

Coronavirus (COVID-19)

Community Resources

Whatever your situation, there are resources available to support you during this difficult time and it's important to reach out to obtain the help that you need. Local providers have changed the way they deliver services for the safety of Casey residents. Many services are now online or provided through telephone hotlines. The information below is current and accurate but may change without notice. Please call service providers to confirm what's available to you.

Support Services

Emergency relief, financial assistance, counselling support, referrals, and financial counselling.

Casey North Community Information and Support Service

2,30-32 Verdun Dr, Narre Warren
Mon – Fri, 9.30 am – 4.30 pm
Phone first on (03) 9705 6699
www.caseynorthciss.com.au

Community Information and Support Cranbourne

156 Sladen St, Cranbourne
Mon – Fri, 9.30 am – 4.00 pm
Phone first on (03) 5996 3333
www.cranbourneiss.org.au

The Andrews Centre

(Doveton and Endeavour Hills residents only)
1/2 Hanna Dr, Endeavour Hills
Mon – Fri, 10.00 am – 2.00 pm
Phone first on (03) 9700 4944
www.andrewscentre.org.au

Emergency Food Relief

Supporting the local community with emergency relief food hampers or take away cooked meals.

Adra Café

(Take away meals, food hampers, home delivery)
Narre Warren Mechanics Institute,
59 Webb St, Narre Warren
Sunday, 4.30 pm – 6.00 pm
0425 747 866
mealcreations@hotmail.com

Gethsemane Church Charity

(Take away meals, food hampers, food delivery)
1/8 Smethurst St, Cranbourne
7 days, 6.00 am – 9.30 pm
0404 875 647
kerriganlabrooy@bigpond.com

Sikh Volunteers

(Take away meals)
Delivery only, 7 Days
Order before 12.00 pm
0423 359 279
www.facebook.com/sikhvolunteers.australia

Bk 2 Basics

(Food hampers)
4/54-60 Vesper Dr, Narre Warren
7 days 10.00 am – 4.00 pm
0435 765 682
www.facebook.com/BK-2-Basics-Melbourne-1367565603298891

Manna 4 Life

(Take away meals)
Oak Av, Doveton
Tues, 7.00 pm – 8.00 pm
0412 111 461
www.manna4life.org.au/

Salvos Cranbourne

(Food hampers, tents, sleeping bags, pick up, home delivery)
1 New Holland Dr, Cranbourne
Mon – Fri, 9.00 am – 3.00 pm
(03) 5995 0133
www.salvationarmy.org.au

Doveton Neighbourhood and Learning Centre

(Food hampers)
Oak Ave, Doveton
Wed, Thurs, Fri, 9.30 am – 2.00 pm
by appointment
(03) 9791 1449
www.dovetonnlc.net.au

Transit

(Food hampers)
Delivery Only
Mon, 4.30 pm – 6.30 pm
Wed, 12.00 pm – 2.00 pm
Thurs, 1.30 pm – 4.30 pm
0438 398 594
www.facebook.com/transit.soupkitchen

Theodora's Cheerful Givers

(Food hampers, home delivery only)
Delivery only \$5 to driver to cover fuel
Mon – Fri
0413 807 763
www.facebook.com/TheodorasCheerfulGivers

Housing and Homelessness

Housing service providers delivering support, including crisis accommodation and affordable housing.

WAYSS Housing Support

20 Princes Hwy, Dandenong
Mon – Fri, 9.00 am – 5.00 pm
(03) 9791 6111
www.wayss.org.au

Mission Australia Housing

Phone based service
Mon – Fri, 9.00 am – 5.00 pm
1800 269 672
www.missionaustralia.com.au/housing

Eastern Regions Mental Health Association (ERMH)

Level 1, Building G, 45 Assembly Dr, Dandenong South
Mon – Fri, 9.00 am – 5.00 pm
(03) 9706 7388
www.ermha.org

Financial and Legal Support

Government and community organisations offering financial and legal support around you and your employment status as a result of COVID-19.

Peninsula Community Legal Centre Bella Centre

Suite 12 33-39 High St, Cranbourne Vic
Mon – Fri, 9.00 am – 5.00 pm
(03) 9783 3600
www.pclc.org.au

Springvale Monash Community Legal Service

Suite 1, L2, 64 Victor Crs, Narre Warren
Mon – Fri, 9.00 am – 5.00 pm
(03) 9038 8002
www.smls.org.au

Victoria Legal Aid

Phone-based service
Mon – Fri, 9.00 am – 5.00 pm
1300 792 387
www.legalaid.vic.gov.au

For Australian Government's coronavirus supplements and related payments, please visit Services Australia website on www.servicessaustralia.gov.au or call your Centrelink customer service on **13 23 07** (Mon-Fri 8.00 am – 5.00pm) or multilingual line **13 12 02** (Mon-Fri 8.00 am – 5.00pm).

