

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



I am feeling
overwhelmed.
Who can I talk to?

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




Drug and alcohol support




I know I'm drinking
too much and I'm
finding it hard to
cut down.
Who can
support me?

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



Who can I speak to about support from my kids and family?

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



I'm feeling unsafe at home. Who can I call?

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




My employment situation has changed and my income has reduced. Who can 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



Money is tight at the moment. I'm not sure how I'll put food on the table for my family. Is there any support available?

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 000

GV Cares


gvcare@gslp.com.au

Shepparton Family & Financial Services

 03 5831 7755

Salvocare 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



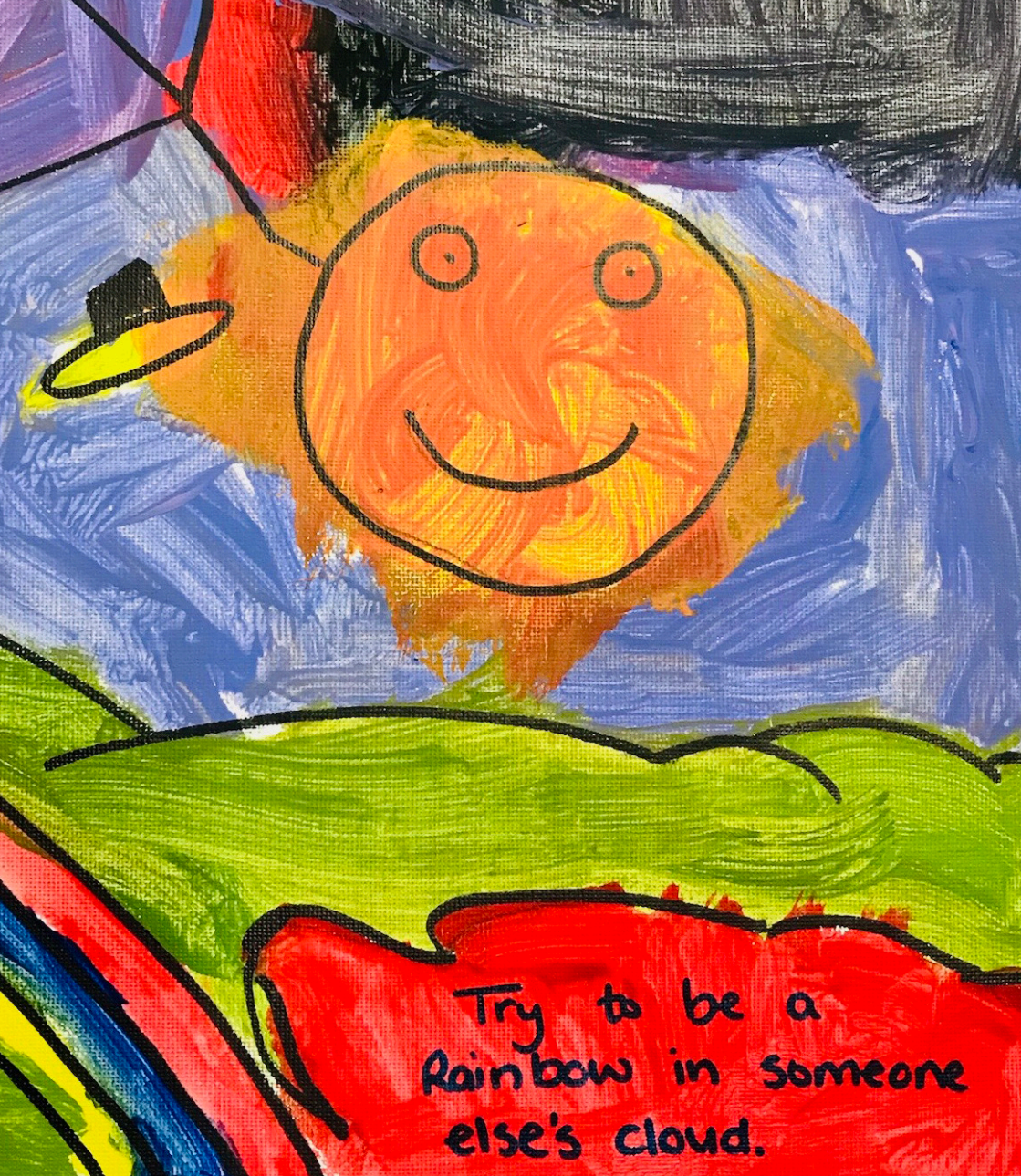
1800 184 527

Rainbow Door



1800 184 527

www.rainbowdoor.org.au



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

Thank you to all who provide support in our community

Greater Shepparton City Council

90Welsford Street, Shepparton

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

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



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