



Cardinia Shire Council

COVID-19 CASI Directory

Community Activation
and Social Isolation Initiative
– Local Support Network

We are **Cardinia**

Refocus



Reconnect



Cardinia

Rediscover

COVID-19 Local Support Network (LSN)

This directory has been compiled by Cardinia Shire Council.

The following providers have indicated they are available to provide support and relief services during the current Covid-19 crisis. The information contained within is accurate at the date of publishing but may change without notice. We strongly recommended you call providers to confirm available services.

Due to changing conditions, unprecedented demand, and in the interest of safety, providers require all bookings and appointments to be made by phone.

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Improve social cohesion | Improve mental health and wellbeing | Reduce family violence

Practical help

Caring Connections of Upper Beaconsfield

Provides assistance to people in the community who may be vulnerable or isolated such as elderly, chronically ill, pregnant, mothers of infants and people with disabilities. Services include:

- Assistance with shopping including picking up pharmacy supplies
- Pet walking
- Social contact via phone

Only servicing the areas of Upper Beaconsfield, Dewhurst, Guys Hill.
Ph: 0407 952 286

Casey North Community Information and Support Service

Financial Counselling available via appointment.

Toomah Community Centre - 18 Golden Green Street Pakenham
Ph: 9705 6699

Emerald Community House

Free takeaway meals via The Dig Community Cafe.

Internet access, printing/scanning and child care services.

Office will be operating 10am to 3pm Monday to Friday (call first).

356 Belgrave-Gembrook Rd Emerald

Ph: 03 5968 3881

Financial Counselling Southern South East Community Links

Financial help/assistance

Ph: 9549 5288

Food relief

Please refer to Council's *Community Relief Resource Directory* available on our website: www.cardinia.vic.gov.au/localreliefproviders

Mecwacare

Residential aged care, home care packages, respite care, in-home support, community housing, community programs, disability and nursing services.

Ph: 1800 163 292

Pakenham Office Ph: 03 5945 0806

Web: www.mecwacare.org.au

Salvation Army

Essential services are still running including:

- Homelessness services
- Youth services
- Family violence services
- Aged care
- Doorways and emergency relief
- Bushfire recovery (via telephone)
- Alcohol and other drugs

For those in need of critical financial support, assistance can be provided for immediate basic needs on the number below.

Care packages are being provided in partnership with ADRA.

Ph: 1300 371 288

Tour Local

Free transport to and from shops (during COVID-19 Lockdown)

This service is for seniors and people with a disability. Bookings are essential.

Ph: 03 5941 8800

WAYSS

Intake and assessment entry point for all women and children requiring specialist family violence support. All programs are still running. Berwick office is closed but calls are still being responded to with assessments conducted via telephone.

Dandenong branch is open for the following services:

- Family violence support services
- Homelessness support services
- Youth support services
- Support to maintain tenancies

Contact:

Berwick: Closed

Dandenong: Ph: 03 9791 6111

Pakenham Office: Closed

www.wayssltd.org.au

Emotional support

Bestchance

In home parent support including information and referrals for families with young children.

Ph: 1300 224 644

Web: www.bestchance.org.au

Better Place Australia

Affordable professional psychological service and counselling support for individuals, couples and children. Available in Bunyip, Koo Wee Rup and Pakenham.

Ph: 1800 639 523

Web: www.betterplaceaustralia.com.au

ERMHA – Eastern Regions Mental Health Association

Providing services for people facing challenges resulting from disability, mental illness, trauma or substance abuse.

Ph: 1300 376 421

Head to Help

Telehealth support to anyone who feels they are not coping at the moment.

Ph: 1800 595 212

Nellie

Providing some extra support while we stay home during COVID. Automated SMS service developed by SEMPLHN providing tips and ideas on how to stay mentally well during this time.

Text 'SUPPORT' to

Ph: 0427 741 876

Partners in Wellbeing

This program is being offered by EACH.

For people whose wellbeing has been affected by COVID-19, or who are struggling to manage anxiety and need financial and food relief or support.

Ph: 1300 375 330

Rainbow Door

Rainbow Door is a free specialist LGBTIQ+ helpline. Rainbow Door supports people of all ages and identities with issues that may include suicidal thoughts, family and intimate partner violence (including elder abuse), alcohol

and other drugs, relationship issues, sexual assault, social isolation, mental health and wellbeing.

