

# IMPORTANT COMMUNITY CONTACTS



**Help is available.** There are a variety of services available in our community to help you and your family manage during this challenging time.

## COUNCIL SERVICES

✉ mail@gleneira.vic.gov.au

🌐 www.gleneira.vic.gov.au

📞 Glen Eira COVID-19 Hotline: 9524 3733

Council has set up a dedicated, local hotline for information, advice and support about COVID-19. The Hotline is available Monday to Friday from 8am to 5.30pm and until 7.15pm on Tuesdays.

## GOVERNMENT UPDATES

### Mobile App



Download the 'Coronavirus Australia' government app in the [Apple App Store](#) or [Google Play](#)

🌐 www.dhhs.vic.gov.au/coronavirus

## FINANCIAL HELP

### Australian Taxation Office

📞 13 28 65 🌐 www.ato.gov.au

### Centrelink

🌐 www.servicesaustralia.gov.au

### Money Smart

📞 1300 300 630 🌐 www.moneysmart.gov.au

### National Debt Help Line

🌐 www.ndh.org.au

### CIS Glen Eira

📞 9571 7644, Monday to Friday, 10am–2pm

✉ communityinfo@cige.org.au

🌐 www.cisvic.org.au/getting-help/cis-glen-eira

### Peninsula Community Legal Centre

📞 9783 3600 or 1800 064 784 ✉ pclc@pclc.org.au

🌐 https://pclc.org.au/

### Jewish Care

📞 8517 5777 ✉ info@jewishcare.org.au

🌐 www.jewishcare.org.au

## HEALTH SERVICES

**Emergency number** 📞 000 Police. Fire. Ambulance

**Coronavirus Hotline** 📞 1800 675 398

**Nurse on Call** 📞 1300 606 024 (24 hours)

## FAMILY WELLBEING SERVICES

### Maternal and Child

#### Health Advisory Line

📞 13 22 29 (24 hours)

🌐 MCH App

Free from app stores for child health tips and advice on your phone.

### 1800RESPECT

📞 1800 737 732

National sexual assault, domestic family violence counselling service.

### Kids Helpline

📞 1800 551 800 (24 hours)

Free phone and online counselling for kids, teens, young adults, parents and carers.

### DirectLine

📞 1800 888 236 (24 Hours)

Alcohol and drug counselling and referral.

### Lifeline

📞 13 11 14 (24 hours)

Crisis support and suicide prevention.

### Elder Abuse Helpline

📞 1300 368 821

### Parentline

📞 13 22 89 (8am–midnight)

Counselling and support for parents and carers every

day of the year, including public holidays.

### Beyond Blue Support Service

📞 1300 22 4636

Mental health support services.

### Headspace

📞 1800 650 890

Youth mental health service for 12 to 25 year olds.

### Suicide Support Line

📞 1300 651 251

### MensLine Australia

📞 1300 789 978

Telephone and online counselling service for men.

### Switchboard Victoria

📞 1800 184 527

Telephone and web counselling, information, and referral service for LGBTIQ+ community. The support line is open 3pm to 12am, seven days a week.

### Orange Door Bayside

📞 1800 319 353

Family violence support services.

## EMERGENCY RELIEF AND SUPPORT

### Victorian Government Emergency Relief

📞 1800 657 398

🌐 [www.dhhs.vic.gov.au/victorin-public-coronavirus-disease-covid-19#emergency-relief-packages](http://www.dhhs.vic.gov.au/victorin-public-coronavirus-disease-covid-19#emergency-relief-packages)

### CIS Glen Eira

📞 9571 7644 Monday to Friday, 10am–2pm

✉️ [communityinfo@cige.org.au](mailto:communityinfo@cige.org.au)

🌐 [www.cisvic.org.au/getting-help/cis-glen-eira](http://www.cisvic.org.au/getting-help/cis-glen-eira)

### Tony's Café (St Anthony's Parish)

St Anthony's Hall

Corner Grange and Neerim Roads, Glen Huntly

📞 0432 087 494

Food parcels and hot take away meals

Tuesdays, 12.30pm–1.30pm and Thursdays, 3pm–5pm.

### Salvation Army (Bentleigh)

87 Robert Street, Bentleigh

📞 9557 2644

🌐 [www.salvationarmy.org.au/bentleigh](http://www.salvationarmy.org.au/bentleigh)

Grocery market day on Thursdays, 10am–12pm.

### Pekelach Inc.

605 Glen Huntly Road, Elsternwick

📞 0468 330 613

✉️ [pekelachmelbourne@gmail.com](mailto:pekelachmelbourne@gmail.com)

🌐 [www.facebook.com/pekelach](http://www.facebook.com/pekelach)

Food and material aid; counselling and support.

### Open Hands (Church of Christ)

40 Toolambool Road, Carnegie

📞 9572 2550

Grocery items and food parcels.

### St Vincents de Paul Society

📞 Welfare Assistance Line: 1800 305 330

Monday–Friday, 10am–3pm

### Glen Eira City Council Delivered Meals

If you're over the age of 65 contact *My Aged Care*.

📞 1800 200 422

🌐 [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Meals delivered to vulnerable people at a low-cost.

Delivered Monday to Friday before 10am.

If you're under the age of 65, contact

Glen Eira City Council.

📞 9524 3333

🌐 [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

### Compass Community Care

📞 0402 718 838

🌐 [www.compasscommunitycare.org.au](http://www.compasscommunitycare.org.au)

Provides precooked frozen meals, food vouchers and pantry items on request.

## CRISIS HOUSING

### Crisis After Hours 📞 1800 825 955

During business hours this number will direct the appropriate housing service (determined by location)

### Launch Housing St Kilda

122 Chapel Street, St Kilda

📞 1800 048 325 (Monday to Friday, 9am to 5pm)

🌐 [www.launchhousing.org.au](http://www.launchhousing.org.au)

### Launch Housing Cheltenham

Level 1/11 Chesterville Road, Cheltenham

📞 9556 5777 (Monday to Friday, 9am to 5pm)

🌐 [www.launchhousing.org.au](http://www.launchhousing.org.au)

### Salvation Army Crisis Service

29 Grey Street, St Kilda

📞 9536 7777 (Monday to Friday, 9am to 11pm)

🌐 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

## AT RISK OF HOMELESSNESS

If you, or someone you know, is at risk of losing their current tenancy, the *Private Rental Assistance Program (PRAP)* has funding which can support at-risk households to sustain affordable and appropriate housing in the private rental market. *PRAP* funding can be applied for through Launch Housing.

Launch Housing 📞 9556 5775.

## USEFUL CONTACTS

### Carers Victoria

📞 1800 514 845

🌐 [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

Provides advice or assistance to carers.

### Disability Information Helpline

📞 1800 643 787 (Monday to Friday, 8am–8pm, Saturday to Sunday, 9am–7pm.) Not available public holidays.

### Connect Health and Community

📞 9575 5333 (Monday to Friday, 8.30am–5pm).

🌐 <https://connecthealth.org.au/about-us/coronavirus-covid-19-update/>

Individual transport: For medical appointments only.

### FriendLine

📞 1800 424 287 9 (Tuesday to Thursday, 6pm–8pm and Saturday and Sunday, 2pm–5pm).

🌐 <http://www.friendline.org.au/>

The online chat service is open Tuesday to Thursday, 1pm–4pm. FriendLine is for anyone who needs to reconnect or just wants a chat.