaustralia.gov.au/individuals/centrelink](http://www.servicesaustralia.gov.au/individuals/centrelink)
- **Getting help during COVID-19**- payments and support if you're affected by COVID-19-[www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19](http://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19)
- **Indigenous Australians**- Payments & services if you're an Aboriginal or Torres Strait Islander Australian [www.servicesaustralia.gov.au/individuals/indigenous-australians](http://www.servicesaustralia.gov.au/individuals/indigenous-australians)
- **Help in an emergency**- Payments & services if you're recovering from a major disaster or need emergency help for homelessness, family violence, financial hardship or bereavement- [www.servicesaustralia.gov.au/individuals/help-emergency](http://www.servicesaustralia.gov.au/individuals/help-emergency)
- **Online estimators**- tools to estimate or compare payments you might get based on your circumstances-[www.servicesaustralia.gov.au/individuals/topics/online-estimators/28456](http://www.servicesaustralia.gov.au/individuals/topics/online-estimators/28456)

**MEDICARE** –Delivers health care programs, providing access to some health services at low or no cost. Medicare assists with the cost of seeing a doctor, getting medicines & accessing mental health care- [www.servicesaustralia.gov.au/individuals/medicare](http://www.servicesaustralia.gov.au/individuals/medicare)

**CHILD SUPPORT** - Assesses, collects & transfers child support payments [www.servicesaustralia.gov.au/individuals/child-support](http://www.servicesaustralia.gov.au/individuals/child-support)

## COMMUNITY MEALS & EMERGENCY RELIEF

### City of Boroondara

	Who	Support	When	Cost/ Conditions
Boroondara	<b>Boroondara Community Outreach</b> Uniting Church Hall- 23 Highbury Grove, Kew 3101 Ph: 0409 019 269 www.bcokew.org	<b>Community meal</b> Take away meals during COVID19	<b>Mon &amp; Fri</b> 11.00am- 3.00pm	<b>Free</b>
Boroondara	<b>Hawthorn Community House</b> 32 Henry Street, Hawthorn Ph: 03 9819 5758 www.hch.org.au	<b>Drop In Lunch</b> Take away meals during COVID19	<b>Wed</b> 1.00pm-3.00pm	<b>Free</b>
Boroondara	<b>The Camberwell Salvation Army</b> 7-11 Bowen Street Camberwell 3124 Ph: 9889 2468 www.salvationarmy.org.au/camberwell	<b>Emergency Relief</b> Including support & referral to other services as appropriate.	<b>Mon, Wed &amp; Fri</b> 9:30am - 12:00pm	<b>Free</b> By appointment. Phone in advance to make appointment
Boroondara	<b>Camcare</b> 51 St Johns Avenue, Camberwell 3124 Ph: 9831 1900 camcare.org.au	<b>Emergency Relief</b> Food pantry, food drives & Camcare's kitchen garden.	<b>Mon- Fri</b> 10.00am- 2.30pm	<b>Free</b> Eligibility requirements. By appointment.

<b>Boroondara</b>	<b>Camcare</b> 4 Y St, Ashburton 3147 Ph: 9831 1900 camcare.org.au	<b>Emergency Relief</b> Food pantry, material aid,	<b>Mon- Fri</b> 10.00am- 2.30pm	<b>Free</b> Eligibility requirements. By appointment.
<b>Boroondara</b>	<b>Boroondara Community Outreach</b> Uniting Church Hall- 23 Highbury Grove, Kew 3101 Ph: 0409 019 269 www.bcokew.org	<b>Emergency Relief</b> Take away meals & food pantry	<b>Mon &amp; Fri</b> 11.00am- 3.00pm	<b>Free</b>
<b>Boroondara</b>	<b>Kew Neighbourhood Centre</b> 2-12 Derby St, Kew 3101 Ph: 9853 3216 kewnlc.org.au	<b>Emergency Relief</b> Take away meals & community programs	<b>Call for hours</b>	For marginalised members of the community, in particular, those living with a serious mental illness or disability.
<b>Boroondara</b>	<b>Surrey Hill Neighbourhood Centre</b> 157 Union Rd, Surrey Hills Ph: 9890 2467 surreyhillsnc.org.au	<b>Emergency Relief</b> Take away meals & community programs	<b>Mon- Thurs</b> 9.00am- 3.30pm <b>Fri</b> 9.00am- 2.30pm	

