

COVID 19 Community and Welfare Relief Service Providers

Version 2– 20 April 2020

The service providers listed in this resource have indicated that they are available to provide support and relief services during the current Covid-19 crisis. The information contained below is accurate as at the date of publishing, but may change without notice.

Due to changing circumstances, and in the interests of staff and volunteer safety, it is strongly recommended that you call providers regarding available services.

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Knox City Council has produced this document to assist the community in obtaining assistance during the COVID-19 crisis. We have endeavored to ensure that the information contained in this resource is correct. If any information needs to be updated or removed, please let us know.

Contact:

Community Partnerships Team

Knox City Council

PH: 9298 8225 or 9298 8530

communitytraining@knox.vic.gov.au

Help Stop the Spread of COVID-19.

Coronavirus
(COVID-19)

SIMPLE STEPS TO HELP STOP THE SPREAD.

Cough or sneeze into your arm



Use a tissue



Bin the tissue



Wash your hands





TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about **Coronavirus (COVID-19)** visit health.gov.au



Authorised by the Australian Government, Canberra.

Coronavirus
(COVID-19)

COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU
Fever 	Symptoms range from mild to severe Common	Gradual onset of symptoms Rare	Abrupt onset of symptoms Common
Cough 	Common	Common	Common
Sore Throat 	Sometimes	Common	Common
Shortness of Breath 	Sometimes	No	No
Fatigue 	Sometimes	Sometimes	Common
Aches & Pains 	Sometimes	No	Common
Headaches 	Sometimes	Common	Common
Runny or Stuffy Nose 	Sometimes	Common	Sometimes
Diarrhea 	Rare	No	Sometimes, especially for children
Sneezing 	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.



TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

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Food Relief Services

Emergency Relief Packages

Victorians in mandatory self-isolation due to coronavirus (COVID-19) with no access to food and essential supplies can apply to receive emergency relief packages by calling Victoria's dedicated **coronavirus hotline**. Food packages will include items such as long-life milk, pasta, cereal, canned vegetables and sugar. Personal care packages will also be distributed to eligible households and include soap, toothpaste and deodorant. Additional items may also be provided depending on the needs of the household, such as nappies or baby formula. **Coronavirus hotline 1800 675 398**.

Please also contact your local supermarkets and chemist to see if you are eligible for home delivery.

Knox Infolink, Boronia

Can assist with emergency food parcels, toiletries, Myki cards, phone cards, vouchers for emergency prescriptions and referrals to other agencies.

PH: 9761 1325

www.knoxinfolink.org.au

ADRA Adventist Development & Relief Agency – Ferntree Gully, Rowville and Lysterfield

Food provisions, takeaway meals, essential care packages and home delivery. Offering a home delivery food relief service for the essential care package for people living in poverty or distressed circumstances.

PH: 1800 242 372

adra.info@adra.org.au

Boronia Community Church of Christ, Boronia

Takeaway meals. 1st and 3rd Monday of the month. Pick up 12pm – 12.30pm.

PH: 9762 1277

Boronia Uniting Church

Provide a Foodbank. Contact directly for more details.

PH: 9762 6732

CHAMPION (Temple Society Australia), Bayswater

Food relief, advice and advisory services

PH: 0433 335 815 or email careworker@templesociety.org.au

<https://www.facebook.com/templesociety.org.au>

templesociety.org.au/champion.html

City Life Community Care, Wantirna South

Can assist with food parcels (pick up or home delivery), frozen meals, fresh produce, personal items, food vouchers (e-vouchers and physical vouchers), MyKi cards, prescription assistance, counselling services (remotely and face-to-face), financial assistance by application. Phone for assistance.

PH: 9871 8900

<https://www.citylife.care/community-support/>

Foothills Community Care, Ferntree Gully

Providing takeaway community meals, fresh food parcels and basic toiletries on Wednesday evening in Ferntree Gully. Can also home deliver meals to isolated and vulnerable people in Knox through the Community Casseroles program (book online).

PH: 8711 8677 <https://www.foothillscare.org.au/>

HOPE City Mission Inc, Croydon

This service provides quality food (fruit, vegetables, pantry and perishable, bread), hygiene and material aid (seasonal) and advocacy and financial literacy workshops for those experiencing financial hardship.

During Covid-19 the assessments are conducted online or over the phone and food is distributed through a drive through service.

PH: 1800 865 299

<https://www.hopecitymission.com/>

Restore Community Care, Rowville

Short-term emergency food relief. Care Hours Monday, Wednesday & Thursday: 11am – 2.30pm, by appointment only.

PH: 8736 7053

www.restorecommunitycare.org

Salvation Army, Boronia

Providing Emergency Relief. Please contact directly for more details.

PH: 9762 7604

Salvation Army, Ferntree Gully

Food program. Contact directly for more details.

PH: 9752 2682

St Paul's Anglican, Boronia

Can provide takeaway meals on Thursday evenings at 6.30pm. Contact directly for more details.

