AGENCY MAPPING
Emergency Response and Relief Mapping

A collaboration between Wimmera Primary Care Partnership, Vic Relief Foodbank and Rural Community Support Program.

Accommodation / housing
- emergency housing
- transitional housing
- rent and bond assistance

Counselling
- personal, relationships, specialist
- financial, budgeting

Domestic Violence

Food and food vouchers

Fiscal assistance may include but is not limited to:-
- money, vouchers, bond and rent assistance, payment of utility accounts
- pharmaceuticals, medical bills
- clothing, manchester, house hold goods
- school uniforms, text books, camps
- essential transport, petrol vouchers
- No Interest Loan Scheme (NILS)

Referral to
- Centrelink
- State government....
TABLE OF CONTENTS

Centrelink ................................................................................................................................. 3
Christian Emergency Food Centre ............................................................................................ 6
Grampians Community Health ................................................................................................. 9
Kaniva Uniting Church and Church of Christ ........................................................................ 10
Lisa Lodge ............................................................................................................................... 11
Dunmunkle Health Services ..................................................................................................... 12
Hindmarsh Shire LGA ............................................................................................................. 13
Horsham Rural City Council – LGA ....................................................................................... 14
West Wimmera Shire Council – LGA ..................................................................................... 15
Yarriambiack Shire Council – LGA ........................................................................................ 16
Red Cross .................................................................................................................................. 17
Rural Financial Counselling Service Victoria – Wimmera South West Inc ......................... 18
Safety Out-Of-Hours Services (SOS) Grampians Region ......................................................... 19
Salvation Army – Horsham Church and Family Services ....................................................... 20
Salvation Army – Family Services Nhill Outreach ................................................................. 22
Salvation Army – Kaniva .......................................................................................................... 23
Salvation Army – Family Services Outreach ........................................................................... 24
State Government .................................................................................................................. 25
St Vincent de Paul Dimboola ..................................................................................................... 29
St Vincent de Paul Horsham ...................................................................................................... 30
St Vincent de Paul Yarriambiack ............................................................................................. 31
Wimmera Uniting Care .......................................................................................................... 32
West Wimmera Health Service ............................................................................................... 34
### CENTRELINK

Telephone Number: 13 2850 and Horsham contact for Health Professionals.  
Email: cscm.horsham.v@centrelink.gov.au  

<table>
<thead>
<tr>
<th>Opening Times</th>
<th>Street Address</th>
<th>Postal Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Horsham:</strong> Monday to Friday</td>
<td>Cnr Darlot St, Horsham, 3400</td>
<td>PO Box 493, Horsham 3402</td>
</tr>
<tr>
<td>8.15am to 5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Warracknabeal:</strong> Monday to Friday</td>
<td>Warracknabeal Authorised Newsagent</td>
<td>63-65 Scott Street, Warracknabeal 3393</td>
</tr>
<tr>
<td>9am to 5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Nhill:</strong> Monday to Friday</td>
<td>Nhill Hospital Allied Services Building</td>
<td>47 Nelson Street, Nhill 3418</td>
</tr>
<tr>
<td>9am to 5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Edenhope:</strong> Monday to Friday</td>
<td>49 Elizabeth Street Edenhope VIC 3318</td>
<td></td>
</tr>
<tr>
<td>8.30am to 5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Beulah:</strong> Monday to Friday</td>
<td>Beulah Business and Information Centre</td>
<td>77 Phillips Street, Beulah VIC 3395</td>
</tr>
<tr>
<td>9am to 5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hopetoun:</strong> Monday to Friday</td>
<td>Gateway BEET</td>
<td>75 Lascelles Street, Hopetoun VIC 3396</td>
</tr>
<tr>
<td>9am to 5pm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Areas Serviced:

Hindmarsh, Horsham, West Wimmera & Yarriambiack.

### Referral & accessibility criteria:

According to various programs: refer to internet.

### CONTACTS FOR HEALTH PROFESSIONALS ONLY

Do not disclose phone numbers to customers.

<table>
<thead>
<tr>
<th>Title:</th>
<th>Name:</th>
<th>Contact Details:</th>
<th>Other Information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Team Leader</td>
<td>Cherie Hutchinson</td>
<td>5362 5137</td>
<td></td>
</tr>
<tr>
<td>Social Worker</td>
<td></td>
<td>5362 5182</td>
<td></td>
</tr>
<tr>
<td>Financial Information Service Officer</td>
<td>David Clohesy</td>
<td>5362 5181</td>
<td></td>
</tr>
<tr>
<td>Indigenous Services Officer</td>
<td></td>
<td>136380</td>
<td></td>
</tr>
<tr>
<td>Multicultural Service Officer</td>
<td></td>
<td>131202</td>
<td></td>
</tr>
<tr>
<td>Youth Services Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Customer Service Advisor</td>
<td>Cherie Hutchinson</td>
<td>5362 5137</td>
<td></td>
</tr>
<tr>
<td>Community Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rural Service Officer</td>
<td>Chris Marshall</td>
<td>5362 5149</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td>Name:</td>
<td>Contact Details:</td>
<td>Other Information:</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Drought Assistance</td>
<td></td>
<td>132316</td>
<td></td>
</tr>
</tbody>
</table>

**CENTRELINK SERVICES**  
**ER specific ONLY**

**FINANCIAL**

**Crisis Payment:** Helps people in severe hardship who have been forced to leave their home and find a new home because of an extreme event like domestic violence or your house burning down. A one-off payment, of the normal Centrelink pension or benefit payment you are entitled to get. It is limited to four payments for extreme circumstances in any 12 months.

**Special Benefit:** Helps people in severe financial need due to circumstances outside their control. Special Benefit is a discretionary payment for ‘special circumstances’.

**Australian Government Disaster Recovery Payment (AGDRP):** Is payable to eligible Australian residents who are adversely affected by a designated natural or non-natural disaster and are needing short-term relief.

**Exceptional Circumstances Relief Payment:** (ECRP) provides assistance to farmers living in areas affected by Exceptional Circumstances who are having difficulty meeting family and personal living expenses.