## City of Knox

	Who	Support	When	Cost/ Conditions
Knox	<b>Foothills Community Care Dinner</b> Ferntree Gully Girl Guides Hall, Underwood Road, Ferntree Gully Ph: 8711 8677 <a href="http://www.foothillscare.org.au">www.foothillscare.org.au</a>	<b>Community Dinner</b> Take away meals during COVID19	<b>Wed</b> Doors open from 4.30pm. Meals available from 5.00pm-6.00pm.	<b>Free</b>
Knox	<b>Foothills Community Care Dinner</b> Upwey Baptist Community Church. Cnr Darling Ave & Burwood Hwy, Upwey Phone: 8711 8677 <a href="http://www.foothillscare.org.au">www.foothillscare.org.au</a>	<b>Community Dinner</b> Take away meals during COVID19	<b>Mon</b> Doors open from 4.30pm. Meals available from 5.00pm-6.00pm.	<b>Free</b>
Knox	<b>St Paul's Church- Combined Churches of Boronia Dinner</b> 273 Dorset Rd, Boronia 3155 Ph: 9761 1797	<b>Community Dinner</b> Take away meals during COVID19	<b>Thurs</b> 5.00pm-6.00pm	<b>Free</b>
Knox	<b>Boronia Progress Hall</b> 134 Boronia Rd, Boronia 3155	<b>Community Breakfast</b>	<b>Mon, Tues, Thurs &amp; Fri</b>	<b>Free</b>
Knox	<b>Saint Pauls Church</b> 273 Dorset Rd, Boronia	<b>Community Breakfast</b>	<b>Wed</b>	<b>Free</b>
Knox	<b>Knox Info Link</b> 136 Boronia Road, Boronia Ph: 9761 1325 <a href="http://knoxinfo.link.org.au">knoxinfo.link.org.au</a>	<b>Emergency Relief</b> Food Parcels, material aid, Op Shop referrals, Telco Assistance, Community information & referrals	<b>Mon- Thurs</b> 10.00am-3.00pm	<b>Free</b> For residents of the City of Knox
Knox	<b>CityLife Community Care</b> 1248 High Street Rd, Wantirna South 3152 Ph: 9871 8900 <a href="http://www.citylife.care">www.citylife.care</a>	<b>Emergency Relief</b> Food parcels, material aid, information, advocacy & referrals.	<b>Mon, Wed &amp; Fri</b> 10.00am-4.30pm <b>Tues &amp; Thurs</b> 10.00am-9.00pm	<b>Free</b> Call to arrange an appointment



Knox	<b>Restore Community Care</b> 24 Laser Drive, Rowville Ph: 8736 7053 <a href="http://www.restorecommunitycare.org">www.restorecommunitycare.org</a>	<b>Emergency Relief</b> Food Parcels, budgeting advice, material aid, transport & referrals	<b>Tues-Thurs</b> 11.00am- 2.30pm	<b>Free</b> By appointment. For residents within the City of Knox
Knox	<b>Salvation Army Ferntree Gully Corps</b> 37 Wattletree Rd, Ferntree Gully 3156 Ph: 9752 2682 <a href="http://www.salvationarmy.org.au/locations">www.salvationarmy.org.au/locations</a>	<b>Emergency Relief</b> Bread, fruit & vegetables available	<b>Wed</b> 9.30am-11am	<b>Free</b> No appointment required. For residents within the City of Knox
Knox	<b>Temple Society Australia- CHAMPION</b> 51 Elizabeth St, Bayswater Ph: 0433 335 815 <a href="http://templesociety.org.au/champion">templesociety.org.au/champion</a>	<b>Emergency Relief</b> Food pantry, computer & internet access (for job searching), budgeting assistance, advocacy & referrals.	<b>Mon</b> 9.30am- 12.30pm <b>Wed</b> 1.00pm-3.00pm	<b>Free</b> Fresh bread, fruit & vegetables available every Wed.
Knox	<b>Salvation Army Boronia Corps</b> 2 Liverpool Rd, Boronia 3155 Ph: 9762 7604 <a href="http://www.salvationarmy.org.au/locations">www.salvationarmy.org.au/locations</a>	<b>Emergency Relief</b> Food Parcels & material aid, financial counselling, community information & referrals.	<b>Tues &amp; Thurs</b> 10.00am- 1.00pm	<b>Free</b> By appointment

## City of Manningham

	Who	Support	When	Cost/ Conditions
Manningham	<b>Living and learning @ Ajani</b> Ted Ajani Reserve- 2/284 Thompson Rd, Lower Templestowe 3107 Ph: 9850 3687 <a href="http://www.livelearnajani.org.au">www.livelearnajani.org.au</a>	<b>Community Meal</b> Take away meals during COVID19	<b>Mon-Thurs</b> 9.00am-3.00pm	<b>By referral from Doncare</b> For residents within the City of Manningham. Call for appointment
Manningham	<b>Doncare</b> 687 Doncaster Rd, Doncaster 3108 Ph: 9856 1500 <a href="http://doncare.org.au">doncare.org.au</a>	<b>Emergency Relief</b> Limited food vouchers, food pantry, material aid, advocacy, counselling, community information & referrals.	<b>Mon-Fri</b> 9.00am-5.00pm	<b>Free</b> For residents within the City of Manningham.
Manningham	<b>Living and learning @ Ajani</b> Ted Ajani Reserve- 2/284 Thompson Rd, Lower Templestowe 3107 Ph: 9850 3687 <a href="http://www.livelearnajani.org.au">www.livelearnajani.org.au</a>	<b>Emergency Relief</b> Food pantry & Community cafe	<b>Mon-Thurs</b> 9.00am-3.00pm	<b>Free</b> For residents within the City of Manningham.
Manningham	<b>MCC CareNet</b> 143-145 Parker St, Templestowe Ph: 9846 7244 <a href="http://www.manninghamcc.org/carenet">www.manninghamcc.org/carenet</a>	<b>Emergency Relief</b> Food parcels	<b>Tues</b> 10.00am-2.00pm	<b>Free</b> For residents within the City of Manningham. Call for appointment.
Manningham	<b>Warrandyte Neighbourhood House</b> Ph: 9844 1839 1/168 Yarra St, Warrandyte 3113 <a href="http://www.warrandyteneighbourhoodhouse.org.au">www.warrandyteneighbourhoodhouse.org.au</a>	<b>Emergency relief</b> Carnet Food & toiletry packs	<b>Wed</b> 10am-12pm	<b>Free</b> Set up rear of car park or if raining at reception.

