

Looking after ourselves & others

Community support services in
Greater Shepparton



Community support services in Greater Shepparton

There are a range of support services throughout our community who can help during difficult times. This brochure outlines a few of those available.

For more information on what is outlined in this brochure email **council@shepparton.vic.gov.au** or phone **03 5832 9700**.

Coordination of support for complex needs **1800 365 100**
IIATS@justice.vic.gov.au



COVID-19 general information



Find out everything you need to know about COVID-19, including available help and current restrictions by visiting the Coronavirus website:
www.coronavirus.vic.gov.au

Coronavirus Hotline

 1800 675 398

Select '0' for interpreter

Greater Shepparton City Council Website

 03 5832 9700

www.greatershepparton.com.au


Social connection



It's important to stay connected now more than ever. If you or someone you know needs some extra support sign up for the Check & Connect service.

Reach out to those around you – call 10 people you don't speak with frequently and see how they are.

Check & Connect – Primary Care Connect

 03 5823 3200

www.primarycareconnect.com.au/vulnerable-persons-form

Get Mooving

www.getmoovingshepparton.com.au/activities-in-iso



Mental health



If you are feeling higher instances of stress and anxiety at this time reach out, you are not alone.


Headspace offers a 24/7 hotline that links you to healthcare professionals
1800 650 890

GV Health

 03 5832 2322
gvhealth.org.au

Headspace Shepparton


(for 12-25 year olds)

 03 5823 8800

Beyond Blue

 1300 22 4636
www.beyondblue.org.au

Lifeline

 13 11 14

Partners in Wellbeing

www.partnersinwellbeing.org.au

HeadtoHelp

www.headtohelp.org.au




Drug and alcohol support



Practical help, information and support is always available.


ACSO Shepparton

 1300 022 760

Direct Line

 1800 888 236

Primary Care Connect

 03 5823 3200




Business support



I own a business
in Greater
Shepparton.
What support is
available?


Find out about grants, support, workshops and other resources available for your business.

COVIDSafe Business Support Officers at Greater Shepparton City Council

 03 5832 9700

council@shepparton.vic.gov.au

Business Victoria

 13 22 15

www.business.vic.gov.au



Community transport




It's really difficult
to get to my health
appointments and
do my grocery
shopping.
How can I get
there?

Community Accessibility

 03 5831 8515

Greater Shepparton Taxi


 03 5822 2214

Tatura Taxis

 03 5824 3444

Jacobson

(Mooroopna Bus Services)

 03 5825 2323

Dyson Group

(Shepparton Bus Services)

 03 5831 2150

♥ Family Support



FamilyCare

☎ 03 5823 7000

Case management recovery support for multicultural families

☎ 03 9448 6845

frp@cohealth.org.au

Maternal Child Health at Greater Shepparton City Council

☎ 03 5832 9312

Maternal Child Health Line

☎ 13 22 29

Nurse on Call

☎ 1300 606 024

National Home Doctor Service

☎ 13 74 25

⚠ Family violence



Violence and abuse is never okay. These times are stressful but help is always available.

If you are unsafe or in danger call Triple Zero "000" immediately.

Marian House (Vincent Care)

☎ 03 5825 9400 (business hours)

☎ 1800 015 188 (after hours)
vincentcaremariancommunity@vincentcare.org.au

Orange Door

☎ 1800 634 245

1800RESPECT

☎ 1800 737 732

Safe Steps

☎ 1800 015 188

Men's Referral Service

☎ 1300 766 491


Financial help



Situations are changing and this is making it difficult for people to pay expenses.

Contact the COVID Hotline or visit www.coronavirus.vic.gov.au to see what financial assistance you may be eligible for.