**Drought Assistance:** Is available for farmers, small business, farm hands and irrigators and industry. Phone 132316

**Advance Payment Scheme:** Lump sum payments in advance from future Centrelink payments. That essentially an interest free loan of between $250 and $500. Repaid through fortnightly deductions from the pension or allowance.  
**Eligibility:** To be eligible the beneficiary must demonstrate that they can repay the advance and still have enough money for day-to-day expenses.  
For more information or to apply for an Advance Payment, contact Centrelink. **See also:** Drought Information Line on 136 186 and the Department of Primary Industries Drought web pages at [www.dpi.vic.gov.au/drought](http://www.dpi.vic.gov.au/drought) Lifeline 13 11 14 or visit [www.lifeline.org.au](http://www.lifeline.org.au)

**Financial Information Services (FIS):** The FIS offered by Centrelink gives information to help people improve their standard of living by using their own money to their best advantage.  
**Eligibility:** People who are current or potential clients of Centrelink or the Department of Veterans’ Affairs, people planning for retirement and people affected by retrenchment or redundancy.
The FIS officer can provide information about:

- Approaches to investments
- The advantages and disadvantages of different types of investments
- How investments affect Social Security or Veterans’ Affairs payments
- How a gift or loan of money affects payments
- The terms and conditions of the pensions loans scheme (for pensioners who have a reduced pension due to the assets test)
- Home equity conversion loans
- Deemed interest rules and their consequences.

Contact Centrelink to arrange an appointment with an FIS officer.

**Counselling:**

Generalist personal, family and grief counselling through social workers. Monday to Friday depending on the centre – noted under location above.
CHRISTIAN EMERGENCY FOOD CENTRE

Access Hours: Monday to Friday from 1pm to 4pm.
Website Address: www.cefc.org.au
Email Address: cefc@bigpond.net.au

| Organisation Overview: | A Christian based non-denominational centre providing emergency food supplies and emergency relief to people in need. |
| Location and Contact Details: | 28 Firebrace Street, Horsham, VIC, 3400  
Contact: Client Assessment Manager (Bev Miatke)  
Phone: (03) 5381 2311 and (03) 53821326, FAX (03) 5381 2788  
Refer also to The CEFC authorised agencies across the Wimmera.  
Areas Serviced: Shire of Hindmarsh, Horsham Rural City, West Wimmera Shire & Yarriambiack Shire.  
How is support organised: Clients contact the agent in their area and are assessed to clarify need. Food parcels are sent to authorised agents for collection by clients.  
Clients are asked to ensure further requests are made through the agent who handled their previous food assistance. |
| Referral & Accessibility Criteria: | Access: Clients present at the centre, are interviewed and an assessment of need is undertaken.  
Eligibility: Anyone who is assessed by the centre or an agency as demonstrating hardship and needing emergency assistance. Eligible for food parcel once / month – or more frequently if assessed as necessary related to extreme financial difficulty; and emergency relief funds.  
Referral: Not required. No specific criteria other than presentation, interview and client demonstrates hardship. |
| Services: | Food: Relief parcels and vouchers.  
Emergency Relief Funds: For payment of utility and pharmacy bills, petrol vouchers, assistance with travel.  
Referral: To other agencies. |
| Location: | Where: Street Address: Contact: |
| Warracknabeal: | Anglicare Community Development Officer  
Anderson Street  
Warracknabeal VIC 3393  
Debbie Coloquhoun – 5389 1301 or 0418 301 524  
Liz Baker – 5389 1301 |
| Dimboola: | Dimboola District Nursing Service  
Debbie Coloquhoun – 5389 1301 or 0418 301 524  
Liz Baker – 5389 1301 |
| Minyip, Murtoa and Rupanyup: | Dunmunkle Health Services  
53 Munro Street  
Murtoa VIC 3390  
Maxine Tepper on 5363 0444, 0428 391 423 or email socialworker@dunmunkle.com.au |
CHRISTIAN EMERGENCY FOOD CENTRE Cont.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Where:</th>
<th>Street Address:</th>
<th>Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hopetoun:</td>
<td>Hopetoun Centre Care</td>
<td>6 Dodgshun Street Hopetoun VIC 3396</td>
<td>5083 3314</td>
</tr>
<tr>
<td><strong>Edenhope, Goroke, Natimuk, Kaniva, Yanac, Nhill, Dimboola, Jeparit, Rainbow, Yaapeet, Warracknabeal, Beulah, Hopetoun, Woomelang, Speed, Patchewollock, Minyip, Murtoa, Marnoo, Dadswells Bridge:</strong></td>
<td>Salvation Army Family Services</td>
<td>Phone: 5382 1770, Fax: 5382 5589, Contact Lee Rees (Nhill Area – Monday) on 0418 560 628.</td>
<td></td>
</tr>
<tr>
<td>Kaniva:</td>
<td>Kaniva Uniting Church and Church of Christ</td>
<td>91 Commercial Road Kaniva VIC 3419</td>
<td>Jack and Dulcie Loats on 5392 2301 or fax 5381 2788.</td>
</tr>
<tr>
<td>Apsley, Edenhope, Goroke, Harrow, Kaniva, Nhill, Jeparit, Rainbow:</td>
<td>Goroke Community Health Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warracknabeal, Brim, Beulah, Hopetoun, Lascelles:</td>
<td>Rural Northwest Health</td>
<td>Dimboola Road Warracknabeal VIC 3393</td>
<td>5398 1000 or 0427 854 304 or fax on 5398 2435</td>
</tr>
<tr>
<td>Warracknabeal:</td>
<td>Warracknabeal Neighbourhood House</td>
<td>130-136 Scott Street Warracknabeal VIC 3393</td>
<td>Michael Greenleaf, Kathy Gunn and Machele Jelsma on 5398 2469, email <a href="mailto:wnlc@netconnect.com.au">wnlc@netconnect.com.au</a> or fax on 5394 1103</td>
</tr>
<tr>
<td>Nhill, Kaniva, Rainbow, Jeparit, Goroke, Natimuk:</td>
<td>West Wimmera Health Service</td>
<td>49 Nelson Street Nhill VIC 3418</td>
<td>Pauline McCracken on 0428 881 563 or email <a href="mailto:pmccracken@wwhs.net.au">pmccracken@wwhs.net.au</a></td>
</tr>
<tr>
<td>Kaniva, Edenhope, Harrow, Lillimur, Serviceton, Goroke:</td>
<td>West Wimmera Shire</td>
<td>49 Elizabeth Street Edenhope VIC 3318</td>
<td>Chris Rose on 5585 9900, Mobile 0407 453 642 - fax 5585 9950.</td>
</tr>
</tbody>
</table>
## CHRISTIAN EMERGENCY FOOD CENTRE Cont.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Where:</th>
<th>Street Address:</th>
<th>Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Nhill:</strong></td>
<td>Wimmera South West Rural Counselling Service</td>
<td>45 McPherson Street Horsham VIC 3400</td>
<td>Patrick White on 53811646, mobile 0427 340 621 or fax on 5381 0400.</td>
</tr>
<tr>
<td><strong>Warracknabeal, Beulah, Brim, Hopetoun, Minyip, Murtoa, Rupanyup, Woomelang, Speed, Patchewollock, Tempe, Lascelles, Yaapeet, Lubeck, Speed:</strong></td>
<td>Yarriambiack Shire</td>
<td>34 Lyle Street Warracknabeal VIC 3393</td>
<td>Community Services Manager on 5398 0131, mobile 0427 680 253 or fax 5398 2502.</td>
</tr>
</tbody>
</table>
GRAMPIANS COMMUNITY HEALTH