PH: 9761 1797

Wellington Care Centre, Rowville

Emergency Food Relief, Tuesdays from 10.30am to 12pm. Counselling Services also available.

PH: 9764 3738

www.wellingtoncarecentre.com.au/emergency-relief/

Financial Support Services

EACH – Financial counselling

Financial counselling for people affected by financial hardship living in the local government areas of Knox, Maroondah and Yarra Ranges. Telephone consultations only.

PH: 1300 003 224

www.each.com.au

Centrelink – Boronia Service Centre

3 William Street, Boronia

my.gov.au/help

Centrelink – Rowville Service Centre

5 Fulham Road, Rowville,

my.gov.au/help

Housing Support Services

Uniting Harrison – Open Door Program

An entry point for homelessness support programs in Knox that support young people, adults, families and couples who are homeless or at risk of homelessness, to access, establish and maintain long-term housing. To arrange an appointment **PH: 9051 3000 or 1800 825 955** for an over the phone assessment before attending the sub office at Knox Infolink, Boronia.

Knox City Council - Housing Support

This service helps eligible Knox residents aged 55 years or older who are homeless or at risk of homelessness. Provides support, advice, advocacy, referrals and assistance for public housing.

PH: 9298 8303 or 0478 317 910 for an over the phone assessment.

Family Violence Support Services

Eastern Domestic Violence Service

Family violence service for women and their children who are currently living with or experiencing family violence.

PH: 9259 4200 (9am-8pm) or 1800 015 188

www.edvos.org.au

1800 Respect

Confidential information, counselling and support service. Open 24 hours to support people impacted by sexual assault, domestic or family violence.

PH: 1800 737 732

www.1800respect.org.au

Men's Referral Service

Support for men who use violence against family members.

PH: 1300 766 491

Seniors Rights Victoria

Provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.

PH: 1300 368 821

Mental Health Support Services

Crisis Contact details – if you are in immediate danger call 000

Lifeline – 24 hour crisis support and suicide prevention services.

PH: 13 11 14

Mental Health Support Services continued

Beyond Blue – Provides information and support to help people achieve their best possible mental health, whatever their age and wherever they live.

PH: 1300 224 636

<https://www.beyondblue.org.au/home>

EACH – Generalist Counselling

Prompt counselling, support and advocacy for Knox residents.

PH: 1300 003 224

www.each.com.au

Headspace Knox

Confidential and free mental health support, health advice, and general information for young people aged 12-25.

PH: 9801 6088

<https://headspace.org.au/>

Outer East Phone Chat

In response to COVID-19, you might be at home by yourself or with a house full of people. It can be nice to have someone else to have a chat with. Call toll free Monday to Friday 10am – 1pm & Monday to Thursday 5pm -9pm.

PH: 1800 984 825

MensLine Australia

Phone and online counselling for men.

PH: 1300 789 978 (24 hours)

Kids Helpline

Private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

PH: 1800 551 800

Relationships Australia

A range of services to support children, young people and families.

PH: 1300 364 277

<https://www.relationshipsvictoria.com.au/services/>

Active Ageing Support Services

Bright Ideas Network

A voice for over 55s in Knox. They work on events, project and issues that are important. Receive our monthly newsletter and find out What's On in Knox.

P: 9H298 8828

Email: linda.keenahan@knox.vic.gov.au or

Drug and Alcohol Support Services

EACH - Drug and Alcohol Counselling

Provides individual counselling for alcohol and drug dependence, as well as education and secondary consultation.

PH: 1300 00 3224

<https://www.each.com.au/service/drug-and-alcohol-counselling/>

Legal Support Services

Eastern Community Legal Centre

Free legal advice and support. Assistance with legal matters including Family Violence, Family Law, Elder Abuse, Debt Matters, Criminal Matters, Fines and Infringements

PH: 9762 6235

Victorian Legal Aid

Free information and help about the law.

PH: 1300 792 387

Aboriginal and Torres Strait Islander Support Services

Mullum Mullum Indigenous Gathering Place

A range of programs and services for Aboriginal and Torres Strait Islander community members living in the Eastern Metropolitan Region of Melbourne.

PH: 9725 2166

Boorndawan Willam Aboriginal Healing Service

A range of services and programs for Aboriginal individuals and families who are experiencing, or at risk of experiencing family violence or use violence.

PH: 9212 0200.



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Wantirna South, VIC 3152
knox.vic.gov.au


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E knoxcc@knox.vic.gov.au

 [knoxccouncil](https://www.facebook.com/knoxccouncil)

 [knoxcc](https://twitter.com/knoxcc)

 [knoxccouncil](https://www.instagram.com/knoxccouncil)

 Interpreter
131 450

National Relay Service
133 677

Knox City Council acknowledges the traditional custodians of the city of Knox, the Wurundjeri and Bunurong people of the Kulin Nation.