## City of Maroondah

	Who	Support	When	Cost/ Conditions
Maroondah	<b>ADRA Community Care- Croydon</b> 17-19 Surrey Rd West Croydon 3136 Ph: 1800 242 372 www.adra.org.au	<b>Community Meal</b> Take away meals and fresh fruit & vegetables during drive COVID19	<b>Thurs</b> 5.15pm-6.15pm	<b>Free</b> For residents within the City of Maroondah
Maroondah	<b>The Dining Room Mission</b> St John the Divine Anglican Church. Toorak Ave, Croydon	<b>Community Meal</b> Take away meals during COVID19	<b>The Dining Room Mission</b> St John the Divine Anglican Church. Toorak Ave, Croydon	<b>Free</b>
Maroondah	<b>Maroondah Winter Shelter</b> St Johns the Divine Anglican Church. Toorak Ave, Croydon	<b>Community Meal</b> Take away meals during COVID19	<b>Wed</b> 5.30pm-6.00pm	<b>Free</b>
Maroondah	<b>Maroondah Winter Shelter</b> 143 Maroondah Hwy, Ringwood (next to Urban life)	<b>Community Meal</b> Take away meals during COVID19	<b>Fri</b> 5.30pm-6.00pm	<b>Free</b>
Maroondah	<b>Ringwood Church of Christ Lunch</b> 13 Bedford Rd, Ringwood Ph: 9870 8169 www.ringwoodchurch.org.au	<b>Community Meal</b> Take away meals during COVID19	<b>Thurs</b> 12.00pm-1.00pm	<b>Gold coin donation</b>

<b>Maroondah</b>	<b>The Kiosk- Croydon Soup Kitchen</b> Keystone Hall, 9 Civic Square Croydon	<b>Community Meal</b> Take away meals during COVID19	<b>Sat</b> 5.00pm-6.30pm	<b>Free</b>
<b>Maroondah</b>	<b>Mullum Mullum Indigenous Gathering Place</b> 3 Croydon Way, Croydon 3136 & 47-49 Patterson St, Ringwood East, 3135 Ph: 9725 2166 mmigp.org.au	<b>Community Meal</b> Lunch	<b>Food pantry:</b> Wed: 11.00am- 1.30pm <b>Lunch</b> Wed: 12.30pm-1.30pm	<b>Free</b> To register for pantry or lunch contact Steve Beeby.
<b>Maroondah</b>	<b>Croydon North Uniting Church Lunch</b> 387A Maroondah Hwy, Croydon North Ph: 0419 260 158 croydonnorth.unitingchurch.org.au	<b>Community Meal</b> Take away meals during COVID19	<b>Tues</b> 12.00pm	<b>Free</b>
<b>Maroondah</b>	<b>Uniting Homelessness Services Emergency Relief</b> 291A Maroondah Hwy, Ringwood Ph: 8870 4020	<b>Emergency Relief</b> Food pantry, material aid, community information, referrals, homelessness support, crisis accommodation services & tenancy support.	<b>Mon- Fri</b> 9.30am- 1.00pm	<b>Free</b> Eligibility requirements for vouchers.
<b>Maroondah</b>	<b>Maroondah Community Assist- Croydon</b> 214 Mt Dandenong Rd, Croydon Ph: 9725 7920	<b>Emergency Relief</b> Advocacy & referrals, budget assistance, community information & food parcels.	<b>Mon-Fri</b> 9.30am-1.30pm	<b>Free</b> For residents within the City of Maroondah.
<b>Maroondah</b>	<b>Maroondah Community Assist- Ringwood</b> 2A Ringwood St, Ringwood Ph: 9870 3233	<b>Emergency Relief</b> Food parcels, advocacy & referrals, budget assistance & community information.	<b>Mon-Fri</b> 9.30am-1.30pm	<b>Free</b> For residents within the City of Maroondah.

<b>Maroondah</b>	<b>North Ringwood Care</b> 14 Dickson Cres, North Ringwood Ph: 9876 5625 www.nruc.org.au	<b>Emergency Relief</b> Food parcels, prescription support, budgeting, advocacy & referrals.	<b>Mon-Fri</b> 10.00am-1.00pm	<b>Free</b> By appointment
<b>Maroondah</b>	<b>The Freedom initiative</b> 98 Railway Ave, Ringwood East Ph: 9879 3114	<b>Emergency Relief</b> Food parcels	<b>Thurs</b> 9.30am- 1.30pm	<b>Free</b> By appointment
<b>Maroondah</b>	<b>Planet Shakers</b> 251 Maroondah Hwy 3134 Ph 1300 883 321 www.empoweraustralia.com.au	<b>Emergency Relief</b> Food pantry	<b>Sun</b> 12.30pm-2.00pm	<b>Free</b>
<b>Maroondah</b>	<b>Truth &amp; Liberation (TLC)</b> 265 Canterbury Rd, Bayswater North 3153 Ph: 9729 6555 www.tlcchurch.org.au/tlc-support	<b>Emergency Relief</b> Food Pantry	<b>Mon &amp; Tues</b> 1.00pm- 4.00pm	<b>Free</b> Residents in Bayswater & Bayswater North
<b>Maroondah</b>	<b>Hope City Mission</b> 51 Lusher Rd Croydon Ph: 1800 865 299 www.hopcitemission.com	<b>Emergency Relief</b> Drive through Foodbank, Food home deliveries, financial literacy & advocacy.	<b>Thurs</b> 9.00am-4.00pm	<b>Free</b> Available to Maroondah, Knox & Yarra Ranges area. Call for appointment.
<b>Maroondah</b>	<b>Mullum Mullum Indigenous Gathering Place</b> 3 Croydon Way, Croydon 3136 & 47-49 Patterson St, Ringwood East, 3135 Ph: 9725 2166 mmigp.org.au	<b>Emergency Relief</b> Food Pantry, material aid, community information & referrals	<b>Mon- Fri</b> 9.00am- 5.00pm	For Emergency Relief services appointments contact Lisa Nguyen at centre.