Access Hours: Monday to Friday from 9am to 5pm
Website Address: www.gchc.org.au
Email Address: joy.w@gchc.org.au

| Organisation Overview: | Grampians Community Health provides a range of community, aged and mental health services and programs through quality coordinated health, community development and support services. Services include Health education, preventative treatment, rehabilitation and the access to the means to maintain optimal levels of health and social functioning. |
| Location: | Address: | Contact: |
| Stawell: | 44 Wimmera Street Stawell VIC 3380 | Phone: 5358 7400 Fax: 5358 4113 Email: gch@grampianscommunityhealth.org.au |
| Horsham: | 25 David Street Horsham VIC 3400 | Phone: 5362 1200 Fax: 5382 4687 Email: plodge@grampianscommunityhealth.org.au |
| Nexus Youth Service: | 14-16 Pynsent Street Horsham VIC 3400 | Phone: 5362 1500 Fax: 5382 4628 Email: gchc@grampianscommunityhealth.org.au |

Areas Serviced: Hindmarsh, Horsham, West Wimmera & Yarriambiack. Also offices in Stawell and Ararat providing services to North Grampians Shire.

REFERRAL & ACCESSIBILITY CRITERIA

Access: Clients present at the centre and are interviewed - Intake procedure.
Eligibility: No criteria.
Referral: Self referral or by another service.

SERVICES

Services: Services, programs and case management around family violence, alcohol and other drugs; and gambling.

Counselling: For personal and relationship issues; specialist counselling and support for alcohol and other drugs and family violence. Drug diversion and gambling programs.

Family Violence: Counselling and support with emergency and transitional accommodation, rent and bond assistance. Referral to other agencies for food, financial support, budgeting and NILS.
**KANIVA UNITING CHURCH AND CHURCH OF CHRIST**

Answering machine on 24 hours a day/7 days per week.
Website Address:  [www.kaniva.info/ministry.htm](http://www.kaniva.info/ministry.htm)
Email Address:  sharedmin@bigpond.com

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>Christian Limited Emergency Response such as petrol and food vouchers for locals as well as people moving along the highway who require emergency assistance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>91 Commercial Street  Kaniva  VIC  3419</td>
</tr>
<tr>
<td>Contacts:</td>
<td>Jack and Dulcie Loats</td>
</tr>
<tr>
<td>Phone #'s:</td>
<td>(03) 5392 2301 – Phone  (03) 5381 2788 - Fax</td>
</tr>
<tr>
<td>Areas Serviced:</td>
<td>Kaniva and District</td>
</tr>
</tbody>
</table>

**REFERRAL & ACCESSIBILITY CRITERIA**

**Access:**
Clients present and are interviewed.

**Eligibility:**
Discretionary.

**Referral:**
Self referral or by another service.

**SERVICES**

**Emergency Relief:**
Including food, petrol vouchers and other financial emergency assistance according to needs assessment.

**Food:**
Authorised agency for Christian Emergency Food Centre.

**Referrals:**
To other organisations for counselling, housing, support, budgeting etc.
**LISA LODGE**

Contact administration during business hours 1800 015 188.  
Email Address: admin@lisalodge.com.au

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>A company providing services and programs to women and children, young people and their families. Services offer protection and accommodation for families and family members who are experiencing extreme difficulty in caring for themselves and each other.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>728 Barkly Street Ballarat VIC 3350</td>
</tr>
<tr>
<td><strong>Contacts:</strong></td>
<td>Jack and Dulcie Loats</td>
</tr>
</tbody>
</table>
| **Phone #’s:** | (03) 5330 5000 – Phone  
(03) 5331 7771 – Fax  
(03) 5331 3558 – Administration during business hours.  
1800 015 188 – via Women’s Domestic Violence Centre for Users – 24/7  
0409 335 885 – For Professionals Only – After hours Domestic Violence Worker |
| **Contact Name:** | Debbie Glare – Program Manager |
| **Areas Serviced:** | Grampians Region |
| **Referral & Accessibility Criteria:** | Lisa Lodge provides services in conjunction with Domestic Violence Workers and the police through the SOS service. The SOS service of The Women’s Domestic Violence Crisis Service is a 24 hours a day 7 days a week telephone service providing support, information and accommodation for women and children fleeing domestic violence. |
| **Services:** | Domestic Violence related services including crisis transport, accommodation, material needs, support, advocacy information and referral to appropriate support services. |
| **Referral:** | Self referral or by another service. |

**SERVICES**

<table>
<thead>
<tr>
<th>Emergency Relief:</th>
<th>Including food, petrol vouchers and other financial emergency assistance according to needs assessment.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Food:</strong></td>
<td>Authorised agency for Christian Emergency Food Centre.</td>
</tr>
<tr>
<td><strong>Referrals:</strong></td>
<td>To other organisations for counselling, housing, support, budgeting etc.</td>
</tr>
</tbody>
</table>
DUNMUNKLE HEALTH SERVICES
Monday to Friday 9am to 5pm.
Website Address: www.dunmunkle.com.au
Email Address: info@dunmunkle.com.au

Organisation Overview: A multi-campus health service provider servicing the towns of Minyip, Murtoa and Rupanyup with a Community Health Centre, Medical Centre and Nursing Home – Employ social workers.

Contact Details – Murtoa Dunmunkle Health Services
Address: 53 Munro Street Murtoa VIC 3390
Phone #’s: (03) 5363 0400 – Phone Murtoa@dunmunkle.com.au - Email

Contact Details – Minyip Community Health Centre
Address: 23-25 Church Street Minyip VIC 3392
Phone #’s: (03) 5363 1200 – Phone (03) 5385 7268 - Fax minyip@dunmunkle.com.au - Email

Contacts: Social Worker – Jodie Baldwin – 0428 391 423
Welfare Worker – Maxine Tepper – socialworker@dunmunkle.com.au

Areas Serviced: Shire of Yarriambiack

REFERRAL & ACCESSIBILITY CRITERIA
Access: Clients present at the centre and an assessment of services that may assist is undertaken.
Eligibility: Anyone who is assessed by the centre or an agency as demonstrating hardship and needing emergency assistance.
Referral: Self referral or by another service.

