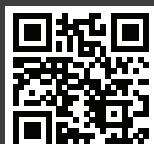




COMMUNITY SUPPORT SERVICES IN GREATER SHEPPARTON

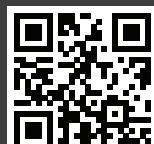
There are a range of support services throughout our community who can help during difficult times. This brochure outlines a few of those available.

greatershepparton.com.au



The First 72 Hours

What are you going to do?
Scan the QR code to the left to get yourself a copy of the first 72 hours plan.



Community Emergency Management Plans (CEMPs)

Scan the QR code to the left to see the Murchison, Undera, Bunbartha and Mooroopna CEMPs.

Emergency

In a life-threatening emergency, always dial 000

Police

Crime Stoppers 1800 333 000
Police Link 131 444

SES (State Emergency Service)

132 500
ses.vic.gov.au

CFA (Country Fire Authority)

1300 367 617
cfa.vic.gov.au
frv.vic.gov.au

Shepparton Search And Rescue

0472 699 149
sheppartonrescue.com.au

OPEN Business Support

Find out about grants, support, workshops and other resources available for your business.

Business Victoria

13 22 15
business.vic.gov.au

Greater Shepparton Business Centre

sheppartonbusiness.com.au

Carer Respite

Respite care can be arranged in a few different ways.
It is important to take care of yourself so you can take care of others.

Carers Victoria

1800 514 845
carersvictoria.org.au

Carer Gateway

1800 422 737
carergateway.gov.au

Community Support

Neighbourhood/Community Houses offer information, resources, support, activities, programs, training, lifelong learning and so much more.
Check out your local NH House

Mooroopna Education and Activity Centre

03 5825 1774

Murchison Community House

03 5826 2373

Community Support continued...

North Shepp Community and Learning Centre

03 5821 5770

South Shepp Community House

03 5821 6172

Tatura Community House

03 5824 1315

Community Transport

Community Accessibility

03 5831 8515
communityaccessability.com.au

Dyson Group

(Shepparton Bus Services)
03 5831 2150
dysongroup.com.au

Jacobson

(Mooroopna Bus Services)
03 5825 2323
jacobsoncoachtours.com.au

Donations

GIVIT

givit.org.au

Drug and Alcohol Support

Practical help, information and support is always available.

Australian Community Support Program (ACSO) Shepparton

1300 022 760
acso.org.au

Direct Line

1800 888 236
directline.org.au

Family Support

Caroline Chisholm Society

1800 134 863
caroline.org.au

FamilyCare

03 5823 7000
familycare.net.au

Greater Shepparton Lighthouse Project

0419 555 939
gslp.com.au

Family Support continued...

Maternal Child Health at Greater Shepparton City Council

03 5832 9312
greaterShepparton.com.au

Maternal Child Health Line

13 22 29

National Home Doctor Service

13 74 25
homedoctor.com.au

Nurse on Call

1300 606 024

⚠ Family Violence

Violence and abuse is never okay. These times are stressful but help is always available.

If you are unsafe or in danger call Triple Zero “000” immediately.

1800RESPECT

1800 737 732
1800respect.org.au

Marian House (Vincent Care)

03 5825 9400
(business hours)
1800 015 188 (after hours)
vincentcare.org.au

Men's Referral Service

1300 766 491
ntv.org.au

Orange Door

1800 634 245
orangedoor.vic.gov.au

Safe Steps

1800 015 188
safesteps.org.au

Financial Help

Situations are changing and this is making it difficult for people to pay expenses.

AgBiz Assist

1300 834 775
agbizassist.org.au

MoneyCare

1800 722 363
salvationarmy.org.au

Rural Finance

1800 260 425
ruralfinance.com.au

Salvation Army

03 8873 5288
salvationarmy.org.au

Financial Help continued...

Services Australia (Centrelink)

📞 136 240

➡️ servicesaustralia.gov.au

Shepparton Family & Financial Services

📞 03 5831 7755

Vincent Care

(Free financial counselling service)

📞 03 5825 9400

➡️ vincentcare.org.au

Food Assistance

Reaching out can be hard but it is always okay to ask for help. We are here with you.

Salvation Army

📞 03 8873 5288

➡️ salvationarmy.org.au/

Shepparton Family & Financial Services

📞 03 5831 7755

St Vincent de Paul Welfare Assist

📞 Shepparton: 03 5821 0317

📞 Mooroopna: 03 8199 4243

Government Departments

Services Australia (Centrelink)

➡️ servicesaustralia.gov.au/centrelink

DEECA

➡️ deeca.vic.gov.au

Department of Education

➡️ vic.gov.au/education

Department of Health

📞 1300 650 172

📞 +61 3 9096 0000

➡️ health.vic.gov.au

➡️ betterhealth.vic.gov.au

Department Families Fairness and Housing

📞 1800 226 226 Personal Hardship Assistance Program

📞 1800 560 760 Emergency Recovery Hotline

➡️ vic.gov.au/department-families-fairnessand-housing

Hospitals & Health Services

GV Health

📞 03 5832 2322

➡️ gvhealth.org.au

Mental Health & Wellbeing Local

📞 1300 000 559

➡️ betterhealth.vic.gov.au

Primary Care Connect

📞 03 5823 3200

➡️ primarycareconnect.com.au

Priority Care Clinic

📞 03 5823 3132

➡️ shepmed.mthc.com.au/ppcc

Rumbalara Aboriginal Co-Operative

📞 03 5820 0000

➡️ rumbalara.org.au

VVED (Victorian Virtual Emergency Department)

➡️ vved.org.au – then register

Housing/ Homelessness

If you need extra support for housing reach out now.

