


























CISVic Member Services Emergency Relief Directory



















October 2018





















































AGENCY OPER OPENING HOURS	REFERRAL DETAILS	POSTCODES SERVICED	EMERGENCY RELIEF SERVICES											OTHER SERVICES					
			CHRISTMAS HAMPERS	EDUCATION COST	FRESH FOOD PROGRAM	FOOD PARCELS	FOOD VOUCHERS	MATERIAL GOODS	MEALS PROGRAM	PETROL VOUCHER	PRESCRIPTION COSTS	TELSTRA VOUCHERS	TRAVEL CARDS	UTILITY BILLS	TAX HELP	CASE WORK	NILS	FINANCIAL COUNSELLING	BUDGETTING
Altona North Laverton Community Integrated Services Walker Close Community Centre 180 Millers Rd Altona North Ph.93188 0521 10am-1pm (Tue & Wed)	Centrelink Card, drivers licence or other proof of address Drop in only	3028 3025 3018 3015 3016		✓												✓			✓
Altona Laverton Community Integrated Services St Eanswythe's Church 7 Bent St Altona 10am – 1.00pm (Friday)	Centrelink Card, drivers licence or other proof of address Referral from other Social Services Drop in only.	3028 3025 3018														✓			✓

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			CHRISTMAS HAMPERS	EDUCATION COST	FRESH FOOD PROGRAM	FOOD PARCELS	FOOD VOUCHERS	MATERIAL GOODS	MEALS PROGRAM	PETROL VOUCHER	PRESCRIPTION COSTS	TELSTRA VOUCHERS	TRAVEL CARDS	UTILITY BILLS	TAX HELP	CASE WORK	NILS	FINANCIAL COUNSELLING	BUDGETTING
Ashburton Camcare Inc – Ashburton 4 Y St Ashburton 3147 Ph.9831-1900 1pm-4.30pm (Mon & Tues)	Proof of residence in Boroondara: Centrelink Card, Centrelink referral form, Centrelink income statement, Current Phone or utility bill, lease agreement or rent receipt. Letter from Department of Immigration/Red cross/Asylum seeker Resource Centre. Appointment only.	3101 3102 3103 3104 3122 3123 3124 3126 3127-Shared with City of Whitehorse 3146-Shared with city of Stonnington 3147-Shared with City of Monash													✓	✓			✓
Bendigo Bendigo Family and Financial Services Inc 8 Myers Street Bendigo 3550 Ph.5441-5277 9am-4pm (Mon-Fri)	Some form of ID is required. Appointment and Drop In	3550 3551 3555 3515 3516 3517 3518 3575 3523 3465 3450 3451 3453														✓	✓	✓	✓

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			CHRISTMAS HAMPERS	EDUCATION COST	FRESH FOOD PROGRAM	FOOD PARCELS	FOOD VOUCHERS	MATERIAL GOODS	MEALS PROGRAM	PETROL VOUCHER	PRESCRIPTION COSTS	TELSTRA VOUCHERS	TRAVEL CARDS	UTILITY BILLS	TAX HELP	CASE WORK	NILS	FINANCIAL COUNSELLING
Bendigo The Gianna Centre Inc Shop 7, Victoria Lane Bendigo 3550 Ph.5442-4644 9.30am – 12.30pm(Mon) 9.30am – 12pm (Tue) 9.30am – 2pm (Wed) 9.30am – 12.30pm (Thur)	Appointment and drop in	3550 3551 3555 3515 3516 3517 3518 3575 3523 3465 3450 3451 3453 and surrounding areas.				✓									✓			
Boronia Knox Infolink Inc 136 Boronia Road Boronia 3155 Ph.9761-1325 10am-3pm (Mon-Fri)	Centrelink Card Appointment and drop in	3153 3155 3156 3180 3156 3178 3179 3154 3152												✓	✓	✓		
























AGENCY ER OPENING HOURS	REFERRAL DETAILS	POSTCODES SERVICED	EMERGENCY RELIEF SERVICES											OTHER SERVICES				
			CHRISTMAS HAMPERS	EDUCATION COST	FRESH FOOD PROGRAM	FOOD PARCELS	FOOD VOUCHERS	MATERIAL GOODS	MEALS PROGRAM	PETROL VOUCHER	PRESCRIPTION COSTS	TELSTRA VOUCHERS	TRAVEL CARDS	UTILITY BILLS	TAX HELP	CASE WORK	NILS	FINANCIAL COUNSELLING
Box Hill Box Hill Community Information & Support Inc Suite 1, Town Hall, Hub 27 Bank Street Box Hill 3128 Ph. 9285-4801 11am-3pm (Mon & Fri) 9.30am-12.30pm (Wed)	Centrelink Card or referral from Centrelink or ER provider Drop in Only	3127 3128 (part of) 3129 3130 (part of) 3131 (part of) 3132																
Camberwell Camcare Inc – Camberwell 51 St Johns Avenue Camberwell 3124 Ph.9831-1900 9am-4.30pm (Mon-Fri)	Proof of residence in Boroondara: Centrelink Card, Centrelink referral form, Centrelink income statement, Current Phone or utility bill, lease agreement or rent receipt. Letter from Department of Immigration/Red cross/Asylum seeker Resource Centre. Open for drop in or by appointment as well	3101 3102 3103 3104 3122 3123 3124 3126 3127 (part of) 3146 (part of) 3147 (part of)												✓	✓			✓



