SERVICES
Emergency Relief: Yarriambiack Shire emergency relief funds.
Financial Assistance: Including assistance with budgeting.
Food: Relief as an agency of Christian emergency food centre.
Counselling: Generalist.
Liaison: With other services such as St Vincent de Paul Centres for food, clothing and furniture and client advocacy.
Referral: To other services, e.g. specialist counselling.
NILS: Assessor and financial counselling. Community education and community group work programs. Community development work.
HINDMARSH SHIRE - LGA

Nhill Office - Monday to Friday 9am to 5pm Other offices – part time
Website Address: www.hindmarsh.vic.gov.au
Email Address: info@hindmarsh.vic.gov.au

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>Local government shire offices where Municipal Recovery Manager has access to Drought Response Officer and DHS Single Incident Emergency funds.</th>
</tr>
</thead>
</table>

**Contact Details – Nhill**

<table>
<thead>
<tr>
<th>Address:</th>
<th>92 Nelson Street Nhill VIC 3418</th>
</tr>
</thead>
</table>
| Phone #’s: | (03) 5391 4444 – Phone  
(03) 5391 1376 - Fax  
info@hindmarsh.vic.gov.au - Email |

**Contact Details – Dimboola**

<table>
<thead>
<tr>
<th>Address:</th>
<th>Lloyd Street Dimboola VIC 3414</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone #’s:</td>
<td>(03) 5391 4452 – Phone/Fax</td>
</tr>
</tbody>
</table>

**Contact Details – Jeparit**

<table>
<thead>
<tr>
<th>Address:</th>
<th>Roy Street Jeparit VIC 3423</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone #’s:</td>
<td>(03) 5391 4450 – Phone</td>
</tr>
</tbody>
</table>

**Contact Details – Rainbow**

<table>
<thead>
<tr>
<th>Address:</th>
<th>Federal Street Rainbow VIC 3424</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone #’s:</td>
<td>(03) 5391 4451 – Phone/Fax</td>
</tr>
</tbody>
</table>

**Contacts:**

Municipal Recovery Manager – Peter Smith – (03) 5391 4444  
psmith@hindmarsh.vic.gov.au  
Drought Response Officer – Joanne Thomas – (03) 5391 4444 or  
0437 070 849 – jthomas@hindmarsh.vic.gov.au

**Areas Serviced:**

Shire of Hindmarsh

**REFERRAL & ACCESSIBILITY CRITERIA**

**Emergency Grants:**

One off assistance to meet immediate basic needs to people who have had their principal place of residence affected by an emergency, either through damages or loss of property. Refer to  

**SERVICES**

**Services:**

DHS single incident emergency grant and Drought Response Officer.
**HORSHAM RURAL CITY COUNCIL - LGA**

Monday to Friday 9am to 5pm
Website Address:  www.hrcc.vic.gov.au
Email Address:  angela.murphy@hrcc.vic.gov.au

<table>
<thead>
<tr>
<th><strong>Organisation Overview:</strong></th>
<th>Local Government Shire offices.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Details</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **Address:**              | Civic Centre – Roberts Avenue, PO Box 511  
Horsham  VIC  3402         |
| **Phone #’s:**            | (03) 5382 9777 – Phone  
(03) 5382 1111 - Fax       |
| **Contacts:**             | Angela Murphy – Community Services Manager  
(03) 5382 9743 – Phone  
0419 135 496 – Mobile  
Angela.murphy@hrcc.vic.gov.au – Email |
| **Contacts:**             | Community Development Officer  
5382 2083 - Phone          |
| **Areas Serviced:**       | Shire of Horsham Rural City.    |

**REFERRAL & ACCESSIBILITY CRITERIA**

**Emergency Grants:** One off assistance to meet immediate basic needs to people who have had their principal place of residence affected by an emergency, either through damages or loss of property. Refer to [http://www.dhs.vic.gov.au/emergency/publications/fact_sheets_-_financial_assistance/fact-sheet-personal-hardship-grants---emergency-grant](http://www.dhs.vic.gov.au/emergency/publications/fact_sheets_-_financial_assistance/fact-sheet-personal-hardship-grants---emergency-grant)

**SERVICES**

**Services:** DHS single incident emergency grants.
# WEST WIMMERA SHIRE COUNCIL - LGA

Nhill Office - Monday to Friday 9am to 5pm Other offices – part time  
Website Address: www.westwimmera.vic.gov.au  
Email Address: council@westwimmera.vic.gov.au

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>Local Government Shire offices.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Contact Details - Edenhope</strong></th>
</tr>
</thead>
</table>
| **Address:** 49 Elizabeth Street, PO Box 201  
Edenhope VIC 3318 |
| **Phone #’s:**  
(03) 5585 9900 – Phone  
(03) 5585 9950 - Fax |

<table>
<thead>
<tr>
<th><strong>Contact Details - Kaniva</strong></th>
</tr>
</thead>
</table>
| **Address:** 25 Baker Street, PO Box 15  
Kaniva VIC 3419 |
| **Phone #’s:**  
(03) 5392 7700 – Phone  
(03) 5392 7750 - Fax |

| Contacts: | Jenny Ackland – Community Services Officer  
(03) 5585 9900 – Phone  
0428 327 771 – Mobile  
cso@westwimmera.vic.gov.au - Email |
| Contacts: | Community Development Officer  
5382 2083 - Phone |

<table>
<thead>
<tr>
<th>Areas Serviced:</th>
<th>Shire of West Wimmera.</th>
</tr>
</thead>
</table>

**REFERRAL & ACCESSIBILITY CRITERIA**

**Emergency Grants:** One off assistance to meet immediate basic needs to people who have had their principal place of residence affected by an emergency, either through damages or loss of property. Refer to  

**SERVICES**

| Services: | DHS single incident emergency grants. |
YARRIAMBIACK SHIRE COUNCIL - LGA

Monday to Friday 9am to 5pm
Website Address: www.yarriambiack.vic.gov.au
Email Address: info@yarriambiack.vic.gov.au

Organisation Overview: Local Government Shire offices.

Contact Details

Address: 34 Lyle Street
Warracknabeal VIC 3393

Phone #’s: (03) 5398 0100 – Phone
(03) 5398 2502 – Fax

Single Incident Emergency Response – Emergency Relief Funds

Gavin Blinman – Community Services Manager
(03) 5398 0131 – Phone
0427 680 253 – Mobile
gblinman@yarriambiack.vic.gov.au

Olinda Poulton – Aged & Disability Coordinator
0417 036 279 - Mobile

Areas Serviced: Shire of Yarriambiack.

REFERRAL & ACCESSIBILITY CRITERIA

Emergency Grants: One off assistance to meet immediate basic needs to people who have had their principal place of residence affected by an emergency, either through damages or loss of property. Refer to http://www.dhs.vic.gov.au/emergency/publications/fact_sheets_-_financial_assistance/fact-sheet-personal-hardship-grants---emergency-grant

Access: Clients present at the centre and are interviewed and assessed to clarify need.

Eligibility: Anyone who is assessed by the shire officer or is referred by another agency as demonstrating hardship and requiring emergency assistance.

