



Homelessness Resource Guide for Eastern Health Mental Health Program

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1. Purpose of resource guide

One of the biggest obstacles in the lives of people with a mental illness is the absence of adequate, affordable and secure accommodation. Living with a mental illness – or recovering from it – is difficult even in the best circumstances. Without a decent place to live it is virtually impossible. (Brian Burdekin, 1993)¹.

It is hoped that this resource will provide practical information for mental health practitioners working within Eastern Health to assist them to support their clients who are homeless or at risk of homelessness. The social housing sector and specialist homelessness services can be difficult to understand for workers less familiar with the interface between mental health and homelessness services. Also, it is important for mental health practitioners to know where to access information about what services are available for their clients. **[See Tip Sheets in Appendix 3 at end of document for quick resources]**

2. Prevalence of homelessness

Nearly 1 in every 200 Australians was experiencing homelessness on Census night 2011. On Census night, 56% of people experiencing homelessness were female and 44% were male. Males outnumbered females in most categories of homelessness, except for supported accommodation which was predominately occupied by women. There has been a 20% increase in homelessness in Victoria over the last 5 years. In Victoria, there was a large increase in homelessness amongst children and people aged 12-24. ².

Other vulnerable groups overrepresented in homelessness and marginal housing include Aboriginal and Torres Strait Islander people, people born overseas, children in out-of-home care, women and children escaping family violence, and people with mental illness.

Mental health problems are common among the homeless and those in unstable housing or marginal accommodation. Severe mental illness is more prevalent in the homeless population than in the general community. ^{3,4}. ABS data shows that more than half of people who reported having been homeless at least once in their lives had experienced a mental illness in the previous 12 months. ⁵. Global studies have shown that rates of anxiety, depression, psychosis and substance misuse are several times higher in homeless populations than in the general population. ⁶. For some people, mental illness precipitates homelessness, whereas for others mental illness occurs as a result of being homeless, or has been exacerbated by homelessness.

In particular, experiences of abuse, trauma and victimisation while living in a state of homelessness or marginal housing can have very negative impacts on mental health.^{7,8.}

Young people, especially young women, and children were the most likely to use specialist homelessness services in 2010-2011. The highest rate of use by any one age and sex group was by females aged 15-19 (1 in 40 people).^{9.} Men aged 25 and over who presented alone or with an unrelated person were also high users of specialist homelessness services. Overall, the main reasons clients seek support are interpersonal relationship issues, accommodation and financial issues. Unaccompanied men aged 25 and over often sought assistance because they needed financial assistance or material aid. Compared with other client groups, they often needed support related to problematic substance-use and health or medical services.^{10.} Unaccompanied women aged 25 and over often sought support because of family violence, as did females with children.^{11.} Having access to stable and secure housing is an essential prerequisite for improving mental health and quality of life.

3. What is social housing?

Social housing is provided for disadvantaged groups. About 5% of the Australian population lives in social housing – government-provided dwellings (public housing), or dwellings managed by not-for-profit organisations (community housing) (ABS 2008).^{12.} Public housing refers “to publicly owned or leased dwellings administered by state and territory governments. Public housing provides appropriate, affordable and accessible housing for low-income households who are in housing need”^{13.} In comparison, community housing is managed by community-based organisations according to different types of housing models.^{14.} Community housing provides housing for households on low to moderate incomes or those with special needs. The actual housing stock is owned by a variety of groups including government.

New tenants in both public and community housing are prioritised according to need. People who are homeless and those who are unsafe in their current accommodation are likely to be prioritised as “high need”. In 2009-2010, 75% of allocations in public housing went to people meeting these criteria, compared with 63% in community housing^{13.} The social housing sector also includes crisis accommodation, and accommodation for special needs groups including Indigenous Australians, those with disability, the young (including children in out-of-home care) and the elderly. See p.21 about how to help client’s access public housing and community housing.

4. Specialist homelessness services

Specialist homelessness services refer to specialist homelessness agencies and the assistance they provide.¹⁵ Specialist homelessness services provide a wide range of services to people experiencing homelessness or at risk of homelessness. The majority of clients seek accommodation. However, others may need support to maintain an existing tenancy or need support to deal with particular housing issues. Whereas many agencies provide basic support, other agencies are more specialised and directed towards clients with specific needs. For example, safety issues, substance use, mental health, physical health, gambling and neighbourhood issues. Support is provided for clients largely by case management that addresses the clients' identified goals.

5. Statewide homelessness assistance numbers

(24 hours 7 days a week)

For people experiencing homelessness:

There is a Statewide telephone information service for people experiencing homelessness. People can call to speak directly with a Housing and Support worker. This is often a good place to start for people who are homeless or at imminent risk of homelessness.

Statewide Homelessness Assistance: 1800 825 955

Hours: 9am – 5pm (7 days a week) Free call from landline phones. Calls divert to the St Kilda Crisis Centre (Salvation Army) after these hours. The St Kilda Crisis Centre provides the after-hours response across Victoria.

For women and children who are experiencing family violence:

There is a more specific number for women who are experiencing family violence.

Women's Domestic Violence Crisis Service: 1800 015 188

Police 000

For emotional support 24 hours a day:

Lifeline: 13 11 14

6. Homelessness services in the Eastern Region ¹⁶.

The Eastern Region homelessness service system is a tiered system that commences with an intake service, progressing to crisis accommodation, and later to transitional housing options (see chart on following page). There is a range of other Homeless Support Services that support people who are homeless or at risk of homelessness. These include case management services, family violence services and Mental Health Community Support Services (MHCSS).

In the Eastern Metropolitan Region, MHCS services are located across a number of organisations and different service regions. EACH Social and Community Health and Neami National both service Inner East Melbourne (Boroondara, Manningham, Monash & Whitehorse), and Eastern Melbourne (Knox, Maroondah & Yarra Ranges). UnitingCare Prahran Mission services Inner East Melbourne. Mind Australia provides a number of Mental Health Community Support Services, as well as other homelessness support, mentors, and family and carer services. Family Access Network (FAN) provides a range of services with a focus on at risk young people and young families.

Eastern Region Homelessness Service System

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Authorship: Community Engagement Team, EH CYMHS

INTAKE

CRISIS

TRANSITIONAL HOUSING & SUPPORT PROGRAMS

ENTRY POINTS (Opening Doors agencies)

- **Anchor – 9760 6400** (Lilydale)
- **Community Housing Limited - 9856 0050** (Box Hill)
- **Wesley Mission Vic – 8870 4020** (Ringwood)
- **Salvation Army Eastcare – 9851 7888** (Hawthorn)
- **UnitingCare Harrison – 9871 8700** (Wantirna South)

AFTER HOURS ONLY : St Kilda Crisis Centre, 1800 627 727

**Statewide
Homelessness
Assistance
1800 825 955**

Youth Refuge Crisis Accommodation

- Wesley 121 (16-20yo)
- Kirrang Wilam Youth Refuge (16-22yo)

(Through Opening Doors referrals)

Crisis Accom. for Adults & Families

- Gateways
- Young Families in Crisis (Parents <24yo)

(Through Opening Doors referrals)

Family Violence Refuges

**(Refer via Women's
Domestic Violence Crisis
Service – 24 hrs 7 days
1800 015 188)**

Transitional Housing and Outreach Supports

- Living skills programs
- Rental brokerage
- Family mediation services
- Education & employment pathways
- Crisis housing placement & transitional support programs
- Youth support
- Support programs for young mothers
- Case management for families, youth & adult
- Secondary consultation, therapeutic group for primary school aged children & resources for workers in family violence & homelessness sectors
- Advocacy & support for tenants of the Office of Housing whose tenancy is at risk
- Private rental assistance programs

(Only through Opening Doors referrals)

Mental Health Community Support Services: 1300 785 358 (All referrals)

- Support for consumers and carers with a range of support needs

Mind Connect: 1300 286 463 (Information, Advice, Referral)

- Mind MCHSS services
- Other services – Homelessness, Family/Carer, PHaMs, AOD, Dual Disability, Group, Volunteer, Recovery College

Carers Helpline: 1300 550 265 (MH Info, Support, Referral)

Mental Illness Fellowship: 8486 4222

Personal Helpers & Mentors (PHAMS): 8720 2500 (Knox Recovery, EACH)

- Mentors **8870 5300** (Maroondah Recovery, EACH)
9735 7900 (Yarra Ranges Recovery, EACH)
1300 286 463 (Central East, Mind Australia)
9692 9400 (Inner East, UnitingCare Prahran Mission)

Partners in Recovery (PIR) : 1800 731 222 (Inner East) www.pir.iemml.org.au

- Complex case co-ordination **9871 1000 (Outer East)** www.emml.com.au

Housing support for homeless clients in Psychiatric Inpatient Units (>18 years, if no Case Manager)

- Shades (EACH), 9871 1802 [IPU 1 & IPU 2]
- Mental Health Pathway at Discharge (MIND), 0420 975 934 [Upton House]

(Referrals only accepted from Psychiatric Inpatient Units via hospital social workers)

Eastern Domestic Violence Outreach Service: 9259 4200

Eastern Community Legal Centre: 9285 4822 (Tenancy advocacy for at risk tenancies)

Eastern Health Psychiatric Triage: 1300 721 927

(Direct referrals can be made to these agencies)

7. How to help homeless clients with their accommodation needs

People who could benefit from referral to homelessness services include those who are currently homeless, those who are at risk of becoming homeless and those who have insecure or inappropriate accommodation such as “couch surfing”, unsafe accommodation, or accommodation with overcrowding or lack of basic facilities.

You can help clients, who are homeless or at risk of homelessness and do not already have a housing support worker, with their accommodation needs by suggesting that they contact one of the five entry points (Opening Doors agencies) in the Eastern Metropolitan Region to request a housing assessment.

If the client already has a housing support worker, they will already be assisting the client with their housing needs so it will be important to liaise with them in an ongoing way provided your client gives consent.

There are five entry points (Opening Doors agencies) to homelessness services in the Eastern Metropolitan Region:

Anchor Inc. in Lilydale 9760 6400

UnitingCare Harrison in Wantirna South 9871 8700 (have a designated Youth Intake worker)

Community Housing (Vic) Limited (CHL) in Box Hill 9856 0050

Salvation Army Eastcare in Hawthorn 9851 7888

Wesley Mission Vic in Ringwood 8870 4020

Entry Points (Opening Doors) provide:

1. The entry and referral points into funded homelessness services such as crisis accommodation, youth refuge, outreach support and transitional housing options.
2. Housing information about
 - how to find private rental
 - how to sustain the current tenancy
 - housing options
 - Office of Housing applications
 - Social Housing applications.

3. Access to Housing Establishment Fund (HEF) funding (very small allocation of money) which can be used to assist eligible clients to access emergency short-term accommodation, and/or to maintain private rental housing.
4. Assessment of eligibility to access HEF funding.

These entry points generally offer an appointment time for an interview and assessment of client's housing needs, and provide recommendations about possible options. Clients can self-refer or be referred by a worker. However, due to high demand and worker availability, they may not be able to be seen on the day but interim arrangements will be discussed. **Clients or referring agencies are advised to ring the entry point agency first to request an appointment time.**

It is not appropriate for clients to present to an Opening Door agency (entry point), with the expectation of instant housing. There is very limited housing stock and there is not enough housing to meet the needs of all people who are homeless or at risk of homelessness. **For emergency crisis accommodation, it is suggested that people contact the Statewide Contact Number 1800 825 955.**

7.1 Support programs and accommodation options

Different support programs and accommodation options are available through the Opening Doors agencies. However, access to these programs is often limited due to the high demand for these services.

Some of the programs available are:

- Wesley 121 Youth Refuge
- Kirrang Wilam Youth Refuge
- Be Street
- Support for Young People that Really Counts (3 units providing enhanced support with a focus on developing independent living skills)
- Gateways crisis accommodation in Croydon
- Casey Youth Program
- Transitional housing, specifically for young people, families, youth families, single people, and culturally and linguistically diverse background. Some are single tenancy; some shared tenancy.
- Support for Families at Risk

- Independent Living programs for young people.
- Mediation programs for young people
- Children's Resource Program
- SHASP program to assist public housing and community housing tenants who are at tenancy risk.
- Young Families in Crisis
- The Foyer (41-bed property in Glen Waverley that can house 15 to 25 homeless youth with links to TAFE)

It is advisable to phone the intake worker at an entry point service and discuss access to these programs. Depending on demand, some programs may not have vacancies.

Youth pathways in the homelessness sector provide more specific services that are targeted to address the needs of young people who are homeless or at risk of homelessness. There are two "Family Reconciliation Mediation Program" (FRMP) workers in the Eastern Metropolitan Region – one based at UnitingCare Harrison, one at Anchor Inc. It is important to talk with the young person about their family relationships and to assess if there is any chance of young people reconnecting with their family. If so, referral to these programs is recommended. The Creating Connections program based at UnitingCare Harrison helps link young people to education and employment, and there is a "Life and Living Skills Program". The Creating Connections program at Wesley Mission is part of a crisis housing placement. There is a Private Rental Brokerage Program for youth that is managed by Anchor and Family Access Network (FAN).

Detailed information about support programs in the Eastern Metropolitan Region for young people who are homeless or at risk of homelessness are located in the "Youth Homeless Service Directory" [PDF] in the EH Homelessness Resources Folder located on the EH intranet:

\\ehweb02\MentalHealthProgram\CYMHS\CYMHS resources\A) RESOURCES & PROGRAMS\H)Homelessness Resources

7.2 How to help homeless clients presenting to Eastern Health Emergency Departments on weekends and after hours

If clients who are homeless and have no mental health issues present on weekends or after hours, you might –

- 1. Contact Statewide Homelessness Assistance on 1800 825 955.
[On weekends and after 5.00 p.m. calls to this number are diverted to the St Kilda Crisis Service]**

There are sometimes difficulties with the Statewide line being busy (as all the lines can be full especially between 5.00 – 8.00 p.m.), or the calls are not being diverted. If experiencing difficulties, try the St Kilda Crisis Service on their direct line

1800 627 727.