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			CHRISTMAS HAMPERS	EDUCATION COST	FRESH FOOD PROGRAM	FOOD PARCELS	FOOD VOUCHERS	MATERIAL GOODS	MEALS PROGRAM	PETROL VOUCHER	PRESCRIPTION COSTS	TELSTRA VOUCHERS	TRAVEL CARDS	UTILITY BILLS	TAX HELP	CASE WORK	NILS	FINANCIAL COUNSELLING	BUDGETTING
Chelsea Chelsea Community Support Services Inc 1A Chelsea Road Chelsea 3196 Ph. 9772-8939 9.30am-3.30pm (Mon-Fri)	Centrelink Card proof of address Drop in only	3195 3196 3197													✓	✓	✓		
Coburg Coburg Community Information Centre Inc 512 Sydney Road Coburg 3058 Ph.9350-3737 10am-1.15pm (Mon, Tue, Thurs)	Centrelink Card Asylum seekers need ID and proof of address Appointment	3043 3044 3046 3055 3056 3057 3058 3060														✓			
Cobram Cobram Support and Information Service Inc 18 Pine St Cobram 3644 Ph. 5871-1085 10am-2pm (Tue, Wed, Thurs)	Centrelink Card or photo ID Drop in only.	3644 2713 2712 3649 3641 3636 3638 3730 3728																	






















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Cranbourne Cranbourne Information & Support Service Inc 156 Sladen Street Cranbourne 3977 Ph.5996-3333 9.30-4pm (Mon-Fri)	ID required with name and local address Appointment and drop in.	3975 3976 3977 (excluding Skye) 3978 3980 3912													✓	✓	✓	✓	✓
Croydon Maroondah Community Assist – Croydon 214 Mt Dandenong Road Croydon 3136 Ph.9725-7920 9.30 – 1pm (Mon-Fri)	Centrelink Card or Photo ID Drop in only.	3134 3135 3136 3137 (part of) 3153 (part of)													✓			✓	✓
Dandenong South East Community Links Inc - 186 Foster St East Dandenong 3175 Ph.9791 8344 9am – 4.30pm (Mon – Fri)	Centrelink or agency referral required. Centrelink Card Appointment only.	3173 3175													✓	✓	✓	✓	✓





























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Dingley Make a difference DINGLEY VILLAGE INC 31b Marcus Road Dingley Village 3172 Ph.9551-1799 9am-3pm (Mon - Thur)	Centrelink Card, Immigration Letter, referral from other agencies Drop in only.	3167 3189 3194 3190 3202 3171 3172 3173 3174 3175 3195 3196 3197 3192 3196																	
Doncaster Doncare Community Services Suite 4, Level 1 687 Doncaster Road Doncaster 3108 Ph.9856-1500 9am-5pm (Mon-Thurs) 9am-4pm (Fri)	Centrelink Card, proof of current address. Appointment and drop in	3105 3106 3107 3108 3109 3111 3113 3114 3115																	













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East Burwood Uniting East Burwood 220 Burwood Highway East Burwood 3151 Ph.9803-3400 9.30am-3.45pm (Mon-Fri)	Centrelink Card Drop in only.	3125 3127 (part of) 3128 (part of) 3130 3131 3133 3151														✓	✓		✓
Endeavour Hills Endeavour Ministries Inc 2-6 Hanna Drive Endeavour Hills 3802 Ph.9700-4944 10am-2pm (Mon-Fri)	Centrelink Card, Immigration Letter, referral from other Agencies. Drop in only.	3802														✓			✓
Epping Whittlesea Community Connections Inc Shop 111, Epping Plaza Cnr High & Cooper Streets Epping 3076 Ph.9401-6666 8.30am-5pm (Mon-Fri)	Centrelink Card, photo ID Appointment only. * Agency provides cash cheque to enable the client to determine how it is best spent	3083 3754 3076 3075 3754 3082 3752 3074 3757 3753 3064 3750 3751 3755												✓	✓			✓	