## City of Monash

	Who	Support	When	Cost/ Conditions
Monash	<b>Salvation Army- Waverley Temple</b> 958 High Street Rd, Glen Waverley Ph: 9803 2587 <a href="http://www.salvationarmy.org.au/waverleytemple">www.salvationarmy.org.au/waverleytemple</a>	<b>Community meal Lunch</b>	<b>Fri</b> 12.00pm	<b>Free</b> Call to confirm information during lockdown
Monash	<b>Salvation Army Waverley Temple</b> 958 High Street Rd, Glen Waverley Ph: 9803 2587 <a href="http://www.salvationarmy.org.au/waverleytemple">www.salvationarmy.org.au/waverleytemple</a>	<b>Emergency Relief</b> Food parcels, material aid, community information & referrals	<b>Tues &amp; Fri</b> 10.00am- 12.00pm	<b>Free</b> By appointment
Monash	<b>Waverley Community Information &amp; Support Services</b> 47 Miller Crescent, Mount Waverley, 3149 Ph: 9807 9844 <a href="http://monashwaverleycis.org.au">monashwaverleycis.org.au</a>	<b>Emergency Relief</b> Food parcels, material aid, advocacy & referrals.	<b>Mon- Fri</b> 10.00am-1.00pm	<b>Free</b> Living in the following postcodes: 3149, 3150, 3170. Parts of 3125, 3147, 3148 & 3168.
Monash	<b>Monash Oakleigh Community Support &amp; Information Service</b> 25 Downing St, Oakleigh Ph: 9568 4533 <a href="http://mocsis.org.au">mocsis.org.au</a>	<b>Emergency Relief</b> Food parcels, material aid, advocacy & referrals.	<b>Mon- Fri</b> 10.00am-3.30pm	<b>Free</b> Living in the following postcodes: 3166, 3167, 3168, 3169 and parts of 3148.
Monash	<b>Power Neighbourhood House</b> 54 Power Ave, Ashwood, 3147 Ph: 8849 9707 <a href="http://www.powernh.org.au">www.powernh.org.au</a>	<b>Emergency Relief</b> Donated bread, frozen meals & small amount of fruit & non perishables	<b>Tues</b> 11.30am- 1.30pm	<b>Free</b> Local residents. Closed due to lockdown

## City of Whitehorse

	Who	Support	When	Cost/ Conditions
Whitehorse	<b>Mitcham Community Meal</b> 18 Edward Street, Mitcham Ph: 9873 1210	<b>Community Meal</b> Take away meals during COVID19	<b>Sun</b> 5.30pm	<b>Free</b> For residents within the City of Whitehorse.
Whitehorse	<b>Feast Community Meal</b> 171 Rooks Road, Vermont 3133 Stairway Church 171 Rooks Rd, Vermont Ph: 9837 2900 <a href="https://www.stairway.org.au/calendar">https://www.stairway.org.au/calendar</a>	<b>Community Meal</b> Take away meals during COVID19	<b>Wed</b> 5.45pm	<b>Free</b> For residents within the City of Whitehorse.
Whitehorse	<b>Box Hill Community Bakehouse @The Barn</b> 3 Ellington Pde Box Hill 3128 More info: Box Hill Baptist Church Facebook page & The Orchard Providore Facebook page)	<b>Fresh food</b> Bread, rolls, scrolls, fruit & vegetables.	<b>Sat</b> 7.30am-8.30am <b>Thurs</b> 1.30pm-2.30pm	<b>Free</b> Bring own bread bag and container for food.
Whitehorse	<b>Box Hill Community Information Support</b> 1/27 Bank Street Box Hill 3128 Ph: 9285 4806 <a href="http://www.boxhillcis.org.au">www.boxhillcis.org.au</a>	<b>Emergency Relief</b> Food parcels, material aid, case work, counselling, advocacy & referrals.	<b>Mon &amp; Wed</b> 11.00am-3.00pm <b>Fri</b> 11.00am-3.00pm	<b>Free</b> For residents within parts of City of Whitehorse. Call for eligibility. By appointment
Whitehorse	<b>Crossways Life Care</b> 708 Highbury Rd, Burwood East 3151 Ph: 9886 3899 <a href="http://www.crosswaylifecare.org.au">www.crosswaylifecare.org.au</a>	<b>Emergency Relief</b> Counselling, community mentoring, food pantry, financial assistance, financial mentoring and more.	<b>Mon</b> 3.00pm- 5.00pm <b>Thurs</b> 10.00am-12.00pm	<b>Free</b> By appointment

<b>Whitehorse</b>	<b>Uniting Emergency Relief</b> 220 Burwood Hwy, Burwood East 3151 Ph: 9803 3400	<b>Emergency Relief</b> Food pantry, material aid, prescription support, community information, referrals, homelessness support.	<b>Mon-Wed</b> 9.30am-2.00pm	<b>Free</b> For residents within parts of City of Whitehorse. Call for eligibility.
<b>Whitehorse</b>	<b>New Hope Care</b> 3 Springfield Rd, Blackburn North Ph: 9890 7999 newhopecare.net.au	<b>Emergency Relief</b> Food parcels, material aid, community information & referrals	<b>Mon- Fri</b> 10.00am- 2.00pm	<b>Free</b> Call for eligibility