- 2. Alternatively, you can contact Emergency Accommodation Motels, Rooming Houses or Backpackers Hotels and Hostels (see Appendix 1), provided these can be funded.**

However, some private rooming houses do not answer their phones on weekends.

If the person agrees to self-fund, you might ring a short-term residential service and ask if they have a bed available at the time.

There is also a State-wide register of rooming houses available on <http://www.consumer.vic.gov.au/roominghouseregister>

This register includes addresses of registered rooming houses, names of rooming house operators, operators' ABNs or ACNs, and the municipality in which a rooming house is registered. [****You should check that a rooming house is registered. Registered rooming houses are required to meet minimum standards for privacy, security, safety and amenity.**]

- 3. An exception to the above relates to family violence situations.**

If a woman presents with family violence issues and homelessness, you might contact Women's Domestic Violence Crisis Service on 1800 015 188. However, strict criteria apply and they are unlikely to take anyone with severe mental illness or suicidal risk.

- 4. After sorting out emergency accommodation for the weekend, you need to inform the client of the next step required to help them with ongoing housing issues.**

Give the client the **Red Homelessness Card** [available in all Emergency Departments], and advise them to contact St Kilda Crisis Centre (Statewide Information Service) on 1800 825 955 after 9.00 a.m. on Monday morning to speak with a Housing and Support Worker about the services and supports that might be available. This is important to assist the client with more permanent housing solutions, and to reduce re-presentations to hospital Emergency Departments in relation to homelessness.

The Red Homelessness Card is produced by the Department of Human Services, State Government Victoria. Currently, Wesley Mission in Ringwood can help with restocking & supply of these cards.

Also, clients can be assisted with food through the provision of food parcels (if available), or given leaflets on how to access free (or low cost) community meals. Encouraging clients to follow-up on recommended actions themselves, where appropriate, can result in increased feelings of self-efficacy and empowerment.

7.3 How to help homeless clients in Eastern Health psychiatric inpatient units

There are two programs in the Eastern Metropolitan Region that have been funded to reduce the risk of people with a mental illness experiencing recurring homelessness. These programs aim to prevent clients being discharged into homelessness following admission to the adult psychiatry inpatient units. In the Outer East (Knox, Maroondah, Yarra Ranges), Shades (part of EACH Social and Community Health), assists clients in IPU1 and IPU2 located at Maroondah Hospital around homelessness issues. In the Central East, Mental Health Accommodation Pathway at Discharge (MHAPD), part of Mind Australia in Nunawading, assists clients in Upton House Box Hill around homelessness issues. Shades and MHAPD are only funded to assist non-case managed clients – those who do not have an existing Eastern Health Mental Health Program Case Manager prior to admission. Workers from both programs visit the relevant psychiatry inpatient unit weekly to discuss possible referrals.

When homeless clients are in the adult psychiatric inpatient units, the designated Community Case Manager is expected to assist their client to obtain crisis accommodation. Ideally, any homelessness issues should be assessed and identified as soon as the client is admitted to enable a suitable discharge management plan to be put in place.

You will need to ask the client if they already have an assigned Housing and Support worker. If so, case managers can liaise directly with the Housing and Support worker to develop a collaborative discharge plan that addresses homelessness issues in addition to mental health issues.

IPU1 & IPU2 (Maroondah Hospital)

If clients have a diagnosed mental illness and do not have a Community Case Manager (Mental Health) at the time of admission, or a Housing and Support worker, the unit staff can discuss this with the Social Workers on that particular unit. The Social Workers have a working relationship with Shades (in Outer East), and will make a referral to Shades for accommodation assistance.

Shades supports homeless people aged 18 to 64 years of age in the community following discharge from IPU1 and IPU2 at Maroondah Hospital. Shades links-in clients who are homeless or at risk of homelessness with community services and supports them to prevent relapse and re-admission. Shades assists clients to transition from short-term intensive support to more stable and appropriate housing. Shades workers are able to provide intensive support to clients for about 3 months post discharge. Referrals are only accepted from the Eastern Health Social Work Department within the Maroondah psychiatric inpatient units. Currently, the Shades contact person is Lisa Mason, Team Leader, Telephone 9871 1802.

If clients do have a Community Case Manager (Mental Health), the case manager needs to ascertain from their client if the client is homeless or at risk of homelessness. If so, Community Case Managers need to organise homelessness support for their client. If uncertain how to proceed, Community Case Managers are able to liaise with the Social Workers on IPU1 and IPU2 to assist them in this regard.

Upton House (Box Hill Hospital)

If clients have a diagnosed mental illness and do not have a Community Case Manager (Mental Health) at the time of admission, or a Housing and Support worker, the Upton House staff can discuss this with the Social Workers on the unit. The Social Workers have a working relationship with the Mind Australia Mental Health Accommodation Pathway at Discharge (MHAPD) program, and will make a referral to the MHAPD program for accommodation assistance. Patients are able to make enquiries by contacting the Upton House Social Worker or care team who will put them in touch with the Mind Australia MHAPD staff.

The Mind Australia Mental Health Accommodation Pathway at Discharge (MHAPD) program supports people aged 18 to 64 years of age who are in Upton House Inpatient Unit identified as needing assistance to obtain and maintain accommodation.

The MHAPD staff will work alongside clients to identify ongoing support needs, explore accommodation options and access accommodation if available. It is a short term service and clients can expect to receive a service for between 3-6 months. Within this time, clients are supported to prevent homelessness readmissions to the inpatient unit. Georgia Griffin from Mind Australia is the primary MHAPD Support Worker (0420 975 934).

If clients do have a Community Case Manager appointed prior to admission, the case manager needs to ascertain from their client if the client is homeless or at risk of homelessness. If so, Community Case Managers need to organise homelessness support for their client. If uncertain how to proceed, Community Case Managers are able to liaise with the Social Workers at Upton House to assist them in this regard.

Alcohol & Other Drug Issues

If a client has alcohol or other drug issues, wants to do something about this, and is “at risk of homelessness”, a referral to Substance Use Recovery Eastern (SURE) might be made. SURE are able to provide assertive outreach, and can work with a client towards finding accommodation as one of their treatment goals.

Substance Use Recovery Eastern (SURE) – 9871 1800

7.4 How to help homeless clients with private rental

Please see “Private Rental Information Booklet”¹⁸ (Updated May 2012), compiled and produced by the Eastern Homelessness Network for detailed and comprehensive information about private rental. This is an excellent booklet for clients and can be obtained from Eastern Homelessness Network www.ehn.net.au

Some financial assistance is available to assist clients to secure and maintain private rental. Two options include- 1. Bond Loan Scheme, and 2. Rent in Advance which are detailed below.

A Housing Support Worker from any of the opening door agencies can assist eligible people to access the Bond Loan Scheme, or Rent in Advance. It is good to access this support before homelessness happens.

7.4.1 Bond Loan Scheme¹⁸

If wanting to rent privately, most landlords ask for a bond (refundable security balance), before you move in. At the end of the tenancy, the landlord may be able to claim all or part of the bond as compensation for any damage to the property or for unpaid rent.

If a consumer can't afford the bond, they may be able to borrow the money interest-free from the local housing office. This is called a Bond Loan.

These loans are only for bonds and cannot be used for rent in advance or moving costs.

The full amount of the bond loan must be paid back by the consumer at the end of their tenancy, even if the landlord withholds some of the bond due to unpaid rent or damages.

Eligibility:

1. You meet the bond loan income and asset eligibility limits
2. You are a permanent resident of Australia
3. Your share of the rent is not more than 55 % of your total gross (before tax) weekly income
4. You do not own or part own a house, flat or unit
5. You have repaid any previous bond loans, and
6. You do not owe money relating to previous or current public tenancies

There are exemptions to some of these rules. The local housing office can provide more information. The loan amount you can borrow depends on the number of bedrooms in the rental property and the number of people who will be living there.

How to apply:

You can apply at the nearest housing office by filling in a Bond Loan application form and providing them with the information they need to work out if you eligible and to determine the loan amount.

Office of Housing (State Government):

The Office of Housing is open from 8.45 a.m. – 5.00 p.m. Monday to Friday.

Box Hill Office

883 Whitehorse Road, Box Hill (03) 9843 6577

Ringwood Office

25 Ringwood Street, Ringwood (03) 9871 5199

Bond Loan Application Form:

<http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/forms-and-templates/bond-loan-application-form>

7.4.2 Rent in Advance¹⁸

Assistance with rent in advance or rent arrears can be obtained directly through Community Housing Ltd and Eastcare. Community Housing Ltd and Eastcare offer assistance with 2 weeks rent in advance. The consumer needs to ring and make an appointment to see a Housing Information & Referral worker. Alternatively, consumers can request assistance with Rent in Advance from a housing support worker from any opening door agency. The eligibility for Rent in Advance is the same as criteria 1 to 4 for the Bond Loan Scheme (see previous section).

Community Housing Ltd (CHL)

26-28 Prospect Street, Box Hill 9856 0050

CHL services the Whitehorse, Knox, Maroondah & Yarra Ranges areas.

Salvation Army Eastcare Housing Services

16 Church Street, Hawthorn 9851 7800

Eastcare Housing services the Monash, Manningham & Boroondara areas.

What to take to appointment:

1. A copy of the tenancy agreement (lease) or a letter from the agent or owner which states:
 - The name and address of owner or agent
 - Their contact telephone number
 - The names of everyone to be housed
 - The address of the property
 - The amount of rent and bond required
 - The tenancy start date
 - The length of tenancy agreement
 - The number of bedrooms in the property
2. Identification

Either:

 - One form of identification with photograph and signature eg., passport, driver's licence, student card, OR
 - Two forms of identification with signature, eg., bank card, Health Care Card, Medicare card.
3. Current Income statement from Centrelink or a 13 week wage statement showing your gross income.

Rent in Advance for Disability Support Pension (DSP) Clients

Clients on a Disability Support Pension can access assistance with rent in advance through Housing Choices Australia 1300 312 447; only workers to call.

7.5 How to help homeless clients with social housing

Public Housing

Where possible clients are assisted to obtain private rental housing. However, some clients with serious physical and psychiatric disability may not be able to work or afford private rental. If the client's disability is likely to be life-long, it is important to think about their longer term housing needs in addition to their more immediate and short-term needs. It might be necessary to encourage the consumer with a serious psychiatric disability to apply for a Disability Support Pension (though often difficult for clients with mental illness to become registered), and to put their name on the Public Housing waiting list as soon as possible because it may take years to obtain public housing.

Eligible clients can apply for Public Housing through the Department of Human Services Office of Housing. The allocation of public housing in Victoria is managed through a segmented waiting list that targets households in greatest need¹⁸. Some people with particular needs may be prioritised on the waiting list. When applying for Public Housing it is important for your client to inform the department if he or she has been homeless or has other special support needs. A person's circumstances may entitle them to be housed before other people on the waiting list. Although given priority, there may still be a substantial wait for housing.

Your client may be eligible for the "Homeless with Support segment" [priority housing], if your client meets the following 3 criteria:

1. They are homeless, or subject to family violence and living in housing where the violence has occurred
2. They have no alternative to public housing
3. They are receiving support through a designated support service

Individuals exiting care or leaving secure facilities can also be considered for the “Homeless with Support segment” when:

1. Exiting short-term care/treatment services, including hospitals, disability residential services, Mental Health Secure Extended Care or community care units
2. Leaving a secure facility under the Youth Justice Pathways or Corrections Housing Pathways initiatives.

For more information, encourage your client to speak with his or her support worker about this. These clients need to complete a “Homeless with Support Segment Application” Form.

Other priority needs include people requiring major disability modifications to their housing or clients living in unsuitable housing who receive DHS/DOH case management [“Supported Housing Assessment Form”]. Another priority group includes people in insecure housing, unsafe housing, those who need alternative housing due to a serious medical condition, and overcrowded or inappropriate housing [“Special Accommodation Requirements Form”]. Other low income families that are not in urgent housing need but may benefit from public housing are placed on the standard waiting list.

The “Application for Public Housing Form”, and specific application forms for priority needs can be found on the Office of Housing website given below. The website describes the eligibility criteria. There is also “A Guide to the Application for Public Housing” to provide assistance with completing the application form.

<http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/forms-and-templates/public-housing-application-forms>

Aboriginal and Torres Strait Island people can apply for public housing through Aboriginal Housing Victoria. Contact: 9403 2100. Applications are prioritised according to need. Priority needs are similar to those detailed above.

Community Housing

Community housing is managed by community-based organisations according to different types of housing models. Community housing provides housing for households on low to moderate incomes or those with special needs. The actual housing stock is owned by a variety of groups including government.

People can access Community Housing themselves, but need to ring first to see if there are any vacancies. Most have closed waiting lists.

Community Housing options include –

Common Equity Housing Ltd	(03) 9208 0800
Community Housing (Vic) Ltd	(03) 9856 0050
Haven	(03) 5444 9000
Port Phillip Housing Association Ltd	(03) 9534 5837
Rural Housing Network Ltd	(02) 6055 9000
Housing Choices	1300 312447
Wintringham Housing (over 50yo)	(03) 9376 1122
Yarra Community Housing Ltd	(03) 9349 0250

8. Other support programs for clients who are homeless (or at risk of homelessness)

Mental Health Community Support Services (MHCSS)

There are numerous Mental Health Community Support Services (usually referred to as MHCSS agencies) that can support people with mental illness and their families / carers in the community. Services include outreach support, day programs, planned carer respite, carer support programs, specialist services, youth residential rehabilitation and outreach, and complex care outreach program.

