

Relief and Recovery: Community Services Directory

Last updated: August 2022



BOROONDARA
City of Harmony

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Disclaimer: while every effort has been made to ensure the accuracy of this information, it may change without notice given the rapidly evolving situation. It is recommended that you contact organisations directly to confirm their current service provision, to make appointments and understand their processes for social distancing. Please contact the hotline for further information about the services in this directory.

Overview

The Social, Health and Community relief and recovery effort is focused on accommodation, ageing and disability support, animal welfare, meals, food and material aid, community development, counselling/personal support, financial assistance, volunteers, and donations.

Council has existing relationships with key service providers and community organisations that are well placed to provide emergency relief and services during this time. We have been in contact with these organisations to find out what services they are providing and if they need support with volunteers.

While every effort has been made to ensure the accuracy of this information, it may change without notice given the rapidly evolving situation. It is recommended that you contact organisations directly to confirm their current service provision, to make appointments and understand their processes for social distancing.

Coronavirus (COVID-19) hotline

Council continues to operate a dedicated hotline and referral service to help our residents who need it most during this challenging time. You can find out more about this hotline on our [Coronavirus \(COVID-19\) page](#).

Our priority is to help seniors, people living with a disability, people living alone who may be unable to leave the house and vulnerable people. You can contact the hotline for further information about the services in this directory.

COVID-19 Vaccine Clinic Finder

Everyone aged 5 years and over can now book an appointment for a COVID-19 vaccine.

Learn more about COVID-19 vaccines and where you can get vaccinated using the COVID-19 Vaccine Clinic Finder on the [Australian Department of Health and Aged Care website](#).

Accommodation and homelessness

For people who have housing but are concerned about rent payments, evictions and mortgage payments, the advice is to contact their agent, landlord, financial institution, or Tenants Victoria to discuss their situation.

Service	Support	Contact
Camcare	<p>Provides a range of counselling, food relief, material aid. Open for walk-ins</p> <p>Monday to Friday, 10 am to 2 pm</p>	<p>Camcare website</p> <p>Address: 51 St Johns Avenue, Camberwell</p> <p>Phone: (03) 9831 1900 (ask for the Intake and Assessment Worker)</p>
Eastern Metro Salvation Army Homelessness Service	<p>Provides assistance for people currently homeless or at risk of homelessness including:</p> <ul style="list-style-type: none"> • access to emergency accommodation • support and referral • help for rent arrears and rent in advance 	<p>Salvation Army website</p> <p>Phone: (03) 9853 5680 from Monday to Friday, 9 am to 5 pm or call the state-wide 24/7 homelessness help line on 1800 825 955</p> <p>Calls to the 1800 number during business hours will be put through to Eastern Metro Salvation Army Homelessness Service, Nunawading.</p> <p>After hours calls will go to Kilda Crisis Service.</p> <p>Note: phone contact preferred.</p> <p>Address: 353 Whitehorse Road, Nunawading.</p> <p>On site worker available at Camcare, 51 St Johns Avenue in Camberwell on Mondays, Thursdays, and Fridays.</p>

Aged Services

Access to service is through My Aged Care, call [1800 200 422](tel:1800200422). My Aged Care will provide information and referral to the appropriate aged care provider or arrange an assessment for services. Visit the [My Aged Care website](#) to apply for an assessment.

Animal Welfare

Service	Support	Contact
Veterinary treatment	Many local vets are providing telemedicine.	Contact your usual vet in the first instance.
Pet Boarding	If in need of alternate care for animals, there are temporary pet boarding facilities. Some will provide drop off and collection services.	Contact your nearest facility.
Camcare	Receiving donations of pet food (canned and dry food only).	Address: 51 St Johns Avenue, Camberwell Phone: (03) 9831 1900
Balwyn Evergreen Centre	Runs a dog walking program.	Address: 45 Talbot Avenue, Balwyn Phone: (03) 9836 9681

CALD information about COVID-19

You can find out multicultural information about COVID-19 on the [Department of Health and Human Services website](#).