Ph: 1800 729 367

Text: 0480 017 246

Email: support@rainbowdoor.org.au

Telecross – Australia Red Cross

Red Cross initiative can provide a daily telephone call to check on people who live alone and are at risk of an accident or illness that may go unnoticed.

Ph: 1300 885 698

Windermere

Support services for families with children under the age of 12.

Ph: 1300 WINDERMERE (1300 946 337)

Web: www.windermere.org.au

Social activities

Be Ur Self

An LGBTIQ support group for young people aged 14-21 years of age. Online meetings are held weekly.

Ph: 1800 4 Youth

Catch Up

Is a social program for young people aged 17-24. Online meetings are held weekly.

Ph: 1800 4 Youth

Emerald Library

Library at home (on website access to story time, author talks, craft sessions)

Digital library

Home delivery of books via Australia Post

Ph: 1800 577 548

Emerald Men's Shed

Welcome everyone. No experience in woodwork necessary. Share skills and build friendships.

Ph: 0490 851 835

Fusion

A social program for young people 12-17 years old to make new friends and enjoy fun activities 3.30pm-5pm.

Ph: 1800 496 884

Officer Hub – 2 Parker St, Officer.

Pakenham Library

Library at home (on website access to story time, author talks, craft sessions)

Digital library

Home delivery of books via Australia Post

Ph: 1800 577 548

Puffing Billy Toy Library

We are here to support parents, carers and families to choose toys that nurture and engage their child's development.

Ph: 1300 787 624

University of the Third Age (U3A) Emerald

Range of classes and activities for people who are 50 plus.

Ph: 0490 805 743

WASEMA – Women’s Virtual Friendship Café

A fun, creative, caring and energising network of women who are connecting up in these challenging times.

Emerald Community House - Ph: 5968 3881

WASEMA – Ph: 0476 057 997

Youth Support Program

For young people aged 12-24 who can connect with a youth worker for support on a variety of issues. Can also provide a referral to other services where appropriate to ensure the young person receives the best support necessary.

Ph: 1800 4 Youth

Neighbourhood houses

Please contact your local neighbourhood house directly by telephone to find out which services, if any, are currently operating.

Beaconsfield Neighbourhood Centre

8 O’Neil Road, Beaconsfield 3807

Ph: 03 8768 4400

coordinator@bncinc.org.au

Beaconsfield Upper Community Centre

10–12 Salisbury Road, Beaconsfield Upper

Ph: 03 5944 3484

office@ubcc.org.au

Bunyip and District Community House

Garfield Recreation Reserve, 40 Fourteen Mile Road, Garfield

Ph: 0481 895 509

manager@bdch.com.au

Cockatoo Community House

23 Bailey Road, Cockatoo. 3781

Ph: 03 5968 9031

M: 0401062396

cch@taskforce.org.au

Emerald Community House

356 Belgrave-Gembrook Rd Emerald

Ph: 03 5968 3881

emhouse@iinet.net.au

Lang Lang Community Centre

7 Westernport Road, Lang Lang

Ph: 03 5997 5704

LLCC@langlang.net

Living and Learning Pakenham

6B Henry Street, Pakenham

Ph: 03 5941 2389

admin@livinglearning.org.au

Outlook Community Centre

24 Toomuc Valley Road, Pakenham

Ph: 0427 911 935

outlook@outlookvic.org.au

Aboriginal and Torres Strait Islanders**Aboriginal Men's 24-hour Crisis Support Hotline**

Talking it over. Brother to Brother. Call Dardi Munwurro to talk about issues of family violence, parenting, communication, separation, or relationship stress.

Ph: 1800 435 799

Bunurong Health Service

Aboriginal Health Service. Culturally appropriate health and wellbeing care.

Ph: 03 9794 5933

Dardi Munwurro women's online support group

The Dardi Munwurro Women's online support group is an empowering service that supports women who are assisting children with remote learning.

The online support group aims to:

- Provide wellbeing check-ins for women
- Discuss useful resources for supporting the transition to remote learning
- Exchange ideas on setting up a learning environment for your boorals
- Establish routines that work for individual families
- Share advice around how the school can support families

-Discuss how Koorie Engagement Support Officers (KESO) can support and advocate within the education system

-Create a circle of empowerment

When: Every Monday in August

Time: 1:00–3:00pm

Registration: Please contact the team in the Dardi Munwurro women's unit for the Zoom link.

