



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.

greater-shepparton.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

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

LGBTIQ+

Diversity Project Shepparton

☎ 03 5831 6157

📧 diversity@vt.uniting.org

🌐 pridecentre.org.au

GV Pride

🌐 gvpride.org/contact

🌐 [facebook.com/](https://facebook.com/gvprideshepparton)

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 Strait 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

🌐 greatershepparton.com.au/community/community-directory

Volunteer Opportunities

🌐 greatershepparton.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

🌐 foyer.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