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Epping Countrywide Community Missions Victoria Inc 129 Narina Way Epping 3076 Ph.9408-8299 10am-4pm (Thur)	Photo ID required Appointment only	3085 3064 3088 3089 3756																	
Frankston Community Support Frankston Inc 35 Beach Street Frankston 3199 Ph.9783-7284 9am-4pm (Mon-Wed & Fri) 1pm-4pm (Thurs)	Centrelink Card, proof of identity and address. Appointment and Drop in	3199 3201 3200 3910 3198 3977																	

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			CHRISTMAS HAMPERS	EDUCATION COST	FRESH FOOD PROGRAM	FOOD PARCELS	FOOD VOUCHERS	MATERIAL GOODS	MEALS PROGRAM	PETROL VOUCHER	PRESCRIPTION COSTS	TELSTRA VOUCHERS	TRAVEL CARDS	UTILITY BILLS	TAX HELP	CASE WORK	NILS	FINANCIAL COUNSELLING	BUDGETTING
Glen Huntly Community Information Glen Eira Inc 1134 Glen Huntly Road Glen Huntly 3163 Ph.9571-7644 9.30am-4.00pm (Mon-Fri)	Centrelink card or photo ID Drop in only.	3145 3161 3162 3163 3165 3185 3204 3187 (part of) 3183 (part of)																	
Greensborough Diamond Valley Community Support Inc. Shop 387a, Level 3 Greensborough Plaza, 25 Main Street Greensborough 3088 Ph.9435- 8282 9.30am-4.30pm (Mon-Fri)	Centrelink Card Children must be stated on the Health Care Card. Drop in only.	3083 (part of) 3087 3088 (part of) 3093 3094 3095 (part of)																	
















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Hampton East Bayside Community Information & Support Service 12 Katoomba Street Hampton East 3188 Ph. 9555-9910 9am-5pm (Mon & Thurs) 9am-3pm (Tues) 10am-2pm (Wed & Fri)	Centrelink Card Drop in only	Cover Bayside and parts of Kingston														✓	✓	✓		
Hastings Western Port Community Support 185 High Street Hastings 3915 Ph. 5979-2762 10am-4pm (Mon-Fri)	Centrelink Card or photo ID. Drop in only.	3926 3915 3911 3918 3920 3919 3916 3927 3912 3913 3937													✓	✓				✓






















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Healesville Healesville Interchurch Community Care Incorporated 231 Maroondah Highway Healesville 3777 Ph. 5911 6000 9am-3.30pm (Mon-Fri)	Appointment and drop in	3777 3775 3799 surrounding areas																				
Laverton Laverton Community Integrated Services 95-105 Railway Ave Laverton Ph.8368-0177 10am-3pm (Mon, Wed & Fri)	Centrelink Card, drivers licence or other proof of address Referral from other Social Services Drop in only.	3028																				

















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Lilydale Lilydale Assist Inc PO Box 350 Lilydale 3140 Ph.9735-1311 10am-3pm (Mon-Wed & Fri)	Centrelink Card or drivers licence Self-referral or from another agency. Drop in only.	3116 3770 3766 3137 3138 3140 3793 3765 3767 3796 3788 3795 3139												<input checked="" type="checkbox"/>				
Moonee Ponds Essendon Citizens Advice Bureau Inc 1 Pascoe Vale Rd Moonee Ponds 3039 Ph.9243-1270 10am-3pm (Mon - Fri)	Centrelink Card Appointment Only.	3031 (part of) 3032 (part of) 3033 3034 3039 3040 3041 3042 Residents of Moonee Valley																























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Mentone Mentone Community Assistance & Information Bureau Inc 36 Florence Street Mentone 3194 Ph.9583-2436 10am – 1.30pm (Mon) 10am-3.30pm (Tues, Wed & Fri)	Centrelink Card Drop in Only.	3194 3195 3192 (part of)													✓				✓
Mildura Sunraysia Information & Referral Service Inc 87A Orange St Mildura 3500 Ph.5023-4025 10am-4pm (Mon, Thurs) 10am-1pm (Tues, Wed, Fri)	Appointment letter from Specialist. Appointment Only.	3500 3550 3498 3496 3505 3490 3549 3496																	
















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Mount Waverley Monash Waverley Community Information & Support Inc 47 Miller Crescent Mount Waverley 3149 Ph.9807-9844 9.30am-3.30pm (Mon-Fri)	Centrelink Card and proof of current address Appointment and drop in	3149 3150 3170 3125 (part of) 3147 (part of) 3148 (part of) 3168 (part of)													✓	✓		
Mornington Mornington Community Information & Support Centre Inc 320 Main Street Mornington 3931 Ph.5975-1644 10am-4pm (Mon-Fri)	Centrelink Card, drivers' licences. Appointment for more complex issues Drop in Only.	3930 3931 3933 3934													✓	✓	✓	✓