Disability

Those over the age of 65 can contact My Aged Care for support on [1800 200 422](tel:1800200422).

For those under the age of 65, who are not registered or eligible for the National Disability Insurance Scheme (NDIS), disability services are available through the HACC-PYP (Home and Community Care Program for Younger People). Call MECWA Care for access by emailing intake@mecwacare.org.au or calling [\(03\) 8573 4999](tel:0385734999).

Meals, food relief and material aid

Service	Support	Contact
Supermarkets	Local supermarkets have a range of delivery and priority services	Contact your nearest supermarket.
Meals on Wheels (BASScare)	Available for people aged over 65, at a low cost over 6 weeks.	Phone: (03) 9880 4703 BASScare website
MECWACare	If aged under 65 living with a disability, contact MEWCACare to access HACC-PYP services (shopping support).	MECWACare website Phone: 1800 163 292 Email: intake@mecwacare.org.au
Boroondara Community Outreach	Provides take away meals and emergency relief products such as non-perishable groceries and toiletries. Mondays and Thursdays, 11 am to 2 pm	Boroondara Community Outreach website Address: Uniting Church Hall, 23 Highbury Grove, Kew Phone: 0409 019 269
The Salvation Army Camberwell	Provides emergency relief products such as non-perishable groceries and toiletries by appointment only. Serves hot lunches and take away meals, Fridays at 12 pm (noon) and Saturdays at 1 pm.	Salvation Army website Address: 460 Riversdale Rd, Hawthorn East (temporary location until December 2022). Phone: (03) 9518 2100 Please call to arrange an appointment for emergency relief.

Service	Support	Contact
Kew Neighbourhood Learning Centre	Provides take away meals and delivery service.	Kew Neighbourhood Learning Centre website Phone: (03) 9853 3126 Email: admin@knlc.org.au
Camcare	Provides distribution of food parcels for registered clients on Thursdays and walk ins from Monday to Friday, 10 am to 2 pm.	Camcare website Address: 51 St John Ave, Camberwell Phone: (03) 9831 1900
Prescriptions	Ability for medicines to be posted free of charge through local pharmacies and Australian Post. Speak to your local pharmacy to see if they are registered.	Auspost website

Neighbourhood houses and community centres

There are 11 neighbourhood houses and community centres in Boroondara offering a range of free or low-cost programs to suit all ages and abilities, including workshops and events, arts and crafts programs during school holidays, fitness programs, English language classes and much more.

Contact your local neighbourhood house or community centre to find out more about the activities and courses on offer. You can find their contact details on our [Neighbourhood houses and community centres page](#). Organisations accepting donations

Local community organisations accepting donated non-perishable food and material aid are listed below.

Service	Details	Contact
The Salvation Army in Camberwell	Camberwell Salvo Store opens from Monday to Friday from 9 am to 5:30 pm, and Saturdays from 9 am to 5 pm.	Salvos stores website Phone: (03) 9889 2468 Address: 529 Riversdale Rd, Camberwell
Camcare	Call ahead or drop off donations between 10am and 2pm, Monday to Friday. Items accepted: cereal, pasta, pasta sauce, canned soup, tinned vegetables, noodles, rice, long life milk, biscuits, spreads, coffee, tea and pet food.	Camcare website Address: 51 St Johns Avenue, Camberwell Phone: (03) 9831 1900
Boroondara Community Outreach	For donations of food, non-perishable groceries and toiletries donations please call ahead.	Boroondara Community Outreach website Phone: 0409 019 269
The Spare Chair Café at Kew Neighbourhood Learning Centre	Provides free meals to vulnerable community members in need. Community members can 'pay it forward' by purchasing a meal or coffee for someone in need.	Address: 2-12 Derby Street, Kew Phone: (03) 9853 3126