Referral: May be self referral

SERVICES

Services: Emergency Relief – depending on the assessment, support may include food vouchers and emergency funds for items such as fuel, rent, bills and school items such as uniforms, school supplies, funding for school camps etc. to people who demonstrate hardship.
## RED CROSS

Available 24/7  
Website Address:  [www.redcross.org.au](http://www.redcross.org.au)  
Email Address:  bron@vic.chariot.net.au

### Organisation Overview:
A charitable, emergency service provider, volunteer organisation. ER services include catering at disasters (in relation to MEMP plans) and provision for single incident emergency services e.g house fire.

### Contact Details for Region 17

| **Address:** | PO Box 137  
Natimuk  VIC  3409 |
| **Phone #’s:** | (03) 5387 1377 |
| **Contact:** | Bronwyn Brown – Emergency Services Liaison Officer |

### Areas Serviced:
Wimmera Region: Shires of Hindmarsh, Horsham Rural City, West Wimmera and Yarriambiack.

### REFERRAL & ACCESSIBILITY CRITERIA

| **Access/Referral:** | Any member of Red Cross, public, CFA or Shire can refer to the Emergency Services Liaison Officer (Bronwyn Brown). |
| **Eligibility:** | Anyone who has experienced a Single Incident Emergency (SIA) and is in need of assistance. |

### SERVICES

| **Services:** | Discretionary support may include 2 nights accommodation (motel); and purchasing of groceries, 2 sets of clothing, manchester and toiletries. |
| **Opportunity Shop:** | 124 Firebrace Street  
Horsham  VIC  3400  
(03) 5382 2544 - Phone |
<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>Providing on-site, free, independent, and confidential financial counselling for farmers and small agribusinesses.</th>
</tr>
</thead>
</table>

**Contact Details**

| Address: | 45 McPherson Street  
|          | PO Box 599  
|          | Horsham VIC 3400 |

**Contact:**

| Patrick White | (03) 5381 1646 – Phone/Fax  
|               | 0427 340 621 – Mobile  
|               | rfchorsram@bigpond.com – Email |
| Malcolm Wyeth | (03) 5381 1646 – Phone/Fax  
|               | 0400 893 064 – Mobile  
|               | rfcvswshorsham@eftel.net.au |

**Areas Serviced:**

| Wimmera Region: Shires of Hindmarsh, Horsham Rural City, West Wimmera, Yarriambiack and Northern Grampians Shire. |

**REFERRAL & ACCESSIBILITY CRITERIA**

**Access/Referral:**

| Commercial size farms and agri businesses. |

**SERVICES**

**Services:**

| Rural Financial Counselling and referral to other services. |
## SAFETY OUT-OF-HOURS SERVICES (SOS)  
### GRAMPIANS REGION

24 hours a day/7 days a week  
Website Address:  http://www.wdvcs.org.au

<table>
<thead>
<tr>
<th><strong>Organisation Overview:</strong></th>
<th>SOS is a service of The Women’s Domestic Violence Crisis Service. A 24 hours a day 7 days a week telephone service providing support, information and accommodation for women and children fleeing domestic violence.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Contact Details</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact:</strong></td>
<td>1800 015 188 – Phone Free Call</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Areas Serviced:</strong></th>
<th>City of Ballarat, Wimmera – Grampians Region.</th>
</tr>
</thead>
</table>

## REFERRAL & ACCESSIBILITY CRITERIA

<table>
<thead>
<tr>
<th><strong>Access:</strong></th>
<th>People who are in or at risk of being in a domestic violence situation.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Referral:</strong></td>
<td>People may make contact themselves for an appointment. Referral by self, friends, community workers, social workers, police etc.</td>
</tr>
</tbody>
</table>

## SERVICES

<table>
<thead>
<tr>
<th><strong>Services:</strong></th>
<th>Provides crisis transport, accommodation, material needs, support, advocacy information and referral to appropriate support services.</th>
</tr>
</thead>
</table>
SALVATION ARMY – HORSHAM CHURCH AND FAMILY SERVICES

Weekdays – 10am to 4pm
Website Address:  http://www.salvationarmy.org.au
Email:  corpsofficer.horsham@aus.salvationarmy.org.au

**Organisation Overview:**
An integrated missionary with a church and network of social services. Thrift shops, Church Corps and Family Services including the Supported Accommodation Assistance Program (SAAP).

**Location**

**Address:**
12 Kalkee Road
Horsham  VIC  3400

**Contact Details**

**Contact:**
Captains Allan and Glenda Morrison – Corps Officers
5382 1770 – Phone
5382 5589 – Fax
Allan.morrison@aus.salvationarmy.org
Corpsofficer.horsham@aus.salvationarmy.org

**Other:**
Supported Emergency Accommodation – 0419 002 311
Housing Support – Advice & Referral 0407 881 638
Family.services.horsham@aus.salvationarmy.org.au – Family Services
Email
Thrift Shop Corps Officers – Captains Allan & Glenda Morrison
Pastoral Liaison – Sue Hately
Court Chaplain – Tim Frost
Family Services Team Leader – Annie Ferguson

**Areas Serviced:**
Wimmera Region:  Shires of Hindmarsh, Horsham Rural City, West Wimmera, Yarriambiack.

**REFERRAL & ACCESSIBILITY CRITERIA**

**Access:**
People may make contact themselves for an appointment.

**Eligibility:**
According to each service criteria. Accommodation – People are assessed as homeless or at risk of becoming homeless or in a domestic violence situation.

**Referral:**
Self referral or by another service including friends, community workers, social workers, police etc.

**SERVICES**

**Services:**
Emergency relief services for those who are in need, homeless, at risk of becoming homeless and/or family violence.  Playgroup Wednesday from 10am to 11.45am.  Thrift Shop open weekdays from 9am to 4pm and Saturday from 9am to 12pm.
| **Accommodation:** | • Supported emergency accommodation is available on a short term (13 day) basis to assist people to move to independent living or more appropriate longer - term accommodation.  
• Housing assistance and information for people who having difficulty finding or maintaining suitable, affordable accommodation.  
• Bond assistance (HEF) is available from Vic Government to eligible people. |

| **Counselling and Support Services:** | Court Chaplin provides support, comfort & confidential counselling for victims, perpetrators, their families and jury members. Available court days at Horsham, Hopetoun, Edenhope, Ph: (03) 53821770. |
| **Food:** | Soup Kitchen Tues 12 noon - 1.00 pm. Gold coin donation. Referals to Christian Emergency Food Centre. |
| **Financial:** | By appointment for Tax Help for people on low incomes to complete their tax returns. |
**SAVATION ARMY – FAMILY SERVICES NHILL OUTREACH INCLUDING EDENHOPE, JEPARIT & RAINBOW**  