General Intake number for MHCS Services

The Mental Health Community Support Service Intake and Assessment Service (MHCSS), managed by EACH Social & Community Health, provides centralised intake for both youth and adults. It provides information and referrals for people seeking mental health support. **The MHCSS Intake & Assessment service is primarily a phone based service for new consumers being referred to MHCSS providers.**

Referrals can be made by using the dedicated Intake telephone line

1300 785 358 (Monday – Friday, 9:00am – 5:00pm)

What MHCS Services can offer

EACH Social and Community Health, Neami National, UnitingCare Prahran Mission, Mind Australia, and Family Access Network (FAN), provide a range of community mental health support services for people in the Eastern Metropolitan Region.

EACH Social and Community Health provides an integrated range of health, disability, counselling and community mental health services that promotes everyone's well-being. They provide support for families and children, youth and family, older adults, people with disabilities and people with mental health issues.

Neami National is a community mental health service that provides rehabilitation and recovery support services across Australia. Neami assists people aged 16 and above to improve their health and wellbeing, develop their skills and achieve a greater sense of purpose in life based on their personal values and strengths. In the Eastern Metropolitan Region, Neami works in the Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse, and Yarra Ranges municipalities. Neami provides outreach support and group programs in these areas.

UnitingCare Prahran Mission provides some housing (four family transitional properties), and housing support for families and individuals in the Inner East – Boroondara, Manningham, Monash and Whitehorse. UnitingCare Prahran Mission assists people aged 16 to 64 who have a psychiatric disability, or are economically and socially disadvantaged, to live independently, maintain the best possible social and emotional wellbeing, meet their personal recovery goals and live satisfying lives in the community. They also provide emergency relief and material aid for those in need.

Mind Australia offers a range of community and residential services in Victoria including information and advice, personalised support services and residential support. Services are focussed on supporting mental health recovery. Mind provides community mental health services to assist clients to live independent, productive and purposeful lives. [*** Please note that some Mind Australia services fall outside the scope of MHCSS Intake service. These include Family and Carer Services, PHaMS, AOD Services, Dual Disability, Homelessness Services, Group Services, Volunteer Services, Individual Service Packages and Recovery College. Referral for these Mind Australia services is via Mind Connect (see below for contact details).]

Family Access Network (FAN) provides access to transitional accommodation with support for young people aged 15-25 in shared independent and lead tenant properties. Other services include a private rental brokerage program, an early years children's program, mentor program, counselling and family mediation, a life skills program, and a support group for same sex attracted, transgender and intersex young people.

Mental Illness Fellowship (MIF) is a member-based not-for-profit organisation wanting to create better lives for people with mental illness and their families. MIF works with people with severe and enduring mental illness and their families to support people in the fundamentally important areas of their lives – work and study, home and community, and relationship. MIF also produces a range of Wellways Fact Sheets on a range of mental illness topics for consumers and their carers.

See [hyperlinks for particular service information](#).

EACH Social and Community Health

<http://www.each.com.au/>

e-mail: info@each.com.au

9735 7900 (Lilydale) or 9871 1800 (Ringwood Main Office)

Neami National

<http://www.neaminational.org.au/>

e-mail: admin@neaminational.org.au (Head Office)

blackburn@neami.org.au

hawthorn@neaminational.org.au

Phone:	Head Office	9481 3277
	Blackburn	9890 9248
	Referrals via MHCSS Intake & Assessment Service	
		1300 785 358

UnitingCare Prahran Mission

<http://www.prahranmission.org.au>

e-mail: innereast@prahranmission.org.au

Phone: 9692 9400

Mind Australia (Nunawading)

<http://www.mindaustralia.org.au/need-help/mind-services-in-victoria.html>

e-mail: infoVIC@mindaustralia.org.au

Mind Connect 1300 286 463 (Information, Advice, Referral)

Carers Helpline 1300 550 265 (Mental health information, Support & Referral)

Family Access Network (FAN)

<http://www.fan.org.au/programs.html>

e-mail: fan@fan.org.au

9890 2673 (Box Hill)

Mental Illness Fellowship (MIF)

<http://www.mifellowship.org/>

e-mail: help@mifellowship.org

8486 4222 (General number)

8486 4222 (Mental Illness Helpline: 9-5 Mon to Fri)

9. How to help homeless women and their children experiencing family violence issues

There are specialist housing support and family violence services for women and children in family violence situations.

EMERGENCY/CRISIS

Victoria Police 000 only in an emergency, otherwise contact your local police station.

Identify and investigate incidents of family violence, provide safety and support to affected family members and prosecute persons accused of criminal offences arising from family violence.

Child Protection Crisis Line 131 278 (24 hours toll free)

To report concerns of child physical and/or sexual abuse.

Child FIRST

To report welfare concerns regarding a child's development and wellbeing.

Inner East Child FIRST (Boroondara, Monash, Whitehorse)

- Uniting Care Connections
- Head office **9271 0800**
- enquiries@connections.org.au

Outer East Child FIRST (Yarra Ranges, Knox, Maroondah)

- Anglicare
- **1300 369 146**

FAMILY VIOLENCE

Women's Domestic Violence Crisis Service (WDVSCS) 1800 015 188
(24 hour toll free line)

This is the Victorian State-wide service for women experiencing violence and abuse from a partner or ex-partner, another family member or someone else they are close to.

Eastern Domestic Violence Outreach Service (EDVOS) 9259 4200
(M to F 9-5pm).

EDVOS is the primary Family Violence service for women and their children who live or work in the Eastern Metropolitan Region and are currently living with or who have experienced family violence.

In-Touch **9413 6800** (9am-5pm Mon-Fri)
1800 755 988 (toll free)
9413 6501 (administration)

This is the specialist immigrant women's family violence service. They provide culturally sensitive risk assessment, information, support, advocacy and referral to women and children from CALD communities in situations of family violence.

Elizabeth Hoffman House Aboriginal Women's Family Violence Services

1800 796 112

0438 528 525 (9am-5pm Mon-Fri)

9482 5744 (9am-5pm Mon-Fri)

Crisis accommodation and support for Aboriginal women and spouses of Aboriginal men.

Aboriginal Family Violence Prevention and Legal Service

1800 105 303 (toll free 9am-5pm Mon-Fri)

9654 3111 (administration)

Men's Referral Service

9428 2899 (9am-9pm Mon-Fri)

1800 065 973 (toll free)

SEXUAL ASSAULT

Centre Against Sexual Assault (CASA): Victorian Sexual Assault Crisis Line

9349 1766 (After Hours)

1800 806 292 (Toll free)

9344 2725 (administration)

Eastern Centre Against Sexual Assault (ECASA)

9870 7310

9870 7330 (Access to Counselling Line)

1800 806 292 (24-hour toll-free line)

ECASA provides services to women, men, children and young people who are victims/survivors of recent or past sexual assault. The service is also available to non-offending family members, partners and friends.

OTHER SERVICES

Statewide Children's Resource Program

8870 4000

The Statewide Children's Resource Program is a Specialist Homelessness Service funded by DHS to assist, support and resource homelessness assistance and other non-government services to respond more effectively to the needs of children who have experienced homelessness and/or family violence. The role of the Children's Resource Program is flexible and can meet specific regional needs that are identified within the program's guidelines.

These being:

- Secondary Consultation
- Training and Resources
- Networking and Advocacy

Women's Legal Service Victoria

9642 0877 (legal advice)

1800 133 302 (toll free)

Telephone advice hours: Mon 10am-1pm

Tue & Thurs 6.30 pm- 8.30 pm

Wed 2pm-5pm

Drop-in: Thurs 9.30am-12pm

Legal phone advice line concerning family violence and family law.

Federation of Community Legal Centres 9652 1500 (9am-5pm Mon-Fri)

Will refer to local Community Legal Centres who can provide legal assistance on family violence, family law and support in applying for intervention orders.

10. How to help homeless clients with substance-use issues

This list is not comprehensive, but identifies some services that may be useful.

Directline – 1800 888 236 (24/7)

24-hour drug information, counselling and referral line for clients

Drug and Alcohol Clinical Advisory Service (DACAS) – 1800 812 804 (24/7)

** Please note this is for health professionals (not clients), who have concerns about the clinical management of patients and clients with alcohol and other drug problems.

Eastern Health Alcohol & Drug Service (EHADS) – 1300 721 927

- Drug & alcohol counselling & support
- Community Mental Health Support Services and homeless agencies can book a bulk-billed psychiatric assessment at Eastern Health for their clients with serious mental illness and alcohol or other drug problems. Appointments will be received via the Dual Diagnosis Clinic.

Youth Support & Advocacy Service (YSAS)

- YSAS Line **1800 014 446** (24/7 for young people)
- YSAS Box Hill **9890 7855**

Provide support & outreach services for young people (12-21) who use alcohol and other drugs and their families

Youth Drugs and Alcohol Advice (YoDAA)

<http://yodaa.org.au/>

User friendly and useful website launched by YSAS for workers, young people, families and carers, and schools. Information site and service-finder page for various Alcohol and Other Drug Services. Includes help-line and chat room.

Eastern Drug & Alcohol Service (EDAS) – 1300 650 705

Provide counselling & support to young people, adults & families for alcohol and other drug use. Youth outreach is offered across the EMR

Family Drug Help – 1300 660 068 (24/7)

Offer support to friends & family who are affected by a loved one's substance use. Offer individual support & groups.

Anglicare – 9721 3688

Located in Bayswater and Lilydale, Anglicare offer counselling & support to people who use drugs & alcohol & their families.

Knox Community Health Service – 9757 6200

Offer drug & alcohol counselling & support to people living in Knox.

Substance Use Recovery Eastern (SURE) – 9871 1800

Provide therapeutic intervention for people with substance use related issues for Maroondah, Knox & Yarra Ranges.

Withdrawal Services for Young People (12 – 21)

YSAS **9890 7855**

Windana **9529 7955**

Withdrawal Services for 18+

EHADS (Eastern Health Drug and Alcohol Service) 9843 1288

Depaul House **9288 2624**

Windana **9529 7955**

Residential Rehabilitation Services

Maroondah Addictions Recovery Project	9737 6540
Salvation Army – The Basin	9762 1166
Salvation Army – Assessment	9521 2770
Odyssey House	9430 1800
YSAS – Birribi	9718 1904 (Youth < 21)

Homeless Youth Dual Diagnosis Initiative (HYDDI):

This is a joint Eastern Health & Family Access Network Project for homeless youth with dual diagnosis issues – both substance use and mental health issues.

Focus: To support housing support workers with their response to young people who are homeless or at risk of homelessness who have *substance use and mental health issues* (dual diagnosis)

Target Group:

Young people who:

- Have a *substance use & mental health issue*
- Are aged between 16 – 25 years old
- Are engaged with a Homelessness Support Service (Youth Homelessness with substance use and mental health issue)

What the HYDDI worker can provide:

- Assistance with assessments around mental health & substance use
- Ideas around management options e.g. medication, counselling, harm minimisation strategies
- Short-term interventions – in-house & outreach
- Support to access mental health & drug & alcohol services
- Education, training & information related to dual diagnosis
- The HYDDI worker has access to a consultant psychiatrist for assessment & management advice (including substance intoxication & withdrawal management)
- Practice reflection & team development

How do I refer?

Housing support workers can refer directly to the HYDDI worker

Clinician:

John Mullane, HYDDI Worker

9890 2673 or **0400 683 747** (Mon-Thu 9-5)

John.Mullane@easternhealth.org.au

11. How to help homeless clients with material aid

Clients who are homeless or at risk of homelessness may need assistance with food parcels, community meals, material aid including clothes and whitegoods and financial management in addition to help with actual housing needs. In addition to providing clients with food parcels, it is recommended that you provide them with written information about how to access other material aid including community meals and financial assistance. Helping clients with their material needs can enhance engagement with mental health services. See below for details.

11.1 Emergency Food Relief (Brief Listing) for Local Government Areas

This is a brief list of some agencies where you might be able to assist your clients to obtain emergency food relief. [Please see appendices for more comprehensive list of agencies if needed]

Where possible, please try to access food parcels in your client's local government area in the first instance. This assists in preventing us placing increased demand on any one organisation. However, if you are unable to obtain emergency food relief through these avenues, you could access the Eastern Emergency Relief Network (details on following page).

These services can usually provide "one-off" assistance in the form of food provision or food vouchers for people on low incomes within their catchment region. Services usually require that recipient be on a Pension or Centrelink benefit and/or have a Health Care Card. All services operate differently and have different hours of operation. It is suggested that you telephone first and encourage your client to make a time to attend in person to discuss their ongoing needs.

Boroondara	Camcare		9831 1900
Manningham	Doncare		9856 1500
Whitehorse	Christian City Care		9837 2900
	Connections UnitingCare		9875 4222
	Eastern Emergency Relief Network		9874 8433
	[Must take EH ID card & client name, number in family; client not to attend]		
Knox	Knox Infolink		9761 1325
	Hopecity Mission		9726 4442
Maroondah	Maroondah Citizens Advice Bureau	Ringwood	9870 3233
		Croydon	9725 7920
	Hopecity Mission		9726 4442
Yarra Ranges	HICCI Office	Healesville	5965 3529
	The Redwood Centre	Warburton	5966 2320
	Dandenong Ranges Emergency Relief	Belgrave	9754 7777
Monash	Monash Waverley Community Info. Service		9807 9844
			or 9807 5996
Aboriginal	Mullum Mullum Indigenous Gathering Place		9725 2166
	Includes Food Bank.		