Personal support and counselling

Service	Support	Contact
Camcare	Provides counselling services and immediate support over the phone call.	Camcare website Phone: (03) 9831 1900
Access Health and Community	Provides a wide range of general health services by appointment.	Access Health and Community website Phone: (03) 9810 3000 Email: info@accesshc.org.au
The Orange Door in Inner Eastern Melbourne	Free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children. Open: Mondays to Fridays, 9 am to 5 pm.	Orange Door website Address: 30-32 Prospect St, Box Hill Phone: 1800 354 322 Email: IEMA@orangedoor.vic.gov.au
The Salvation Army Camberwell	Money care, financial counselling: Mondays 10 am to 5 pm Case Work Support: Mondays and Fridays, 10 am to 2 pm.	Phone: (03) 9889 2468

Volunteering

The Boroondara Volunteer Resource Centre (BVRC) promotes volunteering opportunities on behalf of community organisations who are seeking volunteers. To find roles matched to skills, interests and availability, visit our [Volunteer opportunities page](#) or contact the BVRC by emailing bvrc@boroondara.vic.gov.au or calling [\(03\) 9278 4550](tel:(03)92784550).

Another way to help is to consider reaching out to neighbours - dropping a note in letterboxes offering to help is one way to do this.

National helplines

Service	Support	Contact
Beyond Blue	Provides immediate support with a trained mental health professional.	Beyond Blue website Phone: 1300 224 636
Lifeline	Provides all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.	Lifeline website Phone: 13 11 14
Suicide Call Back Service	Provides professional 24/7 telephone and online counselling to people who are affected by suicide.	Suicide call back service website Phone: 1300 659 467
1800RESPECT	Confidential information, counselling and support service open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse.	1800respect website Phone: 1800 737 732
Carers Victoria	Provides short-term counselling and emotional and psychological support services for carers and their families in in Victoria and is also available in each state and territory.	Carers Victoria website Phone: 1800 514 845

Service	Support	Contact
Multilingual Older Persons COVID-19 Support Line	Provides older people from CALD backgrounds with information in their own language about COVID-19 and supports them to connect with aged care services.	Phone numbers: 1800 549 844 – Italian 1800 549 845 – Greek 1800 549 846 – Vietnamese 1800 549 847 – Mandarin 1800 549 848 – Cantonese 1800 549 849 – Arabic
Kids Helpline	A free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.	Kids helpline website Phone: 1800 551 800
MensLine Australia	A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.	Phone: 1300 789 978
MindSpot Clinic	An online and telephone clinic providing free assessment and treatment services for Australian adults with anxiety or depression.	Mindspot website Phone: 1800 614 434

Other community organisations

Service	Support	Contact
Relationships Australia	A provider of relationship support services for individuals, families and communities.	Relationships Victoria website Phone: (03) 9261 8700 Address: Kew Centre, 46 Princess Street, Kew

Service	Support	Contact
SANE Australia	Information about mental illness, treatments, where to go for support and help carers.	SANE website Phone: 1800 187 263
National Aboriginal Community Controlled Health Organisation	Aboriginal Community Controlled Health Services and Aboriginal Medical Services in each state and territory.	NACCHO website
Embrace Multicultural Mental Health	A national platform for multicultural communities and Australian mental health services to access resources, services and information in a culturally accessible format.	Embrace Mental Health website
QLife	QLife is a counselling and referral service for LGBTI people. Operates between 3 pm to 12 am.	QLife website Phone: 1800 184 527

Coronavirus support hotline

We continue to operate a dedicated hotline to help our residents who need it most during this challenging time.

Our priority is to help seniors, people living with a disability, or people living alone who may need to self-isolate or quarantine. Our support team can arrange local emergency relief support or refer people to partner organisations and agencies who can help.

If you need help, call us on [\(03\) 9278 4444](tel:0392784444) and press 6 to speak to a member of our support team between 8:30 am and 5:15 pm. You can also email covidsupport@boroondara.vic.gov.au for support.

We will continue to assess and adjust our relief services to meet the needs of our community as the pandemic progresses.

If you think you have coronavirus (COVID-19) and you have tested positive to a Rapid Antigen test then report your result to the Coronavirus Hotline on [1800 675 398](tel:1800675398) or fill out the online form on the [Victorian Department of Health website](#).

For the latest information and advice on the COVID-19 Vaccine, please go to the [Victorian Coronavirus website](#).