Emergency Relief & Material Aid Options

Hundreds of agencies provide emergency relief and material aid in Victoria, from large organizations such as St Vincent de Paul and the Salvation Army, to small church or community-based organizations 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, and 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. Final 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 Counseling Centre Inc.
7th floor, Westfield Shopping town 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 cafe; & copy; 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.

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 the Brimbank area. Food parcels

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

**WARRANDYTE 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