## Yarra Ranges Shire

	Who	Support	When	Cost/ Conditions
Yarra Ranges	<b>Dinner at Darron's – HICCI</b> Darron Honey Centre - Healesville Uniting Church. Maroondah Hwy	<b>Community Meal</b> Closed during COVID	<b>Tues</b> 5.30pm- 6.30pm	<b>Free</b>
Yarra Ranges	<b>FoodStop Community meals</b> Lilydale Showground, Main St, Lilydale Winter months:F1/122-124 Beresford Rd, Lilydale. Ph: 9739 6801	<b>Community Meal</b> Take away meals during COVID19	<b>Thurs</b> 7pm - 9pm.	<b>Free</b>
Yarra Ranges	<b>Koha Community Café</b> 25A Dammans Rd, Warburton, Victoria 3799. PH: 0403 185 580	<b>Community Meal</b> Take away meals during COVID19	<b>Thurs</b> 6:00pm - 8:00pm	<b>Free</b>
Yarra Ranges	<b>Hope on a Friday- warm breakfast.</b> 3 Clifford Grove Tecoma Ph: 9754 6809	<b>Community Meal</b> Breakfast take- away meals during COVID19	<b>Fri</b> 8:30am-9:30am	<b>Free</b>
Yarra Ranges	<b>Holy Fools street Angels Lunch</b> Market St Lilydale beside the Lilydale swimming pool. Ph: 1300 133 889	<b>Community Meal</b> Take away meals during COVID19	<b>Wed</b> 12.00pm	<b>Free</b>

Yarra Ranges	<b>Mi Place Drop In Centre/Community Hub</b> 1616- 1624 Burwood Hwy Belgrave 3160 Ph: 9754 7777	<b>School Breakfast</b> For school aged children & parent/guardian <b>Community hot drink</b> Cup of tea, coffee or hot chocolate	<b>Mon- Fri</b> 9.00am- 12.30pm	<b>Free</b> Hub open from 8am
Yarra Ranges	<b>Mooroolbark People's Pantry</b> St Margaret's Church 219 Hull Rd, Mooroolbark. 3138 Ph: 9723 7323	<b>Community Meal</b> Take away meals during COVID19	<b>Every second Fri</b> 6.00pm	<b>Free</b> Call or message on Facebook to confirm takeaway pick up.
Yarra Ranges	<b>Mustard Tree Community Table</b> 3/28 John St Lilydale Ph: 9735 3500 lb.org.au/the-mustrard-tree	<b>Community Meal</b> Take away meals during COVID19	<b>Tues</b> 12.00pm- 1.00pm	<b>Free</b> During school terms only
Yarra Ranges	<b>Mustard Tree Food Bank</b> 3/28 John St Lilydale Ph: 9735 3500 lb.org.au/the-mustrard-tree	<b>Emergency Relief</b> Food pantry	<b>Food bank:</b> <b>Mon- Fri</b> 10.00am- 2.00pm	<b>Free</b> Call to make an appointment
Yarra Ranges	<b>Mi Place Drop In Centre- Dandenong Ranges Emergency Relief Service</b> Belgrave Community Hub, 1616-1624 Burwood Highway, Belgrave. Ph: 9754-7777 www.drers.org.au	<b>Emergency Relief</b> Food pantry, material aid, crisis counselling referrals, advocacy & information	<b>Mon- Fri</b> 9.00am- 12.30pm	<b>Free</b> Present ID that shows current address.

<b>Yarra Ranges</b>	<b>Discovery Community Care Inc</b> Factory 1, 122-124 Beresford Rd Lilydale VIC 3140 Ph: 9739 6801 discoverycc.org.au	<b>Emergency Relief</b> Food & material aid, community information & referrals.	<b>Call for opening hours</b>	<b>Free</b> Call to arrange an appointment and confirm eligibility
<b>Yarra Ranges</b>	<b>CIS Yarra Ranges</b> 214 Main St, Lilydale, Vic, 3140 Ph: 9735 1311 <a href="https://www.cisvic.org.au/getting-help/cis-yarra-ranges">https://www.cisvic.org.au/getting-help/cis-yarra-ranges</a>	<b>Emergency Relief</b> Information & referral service, food vouchers and material aid.	<b>Wed, Thurs &amp; Fri</b> 10.00am- 3.00pm	<b>Free</b> For local residents
<b>Yarra Ranges</b>	<b>The Basement Food Hub</b> 193- 197 Main St, Lilydale 3140 Ph: 9735 4419 <a href="http://www.turningpointchurch.org.au/lilydale">www.turningpointchurch.org.au/lilydale</a>	<b>Emergency Relief</b> Food support program	<b>Mon</b> 9.00am- 2.00pm	<b>Free</b> For local residents
<b>Yarra Ranges</b>	<b>ADRA Community Care Centre- Redwood Australia</b> 3505 Warburton Hwy, Warburton 3799 Ph: 5966 2320 <a href="http://www.adra.org.au/redwood">www.adra.org.au/redwood</a>	<b>Emergency Relief</b> Food parcels, material aid, community information & referrals	<b>Call for opening hours</b>	<b>Free</b> Contact for appointment time
<b>Yarra Ranges</b>	<b>The Salvation Army- Mooroolbark</b> 305 Manchester Rd, Chirnside Park Ph: 9727 4777	<b>Emergency Relief</b> Food parcels & Material support	<b>Mon &amp; Wed</b> 10.00am- 12.00pm & 1.00pm & 2.00pm	<b>Free</b> Mooroolbark and surrounding area

