

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

1134 Glenhuntly Rd, Glenhuntly

Ph: 9571 7644

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.

Last 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 Brimbank area. Food parcels

WARRANTDYTE Community Centre

168-178 Yarra Street, Warrandyte

Ph: 9844 4503

Mon-Thur 10am-4pm; Fri 10am-1pm

Referral service only (see below)

WARRANTDYTE 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