**Weekdays – 10am to 4pm**  
**Email:** lee.rees@aus.salvationarmy.org.au

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>An integrated missionary with a church and network of social services: Thrift shops, Church Corps and Family Services such as the Supported Accommodation Assistance Program (SAAP).</th>
</tr>
</thead>
</table>
| **Location**           | **Address:** 57 Victoria Street  
Nhill VIC 3418 |
| **Contact Details**    | **Contact:**  
(03) 5391 1362 – Office Phone/Fax  
Supported Emergency Accommodation  
0419 002 311 – Mobile  
Emergency Accommodation  
0407 881 638 – Mobile  
Housing Advice, Referral & Support West Wimmera and Hindmarsh – Rural Outreach Support Worker - Ms Lee Rees  
0418 560 628 – Mobile  
Lee.rees@aus.salvationarmy.org – email  
Mondays 10am to 4pm by appointment |
| **Areas Serviced:**    | Shire of Hindmarsh. |

**REFERRAL & ACCESSIBILITY CRITERIA**

<table>
<thead>
<tr>
<th><strong>Access:</strong></th>
<th>People may make contact themselves for an appointment.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligibility:</strong></td>
<td>According to each service criteria. Accommodation – people who are assessed as homeless or at risk of becoming homeless or in a domestic violence situation.</td>
</tr>
<tr>
<td><strong>Referral:</strong></td>
<td>Self referral or by another service including friends, community workers, social workers, police etc.</td>
</tr>
</tbody>
</table>

**SERVICES**

<table>
<thead>
<tr>
<th><strong>Emergency Relief Services:</strong></th>
<th>For those who are homeless, at risk of becoming homeless and/or family violence.</th>
</tr>
</thead>
</table>
| **Accommodation:** | The Supported Accommodation Assistance Program (SAAP) assists people who are homeless or at risk of becoming homeless to find affordable accommodation.  
Bond assistance for eligible applicants.  
Support, advocacy and referral for people in housing crisis situations.  
Ongoing support is available until independent living skills are reestablished.  
2nd Tuesday of each month Outreach to Edenhope.  
4th Tuesday of each month Outreach to Jeparit & Rainbow |
# SALVATION ARMY – KANIVA

Emergency Relief 24/7 – Thrift Shop Thu 10am to 12.30pm and Friday 2pm to 4.30pm
Email: lynn.boughton@aus.salvationarmy.org & david.boughton@aus.salvationarmy.org

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>An integrated missionary with a church and network of social services: Thrift shops, Church Corps and Family Services such as the Supported Accommodation Assistance Program (SAAP).</th>
</tr>
</thead>
</table>

## Location

| Address: | 34 – 36 Progress Street  
| | Kaniva VIC 3419 |

## Contact Details

| Contact: | (03) 5392 2304 – Phone  
| | [Lynn.boughton@aus.salvationarmy.org](mailto:Lynn.boughton@aus.salvationarmy.org) – email  
| | [David.boughton@aus.salvationarmy.org](mailto:David.boughton@aus.salvationarmy.org) - email |

## Areas Serviced:

- Kaniva and district, Shire of West Wimmera.

## REFERRAL & ACCESSIBILITY CRITERIA

<table>
<thead>
<tr>
<th>Access:</th>
<th>People who are in need, assessed as homeless or at risk of becoming homeless or in a domestic violence situation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility:</td>
<td>According to service criteria and/or assessment of need.</td>
</tr>
<tr>
<td>Referral:</td>
<td>People may make contact themselves for an appointment. Referral by self, friends, community workers, social workers, police etc.</td>
</tr>
</tbody>
</table>

## SERVICES

<table>
<thead>
<tr>
<th>Limited Emergency Relief:</th>
<th>Including accommodation (1 night), material aid and food. Referral to other services. Thrift shop – second hand clothing and goods available.</th>
</tr>
</thead>
</table>
| Accommodation: | The Supported Accommodation Assistance Program (SAAP) assists people who are homeless or at risk of becoming homeless to find affordable accommodation.  
| | Bond assistance for eligible applicants.  
| | Support, advocacy and referral for people in housing crisis situations. Ongoing support is available until independent living skills are re-established.  
| | 2nd Tuesday of each month Outreach to Edenhope.  
| | 4th Tuesday of each month Outreach to Jeparit & Rainbow |
**Organisation Overview:**
An integrated missionary with a church and network of social services: Thrift shops, Church Corps and Family Services such as the Supported Accommodation Assistance Program (SAAP).

**Location**

**Address:**
57 Victoria Street
Nhill VIC 3418

**Contact Details**

**Contact:**
(03) 5391 1362 – Phone

**Areas Serviced:**
Wimmera region: Shires of Hindmarsh, Horsham Rural City, West Wimmera, Yarriambiack.

**REFERRAL & ACCESSIBILITY CRITERIA**

**Access:**
People who are in need, assessed as homeless or at risk of becoming homeless or in a domestic violence situation.

**Eligibility:**
According to service criteria and/or assessment of need.

**Referral:**
People may make contact themselves for an appointment. Referral by self, friends, community workers, social workers, police etc.