<b>Yarra Ranges</b>	<b>Oonah</b> 1A Badger Creek Rd, Healesville 3777 Ph: 5962 2940 oonah.org.au	<b>Emergency Relief</b> Food parcels, social & emotional support, community information & referrals	<b>Mon-Fri</b> 9.00am-5.00pm	<b>Free</b> By appointment. Onah mainly provides services to the indigenous community, however welcomes the whole community of Healesville
<b>Yarra Ranges</b>	<b>Victorian Aboriginal Child Care Agency</b> 1 East Ridge Dr, Chirnside Park Ph 8727 0200 www.vacca.org	<b>Emergency Relief</b> Emergency financial relief, food parcels, material aid & other support services, information & referrals.	<b>Mon-Fri</b> 9.00am-5.00pm	<b>Free</b> A welcoming & culturally friendly space for any Aboriginal community member.

Information printed may change. Individuals are encouraged to contact the service to discuss accessibility & eligibility prior to visiting.

## HYGIENE SERVICES

	Who	Support	When	Cost/ Conditions
Maroondah	<b>ADRA Croydon &amp; Orange Sky</b> 17-19 Surrey Rd, Croydon 3136	<b>Laundry</b> Washing Machine & Dryers	<b>Thus 9<sup>th</sup> Sep, Thus 7<sup>th</sup>/21<sup>st</sup> Oct</b> 5.00pm-7.00pm	<b>Free</b>
Maroondah	<b>Uniting Homelessness Services</b> 291A Maroondah Hwy Ph: 8870 4020	<b>Laundry &amp; Showers</b> Washing Machine & Dryers	<b>Mon- Fri</b> 9.30am – 1.00pm	<b>Unavailable due to COVID</b>
Knox	<b>Knox Info Link</b> 136 Boronia Road, Boronia Ph: 9761 1325	<b>Showers &amp; Laundry</b> Tokens available for Coin Laundry in Boronia	<b>Showers: Mon &amp; Thus</b> 11am – 2pm Free bus	<b>Free</b> Bus shuttle travels to Rowville Community Centre. Returns from Knox Infolink at 12.30 & 1.30pm
Knox	<b>Rowville Community Centre</b> 40 Fulham Rd, Rowville 3178 Ph: 9763 7400	<b>Showers</b>	<b>Mon &amp; Thurs</b> 11.00am-2.00pm.	<b>Free</b>
Yarra Ranges	<b>Dandenong Ranges Emergency Relief Service</b> 1616/1624 Burwood Hwy, Belgrave, 3160 Ph: 9754-7777	<b>Showers</b>	<b>Mon, Wed &amp; Fri</b> Fri 9.00am-1.00pm	<b>Free</b>
	<b>Orange Sky</b> Mobile service	<b>Mobile Laundry</b> Washing Machine & Dryers	<b>Mobile Service</b>	<b>Free</b>
	<b>One Voice</b> Mobile service	<b>Mobile Showers</b>	<b>Mobile Service</b>	<b>Free</b> Visit for locations & times <a href="http://onevoice.org.au">onevoice.org.au</a>

## TECHNOLOGY & COMMUNICATION

### Free public phone with Telstra Payphones

Local and national calls to standard fixed line numbers and calls to standard Australian mobiles on Telstra's public payphones are free. To find the closest Telstra pay phone click the below link and 'search for a payphone.

[www.telstra.com.au/consumer-advice/payphones](http://www.telstra.com.au/consumer-advice/payphones)

<b>LIBRARIES WITH WIFI, CHARGING HUBS &amp; COMPUTER ACCESS</b>			
<b>Boroondara</b>	<b>Ashburton Library</b> 154 High St, Ashburton 3147 Ph: 3278 4666	<b>Balwyn Library</b> 336 Whitehorse Rd Balwyn 3103 Ph: 9278 4666	<b>Camberwell Library</b> 340 Camberwell Rd, Camberwell 3124 Ph: 9278 4666
<b>Boroondara</b>	<b>Greythorn Library Lounge</b> Greythorn Community Hub, 2 Centre Way, Balwyn North 3104 Ph: 9278 4666	<b>Hawthorn Library</b> 584 Glenferrie Rd, Hawthorn 3122 Ph: 9278 4666	<b>Kew Library</b> Cnr Cotham Rd & Civic Dr Kew 3101 Ph: 9278 4666
<b>Maroondah</b>	<b>Croydon Library</b> 5 Civic Square Croydon, 3136 Ph: 9800 6448	<b>Realm</b> Ringwood Town Square, 179 Maroondah Hwy, Ringwood 3134 Ph: 9800 6430	
<b>Maroondah</b>	<b>Boronia Library</b> Park Crescent, Boronia 3155 Ph: 9800 6488	<b>Ferntree Gully Library</b> 1010 Burwood Hwy, Ferntree Gully 3156 Ph: 9800 6455	<b>Rowville Library</b> Stud Park Shopping Centre Stud Road, Rowville 3178 Ph: 9800 6443