Beyond Housing Shepparton

📞 03 5833 1000

📞 1800 825 955 (after hours)

➡️ beyondhousing.org.au

Department of Families, Fairness and Housing

📞 1300 650 172

➡️ dffh.vic.gov.au

Rumbalara Homelessness & Housing Support

📞 Ph: 5820 0000

➡️ rumbalara.org.au/service/homelessness-housing-support/

Salvocare (Social Services)

📞 03 5820 8000

➡️ salvationarmy.org.au/shepparton

Legal Help

Goulburn Valley Community Legal Centre (ARC Justice)

📞 03 5831 0900

📞 1800 310 900

➡️ arcjustice.org.au

LGBTIQA+

Diversity Project Shepparton

📞 03 5831 6157

➡️ diversity@vt.uniting.org

➡️ pridecentre.org.au

GV Pride

➡️ gvpride.org/contact

➡️ facebook.com/gvprideshepparton

qLife

📞 1800 184 527

➡️ qlife.org.au

Rainbow Door

📞 1800 729 367

➡️ rainbowdoor.org.au

Mental Health

If you are feeling higher instances of stress and anxiety at this time reach out, you are not alone.

13YARN (Aboriginal & Torres Straight Islanders Crisis Support Line)

📞 13 92 76

➡️ 13yarn.org.au

Beyond Blue

📞 1300 22 4636

➡️ beyondblue.org.au

Head to Health

📞 1800 595 212

➡️ headtohealth.gov.au

Headspace Shepparton

(for 12-25 year olds)

📞 03 5823 8800

➡️ headspace.org.au

Headspace 1800 650 890 (9am-1pm – 365 days year)

Lifeline

📞 13 11 14

➡️ lifeline.org.au

Mental Health & Wellbeing Local

📞 1300 000 559

➡️ wellways.org

Wellways

📞 1300 111 400

➡️ wellways.org

Multicultural Support Services

Ethnic Council of Shepparton &

District

 03 5831 2395

 ethniccouncil.com.au

Translator Services

 1800 560 760 (press 9)

Older People

Find out more about support for older people.

Seniors Rights Victoria

 1300 368 821

 seniorsrights.org.au

People with Disability

For information about NDIS eligibility and access to support groups and mainstream services, contact IntoRec or Council's Access & Inclusion Officer today.

ConnectGV

 (03) 5821 2466

 connectgv.com.au

Intereach

 1300 488 226

 intereach.com.au

IntoRec (Family Care)

 03 5823 7041

 familycare.net.au

Rights Information and Advocacy

Centre (RIAC)

 03 5222 5499

 riac.org.au

Shepparton Access

 (03) 5831 6180

 sheppaccess.com.au

Places of Worship

Visit the Greater Shepparton Great Things Happen Here website for a listing of places of worship

 greatthings.com.au/places-of-worship

Sexual Assault Victims/Survivors

GV CASA

(Centre Against Sexual Assault)

 1800 806 292

 gvcasa.com.au/contact_us

Social Connection

Visit our neighbourhood houses or the links below to get involved and stay connected.

Get Mooving

 activitiesinthepark.com.au

Greater Shepparton

Community Group and

Sports Club Directory

 greadershepparton.com.au/community/community-directory

Volunteer Opportunities

 greadershepparton.com.au/community/volunteering/volunteer-opportunities

State Government Alerts & Warnings

Emergency Management Victoria

 1800 226 226

 emergency.vic.gov.au

 emv.vic.gov.au/official-emergencybroadcasters-in-victoria

VIC EMERGENCY

 1800 226 226

 emv.vic.gov.au/prepare

You can download the VicEmergency app from the App Store or Google play

Emergency Alert

 +61 444 444 444

Emergency Plus

 emergencyplus.com.au

Radio ABC VIC

ABC Radio (local ABC radio)

Emergency radio broadcast
ABC Local 107.9 FM, 594 AM &
774 AM

 emv.vic.gov.au/official-emergencybroadcasters-in-victoria

Traffic and Transport

 traffic.vicroads.vic.gov.au

 traffic.transport.vic.gov.au

Powercor

 13 22 06

 info@powercor.com.au

Telecommunications

Telstra

 13 22 03

Optus

 13 13 44

NBN

 1800 687 626

Water issues and notifications

Goulburn Valley Water

 gvwater.vic.gov.au/service-interruptions/current-serviceinterruptions

GMWater

 g-mwater.com.au

Weather Emergency

As extreme weather events are occurring more frequently, be prepared for an emergency situation.

Bureau of Meteorology

 bom.gov.au/vic

Young People

Berry Street

 (03) 5822 8100

 berrystreet.org.au

Foyer Foundation – Youth Foyer

 0438 716 974
or 03 5822 8100

 oyer.org.au

Headspace Shepparton

 03 5823 8800

 headspace.org.au

Olly (The Greater Shepparton Lighthouse project)

 0419 555 939
 gslp.com.au

The Bridge Youth Service

 03 5831 2390
 shepparton@thebridge.org.au

 thebridge.org.au

Uniting

 (03) 5831 6157
 unitingvictas.org.au