11.2 Eastern Emergency Relief Network

The Eastern Emergency Relief Network is an organisation that is able to provide donated food parcels and other material aid for needy clients. However, assistance is provided through registered agencies such as Eastern Health. Clients are not able to access this support independently. However, they have second-hand furniture that a client can go and pick out what they need with their case manager present. The client needs to arrange for furniture to be picked-up as there is no delivery service.

<http://www.whitehorse.vic.gov.au/Community-Directory.html?id=749>

There are a number of Eastern Health registration cards for the Eastern Emergency Relief Network for use by the Mental Health Program. These cards can be borrowed from the following contact people, but must be returned on the same day:

- Cheryl Ritter, EH CYMHS, located on Level 3, 43 Carrington Road, Box Hill.
- Kathy Wheelan or Lu Koch, Chandler House AMHS, 16-18 Albert Street, Upper Ferntree Gully
- Oded Weingarten, Koonung AMHS, Central East Mobile Support Team (2 cards)
- David Collins, Outer East Community Care Unit, Bona Street, East Ringwood
- Sandro Madrigale, Outer East Mobile Support Team, Murnong AMHS, Cnr Bona and Patterson Streets, East Ringwood.
- Murnong Continuing Care Team, Bona Street, East Ringwood

The borrower needs to go to the ERN warehouse located at Factory 1, 10-12 Thornton Crescent, Mitcham (9874 8433) between 9.00 am – 1.00 pm Monday to Friday to pick up food boxes in order to give to clients. It is helpful to take a trolley with you to assist with transporting boxes to the car. The worker will usually be asked the name of the client and this is recorded in their record books. Food boxes usually have some essential food items for several days; they come in two sizes – individual and family boxes. Please note this service tends to close about 1 to 2 weeks before Christmas so planning might be advantageous.

11.3 Community Kitchens

There are community kitchens across Melbourne and throughout Victoria. These are places where individuals can meet up with others to socialise and prepare good food together. Ideally everyone will be involved in the planning, budgeting, shopping, cooking and cleaning up. Participants tend to pay for their cost of the meals eaten.

See Eastern Health brochure in Appendix 2.9 for client handout that gives further details.

11.4 Financial management and budgeting assistance in the East

People who are homeless or at risk of homelessness may benefit from assistance with their financial management and budgeting, in addition to their other needs. There are many services available to people who are finding it hard to pay their bills or manage a budget. [****Please note these services do not lend or give out money, but may be able to provide some assistance with paying bills or negotiating with creditors on your client's behalf.**]

See Eastern Health brochure in Appendix 2.10 for client handout that gives further details.

11.5 Material Aid, Food Relief and Budgeting Assistance Brochures

Eastern Health has a range of useful brochures (see Appendix 2 of this document), that can be given to clients who are in need of food relief or budgeting assistance:

- Community meals in the Outer East
- Emergency food relief in the Yarra Ranges
- Home delivered meal services in the Outer East
- Community kitchen
- Financial services and budgeting assistance in the Outer East

These brochures can be obtained on EH Intranet at:

\\ehweb02\MentalHealthProgram\CYMHS\CYMHS resources\ (A) RESOURCES & PROGRAMS\ (H) Homelessness Resources\Food & Material Aid

Also, UnitingCare Harrison has a range of brochures on their internet site that describe how to access material aid, food and budgeting assistance. These brochures are specific to Local Government Areas. These brochures are located at www.unitingcareharrison.org.au and can also be found in Appendix 2 of this document.

12. How to help homeless clients with their pets

What if your client has a pet and you need pets looked after while your client is hospitalised or accommodated in emergency housing. Pets are not allowed in emergency or crisis accommodation.

RSPCA will house the dog (welfare boarding) for a maximum of 2 weeks. If the pet has not been vaccinated the RSPCA will charge a fee of \$40 to cover the vet bill of having the pet vaccinated. Otherwise, they require the vaccination certificate. However, the pet must be delivered to the RSPCA at corner Burwood Highway and Middleborough Road in Burwood East (9224 2222). The delivery must be made between the hours of 9.00 a.m. and 4.30 p.m. Monday to Friday. The person delivering the dog must have a letter of consent from the dog owner allowing the person to act on their behalf, along with a photocopy of the person's ID and evidence of who owns the dog.

RSPCA do not house cats for welfare boarding. They have limited places available for boarding of dogs. All requests are considered on a case by case basis.

The Australian Animal Protection Society located at 10 Homeleigh Road in Keysborough will accept pets for rehoming (adoption) only; they do not have boarding kennels. They are open Monday to Saturday from 10.00 a.m. to 4.00 p.m., and on Sunday from 11.00 a.m. to 3.00 p.m. (9798 8415).

Sometimes, councils may be able to assist. Some councils have After Hours Rangers that will come and pick up a pet; others have After Hours Services and the on call council worker does a case by case assessment.

After Hours Emergency Numbers for Councils:

Knox City Council	9298 8000
Manningham City Council	9840 9333 (Ranger)
Maroondah City Council	016 378 738
Monash City Council	9625 1535
Whitehorse City Council	9262 6333
Shire of Yarra Ranges	1300 368 333

Animal Aid in Coldstream work closely with Eastern Domestic Violence Outreach Service (EDVOS). Pets of family violence clients will take priority. They will only take dogs if they have had C5 immunisation and documentary proof is required. There is a cost of approximately \$20 per day (9739 0300).

13. Who can I consult with about homeless clients and their issues

If young people (16-25 years old) with dual diagnosis issues as well as homelessness:

John Mullane, Homeless Youth Dual Diagnosis Initiative Worker (16 -25 year olds with substance use issues & mental health problems)

Phone: 9890 2673 or 0400 683 747

Housing Access Officer (EACH/ EH) at Murnong and Chandler clinics – currently vacant.

14. References

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9. Australian Institute of Health and Welfare (AIHW) 2011. Government-Funded Specialist Homelessness Services: SAAP National Data Collection Annual Report 2010-11: Australia. Cat. No. HOU 250. Canberra: AIHW.
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12. ABS (2008). National Survey of Mental Health and Wellbeing: Summary of Results, Australia, 2007 (ABS Cat. No. 4326.0), ABS, Canberra, 2008.
13. p.1, Australian Institute of Health and Welfare (2012). National Social Housing Survey: State and territory results 2010. Cat. No. HOU 264. Canberra: AIHW.
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15. Australian Institute of Health and Welfare (2012). Specialist Homelessness Services Collection: first results. Cat. No. HOU 262. Canberra: AIHW.
16. Homelessness Services in the Eastern Region (2011), Maidie Graham, Wesley Mission Victoria: Ringwood.
17. Eastern Homeless Network (2012). Private Rental Information Booklet. Eastern Homelessness Network: Melbourne
18. Department of Human Services (2013). Homeless with Support segment factsheet: Information for support providers. July 2013. DHS: Victoria

Appendix 1 Emergency accommodation resources

1.1 Emergency accommodation motels (Updated May 2014)

Motels are listed in order of preference based on price, location (to Wesley) and regular use

Prices may change depending on nights required

<u>Name</u>	<u>Address</u>	<u>Phone / Fax</u>	<u>Notes</u>
Motel Maroondah	768 Whitehorse Road, BOX HILL 3128	Ph: 9899 5555 Fax: 9890 9344 Email: motelmaroondah@motelmaroondah.com.au	Single Double Family
Manhattan Hotel	Cnr Canterbury & Heatherdale Rds, HEATHERDALE	Ph: 9874 7777 Fax: 9874 1498 Email: julie.mcconnell@alhgroup.com.au	Single Double Family
Quality Hotel Manor	669 Maroondah Hwy MITCHAM 3132	Ph: 9872 4200 Fax: 9872 4472 Email: info@qualityhotelmanor.com.au	Single Double Family
Ringwood Motel	442 Maroondah Hwy RINGWOOD	Ph: 9870 3222 Fax: 9870 3445 Email: info@ringwoodmotael.com.au	Single Double Family
Lilydale Motor Inn	474 Maroondah Highway, LILYDALE 3140	Ph: 9739 3900 Fax: 9739 5922 Email: lmi1@bigpond.com.au	Single Double Family
The Alpine Retreat Hotel	3340 Warburton Hwy WARBURTON	Ph: 5966 2411 Fax: 5966 9233 Email: admin@alpineretreat.com.au	Non- ensuite rooms (Single and Double)
Elizabeth Hostel	490 Elizabeth St MELBOURNE	Ph: 9663 1685 Fax: 9639 6719 Email: elizabethhostel@hotmail.com	Single Double
The Gatwick	24 Fitzroy St ST KILDA	Ph: 9534 0318 Fax: 9534 0357 Email: NA	Single Double

Appendix 1 Emergency accommodation resources

1.2 Rooming houses (Updated May 2014)

Eastern Suburbs

Paul Allen	0418374390	LOCAL EASTERN SUBURBS Singles, Couples or Families
RJ Properties: Val	0418 360 452	LOCAL EASTERN SUBURBS Singles Only
Basil (Tulcany)	0438 401 805	LOCAL EASTERN SUBURBS Singles or Couples
Steve Bryce	0438 125 250	\$20 key deposit LOCAL EASTERN SUBURBS Singles or Couples
Stuart Allen	0412 220 596	LOCAL EASTERN SUBURBS & Frankston Singles or Couples
Emohorou 4 Aumann st HEATHMONT	0425 713 201 Con	\$20 room key deposit. 2 wks in advance 35+ preferred Singles Males Only
Anne Ewart's	0417 319 472	Cost per week plus 2 wks bond. No D & A issues 30+ preferred Males Only
Ivy Grange 3 Malmsbury St KEW	9853 9496 Helen	Cost plus 1 wk advance. 25yrs + Males Only
Ray White Real Estate LILYDALE	9727 4599 (Maria or Keith)	Single Double 2 weeks rent in advance. No D & A issues. 30 yrs + Singles Only, no children

Other suburbs

45 Hemming st DANDENONG	0417 336 906 John	Cost p/w plus 2wks in advance. Communal kitchen & amenities Males Only
48 Hammond Rd DANDENONG	0417 336 906 John	Cost p/w plus 2wks in advance. Communal kitchen & amenities Males Only
12 King George Parade DANDENONG	0417 336 906 John	1wk bond + key deposit Males Only
8 Weller St DANDENONG	0417 336 906 John	2wks bond + 1wk in advance. Communal kitchen & amenities Males Only
Ozonam House 179 Flemington Rd NORTH MELBOURNE	9329 5100	2 weeks in advance. Must be on Centrelink payments Call after midday Singles Males Only
Homeground Crisis Accommodation FLAGSTAFF	9329 4800 Call for assessment	All meals included. Males Only

1.3 Backpackers, hotels and hostels – client list (Updated May 2014)

BARLEYCORN HOTEL 177 Johnson St Collingwood	9417 1777	Dorm room Double room	
BAYSIDE HOTEL 63 Fitzroy St St Kilda	9525 3833	Single & Double	
WT ONUS HOSTEL 75 Westgarth St Northcote	9489 6701	Cheaper if on youth allowance.	Accept Aboriginal only. Male and Female.
FAWKNER MANSIONS HOSTEL 250 Punt Rd Prahran	9521 2388	Single	
GATWICK PRIVATE HOTEL 34 Fitzroy St St. Kilda	9534 0318	Single & Double	
COBURG COACH MOTEL 844-846 Sydney Rd Coburg	9350 2844	Double Families Self-contained units	Negotiable rates for longer stays, depends on how many people.
BACKPACK HOTEL/DOWNTOWN BACKPACKERS' 167 Franklin St Melbourne	9329 5858	Dorms Private Double Room Private Triple	
DERRIMUT HOTEL 132 Durham Rd Sunshine	9311 1171	Single Double \$30 Key deposit	No drugs-immediate eviction 24hr security cameras. No cooking facilities. Locks on all rooms and showers.
GEORGE WRIGHT SHELTER (AHL) 66 George St Fitzroy	9419 8648	Single Extra \$5 for the key. Meals incl.	Male only Aboriginal men priority
HOTEL SPENCER 475 Spencer St West Melbourne	9329 7755	Double Dorm	Only accept people who present well. Require photo I.D
MELTON HOTEL 344 High St Melton	9743 5599	Single Double	
PLOUGH MOTEL Cnr Barkly St & Geelong Rd Footscray	9687 2070	Double Queen Twin	

Homelessness Resource Guide

GLADYS NICHOLLS HOSTEL 59 Cunningham St Northcote	9489 0032	Over 21	Aboriginal Accommodation a priority. Male and female Price can vary - depends on age and seasons
CITY HOSTELS 217 King St Melbourne	9670 6777	Single	Singles preferred. Own room. Cooking facilities
ST.KILDA INN 109 Barkly St St. Kilda	9525 3332	Dorms	Kitchen available. Bedding supplied. Need own doonas & towels.
MEERINDOO YOUTH ACCOMMODATION HOSTEL 104 Day St Bairnsdale	5152 2188	Single	16-19 yo. Accept all youth.
VICTORIA HALL 380 Russell St Melbourne	9662 3888	Dorm Twin	Dorm rooms: 4 single beds per room Price can vary - depends on seasons.
COMBARTON STREET Box Hill	0412 922 932	Single 2 wks in advance	Males only 25yrs+. Shared bathroom. Cooking roster Prefer long term tenants

Appendix 2 Material resources by Local Government Area

2.1 Material aid - Knox

Produced by Uniting Care Harrison

Uniting Care Harrison
Postal Address PO Box 4503 Knox City Centre 3152
Ph: (03) 9871 8700
Fax: (03) 9801 3134
Email: enquiries@harrison.org.au Website:
www.unitingcareharrison.org.au

As details of services listed may vary from time to time it is recommended that you call before visiting.