<b>Maroondah</b>	<b>Knox Library</b> 425 Burwood Highway, Wantirna South 3152 Ph: 9800 6470	<b>Bayswater Library</b> Shop 26 Mountain High Shopping Centre 7-13 High Street, Bayswater 3153 Ph: 9800 6498	
<b>Manningham</b>	<b>Bulleen Library</b> Bulleen Plaza Manningham Road, Bulleen 3105 Ph: 9886 8450	<b>Doncaster Library</b> MC Square 687 Doncaster Road, Doncaster 3108 Ph: 9877 8500	<b>The Pines Library</b> Cnr Reynolds & Blackburn Rds, East Doncaster 3109 Ph: 9877 8550
<b>Manningham</b>	<b>Warrandyte Library</b> The Warrandyte Community Centre 168 Yarra Street, Warrandyte 3113 Ph: 9895 4250		
<b>Monash</b>	<b>Clayton Library</b> 9-15 Cooke Street, Clayton 3168 Ph: 9541 3120	<b>Glen Waverley</b> 112 Kingsway Glen Waverley 3150 Ph: 9560 1655	Mount Waverley Library 41 Miller Cres, Mount Waverley 3149 Ph: 9807 5022
<b>Monash</b>	<b>Mulgrave Library</b> Wellington Reserve Community Centre 36-42 Mackie Street, Mulgrave 3170 Ph: 9518 3502	<b>Oakleigh Library</b> 148 Drummond St, Oakleigh 3166 Ph: 9563 4138	<b>Wheelers Hill Library</b> 860 Ferntree Gully Road, Wheelers Hill 3150 Ph: 9561 6211
<b>Whitehorse</b>	<b>Blackburn Library</b> Cnr Blackburn & Central Roads, Blackburn 3130 Ph: 9896 8400	<b>Box Hill Library</b> 1040 Whitehorse Road, Box Hill 3128 Ph: 9896 4300	<b>Nunawading Library</b> 379 Whitehorse Road, Nunawading 3131 9872 8600

<b>Whitehorse</b>	<p><b>Vermont South Library</b>  Pavey Place, Vermont South 3133  Ph: 9872 8650</p>		
<b>Yarra Ranges</b>	<p><b>Belgrave Express</b>  Belgrave Community Hub 1616/1624 Burwood Hwy, Belgrave 3160  Ph: 9800 6489</p>	<p><b>Lilydale Library</b>  Building LA, Box Hill Institute, Lilydale Lakeside Campus  Ph: 9800 6457</p>	<p><b>Mooroolbark Library</b>  7 Station Street, Mooroolbark 3138  Ph: 9800 6480</p>
<b>Yarra Ranges</b>	<p><b>Yarra Junction Library</b>  1A Hoddle Street Yarra Junction 3797  Ph: <u>9800 6462</u></p>	<p><b>Montrose Library</b>  935 Mount Dandenong Tourist Road Montrose 3765  Ph: 9800 6490</p>	<p><b>Healesville Library</b>  110 River Street, Healesville 3777  Ph: 9800 6497</p>



## **NO INTEREST LOANS (NILS)**

Loans are available & repayments are set at an affordable amount over 12 to 18 months.

### **You are eligible if:**

- You have a Health Care Card / Pension Card or earn less than \$45,000 a year after tax (\$60,000 for couples or people with dependants).
- You have lived at your current or previous address for at least 3 months.
- You can show that you have the capacity to repay the loan.

### **What can it be used for?**

NILS are for the purchase of essential goods and services such as:

- Car repairs
- Household items and essentials
- Medical or dental expenses
- Education products

Loans cannot be used to pay for food, rent, bills cash or debts.

Find a NILS provider near you at [goodshep.org.au/services-near-me](http://goodshep.org.au/services-near-me)

### **NILS Providers in Eastern Melbourne (as of 23/08/2021):**

<b>NILS Providers in Eastern Melbourne</b>			
<b>Monash Oakleigh Community Support and Information Service</b> 25 Downing Street , Oakleigh, Australia Ph: 9568 4533	<b>Maroondah Community Assist-Ringwood</b> 2A Ringwood Street, Ringwood VIC, Australia Ph: 9870 3233	<b>Maroondah Community Assist-Croydon</b> 214 Mt Dandenong Rd, Croydon, Australia Ph 9725 7920	<b>Hope City Mission</b> 51 Lusher Road, Croydon Ph: 1800 865 299
<b>Uniting East Burwood</b> 220 Burwood Highway, Burwood East, Australia Ph: 9803 3400	<b>Inspiro</b> 17 Clark St, Lilydale 9738 8801	<b>EACH – Ringwood</b> 46 Warrandyte Road, Ringwood, Australia Ph: 9871 1800	<b>Knox Infolink</b> 136 Boronia Road, Boronia Ph.9761 1325

## **UTILITIES**

### **Compare Energy Offers**

Regularly check with your energy company to ensure you are on the best offer that suits your needs. [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au) is a Victorian Government comparison site which enables consumers to compare energy plans and offers with other energy companies. Discuss Concession card as holders may be eligible for discounts & rebates.

### **\$250 Power Saving Bonus**

To be eligible to apply for the \$250 Power Saving Bonus, you must be able to meet the following eligibility requirements:

- You must be a Victorian residential energy consumer (i.e. have a residential electricity account).
- You must be receiving payments under one of the following concession programs:
  - Centrelink Pensioner Concession
  - JobSeeker, Youth Allowance, Austudy or Abstudy
  - Department of Veterans Affairs Pensioner Concession
  - Or hold a Department of Veterans Affairs Gold Card

If you are having trouble with application you can:

- Visit the Frequently Asked Questions at [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au)
- Use online support/chat at [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au)
- Email [info.vec@delwp.vic.gov.au](mailto:info.vec@delwp.vic.gov.au).
- Phone 1800 000 VEC (832)

### **Utility relief grant scheme**

Relief grant is available for paying overdue energy or water bills are available to low-income Victorians experiencing unexpected hardship and/or temporary financial crisis.