**SERVICES**

**Limited Emergency Relief:**
Including accommodation (1 night), material aid and food.

**Accommodation:**
Housing Advice, Referral & Support West Wimmera and Hindmarsh – Lee Rees 0418 560 628. Pastoral counselling and referral to other services.
<table>
<thead>
<tr>
<th><strong>Utility Relief Grant Scheme:</strong></th>
<th>Administered and funded by the State Government, this scheme provides assistance to domestic customers who are unable to pay their utility bills due to a short-term financial crisis. Financial assistance is available on electricity, gas and water bills. Application forms are available from electricity retailers, gas retailers and water authorities. For further information, contact the utility company or the Concessions Unit on 1800 658 521.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria:</strong></td>
<td>Applicants must demonstrate that an unexpected hardship has left them seriously short of money so that they cannot pay their utility bill without assistance, and risk disconnection of supply. In addition, applicants must satisfy at least one of the following criteria:</td>
</tr>
<tr>
<td></td>
<td>• Have experienced a significant increase in bills, for example, if caused by a faulty appliance</td>
</tr>
<tr>
<td></td>
<td>• Have experienced a recent decrease in income, for example, if caused by unemployment, illness or breakdown of a household</td>
</tr>
<tr>
<td></td>
<td>• Have experienced high unexpected expenses on essential items, for example, funeral costs or repairs/replacement of essential items</td>
</tr>
<tr>
<td></td>
<td>• The cost of their shelter is more than 30% of the household income, or</td>
</tr>
<tr>
<td></td>
<td>• The cost of their utility consumption is more than 10% of the household income.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Non Mains Utility Relief Grant Scheme:</strong></th>
<th>This grant is available to customers who are unable to pay their outstanding bottled gas accounts or non-mains/carted water accounts. For further information, contact the Concessions Unit on 1800 658 521.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria:</strong></td>
<td>Applicants must demonstrate that an unexpected hardship has left them seriously short of money so that they cannot pay their utility bill without assistance, and risk disconnection of supply. In addition, applicants must satisfy at least one of the following criteria:</td>
</tr>
<tr>
<td></td>
<td>• Have experienced a significant increase in bills, for example, if caused by a faulty appliance</td>
</tr>
<tr>
<td></td>
<td>• Have experienced a recent decrease in income, for example, if caused by unemployment, illness or breakdown of a household</td>
</tr>
<tr>
<td></td>
<td>• Have experienced high unexpected expenses on essential items, for example, funeral costs or repairs/replacement of essential items</td>
</tr>
<tr>
<td></td>
<td>• The cost of their shelter is more than 30% of the household income, or</td>
</tr>
<tr>
<td></td>
<td>• The cost of their utility consumption is more than 10% of the household income.</td>
</tr>
<tr>
<td><strong>Capitol Grants Scheme:</strong></td>
<td>This scheme provides once-off assistance to concession card households by repairing or replacing essential water, gas or electrical appliances for households who otherwise could not afford to do so, due to financial hardship. Applicants must demonstrate they have no savings to meet the cost of the faulty appliance. Applications are available from financial counsellors or direct from the Concessions Unit. For further information contact the Concessions Unit, Department of Human Services on 1800 658 521.</td>
</tr>
<tr>
<td><strong>Water and Sewerage Hardship Relief Grant Scheme:</strong></td>
<td>The scheme is a once-off payment that assists eligible concession card households experiencing financial hardship with the costs of compulsory connection of their water and sewerage. Applicants must demonstrate that the household is unable to pay for the plumbing costs of sewerage connection based on the household income and regular committed expenditure. Assistance can only be provided for the applicant’s principal place of residence and when the water authority has deemed connection compulsory. Information about the scheme and application forms can be obtained from local water authorities or by contacting the Concessions Unit on 1800 658 521.</td>
</tr>
<tr>
<td><strong>Financial Counselling:</strong></td>
<td>The Victorian Government funds a large number of financial counseling services across Victoria. Financial counsellors can assist people experiencing financial difficulties by: • Assessing the client’s overall financial position • Identifying legal options concerning debt collection, bankruptcy and social security • Identifying sources of income support such as social security, concessions and emergency relief • Negotiating with creditors on behalf of clients, and • Assisting with budgeting and money arrangements. Contact Financial and Consumer Rights Council for referral to financial counsellor on (03) 9663 2000.</td>
</tr>
</tbody>
</table>
| **Mortgage Relief:** | The Mortgage Relief Scheme offers eligible Victorian homeowners short-term interest free loans to help overcome difficulties with home loan repayments resulting from an unavoidable change in circumstances. The scheme is an initiative designed to help people keep their homes when short-term unemployment, sickness or other crisis has reduced their income. Contact Home Finance toll free on 1800 134 872 for more information.
### Bond Loan Scheme:

The Bond Loan Scheme offers interest-free loans that can be used to cover the cost of the bond if renting privately. The full amount of the bond loan must be paid back at the end of the tenancy.

To be eligible for the Bond Loan:
- You must meet the Bond Loan income and asset eligibility limits.
- You must be a permanent resident of Australia.
- Your share of the rent must not be more than 55 per cent of your gross weekly income.
- You do not own or part-own a house, flat or unit.
- Any previous Bond Loans must have been repaid, and
- All outstanding charges from previous or current public tenancies must have been paid in full.

Contact your local Office of Housing for more information.

### Housing Establishment Fund:

The Housing Establishment Fund (HEF) is a Victorian Government grant program providing financial assistance to households in housing crisis.

The program provides funding to community-based agencies to support people to either access or maintain their accommodation in the private rental market, and also to secure purchased accommodation for people in crisis who are homeless or at risk of homelessness.

The HEF program aims to:
- Prevent homelessness by assisting people to maintain their private rental accommodation, and
- Respond to homelessness by assisting people to access overnight emergency accommodation and/or to access and maintain private rental.

HEF is distributed by community-based agencies throughout the state. For further information regarding the HEF Guidelines contact the Capital Response Team on (03) 9096 9779.

### Supported Accommodation Assistance Program:

The Supported Accommodation Assistance Program (SAAP) is a joint Commonwealth government and State government program designed to respond, through the provision of support, to the needs of people who are homeless, escaping family violence or at risk of homelessness.

SAAP agencies support people who are homeless, including women and children experiencing family violence, by assisting them to find stable long-term accommodation and assisting them to address issues that may have contributed to their experience of homelessness.

The SAAP Unit in Community Programs, Office of Housing in the Department of Human Services administers the program. For further information, contact the SAAP Co-ordinator at your nearest DHS Regional Office.
| Women’s Domestic Violence Crisis Service of Victoria: | The Women’s Domestic Violence Crisis service of Victoria is the central referral agency for a network of women’s refuges and support services. It also offers basic information on legal options, housing options and other services for women, escaping family violence. It is open 24 hours a day, 7 days a week. In an emergency contact the service on (03) 93730123 or 1800015188. For administration and office enquires, call (03) 93779600. |
| Other services that may be of assistance include the following: | **Tenancy Information** and advice about tenancy matters such as eviction, excessive rent and repairs may be obtained from:  
**Customer Affairs Victoria** – contact 1300 558 181  
Tenants Union Advice Service/tenants Union of Victoria – contact (03) 9416 2577,  
**Residential Tenancies List** (formally Residential Tenancies Tribunal) – contact (03) 9628 9960 or 1800 133 055.  
**Rent Assistance**  
Centrelink pays rent assistance to pensioners and beneficiaries who rent accommodation in the private rental market, and pay rent above a set threshold based on their family circumstances.  
**Contact Centrelink for more information.** |
**ST VINCENT de PAUL DIMBOOLA**

*Opening Hours:*
*Website Address:* http://www.vinnies.org.au
*Email:*  

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>Volunteers assist people in need with provisions such as food, furniture, clothing and household goods through the Society’s St Vincent de Paul Centres.</th>
</tr>
</thead>
</table>

**Location**

<table>
<thead>
<tr>
<th>Address:</th>
<th>No premises – volunteers on call.</th>
</tr>
</thead>
</table>

**Contact Details**

| Contact: | 0418 308 623  - Pat O’Dwyer  
Also refer to Horsham (03) 5381 2371 for Welfare Assistance |
|----------|----------------------------------------------------------------|

<table>
<thead>
<tr>
<th>Areas Serviced:</th>
<th>Dimboola and District</th>
</tr>
</thead>
</table>