Salvation Army Ferntree Gully:

Eligibility: Residents of Ferntree Gully, Knoxfield, Rowville, Scoresby, Part of Boronia (Sth of Boronia Rd, East of Mountain Hwy.), Belgrave, Upwey.

Phone: 9720 8918

Address: 37 Wattletree Rd, Ferntree Gully

Hours: 10-12:30pm, Tue & Thur

Service: Mainly Food Vouchers, food parcels, clothing & furniture.

Salvation Army Boronia:

Eligibility: Residents of Boronia, Bayswater, Kilsyth Sth, The Basin, part of Wantirna up to Olinda.

Phone: 0762 0299

Address: 2 Liverpool Rd, Boronia

Hours: Thursday 10am – 12pm

Service: Food Vouchers, Food Parcels, Clothing & Furniture.

St Vincent de Paul (Ferntree Gully):

Eligibility: All Health Care Cards Holders

Phone: 1300 305 330

Address: NA (Home Visits)

Hours: 10- 3pm Mon - Fri

Service: Food Vouchers, Food Parcels, Clothing & Furniture.

Ring 1300 305 330 first then within 48 hours contact made for services to be provided - not done on site

City Life Community Care:

Eligibility: Will assist everyone but ring to check first

Phone: 9871 8900

Address: 1248 High St Rd, Wantirna South 3152

Entry via Cathies Lane

Hours: 9.00-4.30pm Mon-Fri

Service: Material aid, Food Parcels & Counselling

Australia for Christ Fellowship

Eligibility:

Phone: 0433 574 273 preferred sms and you will be called back (can call)

Address: 1070 Stud Road, Rowville

Hours: collection of parcels 1st and 3rd Thursdays of each month

Service: Food Parcels And Voucher

Knox Infolink:

Eligibility: Residents of Knox.

Phone: 9761 1325

Address: 136 Boronia Rd, Boronia (Marie Chandler House)

Hours: 10-3pm Mon - Fri by appointment only

Service: Community Information and referral, food vouchers, food parcels, travel tickets, financial counselling by appointment, legal referral, tax return assistance.

ADRACARE:

Eligibility: Residents of the Knox & Hills, up to Cockatoo

Phone: 9752 2897

Address: 5 Railway Ave, Upper Ferntree Gully

Hours: Monday 1pm-3pm

Service: Food vouchers, Food, Clothing. Assistance with bills & rent.

Bayswater Church of Christ:

Eligibility: Residents of Bayswater & North Bayswater

Phone: 9720 0322 - Andrew - 0418 755 711

Address: 643 Mountain Hwy, Bayswater

Hours: Mon-Wed & Fri 9.00-11.30 or by Appt

Service: Food parcels

Hopecity Mission Food Bank

Eligibility: Concession card & resident of Maroondah, Knox & Shire of Yarra Ranges

Phone: 9726 4442

Address: 101 Manchester Rd Mooroolbark

Hours: Monday - Thursday 9:30am - 2pm by appointment

Service: food hampers & hygiene products

Meals on Wheels

Eligibility: People need to be assessed by the provider as HACC (Home and Community Care) eligible to be able to receive this service

Phone: For more information, contact Knox Council on 9298 8000

Printed version only valid if consistent with electronic version.

Appendix 2 Material resources by Local Government Area

2.2 Material aid - Manningham

Produced by Uniting Care Harrison

Uniting Care Harrison
Postal Address PO Box 4503 Knox City Centre 3152
Ph: (03) 9871 8700
Fax: (03) 9801 3134
Email: enquiries@harrison.org.au Website:
www.unitingcareharrison.org.au

As details of services listed may vary from time to time it is recommended that you call before visiting.

Doncare, Doncaster Community Care & Counselling Centre:

Eligibility: Must be resident of City of Manningham.

Phone: 9856 1500

Address: Suite 4, Level 1, MC², 687 Doncaster Road, Doncaster.

Hours: 9:00 – 9pm Mon, 9:00 – 5pm Tue, 9:00 – 9pm Wed, 9:00 – 9pm Thu, 9:00- 1am Fri.

Service: Material aid, food vouchers, chemist, petrol. Travel money, negotiation with utility providers.

Low interest loan.

Warrandyte Housing Services:

Eligibility: Resident of Manningham

Phone: 9844 4495

Address: 95 Yarra Street, Warrandyte

Hours: 9.30-4pm Mon-Thurs

Service: Food parcels, rent assistance, some bill assistance must ring for appointment.

Salvation Army (Doncaster)

Eligibility: Resident of Manningham

Phone: 9842 4744

Address: 37 Taunton Street Doncaster East

Hours: By appointment only

Service: Food parcels, Food Vouchers, assistance with utilities.

Meals on Wheels

Eligibility: People need to be assessed by the provider as HACC (Home and Community Care) eligible to be able to receive this service

Phone: For more information, contact Manningham Council on 9840 9333

Appendix 2 Material resources by Local Government Area

2.3 Material aid - Maroondah

Produced by Uniting Care Harrison.

Uniting Care Harrison
Postal Address PO Box 4503 Knox City Centre 3152
Ph: (03) 9871 8700
Fax: (03) 9801 3134
Email: enquiries@harrison.org.au Website:
www.unitingcareharrison.org.au

As details of services listed may vary from time to time it is recommended that you call before visiting.

North Ringwood Care:

Eligibility: Maroondah LGA but will assist people out of region.

Phone: 9876 5625

Address: Dickson Crescent, North Ringwood 3134

Hours: 10-1pm Mon - Fri

Service: Food Parcels, referrals to other services, Centrelink enquiries, fresh food, vegetables and meat.

Maroondah Citizens Advice Bureau Croydon:

Eligibility: Maroondah LGA. Clients can only receive help from either Ringwood or Croydon CABS, not both places, once a month.

Phone: 9725 7920

Address: 214 Mt Dandenong Rd, Croydon

Hours: 9:30 - 1pm Mon - Wed

Service: Referral & Info, assistance with tax returns, food parcels, Christmas hampers and toys, referrals to financial counselling.

Maroondah Citizens Advice Bureau Ringwood:

Eligibility: Resident of Maroondah. Clients can only receive help from either Ringwood or Croydon CABS, not both places, once a month.

Phone: 9870 3233

Address: 4 Melbourne St, Ringwood (Ringwood Library Complex)

Hours: 10 - 2pm Everyday

Service: Referral & Info, assistance with tax returns, food parcels, Christmas hampers and toys, financial counselling by appointment.

Heathmont Inter Church Help (H.I.C.H):

Eligibility: Residents of Heathmont, Ringwood, Croydon, Part of Bayswater Dorset Rd, Boronia Rd, Heatherdale Rd going up to Warranwood.

Phone: 9720 6757

Address: 136 Canterbury Rd, Heathmont

Hours: Mon – Fri 12 - 3pm

Service: Food parcels, food vouchers for fruit & veg, some pharmaceuticals, baby formula. Phone cards and met tickets. Can only assist 1 in each 2 month period.

Meals on Wheels

Eligibility: People need to be assessed by the provider as HACC (Home and Community Care) eligible to be able to receive this service

Phone: For more information, contact Maroondah Council on 1300 882 233

St Vincent de Paul Ringwood:

Eligibility: Resident of Ringwood, Mitcham, Donvale. Ring for appointment, clients are then assessed in their own homes by a volunteer.

Phone: 9870 9124

Address: Do home visits.

Hours: 9 – 5pm Mon – Sat

Service: Food parcels, second hand clothing & Furniture.

St Vincent de Paul Croydon:

Eligibility: Resident of Croydon, Nth Croydon, Sth Croydon

Phone: 9723 4116

Address: Do home visits

Hours: 10 – 4pm Mon - Fri

Service: Food parcels, second hand clothing & Furniture.

Salvation Army Ringwood:

Eligibility: Please call to check eligibility

Phone: 9879 2894

Address: 47 Wantirna Rd, Ringwood

Hours: 10 – 1:30 Mon, Wed & Fri by appointment only

Service: Food vouchers, food parcels, clothing, furniture, Telstra vouchers (Landline only once a year), advocacy, referrals, financial assistance, counselling and support services, rent, prescriptions, bills, clothing.

Truth & Liberation Concern:

Eligibility: Will help anyone- don't have to have healthcare card.

Phone: 9729 6555

Address: 265 Canterbury Rd, Bayswater

Hours: 9:30 -4pm daily except Wed

Service: Food Parcels, individual & family counselling.

A Helping Hand- Uniting Church Croydon:

Eligibility: Maroondah LGA

Phone: 9725 1115

Address: Corner Mt Dandenong Rd & Mountain View Rd, Croydon

Hours: 9.30-12.00pm Mon-Fri

Service: Food Parcels, Food Vouchers, Petrol Vouchers (in Medical Emergency)

Wesley Community Centre

Eligibility: Homeless, strong links to the Eastern Region, need to attend face-to-face assessment. Must live in City of Maroondah.

Phone: 8870 4000

Address: 291a Maroondah Hwy, Ringwood, opposite Ringwood Lake.

Hours: 9.00-5.00 Mon-Fri for appointments.

Service: Food parcels (Must be a current client), emergency housing, limited funds for travel and food vouchers. Shower, Laundry and mailing facilities.

Printed version only valid if consistent with electronic version.

Appendix 2 Material resources by Local Government Area

2.4 Material aid - Monash

Produced by Uniting Care Harrison

Uniting Care Harrison
Postal Address PO Box 4503 Knox City Centre 3152
Ph: (03) 9871 8700
Fax: (03) 9801 3134
Email: enquiries@harrison.org.au Website:
www.unitingcareharrison.org.au

As details of services listed may vary from time to time it is recommended that you call before visiting.

Monash – Waverley Community Info & Support Centre:

Eligibility: Resident of Monash & Waverley

Phone: 9807 5996

Fax: 98070278

Address: 6 Holskamp St, Mt. Waverley (Benevolent staff now on site)

Hours: 9:30 – 3:30pm Mon - Fri

Service: Bread, Food parcels, travel tickets, referral to benevolent society for food vouchers or other assistance, referral to other Monash services that best suit your needs.

Monash Youth Family Services:

Eligibility: Resident of Monash

Phone: 9561 7359

Address: 14 Bogong Ave, Glen Waverley (near Glen Waverley Station.)

Hours: 9-5 Mon - Fri

Service: Individual/Family Counselling and Support, School based programs, Recreational Program in Ashwood, Young Mum's Group, School Holiday Program for Primary School children, Information, referrals and many support and active groups.

Salvation Army Waverley Temple:

Eligibility: Ashwood, Burwood East, Wantirna Sth, Wheelers Hill, Mulgrave, Vermont Sth, Glen Waverley, Mt Waverley

Phone: 9887 9515

Address: 958 High St Road (cnr Kristen Close), Glen Waverley.

Hours: Monday, Wednesday and Friday 1-3pm

Service: Food vouchers, op shop vouchers. Sally's lunch 12.00pm Friday's. Positive lifestyle groups and community support.

Monash- Christian Church Mulgrave Food Bank:

Eligibility: Anyone with Health Care Card

Phone: 9562 5599

Address: 19 McDonalds Lane, Mulgrave

Hours: Thursdays by appointment only 12:30-2pm

Service: Packaged & tinned Food as well as Bread, Fruit & Vegetables.

Anglicare Victoria- Dixon House Clayton:

Eligibility: 3166, 3167, 3168, 3169 Must have HCC or Pension Card

Phone: 9543 8911

Address: 2 Dixon St, Clayton, next door to Monash Medical Centre

Hours: Wed 10-12pm, 1-3pm and Thurs-Fri 11-12pm, 1-3pm

Service: Drop in service for food parcels, assessment made and help given according to need and dependent upon funding. Adult education English, Art and Craft, Computer classes. Seniors fitness group for women. Wednesdays 12pm Lunch for gold coin donation.

Syndal Baptist Church Food Bank:

Eligibility: Resident of Monash

Phone: 9803 9144

Address: 4 Tricks Ct, Glen Waverley

Hours: 10-3pm by appointment on Tuesdays.

Service: By interview have fresh fruits, vegies, clothes & household items.

Monash Oakleigh Community Info & Support:

Eligibility: Resident of Oakleigh/ Clayton Areas and around Chadstone & Malvern. Ring first with your street name and number to make an appointment.

Phone: 9568 4533

Address: 25 Downing St, Oakleigh

Hours: Mon – Fri

Service: Counselling (need to make appointment with Wavcare), food vouchers, food parcels, tax help, referrals for a JP, op shop.

Benevolent Society:

Eligibility: Greater Dandenong, Keysborough, Noble Park.

Phone: 9793 3736

Address: Shop 5, 305 Thomas St Dandenong

Hours: 9-3pm Mon –Thurs. Closes at 2pm Fri.

Service: clothing, furniture, material aid, blankets, food, food vouchers (not always available).

St Vincent de Paul Oakleigh:

Eligibility: Resident of Oakleigh and surrounding areas

Phone: 9568 1034

Address: Do home visits to clients.

Hours: 9-3pm Monday-Saturday

Service: Welfare Services have to go through a Central Welfare Call Centre after 10am **1300 305 366**

Child & Family Care Network:

Eligibility: Ashburton, Bentleigh East, Clayton, Jordanville, Mt Waverley, Oakleigh, Oakleigh South, Notting Hill, Huntingdale

Phone: 8562 5100 **Fax:** 95606316

Address: 583 Ferntree Gully Rd, Glen Waverley 3150

Hours: 9-4:30pm

Service: Food vouchers, bill payments, material aid, clothing, furniture, nappies, toys, advocacy & referral.