**More information:** Phone your electricity, gas or water retailer or the Concessions Information Line on 1800 658 521 or visit [services.dffh.vic.gov.au/utility-relief-grant-scheme](http://services.dffh.vic.gov.au/utility-relief-grant-scheme)

### **Aussie Broadband**

If you are on a limited data nbn™ or ADSL plan, Aussie Broadband may be able to provide you with unmetered data usage between 6am-6pm during lockdowns. Aussie Broadband also have a range of financial hardship options including:

- Payment plans- Can be set up on MyAussie app/portal, or via a call to our team
- Downgrade to a lower cost plan at any time with no plan change fee
- Spend controls and other options

To speak to a Financial Hardship Officers call 1300 880 905

## **LEGAL**

### **Eastern Community Legal Centre**

Provides free legal advice & assistance.

[eclc.org.au](http://eclc.org.au)

Ph: 1300 32 52 00

<p><b>Box Hill</b> Suite 3, Town Hall Hub 27 Bank Street Box Hill VIC 3128</p> <p><b>Inner East</b> Serving the communities of Boroondara, Manningham and Whitehorse. Outreach to: Ashburton, Bulleen, Deakin University, Hawthorn and Ringwood Magistrates' Court.</p> <p><b>Office hours</b> Monday – Friday, 9.00am – 5.00pm. Tuesday – Thursday evenings by appointment only.</p>	<p><b>Boronia</b> Suite B, 6 Floriston Road Boronia VIC 3155 PO Box 747 Boronia VIC 3155</p> <p><b>Outer East:</b> Serving the communities of Knox and Maroondah. Outreach to: Ringwood Family Relationship Centre, Ringwood Magistrates' Court and Rowville.</p> <p><b>Office hours</b> Monday – Thursday, 9.00am – 5.00pm. Tuesday evenings by appointment only.</p>	<p><b>Healesville Community Link</b> 110 River Street Healesville VIC 3777 PO Box 79 Healesville VIC 3777</p> <p><b>Yarra Ranges</b> Serving the communities of the Yarra Ranges. Outreach to: Lilydale, Monbulk, Ringwood Magistrates' Court and Yarra Junction.</p> <p><b>Office hours</b> Tuesday, Wednesday &amp; Thursday, 9.00am – 5.00pm</p>
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## **PET CARE**

<b>Pets in the park</b>	<b>Pets of the homeless</b>
<p>Pets in the Park is a national charity providing access to free preventative health care programs that assist people experiencing homelessness care for their pets. Pets in the Park runs free companion pet health clinics on a monthly basis. At these clinics volunteers provide health checks, vaccinations, flea treatment, worming treatment and basic medication for pets owned by people experiencing homelessness.</p> <p>To access these services please provide a referral letter from your case worker. Alternatively contact the Pets in the Park team to discuss eligibility.</p> <p>Website: <a href="http://www.petsinthepark.org.au">www.petsinthepark.org.au</a></p>	<p>Pets of the Homeless provide pet food, pet supplies, veterinary care and emergency boarding to the pets of people currently experiencing or at risk of homelessness. To access our veterinary care and emergency boarding service, Pets of the Homeless require a letter from a case worker. Please contact Pets of the Homeless for more information at <a href="mailto:hello@petsofthehomeless.org.au">hello@petsofthehomeless.org.au</a>.</p> <p>Community partners distributing pet food and supplies on behalf of Pets of the Homeless.</p> <p>Website: <a href="http://petsofthehomeless.org.au">petsofthehomeless.org.au</a> wa</p>

USEFUL CONTACTS			
Alcohol and Other drugs	Intake & Assessment	Inner Outer	1800 778 278 1300 007 873
	Direct line- counselling & referrals		1800 888 236
	Family Drug Helpline		1300 660 068
Children & Young People	Kids Helpline		1800 551800
	Frontyard Youth Services		1800 800 531
	EACH Youth Clinic		(03) 9871 1802
	Headspace (12-25 year olds)		1800 650 893
Family Violence	Safe Steps		1800 015 188
	Eastern Centre Against Sexual Assault (ECASA)		(03) 9870 7330
	Sexual Assault Crisis Line (24hr)		1800 806 292
	Eastern Domestic Violence Service		(03) 9259 4200
	Men's Referral Service		1800 766 491
Hospitals and Medical	Emergency		000
	Hospitals – Angliss / Box Hill / Maroondah		1300 342 255
	Monash Medical Centre		(03) 9594 6666
Legal	Eastern Community Legal Centre:		1300 32 52 00
Crisis & Support Services	Lifeline		13 11 14
	Suicide Call Back Service		1300 659 467
	Crisis- Eastern Mental Health Triage		1300 721 927
	Suicide Helpline		1300 651 251
	Beyond Blue		1300 224 636
Aboriginal services	Dijirra- Aboriginal Family Violence Response & Support Service		1800 105 303
	Elizabeth Morgan House for women & children		9482 5744
	Dardi Munwurro men's crisis line		1800 435 799
	Victorian Aboriginal Child Care Agency		
		Preston	9480 7900
		Chirnside	8727 0200
	Dandenong	9108 3500	
Ask Izzy is a free and anonymous website that connects people with community support services in the area <a href="http://askizzy.org.au">askizzy.org.au</a>			

To include or update information in this resource, please contact [ehnnetworker@vt.uniting.org](mailto:ehnnetworker@vt.uniting.org)