Primary Care Connect

 03 5823 3200

Services Australia (Centrelink)

 136 240

Shepparton Family & Financial Services

 03 5831 7755

Vincent Care

(Free financial counselling service)

 03 5825 9400

Disaster Recovery Payment

[www.servicesaustralia.gov.au/
individuals/services/centrelink/
covid-19-disaster-payment-victoria](http://www.servicesaustralia.gov.au/individuals/services/centrelink/covid-19-disaster-payment-victoria)

Food assistance



Reaching out can be hard but it is always okay to ask for help. We are here **with** you.


Red Cross Food Relief

 1800 675 398

Rumbalara Aboriginal Co-operative


 03 5820 0000

Shepparton Family & Financial Services

 03 5831 7755

Salvatore Shepparton

(providing electronic vouchers)

 03 5820 8000



Housing




I don't have anywhere to call 'home' right now and would like help to explore my options. Who can help me?


If you need extra support for housing reach out now.

Beyond Housing Shepparton

 03 5833 1000

 1800 825 955
(after hours)

Department of Families, Fairness and Housing

 1300 650 172




Older people



I'm in my 70's and finding general home duties challenging. Who can I talk to?

Find out more about support for older people.

Seniors Rights Victoria


 1300 368 821

Positive Aging Officer at Greater Shepparton City Council

 03 5832 9700

My Aged Care

(access aged care services)

 1800 200 422

Social Connections Coordinator at Greater Shepparton City Council

 03 5832 9700



Carer respite



I look after my son who has a disability and I need to go out alone for a few hours. Where can I get support?

Respite care can be arranged in a few different ways.

It is important to take care of yourself so you can take care of others.

IntoRec (Family Care)

☎ 03 5823 7041

intorec@familycare.net.au

Carers Victoria

☎ 1800 514 845

Carer Gateway

☎ 1800 422 737

www.carergateway.gov.au



People with disability



I am looking for disability support groups and services. Who can help?

For information about NDIS eligibility and access to support groups and mainstream services, contact IntoRec or Council's Access & Inclusion Officer today.

Access & Inclusion Officer at

Greater Shepparton City Council

☎ 03 5832 9700

IntoRec (Family Care)

☎ 03 5823 7041

Intereach

☎ 1300 488 226

www.intereach.com.au

RIAC

riac.org.au



Young people



My teenager has become distant and I notice she's not being herself. Who can support me?

The Bridge Youth Service

☎ 03 5831 2390
shepparton@thebridge.org.au

E-Headspace 24/7

(for 12-25 year olds)

☎ 1800 650 890
www.headspace.org.au/eheadspace

Headspace Shepparton

☎ 03 5823 8800

Youth Development Team at Greater Shepparton City Council

☎ 03 5832 9700

Orange Door

(Provides support for children & young people's wellbeing)

☎ 1800 634 245



LGBTIQ+



I identify with the LGBTIQ+ community and would like to know more about what's happening in this space. Where can I find this information?

Social Equity & Safety Coordinator at Greater Shepparton City Council

☎ 03 5832 9700

Diversity Project Shepparton

☎ 03 5831 6157
diversity@vt.uniting.org

qLife

☎ 1800 184 527

Rainbow Door

☎ 1800 184 527
www.rainbowdoor.org.au

GV Pride

www.gvpride.org/contact
facebook.com/gvprideshepparton

 **Community Support**


Notes:



I am looking for community support and development opportunities.

Neighbourhood/Community Houses offer information, resources, support, activities, programs, training, lifelong learning and so much more. Check out your local NH House

Mooroopna Education and Activity Centre

 03 5825 1774

South Shepp Community House-

 03 5821 6172

North Shepp Community and Learning Centre

 03 5821 5770

Murchison

 03 5826 2373

Tatura Community House

 03 5824 1315



Try to be a
Rainbow in someone
else's cloud.

Thank you to all who provide support in our community

Greater Shepparton City Council

90 Welsford Street, Shepparton

Phone: (03) 5832 9700 **Email:** council@shepparton.vic.gov.au

Web: www.greatershepparton.com.au Join the conversation:  



GREATER
SHEPPARTON