**REFERRAL & ACCESSIBILITY CRITERIA**

<table>
<thead>
<tr>
<th>Access:</th>
<th>People who are in need of the service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility:</td>
<td>Discretionary.</td>
</tr>
<tr>
<td>Referral:</td>
<td>To other organisations for counselling, housing, support, budgeting etc. Access to No Interest Loan Scheme.</td>
</tr>
</tbody>
</table>

**SERVICES**

<table>
<thead>
<tr>
<th>Emergency Relief:</th>
<th>Such as food vouchers, clothing, furniture and manchester and limited financial support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation:</td>
<td></td>
</tr>
</tbody>
</table>
**ST VINCENT de PAUL HORSHAM**

Opening Hours:  Welfare Assistance – Mon, Wed & Fri 11am to 1pm  
Op Shop – Mon to Fri 10am to 4pm  
Website Address:  http://www.vinnies.org.au

### Organisation Overview:
Volunteers assist people in need with provisions such as food, furniture, clothing and household goods through the Society’s St Vincent de Paul Centres.

### Location
**Address:** 7-9 David Street Horsham

### Contact Details
**Contact:** Conference President – Adrian Fernee  
(03) 5381 2371  
Welfare Assistance  
(03) 5381 2371 phone  
(03) 5382 1639 fax  
Regional Coordinator – Bridie Schafer (professionals only)  
(03) 5389 1333

### Areas Serviced:
Horsham and District

### REFERRAL & ACCESSIBILITY CRITERIA
**Access:** People who are in need of the service.  
**Eligibility:** Discretionary.  
**Referral:** To other organisations for counselling, housing, support, budgeting etc. And to Christian Emergency Food Services for ongoing need. Access to No Interest Loan Scheme.

### SERVICES
**Emergency Relief:** Such as overnight accommodation and food vouchers and limited financial support.

**Accommodation:**
## ST VINCENT de PAUL YARRIAMIACK

**Opening Hours:** via Horsham Conference  
**Website Address:** http://www.vinnies.org.au  
**Email:**

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>Volunteers assist people in need with provisions such as food, furniture, clothing and household goods through the Society’s St Vincent de Paul Centres.</th>
</tr>
</thead>
</table>

## Location

<table>
<thead>
<tr>
<th>Address:</th>
<th>No premises – volunteers on call.</th>
</tr>
</thead>
</table>

## Contact Details

| Contact: | President – Pat Morris  
(03) 5385 7229 (private)  
Welfare Assistance Through Horsham  
(03) 5381 2371 - Phone |
|----------|-----------------------------------------------------------------------------------------------------------------------------|

<table>
<thead>
<tr>
<th>Areas Serviced:</th>
<th>Yarriambiack and District</th>
</tr>
</thead>
</table>

## REFERRAL & ACCESSIBILITY CRITERIA

<table>
<thead>
<tr>
<th>Access:</th>
<th>Services are accessed by referral from Horsham Conference and/or by referral through local social workers. These services ring President (based in Minyip) who contacts the clients and provides support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility:</td>
<td>Discretionary.</td>
</tr>
<tr>
<td>Referral:</td>
<td>To other organisations for counselling, housing, support, budgeting etc. Access to No Interest Loan Scheme.</td>
</tr>
</tbody>
</table>

## SERVICES

<table>
<thead>
<tr>
<th>Emergency Relief:</th>
<th>Such as food vouchers, clothing, furniture and manchester and limited financial support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation:</td>
<td></td>
</tr>
</tbody>
</table>
WIMMERA UNITING CARE
Opening Hours: Monday to Friday 9am to 5pm
Website Address:  [http://www.wimmera.unitingcare.org.au/services.htm](http://www.wimmera.unitingcare.org.au/services.htm)
Email: info@wimmera.unitingcare.org.au

### Organisation Overview:
A Uniting Care community service agency providing a broad range of children, family, youth, alternative care, housing and disability services. Mission: supporting and strengthening personal, family and community life throughout the Wimmera.

### Location
**Address:**
- Horsham Office – 185 Baillie Street – PO Box 442
- Horizons Services – 28 Urquhart Street

### Contact Details
**Contact:**
- Horsham Office – (03) 5382 6789 Phone, (03) 5382 1566 Fax
- Email: [info@wimmera.unitingcare.org.au](mailto:info@wimmera.unitingcare.org.au)
- Horizons Services – (03) 5382 5430 Phone
- Children’s Services – Hotline Freecall 1800 195 114
- Rural Community Counselling – 1800 112 177
- Hindmarsh Counsellor Mobile – 0427 884 279
- West Wimmera Counsellor Mobile – 0428 138 476
- Yarriambiack Counsellor Mobile – 0429 027 533

**Areas Serviced:**
Wimmera Region, Shires of Hindmarsh, Horsham Rural City, West Wimmera, Yarriambiack. Also have an office in Stawell providing services within the North Grampians Shire.

### REFERRAL & ACCESSIBILITY CRITERIA
**Access:**
People who are in need, assessed as homeless or at risk of becoming homeless or in a domestic violence situation.

**Eligibility:**
According to service criteria and/or assessment of need.

**Referral:**
People may make contact themselves for an appointment. Referral by self, friends, community workers, social workers, police etc.

### SERVICES
**Counselling:**
- Family Counselling
- Family Support Services
- Financial counselling
- Rural Community Counselling
- Financial budgeting
- No Interest Loan Scheme (NILS)
### Accommodation:

Services include housing information & referral, short to medium term accommodation (13 weeks with clients currently meeting / working towards their plan), housing establishment fund & bond assistance. **Criteria:** People who are assessed as homeless or at risk of becoming homeless or in a domestic violence situation.  
**Referral:** Self, friends, community workers, social workers, police etc.  
- Emergency Supported Housing  
- Transitional housing - support targets those who are homeless, at risk of becoming homeless or experiencing family violence. This program aims to assist people in housing crisis to establish and/or maintain appropriate, secure and sustainable housing.  
- Long Term Housing  

Contact Housing Coordinator - Christopher Pilmore  
Email housing@wimmera.unitingcare.org.au
**WEST WIMMERA HEALTH SERVICE (WWHS)**

Opening Hours: Mon to Thu 8.30am to 5.30pm, Fri till 3pm  
Website Address: [http://www.wwhs.net.au](http://www.wwhs.net.au)  
Email: pmccracken@wwhs.net.au

<table>
<thead>
<tr>
<th>Organisation Overview:</th>
<th>Health Services.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact:</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Email:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Areas Serviced:</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Wimmera Health Service are encompassing Nhill, Jeparit, Rainbow, Kaniva, Goroke and Natimuk.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REFERRAL CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Referral:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Generic Social Work:</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>