SHIFT:

Eligibility: Glen Waverley, Mt Waverley, Mulgrave

Phone: 9802 7788

Address: 31 Hardener Road, Mt Waverley 3149

Hours: 9-4:00pm Mon-Thur

Service: financial assistance towards overdue utilities & medical costs

Salvation Army (Clayton):

Eligibility: Noble Park, Springvale, Keysborough, Clayton, Oakleigh, Chadstone, Bentleigh

Phone: 9535 9000

Address: 384-390 Houghton Road, Clayton or 14a Leonard Drive, Noble Park

Hours: Mon – Thurs 10 – 12pm, Friday 9:30am – 3:30pm

Service: Food vouchers, Travel tickets, petrol vouchers. Vouchers for clothing and furniture. Scripts Fridays only.

Salvation Army Family Store (Oakleigh):

Eligibility: Springvale (City of Dandenong)

Phone: 9563 0786

Address: 378 50 Atherton Road, Oakleigh

Hours: Tuesday till Friday 10am till 1pm

Service: Food Hampers, furniture, clothing, assistance with educational expenses during the Jan-Feb period. Phone Vouchers (When available), from July onwards value of up to \$100.

Salvation Army Family Store (Noble Park):

Eligibility: Noble Park Area

Phone: 9548 2470

Address: 378 50 Atherton Road, Oakleigh

Hours: Monday/Wednesday/Friday 10am – 2pm

Service: Food Hampers, furniture, clothing, assistance with educational expenses during the Jan-Feb period. Phone Vouchers When available.

Springvale Community Aid & Services:

Eligibility: Greater Dandenong & Clayton

Phone: 9546 5255

Address: 5 Osborne Avenue, Springvale

Hours: Mon – Fri 9-5pm Wed 1-5pm

Service: Food Vouchers, travel tickets & financial counselling, referrals and advocacy.

St Vincent De Paul Springvale:

Eligibility: Springvale

Phone: 1300 305 330

Address: Not available (home visits).

Hours: Mon – Fri 9-4pm Saturday 9-12noon

Service: Food Vouchers, clothing and furniture.

Meals on Wheels

Eligibility: People need to be assessed by the provider as HACC (Home and Community Care) eligible to be able to receive this service

Phone: For more information, contact Monash Council on 9807 1630

Appendix 2 Material resources by Local Government Area

2.5 Material aid – Yarra Ranges

Produced by Uniting Care Harrison

Uniting Care Harrison

Postal Address PO Box 4503 Knox City Centre 3152

Ph: (03) 9871 8700

Fax: (03) 9801 3134

Email: enquiries@harrison.org.au Website:

www.unitingcareharrison.org.au

As details of services listed may vary from time to time it is recommended that you call before visiting.

Lilydale Community Information Centre:

Eligibility: Living in the 3116, 3137(except Kilsyth Sth), 3138, 3139, 3140, 3765, 3766, 3767, 3770, 3788, 3793, 3795, 3796, and at intervals of 3 months.

Phone: 9735 1311

Address: 214 Main St, Lilydale (cnr Clarke St.)

Hours: 10-3pm Mon-Fri.

Service: Food vouchers, food hampers, information and referrals, legal advice.

Anglicare Family Services Yarra Ranges:

Eligibility: Families that are residents of Old Shire Lilydale.

Phone: 9735 4188

Address: 47-51 Castella St, Lilydale.

Hours: Food relief 9:30 – 3:30pm Mon-Fri, Office hours 9-5pm.

Service: Foster care, homeless support, disability, counselling, anger management, youth support, and many new programs, ring for other support.

St Vincent de Paul Lilydale:

Eligibility: Living in the Lilydale area. Clients are assessed by attending three interviews.

Phone: 9735 4916

Address: 250 Main St, Lilydale.

Hours: 9-4pm Mon-Fri, 10-1:30pm Sat

Service: Second hand clothing, furniture, food hampers.

St Vincent de Paul Warburton:

Eligibility: Living in Warburton, Millgrove, Yarra Junction, Powel Town, Launching Place, McKenzies Creek. Clients are assessed by attending three interviews.

Phone: 5966 2036

Address: 3379 Warburton Hwy (on left as coming into town)

Hours: 9-4pm Mon-Fri, 10-1:30pm Sat

Service: Second hand clothing, furniture, food hampers, books, food vouchers, bus tickets, petrol vouchers, assistance with bills.

Valley Christian Fellowship Woori Yallock:

Eligibility: Resident of Woori Yallock & District.

Phone: 5961 5532

Address: 10 Lyster rd, Woori Yallock.

Hours: 9-12pm Mon - Fri

Service: Food parcels and financial counselling ring Thu/Fri. Looking to expand services.

Lilydale Community Church (Vineyard):

Eligibility: Shire of Lilydale.

Phone: 9739 7945

Address: 60 Cavehill Rd, Lilydale.

Hours: 1-5pm Wed, 1-3pm Fri.

Service: Free meal Wed evening, food parcels and general assistance.

Love in the Name of Christ (LINC):

Eligibility: Yarra Ranges call to check eligibility of clients first

Phone: 5967 2119

Address: At rear of council offices in Yarra Junction opp Library

Hours: Mon-Fri appointments between 10.00-12.00pm.

Service: Food vouchers, food parcels, petrol vouchers, chemist vouchers.

Salvation Army- Mooroolbark:

Eligibility: Mooroolbark residents.

Phone: 9727 4777

Hours: Mon, Wed, Fri 1-3pm

Service: Clothing, Furniture, House Ware.

Ranges Community Health Services:

Eligibility: Residents of Dandenong Ranges.

Phone: 9739 4577 & Lilydale Office 9739 4577

Address: 1624 Burwood Hwy, Belgrave (near Cameo theatre in Main Street)

Hours: 8:30 – 5pm Mon - Fri

Service: Regularly new services, classes, etc. Please call for services. Some services that are offered: Community information & referral, no interest loans, health services free to 12-28 year olds includes doctors, health nurse, dental, counsellors, occupational therapy, podiatry, physio.

Website: www.rangeschs.org.au

Healesville Inter Church Community Care:

Eligibility: Yarra Glen District

Phone: 5965 3525 – To make an appointment

5965 3529 – General Enquiries & Emergency relief assistance

Address: Community Annex, 231 Maroondah Hwy, Healesville

Hours: Mon – Thur 9:30 – 3:30 By appointment only Fridays 9:30 – 12:30

Service: General Emergency relief, food parcels, food vouchers, MET travel tickets, chemist expenses, clothing, shoes, emergency transport.

Salvation Army (Mooroolbark):

Eligibility: Call & check if client resides in correct postcode.

Phone: 9727 4777

Address: 88 Brice Ave Mooroolbark

Hours: Mon 10am-2:30pm Wed 1pm – 3pm

Service: Food Vouchers, Food parcels, Telstra Bills, Clothing Vouchers

Anglicare Family Services- Yarra Ranges:

Eligibility: Residents of Lilydale

Phone: 9735 4188

Address: 47-51 Castella St, Lilydale

Hours: 9.30am-3.00pm Mon-Fri for material aid

Service: Material aid, Financial Counselling
Programs includes Family support service, Counselling, Drug and Alcohol,
Men's violence and kids in care.

The Redwood Centre (Warburton):

Phone: 5966 2320

Address: 3505 Warburton Highway, Warburton

Hours: Mon, Tue, Thu

Service: Material aid (coats, blankets, towels, food parcels), breakfast or a cuppa,
computer use & lessons

Dandenong Ranges Emergency Relief Service Inc.:

Eligibility: Residents of Dandenong Ranges

Phone: 9754 7777

Address: 1632 Burwood Highway, Belgrave

Hours: 9am-12.30pm Mon-Fri

Service: Emergency Aid such as met cards, payment of small essential bills, repairs / replacement of household goods, food vouchers, clothing, payment of prescriptions.

Meals on Wheels

Eligibility: People need to be assessed by the provider as HACC (Home and Community Care) eligible to be able to receive this service

Phone: For more information, contact Yarra Ranges Council on 1300 368 333

Printed version only valid if consistent with electronic version.

Emergency food relief providers in the Yarra Ranges

Source: Eastern Health (2011) "Emergency Food Relief in the Yarra Ranges"

Please call beforehand as some agencies require an appointment to be made or are not open every day. Also, some organisations only offer assistance to people who live in their local community.

Suburb	Agency	Address	Phone
BELGRAVE	Dandenong Ranges ER	1632 Burwood Hwy	9754 7777
	Mission Impossible	1623 Burwood Hwy	9754 1700
HEALESVILLE	HICCI	231 Maroondah Hwy	5965 3529
HEALESVILLE	Salvation Army	114-116 Maroondah Hwy	5962 4826
KILSYTH	Kilsyth Baptist Church	382-388 Liverpool Rd	9762 8954
LILYDALE	Anchor	112 Main St	9760 6400
	Anglicare	47-51 Castella St	9735 4188
	Careworks	"The Chapel", 42-44 Castella St	9739 6801
	Lilydale CIC	214 Main St	9735 1311
	St Vincent de Paul	CALL FIRST	1300 305 330
	The Mustard Tree	3/ 28 John St	9735 3500
	The Upper Room	Level 1, 106 Main St	0411 342 337
	Yarra Valley Vineyard	60 Cavehill Rd	9739 7945
MILLGROVE	River Valley Careworks	Shop 1, Millgrove Shops	5966 5921
MONBULK	Monbulk Care Network	61-63 Main Rd	9756 7800
	Monbulk Christian Fellowship	Old Emerald Rd	9756 7866
MOOROOLBARK	Salvation Army	88 Brice Ave	9727 4777
	Hope City Mission	101 Manchester Rd	9761 6778
TECOMA	Hope on Fridays	3 Clifford Grove	9754 6809
WARBURTON	St Vincent de Paul	CALL FIRST	1300 305 330
	The Redwood Centre	3505 Warburton Highway	5966 2320
WOORI YALLOCK	Valley Community Care	3/ 10 Nester Rd	5961 5532
YARRA JUNCTION	LINC	Cnr Hoddle St & Warburton Hwy	5967 2119

Appendix 2 Material resources by Local Government Area

2.6 Material aid – Whitehorse

Produced by Uniting Care Harrison

Uniting Care Harrison
Postal Address PO Box 4503 Knox City Centre 3152
Ph: (03) 9871 8700
Fax: (03) 9801 3134
Email: enquiries@harrison.org.au Website:
www.unitingcareharrison.org.au

As details of services listed may vary from time to time it is recommended that you call before visiting.

CIC - (Community Information Centre) Box Hill:

Eligibility: Living in the City of Whitehorse (North of Canterbury Road).

Phone: 9890 3333

Address: Suite 1, 27 Bank Street, Box Hill

Hours: 9:30 – 4:00pm Mon – Fri

Services: Food Vouchers, assistance with landline bills from Telstra, referrals for legal services, no interest loan scheme through East Burwood, general information.

Salvation Army Welfare Department – Box Hill:

Eligibility: Must be resident of City of Whitehorse and hold a health care card.

Phone: 9890 2993

Address: 17 – 23 Nelson Rd, Box Hill

Hours: Phone for appointment. Appointments available Tuesday, Wednesday and Thursday Mornings 10 – 12.

Services: Food Parcels, maximum \$50 of financial assistance if no previous assistance.

St. Vincent de Paul:

Eligibility: Clients are assessed in their own home by a visit from a volunteer of the society.

Phone: 1300-305-330

Hours: 10am-3pm Mon-Fri. Clients normally seen within 24hours (home visits).

Service: Food Vouchers, food, limited amounts of furniture, whitegoods clothing vouchers and assistance with utility bills.

UnitingCare East Burwood Centre:

Eligibility: Must be resident of Whitehorse & Surrounding areas & have Health Care Card

Phone: 9803 3400

Address: 220 Burwood Hwy, East Burwood.

Hours: Mon- Fri 9:30 – 4pm.

Services: Food parcels, food vouchers, nil's schemes also have support groups for aged/disabled clients, people with dementia. Mainly work with Senior Citizens, but also work with young people with a disability. Counselling.

Crossway Baptist Church:

Eligibility: Whitehorse area but willing to be flexible.

Phone: 9886 3700

Address: 2 Vision Drive, East Burwood

Hours: Thursday only.

Service: Food parcels by home visits. Mon, Tue & Thurs.

Christian City Care

Eligibility: Must be a resident of City of Whitehorse and hold a Health Care Card.

Phone: 9837 2900

Address: 27 Bank Street, Box Hill

Hours: 9-5pm Mon-Thursday

Service: Emergency Relief, food parcels, life skills groups in relationships and budgeting, taking charge of your life, Music group for toddlers Thurs. a.m. Craft group on Wed. a.m.

St. Pauls Lutheran Church

Eligibility: Referral from Citizens Advice Bureau (above)

Phone: 9899 0623

Address: 711 Station Street, Box Hill (Rear of St. Pauls Church)

Hours: Mon – Fri 9.00 am till 5.00pm

Service: Food parcels

UnitingCare Harrison-Wesley Uniting Church (Wesley Hall)

Eligibility: Holders of HCC

Phone: 9871 8700

Address: Cnr Oxford Street & Station Street Box Hill

Hours: 12:30

Service: Free Lunch Service. During school term only. Please call to confirm.

Meals on Wheels

Eligibility: People need to be assessed by the provider as HACC (Home and Community Care) eligible to be able to receive this service

Phone: For more information, contact Whitehorse Council on 9292 6333

Appendix 2 Material resources by Local Government Area

2.7 Free/ cheap meals in the Outer East (Community meals) by Day of Week

What is a community meal?