Contact:

Stacey Douglas Ph: **0428 987 905** or Eavan Murphy Ph: **0419 550 981**

Elizabeth Hoffman House

Support and counselling services for Aboriginal women and their children experiencing family violence.

Ph: **1800 796 112**

Monash Health

Aboriginal Health Service. Culturally appropriate health and wellbeing care.

Ph: **1300 342 273**

Alcohol/other drugs and gambling help

Gamblers Help Southern

Support for those with a gambling problem.

Ph: **03 9575 5353**

After hour service: **1800 858 858**

Narcotics Anonymous

Fellowship of people for whom drugs had become a problem. Peer support to stay clean and rebuild their life.

Ph: **03 9525 2833**

Windana Drug & Alcohol Recovery

Provides a variety of programs assisting people to make positive changes.

Ph: **03 9529 7955**

Cultural and linguistically diverse (CALD) communities

CatholicCare

English conversation for migrants.

Ph: **1800 522 076**

Web: www.ccam.org.au

Monash Health

Health services for refugees / asylum seekers with medical conditions.

Ph: 1300 342 273

Multicultural Centre against family violence

Services and responses to family violence in CALD communities.

Ph: 03 9413 6500

Web: www.intouch.asn.au

Red Cross Safety Net Support– Temporary Visas

You may be eligible for Red Cross Safety Net support if you:

- are in Australia on a temporary visa
- are in urgent financial hardship
- cannot access Centrelink, Medicare or similar services
- have no income, savings or other financial support (including from family overseas).

Ph: 1800 733 276

Web: <https://www.redcross.org.au/news-and-media/news/help-for-migrants-in-transition>

Southern Migrant Refugee Centre

Multicultural planned activity groups and outings for seniors. Aged access and support workers and friendly home visiting service.

Ph: 03 9767 1900

Web: www.smrc.org.au

Women's Health in the South East

Settlement services – interpreters provided.

Ph: 9794 8677

Disability Services**Irabina Autism Services**

Paediatric Autism specific service provider offering transdisciplinary care.

Address: 145 Henry Rd, Pakenham

Ph: 9720 1118

Outlook Disability Service Community Centre

Offers people with a disability and their families, a wide range of programs and services designed to meet the participant's individual needs.

Ph: 5941 1535

Family violence/ Crisis support services

Safe Steps 24/7 Family Violence crisis service

Ph: 1800 015 188

Kids Helpline

Ph: 1800 55 180

1800 RESPECT

Ph: 1800 737 732

Police Assistance Line

Ph: 13 44 44

Windermere

Ph: 1300 946 337

Beyond Blue

Ph: 1300 224 636

Lifeline Crisis Hotline

Ph: 13 11 14

MensLine Australia

Ph: 1300 789 978

Over 60s

Community Visitors Scheme

Supports senior people who may be feeling more isolated during the COVID-19 pandemic through phone and virtual friendships

Ph: 03 98452800

Coronavirus Mental Wellbeing Support Service

A free 24/7 support service specifically designed to help people through the COVID-19 pandemic offered by Beyond Blue.

Ph: 1800 512 348

Friend Line telephone support service

Friend Line offers a free and anonymous telephone service that provides senior Australians with the opportunity to chat with a volunteer. Available 7 days a week between 10am and 8pm.

Ph: 1800 424 287

The Older Persons COVID-19 Support Line

A dedicated free call support line that provides information and support to senior Australians, their families, and carers. Available Monday – Friday 8.30am – 6pm.

Ph: 1800 171 866

If you are a community group or relief service provider and would like to be included in this local support network directory, please email Cardinia Shire Council at casi@cardinia.vic.gov.au



Cardinia Shire Council

Civic Centre
20 Siding Avenue, Officer

PO Box 7
Pakenham 3810 (DX 81006 Pakenham)

Phone: 1300 787 624
Email: mail@cardinia.vic.gov.au
Web: www.cardinia.vic.gov.au

National Relay Service (NRS)

TTY: 133 677 (ask for 1300 787 624)

Speak and Listen (speech-to-speech relay): 1300 555 727 (ask for 1300 787 624)



Translator Interpretation Service

131 450 (ask for 1300 787 624)