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Newport Community Information Centre Hobsons Bay Inc 43 Mason Street Newport 3015 Ph:9327-4233 10am-3pm (Tues,Wed,Thurs)	Walk in / Centre link Card	3012 3015 3016 3018 3025 3028													✓				
Narre Warren Casey North Community Information & Support Service Inc Suite 1, 90-92 Victor Crescent Narre Warren 3805 Ph.9705-6699 9.30am-4.30pm (Mon, Tues, Thurs & Fri) 12 midday till late (Wed – by appointment)	ID required for confirmation of address. econfirmation available in office Self-referral Appointment and Drop In	3802 3803 3804 3805 3806 3807 (part of)													✓	✓	✓	✓	✓













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Noble Park South East Community Links Inc – Youth Links 49 Douglas St Noble Park 3174 Ph.9547 0511 2pm – 5pm (Mon – Fri)	Youth Service – 12-25 years Health Care Card, Centrelink Referral. Appointment and drop in.	3169 3171 3172 3174														✓	✓		✓	✓
Oakleigh Monash Oakleigh Community Support & Information Service Inc 25 Downing Street Oakleigh 3166 Ph. 9568-4533 10am-3.30pm (Mon-Fri)	Centrelink Card, photo ID, document linking client to postal address. Drop in only.	3166 3168 (part of) 3167 (part of) 3169 (part of)														✓	✓	✓		
Port Melbourne Port Phillip Community Group Inc 333 Bay Street Port Melbourne Ph.9209 6350 12.30 – 4.30pm (Mon – Fri)	Centrelink Card Appointments only	3207														✓		✓		

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Preston Darebin Information, Volunteer & Resource Service Inc 285-287 High Street Preston 3072 Ph.9480-8200 10.30am-3pm closed 12.30pm – 1pm (Mon-Wed & Fri)	Centrelink Card or Immigration Card. Appointment and drop in	3070 3071 3072 3073 3078 3083												✓	✓	✓	✓	✓
Ringwood Maroondah Community Assist –Ringwood 2A Ringwood St Ringwood Ph.9870 3233 10am – 2pm (Mon-Fri)	Centrelink Card or Photo ID Drop in only.	3134 3135 3136 3137 (part of) 3153 (part of)												✓			✓	✓

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Rosanna Banyule Support & Information Centre Inc. Shop 48 – The Harmony The Mall, Heidelberg West Ph. 9459 5959 10am-3pm (Mon- Fri)	Centrelink Card, Immigration card. Accept a letter/ e-mail from another service. Appointment only	3079 3081 3084 3085																
Rosebud Southern Peninsula Community Support & Information Centre Inc 878 Point Nepean Road Rosebud 3939 Ph. 5986-1285 10am – 2.30pm (Mon-Fri)	Centrelink Card Drop in only.	3942 3939 3936 3928 3929 3938 3944 3937 3940 3941 3916 3943												✓	✓	✓		✓
Shepparton Goulburn Valley Community Care & Emergency Relief Inc 2B Campbell Street Shepparton 3630 Ph.5831-7755 10am-3pm (Mon-Thurs)	Centrelink Card, driver's licence. Drop in only	Residents of Shepparton and surrounding areas.																

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South Melbourne Port Phillip Community Group Inc - South Melbourne 208-220 Bank Street South Melbourne 3205 Ph.9209-6830 9.00am-5pm (Mon-Fri)	Centrelink Card Appointment only.	3205 3206																				
South Yarra Prahan Citizens Advice Bureau Inc Suite 17, Level 1- Prahan Market, 163 Commercial Road South Yarra 3141 Ph.9804-7220 10.30am-3pm (Mon-Fri)	Centrelink Card Drop in only.	3141																				

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Springvale South East Community Links Inc – Springvale 5 Osborne Avenue Springvale 3171 Ph.9546-5255 10am-12.30pm & 1pm-3.30pm (Mon, Tues, Thurs & Fri) 12.30pm-3.30pm(Wed)	Centrelink Card, Centrelink Referral. Appointment and Drop in	3169 3171 3172 3174														✓	✓	✓	✓	✓
St Kilda Port Phillip Community Group Inc 161 Chapel Street St Kilda Ph.8598 6600 9.30am-1.00pm (Mon, Wed, Fri)	Centrelink Card Appointment only	3182 3183 3184														✓		✓	✓	

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Wantina CityLife Community Care 1248 High Street Road Wantina South 3152 Ph.9871-8900 10am-3pm (Tue - Fri)	Centrelink Card Appointment and drop in	Residents of Knox and Manningham																
Warrandyte Information Warrandyte Inc 168 Yarra Street Warrandyte 3113 Ph.9844-3082 10am-3pm (Wed)	Centrelink Card Appointment only.	3113																
Yarra Ranges LINC Church Services Network Yarra Valley Inc 2442 Warburton Highway Yarra Junction 3797 Ph.5967-2119 10am-1pm (Mon, Tue & Thurs)	Centrelink Card Drop in only.	3797 3799 3139 3197	