Community meals provide an opportunity for people, regardless of their circumstances, to get together to share a meal. Usually meals are provided at little or no cost. Community meals are often freshly cooked by volunteers and served in a welcoming and social environment.

People go to community meals because of the sense of community, life is proving tough (no matter why), for friendly chat and social contact, or just to enjoy a great meal. Although community meals are usually free or very cheap, they are not just for people with financial difficulties, but also for those who like to spend time with others and meet new people.

MONDAY - Lunch	
BELGRAVE	Mission Impossible 1628 Burwood Hwy 9754 1700
RINGWOOD	St Paul's Anglican Church Warrandyte Rd 9870 2093
MONDAY - Dinner	
MOOROOLBARK	Mooroolbark Baptist Church 153 Hull Rd 9725 3700
CROYDON	St John's Anglican Church 5 Toorak Ave 9723 2137

TUESDAY - Lunch	
BELGRAVE	Mission Impossible 1628 Burwood Hwy 9754 1700
MILLGROVE	Good Tucker Day BBQ Millgrove Fire Station 5966 5921

TUESDAY - Dinner	
HEALESVILLE	Dinner at Darron's Uniting Church Hall Maroondah Hwy 5965 3529
FERNTREE GULLY	Foothills Community Care HV Jones Hall, Kingston St 8711 8677
CROYDON	The Dining Room St John's, 5 Toorak Ave 0430 431 613

WEDNESDAY - Lunch	
RINGWOOD *	Talk & Tucker, Salvation Army Cnr Wantirna & City Rds 9870 0720
WEDNESDAY - Dinner	
BAYSWATER	Liz's Kitchen, Church of Christ 643 Mountain Hwy 9720 0322
FERNTREE GULLY	Foothills Community Care Guides Hall, Underwood Rd 8711 8677
CROYDON	Urban Life, St John's, 5 Toorak Ave 0438 379 827

THURSDAY - Lunch	
BORONIA	Wesleyan Methodist Church 36 Pine St 9762 8535
RINGWOOD	The Oasis, Church of Christ 11-13 Bedford Rd 9870 8169

THURSDAY - Dinner	
CROYDON *	Vive Cafe, 17-19 Surrey Rd West 0430 431 613
MT EVELYN	King's Kitchen 45-47 Birmingham Rd 9736 1087
CROYDON	Croydon Hills Baptist Church St John's, 5 Toorak Ave 9733 0571
LILYDALE	Careforce Bus, near train station 9739 6801
BORONIA	Combined Churches of Boronia Cnr William St & Dorset Rd
YARRA JUNCTION	Cafe Koha Yarraburn Centre, 1-3 Park Rd 0403 185 580 NOTE: Patrons are asked to pay what they can afford and feel the meal is worth

FRIDAY - Lunch	
BELGRAVE	Mission Impossible 1628 Burwood Hwy 9754 1700
RINGWOOD	Ralac Community Lunch 1-7 Kirk St 9870 7523

FRIDAY - Dinner	
UPWEY	Soup Kitchen Next to Bendigo Bank, Main St 0417 608 860
CROYDON	The Kiosk Main St 9729 7765

SATURDAY - Dinner	
CROYDON	The Kiosk Main St 9754 1700

SUNDAY - Dinner	
CROYDON	New Life Community Centre 17-19 Surrey Rd West
RINGWOOD	Ringwood Lutheran Church 57 Wantirna Rd 9870 7054
CROYDON	Maroondah City Church, St John's, 5 Toorak Ave 9879 0550
CROYDON	The Kiosk Main St

FORTNIGHTLY - Lunch	
RINGWOOD Fridays	Food @ The Vault 20 Melbourne Street Mall 9870 8094

MONTHLY - Lunch	
BELGRAVE STH 4th Wednesday	St Martins Anglican Church 78 Colby Dr 9754 8284
BORONIA 3rd Wednesday	Mountain District Vineyard 2/15 Macquarie Place 9738 0065

MONTHLY - Dinner	
BELGRAVE 2nd Tuesday	Tucker in the Tin Shed 1628 Burwood Hwy 9754 2141
COLDSTREAM 1st Monday	Do Drop in Dinners Coldstream Sporting Club 0430 339 554

Appendix 2 Material resources by Local Government Area

2.8 Free/ cheap meals in Melbourne Metro Region by Day of Week

Source: Wesley (Updated February 2012)

BREAKFAST

8:30am onwards: St Mary's House of Welcome

Mon – Sat Morning tea: 10.30am

165 – 169 Brunswick St, FITZROY

9417 6497

9.00am onwards: Salvation Army

Mon - Fri

69 Bourke st, MELBOURNE

9653 3213

8.30am – 10.00am: Sacred Heart Church

Mon

87 Grey Street, ST KILDA

9537 1166

MONDAY LUNCH

12.00pm – 1.00pm: St. Paul's Anglican Church Hall

Every Monday except public holidays

40 Warrandyte Rd, Ringwood

9870 2093

12.00pm – 1.00pm: St Mary's House of Welcome

Mon – Sat Morning tea 10:30 Afternoon tea: 3.00pm

165 – 169 Brunswick St, FITZROY

9417 6497

MONDAY LUNCH ...

12.00pm – 1.00pm: Ozanam Community Centre

Mon - Sun

268 Abbotsford St, NORTH MELBOURNE

9329 6733

11.45pm – 1.15pm: Sacred Heart Church

Mon - Sun

87 Grey Street, ST KILDA

9537 1666

12.00pm – 1.00pm: Credo Café

Tues – Fri (Dinner every second Sunday 7-8pm)

174 Collins St, MELBOURNE

96504023

12.00pm – 12.30pm: Salvation Army

Mon - Fri

69 Bourke st, MELBOURNE

9653 3213

12.30pm – 1.30pm: Uniting Care Harrison Community Services

Mon, not running all of Term 1 but ring to check after Term 1.

909 Whitehorse Road, BOX HILL

9887 7900 **BOOKINGS ESSENTIAL**

1:00pm-2:00pm: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri, Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

MONDAY DINNER

5.00pm – 6.00pm: Missionaries of Charity

Mon, Tues, Wed

Rear 69 George St, FITZROY

9417 1704 or 9415 1010

5.30pm onwards: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri

197 Danks St, ALBERT PARK

9699 5122

6.00pm – 7.30pm: Mooroolbark Baptist Church

Mon

153-157 Hull Rd, MOOROOLBARK

9725 3700

TUESDAY LUNCH

12.00pm – 1.00pm: St Mary's House of Welcome

Mon – Sat Morning Tea 10:30 am

Afternoon tea: 3.00pm

165 – 169 Brunswick St, FITZROY

11.45pm – 1.15pm: Ozanam Community Centre

Mon - Sun

268 Abbotsford St, NORTH MELBOURNE

9329 6733

TUESDAY LUNCH ...

12.00pm – 1.30pm: Sacred Heart Church

Mon - Sun

87 Grey Street, ST KILDA

9537 1666

12.00pm – 1.00pm: Credo Café

Tues – Fri (Dinner every second Sunday 7-8pm)

174 Collins St, MELBOURNE

12.00pm – 12.30pm: Salvation Army

Mon - Fri

69 Bourke st, MELBOURNE

9653 3213

1:00pm-2:00pm: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri, Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

TUESDAY DINNER

5.00pm – 6.00pm: Missionaries of Charity

Mon, Tues, Wed,

Rear 69 George St, FITZROY

9417 1704 or 9415 1010

5.30pm – onwards: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri

197 Danks St, ALBERT PARK

9699 5122

WEDNESDAY LUNCH

11.30am – 2.00pm: Mooroolbark Baptist Church

First Wednesday of every month

153-157 Hull Rd, MOOROOLBARK

GOLD COIN DONATION PLEASE

9725 3700

12.00pm – 1.00pm: St Mary's House of Welcome

Mon – Sat Morning Tea 10:30am

Afternoon tea: 3.00pm

165 – 169 Brunswick St, FITZROY

9417 6497

12.00pm – 1.00pm: Ozanam Community Centre

Mon - Sun

268 Abbotsford St, NORTH MELBOURNE

9329 6733

12.00pm – 1.30pm: Sacred Heart Church

Mon - Sun

87 Grey Street, ST KILDA

9537 1666

12.00pm – 1.00pm: Credo Café

Tues – Fri (Dinner every second Sunday 7-8pm)

174 Collins St, MELBOURNE

WEDNESDAY LUNCH ...

11.00am – 1.00pm: Ringwood Salvation Army public light lunch/coffee

Wed

Corner Wantirna & City Roads, RINGWOOD

GOLD COIN DONATION PLEASE

9870 0720/ 9879 2894

12.00pm – 12.30pm: Salvation Army

Mon - Fri

69 Bourke st, MELBOURNE

9653 3213

1:00pm-2:00pm: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri, Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

WEDNESDAY DINNER

5.00pm – 6.00pm: Missionaries of Charity

Mon, Tues, Wed

Rear 69 George St, FITZROY

9417 1704 or 9415 1010

5.30pm onwards: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri

197 Danks St, ALBERT PARK

9699 5122

WEDNESDAY DINNER ...

5.45pm – 7.15pm: St. John's Anglican Church

Mon, Tues, Wed, Thurs & Sun

5 Toorak Ave, CROYDON (opposite railway ave)

(Sponsored by various local churches)

9723 5099

6.00pm – 7.00pm: Bayswater Church of Christ

Weds

643 Mountain Hwy, BAYSWATER

9720 0322

THURSDAY LUNCH

12.00pm – 1.00pm: St Mary's House of Welcome

Mon – Sat Morning Tea: 10:30am

Afternoon tea: 3.00pm

165 – 169 Brunswick St, FITZROY

12.00pm – 1.00pm: Ozanam Community Centre

Mon - Sun

268 Abbotsford St, NORTH MELBOURNE

9329 6733

12.00pm – 1.30pm: Sacred Heart Church

Mon - Sun

87 Grey Street, ST KILDA

9537 1666

THURSDAY LUNCH ...

12.00pm – 1.00pm: Credo Café

Mon – Thur

174 Collins St, MELBOURNE

12.15pm onwards: Wesleyan Methodist Church free lunch

Thurs

36 Pine Crescent, BORONIA

97628535

12.00pm – 1.30pm: The Ringwood Church of Christ (Oasis Meals)

Thurs

13 Bedford Rd, RINGWOOD

GOLD COIN DONATION PLEASE

98708169

12.00pm – 12.30pm: Salvation Army

Mon - Fri

69 Bourke st, MELBOURNE

9653 3213

1:00pm-2:00pm: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri, Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

THURSDAY DINNER

5.30pm onwards: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri

197 Danks St, ALBERT PARK

9699 5122.

5.30pm – 8.00pm: Revive Church (Vive Café)

Thurs

17-19 Surrey Rd, WEST CROYDON

0402 939 584

FRIDAY LUNCH

12.00pm – 1.00pm: St Mary's House of Welcome

Mon – Sat Morning Tea 10:30am

Afternoon tea: 3.00pm

165 – 169 Brunswick St, FITZROY

12.00pm – 1.00pm: Ozanam Community Centre

Mon - Sun

268 Abbotsford St, NORTH MELBOURNE

9329 6733

12.00pm – 1.30pm: Sacred Heart Church

Mon - Sun

87 Grey Street, ST KILDA

9537 1666

FRIDAY LUNCH ...

12.00pm – 12.30pm: Salvation Army

Mon - Fri

69 Bourke st, MELBOURNE

9653 3213

1:00pm-2:00pm: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri, Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

FRIDAY DINNER

5.30pm onwards: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri

197 Danks St, ALBERT PARK

9699 5122

6.00pm – 7.30pm: Activate Church (Food @ the Vault)

Fri only. Free 2 course sit down meal.

20 Melbourne St Mall, RINGWOOD

9870 8094

6.00pm – 8.00pm: The Kiosk

(Sponsored by local churches)

Fri & Sat

Main Street, Croydon (opposite Hewish Rd)

SATURDAY LUNCH

12.00pm – 1.00pm: St Mary's House of Welcome

Mon – Sat Morning tea 10:30am

Afternoon tea: 3.00pm

165 – 169 Brunswick St, FITZROY

9417 6497

12.00pm – 1.00pm: Ozanam Community Centre

Mon - Sun

268 Abbotsford St, NORTH MELBOURNE

9329 6733

12.00pm – 1.30pm: Sacred Heart Church

Mon - Sun

87 Grey Street, ST KILDA

9537 1666

1:00pm-2:00pm: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri, Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

SATURDAY DINNER

6.00pm – onwards: Hare Krishna Temple

Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

SATURDAY DINNER ...

6.00pm – 8.00pm: The Kiosk

(Sponsored by local churches)

Fri, Sat

Main Street, Croydon (opposite Hewish Rd)

SUNDAY LUNCH

12.00pm – 1.00pm: Ozanam Community Centre

Mon - Sun

268 Abbotsford St, NORTH MELBOURNE

9329 6733

12.00pm – 1.30pm: Sacred Heart Church

Mon - Sun

87 Grey Street, ST KILDA

9537 1666

1:00pm-2:00pm: Hare Krishna Temple

Mon, Tues, Wed, Thurs, Fri, Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

SUNDAY DINNER

5.00pm – 6.00pm: Ringwood Lutheran Church

Sun

Cnr Wantirna Rd and City Rd, RINGWOOD

9870 7054

(no disabled toilets)

SUNDAY DINNER ...

5.00pm - onwards: St. John Anglican Church

Mon, Tues, Wed, Thur & Sun

5 Toorak Ave, CROYDON

(Sponsored by various local churches)

9723 5099

6.00pm – onwards: Hare Krishna Temple

Sat, Sun

197 Danks St, ALBERT PARK

9699 5122

2.9 About community kitchens

What is a community kitchen?