Family Violence Support

For any emergencies call 000. Helping women and children in family violence situations, including crisis accommodation.

1800 Respect

Phone-based service 24/7
1800 737 732
For an interpreter, call 131 450 first.

In Touch Multicultural Centre Against Family Violence Service

For CALD women and children
Phone-based service
Mon – Fri, 9.00 am – 5.00 pm
1800 755 988
www.intouch.org.au

WAYSS Housing Support

20 Princes Highway, Dandenong
Mon – Fri, 9.00 am – 5.00 pm
(03) 9791 6111
www.wayss.org.au

Safe Steps: Family Violence Response Centre

Phone-based service 24/7
1800 015 188
www.safesteps.org.au

Djirra: Aboriginal and Torres Strait Island Service

Phone-based service
Mon – Fri, 9.00 am – 5.00 pm
1800 105 303
www.djirra.org.au

With Respect: LGBTQ+ service

Phone-based service
Mon – Fri, 9.00 am – 5.00 pm
1800 542 847
www.withrespect.org.au

Mental Health Support

For any emergencies call 000. Services you can access online or over the phone. You can connect directly with a health professional such as your GP or psychologist.

Lifeline

Phone-based service 24/7
13 11 14
www.lifeline.org.au

Kidshelp line

For young people aged 5-25
Phone-based service 24/7
1800 551 800
kidshelpline.com.au

Mensline

For men
Phone-based service 24/7
1300 789 978
mensline.org.au

Eastern Regions Mental Health Association (ERMH)

Phone-based service
Mon – Fri, 9.00 am – 5.00 pm
1300 376 421
www.ermha.org

Beyond Blue

Phone-based service 24/7
1300 224 636
For an interpreter, call 131 450 first, then call 1300 224 626.

Mindspot

(Free digital mental health service)
Digital and phone based service
Mon – Fri, 8.00 am – 8.00 pm,
Sat, 8.00 am – 6.00 pm
1800 614 434
mindspot.org.au

Telehealth Mental Health Service

Some mental health services bulk-billable from 13/03/20 to 30/09/20
Phone-based service
Mon – Fri, 9.00 am – 5.00 pm
1300 886 007
www.health.gov.au

Aged, Disability and Carer Support

Resources available for emergency respite for carers.

Alfred Health Carer Emergency Respite

Phone-based service 24/7
1800 052 222
www.carersouth.org.au

Carer Gateway

Phone-based service
Mon – Fri, 8.00 am – 6.00 pm
1800 422 737
www.carergateway.gov.au

Carers Vic

Phone-based service
Mon – Fri, 8.30 am – 5.00 pm
1800 514 845
www.carersvictoria.org.au

Alcohol and Drug Support

Support for those who may experience issues with alcohol and drug use.

SECADA Drug and Alcohol Recovery Support

Mon – Fri, 9.00 am – 5.00 pm
1800 142 536
www.secada.org.au

Narcotics Anonymous Australia

Phone-based service 24/7
1300 652 820
www.na.org.au/multi

Alcoholics Anonymous

Phone-based service
Mon – Fri, 9.00 am – 5.00 pm
1300 222 222
www.aa.org.au

Refugees and Persons Seeking Asylum

Specialist service for refugees and persons seeking asylum.

Australian Red Cross Dandenong

Level 1, 280 Thomas St, Dandenong
Mon – Fri, 9.00 am – 5.00 pm
(03) 8327 7370
www.redcross.org.au

Friends of Refugees

1D Parsons Ave, Springvale
Mon – Fri, 10.00 am – 3.00 pm
(03) 9574 6291
www.friendsofrefugees.org.au

Catholic Care Refugee and Asylum Seeker Support

32 Princess Hwy, Dandenong
Mon – Fri, 9.00 am – 5.00 pm
(03) 9281 5555
www.ccam.org.au

We are here if you need us. For more information, please contact the City of Casey via our call centre, website or via social media.

☎ 9705 5200 Monday - Friday, 8.00 am – 6.00 pm

🌐 [casey.vic.gov.au/report-issue](https://www.casey.vic.gov.au/report-issue)

📘 [facebook.com/CityOfCasey](https://www.facebook.com/CityOfCasey)

🗣️ TIS: 13 14 50 (Translating and Interpreting Service)

☞ 译员 مترجم شفاهى ལྷན་ཁག་ ພັດທະນາ ສູດາມີເຢ ທຽມານ