A community kitchen is a group of 6-8 people who come together to socialise and enjoy good food. Each group decides how frequently they would like to meet, the structure of their meetings and how they would like their kitchen to run. There are community kitchens throughout Melbourne and across Victoria.

What happens at the group?

A key aspect of community kitchens is *participation* from every group member. Ideally everyone will be involved in all processes which include planning, budgeting, shopping, cooking and cleaning up!

A typical session

The group discusses and decides which recipes they will prepare. This can either be done in advance or before each cooking session. They then work out how many serves of each recipe they want and write up a shopping list. Participants generally pay their money in advance and the shopping tasks are allocated to group members. Participants work as a team when cooking and meals are distributed according to what was ordered. Some groups will sit down and share a meal together at the end of the session while other groups take all their food home.

How much does it cost?

Belonging to a community kitchen is great value for money. Participants only pay for the food they order. Our community kitchens work to a budget of about \$2-2.50 per serve. To take home one serve of two meals would only cost \$4-\$5. This is a lot cheaper than takeaway!

What is it really like?

Here's what some community kitchen participants have said about their experiences:

"I was pretty shy before I started in the kitchen...I think I'm more outgoing now."

"The companionship would be number one...then a combination of good atmosphere and good nutritious food. I also enjoy eating it!"

For further information:

Are you interested in joining a community kitchen? Or are you interested in starting up a brand new community kitchen with friends?

For further information please contact Melanie Cousins 1300 130 381

2.10 Financial services and budgeting assistance in the East

Are you having problems with money?

There are many services available to people who are finding it hard to pay their bills or manage a budget.

This brochure lists free and confidential financial and budgeting assistance services for low income individuals and families in the outer east of Melbourne.

Your local emergency relief provider may also be able to provide you with some assistance to pay bills or may negotiate with your creditors on your behalf.

Financial counselling

Financial counsellors can assess your financial situation, explain what to do if you can't pay bills, help you work out payments with creditors and give you information about possible assistance programs.

Anchor Inc	Wantirna South	9801 1999
Anglicare	Lilydale	9735 4188
	Yarra Junction	
	Belgrave	
	Doncaster	9896 6322
EACH	Ringwood	9871 1800
	Wantirna South	
	Healesville	
	Yarra Junction	
Maroondah Citizens Advice Bureau		
	Croydon	9725 7920
	Ringwood	9870 3233

You can also access counselling over the phone through Money Help – call 1800 149 689.

These services do not lend or give out money.

Budgeting assistance

Knox Infolink in Boronia can provide City of Knox residents with help in setting up a budget. They can be contacted on 9761 1325.

Centrelink Financial Information Service

The Financial Information Service can help people make decisions about investment and financial issues. You can contact them on 13 23 00.

Tax help

Several services in the outer east can provide free assistance to people who need help with their tax. These services are generally available between July and October each year.

Anglicare	Lilydale	9735 4188
Knox Infolink	Boronia	9761 1325
Lilydale Community Information Centre	Lilydale	9871 1800
Maroondah Citizens Advice Bureau	Croydon	9725 7920
	Ringwood	9870 3233

Good Shepherd buying service

This is a statewide telephone service that assists Centrelink concession card holders to obtain lower prices for household items such as:

- Fridges
- Washing machines
- Furniture
- Asthma pumps

The service offers:

- Access to discounted prices, with no obligation to buy
- Information about the reliability of products, warranties and energy efficiency.

You can contact the Good Shepherd buying service between 10am and 3pm, Monday to Friday, on 9417 4666.

No Interest Loans Scheme

The No Interest Loans Scheme offers small loans free of charge to people on low incomes for the purchase of essential household items such as:

- Fridges
- Washing machines
- Heaters

People and families eligible for this scheme may include those:

- With a Health Care Card or who are receiving Centrelink payments
- Who live in stable housing
- Who have the ability and willingness to repay the loan.

The following providers work with people from their local area:

Ranges Community Health Service	Yarra Ranges	9754 8963
Eastern Access Community Health Yarra Junction	Maroondah	9871 1800 5967 2864
Knox Infolink	Knox	9761 1325

Utility Relief Grant Scheme

This scheme provides assistance for individuals and families who are unable to pay their water, electricity or gas bills due to a temporary financial crisis.

Assistance may be provided to people with concession cards who are at risk of being disconnected from services.

For more information, contact the Department of Human Services Concessions Information Line on 1800 658 521.

Appendix 3 Tip Sheets for Quick Information

Homeless Tip Sheet 1. How to assist homeless community clients with accommodation needs

- [Ask client if they already have a Housing Support worker.](#) If so, obtain their name and contact details and telephone to ask about what is currently in place. Also, it will be important to work together with them in case management planning.
- [If client does not have a Housing Support worker,](#) assist client to contact one of the five entry points to homelessness services in the Eastern Metropolitan Region to [request a housing assessment.](#) Try to choose the agency near where client has current connections.

Anchor Inc. in Lilydale 9760 6400

UnitingCare Harrison in Wantirna South 9871 8700

Community Housing Limited (CHL) in Box Hill 9856 0050

Salvation Army Eastcare in Hawthorn 9851 7888

Wesley Mission Vic in Ringwood 8870 4020

These entry points generally offer an appointment time for an interview and assessment of client's housing needs, and provide recommendations about possible options. Clients can present in person, or telephone, or be referred by a worker. However, due to high demand and worker availability, they may not be able to be seen on the day but interim arrangements will be discussed. It is always advisable to ring the entry point agency first.

It is not appropriate for clients to present to an Opening Door agency (entry point), with the expectation of instant housing as there is limited housing stock to meet the needs of homeless people.

- [If a client needs help to maintain private rental,](#) contact Community Housing Limited or Eastcare to access rent in advance or rent in arrears.
- [For emergency crisis accommodation,](#) contact the Statewide Contact Number 1800 825 955 (24 hours, 7 days a week).

Appendix 3 Tip Sheets for Quick Information

Homeless Tip Sheet 2. How to assist homeless hospitalised clients with accommodation needs

- Ideally, any people who are homeless or at risk of homelessness, need to be identified as soon as possible after admission to enable a suitable discharge management plan to be put in place.
- Ask client if they already have a Housing and Support worker. If so, obtain their name and contact details and telephone to ask about what is currently in place. Community Case managers need to liaise with the Housing and Support worker to develop a collaborative discharge plan that addresses homelessness issues in addition to mental health issues.
- If client does not have a Housing and Support worker, the designated Mental Health Community Case Manager is expected to assist their client to obtain crisis accommodation and support. Community case managers are able to liaise with the Social Workers on IPU1, IPU2, and Upton House to request their assistance if the client is on that particular unit.
- If client does NOT have a Mental Health Case Manager on admission to unit, the social workers on the unit will liaise with one of two specialist homeless programs (Shades or Mind Australia Mental Health Accommodation Pathway at Discharge - MHAPD), that support clients aged 18 to 64 years with their accommodation needs prior to discharge from an inpatient mental health facility. Shades and MHAPD will work alongside clients to identify ongoing support needs, explore accommodation options and access accommodation available. It is a short term service of around 3-6 months. Within this time, clients are supported to prevent homelessness readmissions to the inpatient unit.
 - In the Outer East, Shades, part of EACH Social & Community Health, supports homeless clients in IPU1 & IPU2. Referrals are only accepted from the Eastern Health Social Work Department within the Maroondah psychiatric inpatient units (IPU1 & IPU 2). Currently, the Shades contact person is Lisa Mason, Team Leader, Telephone 9871 1802.
 - In the Central East, the Mind Australia Mental Health Accommodation Pathway at Discharge program (MHAPD), supports people who are in Upton House Inpatient Unit identified as needing assistance to obtain and maintain accommodation. Referrals are only accepted from the Eastern Health Social Work Department within Upton House inpatient unit. Currently, the primary MHAPD support worker is Georgia Griffin, Telephone 0420 975 934.

Appendix 3 Tip Sheets for Quick Information

Homeless Tip Sheet 3. How to assist homeless clients who present to Eastern Health Emergency Departments on weekends or after hours

If homeless clients present on weekends without mental health issues or have been psychiatrically cleared, you might –

1. Contact St Kilda Crisis Centre on 1800 627 727 (Direct Line) to assist with crisis accommodation for that day.

The Statewide After Hours Number 1800 825 955 is diverted to the St Kilda Crisis Service after hours, but it is sometimes difficult to get through as the line is busy or calls have not been diverted.

2. Alternatively, you can contact Emergency accommodation motels, rooming houses or backpackers hotels and hostels (see Appendix 1), provided you can fund these.

However, some private rooming houses do not answer their phones on weekends.

- **An exception to the above relates to family violence situations.**

If a woman presents with family violence issues and homelessness, you might contact Women's Domestic Violence Crisis Service on 1800 015 188.

However, strict criteria apply and they are unlikely to take anyone with serious mental health or suicidal risk issues.

3. After sorting out emergency accommodation for the weekend or after hours, you need to inform the client of the next step required to help them with ongoing housing issues.

Give the client the **Red Homelessness Card** and advise them to contact St Kilda Crisis Centre (Statewide Information Service) on 1800 825 955 after 9.00 a.m. on Monday morning (or the next business day if after hours), to speak with a Housing and Support Worker about the services and supports that might be available.

This is important to assist the client with more permanent housing solutions, and to reduce re-presentations to ED in relation to homelessness.

4. Give client printed information on how to access material aid, community meals (no cost or low cost), and financial/budgeting assistance in their local area (see Appendix 2)

Appendix 3 Tip Sheets for Quick Information

Homeless Tip Sheet 4. My client is homeless. Apart from accommodation, what other needs can I assist with?

If your client has a Housing Support worker, discuss whether they will be assisting client with their other material, financial needs etc.

If your client doesn't have a Housing Support Worker, you might consider assisting your client to access –

- **Food parcels and other material aid (white goods and clothes)**
- **Community meals**
- **Financial management assistance**
- **Shower facilities**
- **Pet-minding (if needed for hospitalisation)**
- **Other support programs –**
 - **Alcohol and other Drug Services**
 - **Mediation to assist young people to reconnect with families**
 - **Family violence advocacy**
 - **Play groups, groups for children and teens**
 - **Alternative educational / vocational pathways**
 - **Outreach-based support**

Food parcels and other material aid (white goods and clothes)

EH staff can access food parcels and white goods on behalf of clients from the Eastern Emergency Relief Network. Eastern Health ERN cards for use by staff can be borrowed from -

- Cheryl Ritter & colleagues, Community Engagement Team, EHCYMHS, located on Level 3, 43 Carrington Road, Box Hill.
- Kathy Wheelan or Lu Koch, Chandler House AMHS, 16-18 Albert Street, Upper Ferntree Gully
- Oded Weingarten, Koonung AMHS, Central East Mobile Support Team (2 cards)
- David Collins, Outer East Community Care Unit, Bona Street, East Ringwood
- Sandro Madrigale, Outer East Mobile Support Team, Murnong AMHS, Cnr Bona and Patterson Streets, East Ringwood.
- Murnong Continuing Care Team, Bona Street, East Ringwood

Homeless Tip Sheet 4. My client is homeless. Apart from accommodation, what other needs can I assist with? ...continued

The borrower needs to go to the Eastern Emergency Relief Network warehouse located at Factory 1, 10-12 Thornton Crescent, Mitcham (9874 8433) between 9.00 am – 1.00 pm Monday to Friday to pick up food boxes in order to give to clients. The worker will usually be asked for the name of the client. Food boxes usually have some essential food items for several days; they come in two sizes – individual and family boxes. Clients are unable to access this support independently.

Also, provide clients with [printed information](#) on how to access material aid, community meals (no cost or low cost), and financial management and budgeting assistance in their local area (see Appendix 2).

Material Aid

- 2.1 Material aid – Knox
- 2.2 Material aid – Manningham
- 2.3 Material aid – Maroondah
- 2.4 Material aid – Monash
- 2.5 Material aid – Yarra Ranges
- 2.6 Material aid – Whitehorse

Community meals

- 2.7 Free/ cheap meals in the Outer East
- 2.8 Free/ cheap meals in Melbourne Metro Region
- 2.9 Community kitchens

Financial management and budgeting assistance

- 2.10 Financial management services & budgeting assistance in the Outer East

Homeless Tip Sheet 4. My client is homeless. Apart from accommodation, what other needs can I assist with? ...continued

Shower facilities

Wesley Mission at 291A Maroondah Highway in Ringwood has shower facilities available for homeless clients.

Pet-minding (if needed for hospitalisation or crisis housing situations)

RSPCA will house the animal for up to 28 days. If the pet has not been vaccinated the RSPCA will charge a fee of \$40 to cover the vet bill of having the pet vaccinated. However, the pet must be delivered to the RSPCA at corner Burwood Highway and Middleborough Road in Burwood East (9224 2222). The delivery must be made between the hours of 9.00 a.m. and 4.30 p.m. Monday to Friday.

Sometimes, councils may be able to assist.

After Hours Emergency Numbers for Councils:

Knox City Council	9298 8000
Manningham City Council	9840 9333 (Ranger)
Maroondah City Council	016 378 738
Monash City Council	9625 1535
Whitehorse City Council	9262 6333
Shire of Yarra Ranges	1300 368 333

Other support programs

- **Alcohol and other Drug Services –**
- **Mediation to assist young people to reconnect with families**
- **Family violence advocacy**
- **Play groups, groups for children and teens**
- **Alternative educational / vocational pathways**
- **Outreach-based support**

See Resource Guide for details of these support programs that may be helpful for your clients, in addition to housing support and material aid.