

# LOCAL SUPPORT NETWORK SUPPORT SERVICES LIST



## COMMUNITY CONNECTOR

### CONTACT DETAILS

- 9518 3555
- 293 Springvale Road, Glen Waverley
- [mail@monash.vic.gov.au](mailto:mail@monash.vic.gov.au)
- <https://www.monash.vic.gov.au/Home>

### PRACTICAL SUPPORTS

- Food Relief (mainly in relation to specific dietary requests or culturally appropriate meals)
- Assertive outreach for rough sleepers
- Contactless delivery of practical supports provided by other local organisations
- Distribution of masks to residents and local organisations

### EMOTIONAL SUPPORTS

- Referred help seekers to our Positive Ageing Outreach Worker for initial contact and assessment for other support opportunities
- Follow up calls to help seekers

### SOCIAL SUPPORTS

- Distributed activity packs for isolated residents
- Referred help seekers with young families to join online story time and online playgroup activities delivered by Council.

## MONASH OAKLEIGH COMMUNITY INFORMATION & SUPPORT SERVICE

### CONTACT DETAILS

- 9568 4533
- 25 Downing Street, Oakleigh
- Mon-Fri, 10am-3.30pm
- [admin@mocsis.org.au](mailto:admin@mocsis.org.au)
- <https://www.mocsis.org.au>
- President Kathleen Hosie

### PRACTICAL SUPPORTS

- Food vouchers / Food parcels
- Support for obtaining financial assistance
- Free Op Shop
- Advocacy and support in dealing with utility companies
- Information advice and referrals to other support agencies
- Information about local Council services
- Assistance to apply for a NILS loan
- Travel day passes
- Tax Help

### EMOTIONAL SUPPORTS

- Refer help seekers who require emotional support to appropriate support organisations

### SOCIAL SUPPORTS

- Regular newsletter to all registered clients

## MONASH WAVERLEY COMMUNITY INFORMATION SERVICE

### CONTACT DETAILS

 9807 9844  
 47 Miller Crescent, Mount Waverley  
 Mon-Fri 10am-1pm  
 [wavcis@bigpond.com](mailto:wavcis@bigpond.com)  
 <https://www.monashwaverleycis.org.au>  
 Chris Brassington

### PRACTICAL SUPPORTS

Food vouchers / Food parcels  
 Assistance with some bills e.g. utility, education  
 Referrals for second hand clothing & furniture  
 Information on other support services

### EMOTIONAL SUPPORTS






Refer help seekers who require emotional support to appropriate support organisations

### SOCIAL SUPPORTS

Information on some available social activities

## MONASH UNIVERSITY - INTERNATIONAL STUDENTS OFFICE

### CONTACT DETAILS

 9905 6267  
 International Student Engagement, 49 Rainforest Walk (Building 73), Clayton Campus, Monash University 3800  
 [iss@monash.edu](mailto:iss@monash.edu)  
 <https://www.monash.edu/students/international>  
 Param Arputhanathan

### PRACTICAL SUPPORTS

Food relief  
 Financial Assistance  
 Accommodation  
 Distribution of Masks

### EMOTIONAL SUPPORTS





Access to health services  
 On campus student services  
 Referrals to community services  
 Residential College staff available for residential students

### SOCIAL SUPPORTS

Support for student groups and networks to continue  
 Online social activities

## MONASH INTERFAITH GROUP

### CONTACT DETAILS

 0423 211 335  
 PO Box 2408, Mount Waverley  
 [secretarymig@gmail.com](mailto:secretarymig@gmail.com)  
 <https://www.monashinterfaith.org.au>  
 Heather Safstrom

### PRACTICAL SUPPORTS

Various faith communities linked to MIG have been providing food relief in various ways

### EMOTIONAL SUPPORTS

Various MIG members are offering online worship services  
 Faith leaders have offered spiritual support and counselling to individual residents as requested

### SOCIAL SUPPORTS

Delivery of regular forums and meetings open to the community on various topics of interest – aimed to promote Understanding, Respect & Harmony between faiths & the community

## ◆ LINK HEALTH & COMMUNITY

### CONTACT DETAILS

-  1300 552 509
-  2 Euneva Avenue, Glen Waverley
-  [linkhc@linkhc.org.au](mailto:linkhc@linkhc.org.au)
-  <https://www.linkhc.org.au>
-  Alex Mills

### PRACTICAL SUPPORTS

- Provision of telehealth services and some limited face to face services (within restrictions)
- Provision of GPs, physiotherapists, AOD counsellors and other services (full list available on website)
- Infection prevention and sharing of health promotion information related to Covid-19
- Material relief and support with Covid-19 testing and vaccination for those living in Monash public or rooming houses (HRAR team)

### EMOTIONAL SUPPORTS

- Counselling services (AOD and general)
- Family services workers

### SOCIAL SUPPORTS

- Community leaders from Link's Opening Doors program alumni are meeting regularly to maintain their network and share ideas and support
- Planned activity groups
- Volunteer programs  
(more information on website)

## ◆ WAVLINK

### CONTACT DETAILS

-  9561 7104
-  36 Myrle Street, Glen Waverley
-  [info@wavlink.org.au](mailto:info@wavlink.org.au)
-  <https://www.wavlink.org.au>
-  Amber Flemming

### PRACTICAL SUPPORTS

- Distribution of Masks
- Advocacy
- Referral/ information sharing
- Tech lessons online and in person to assist isolated individuals.
- NDIS Provider for individuals with disability.
- Free activities and supports for HACC PYP & CHSP eligible participants.

### EMOTIONAL SUPPORTS

- Phone welfare checks
- Art & craft activity packs with information on local services and phone follow up – Free for eligible participants.
- Information & support for Carers

### SOCIAL SUPPORTS

- Social support Group & Individual activities Online & via phone
- Community Newsletter

## MICARE

### CONTACT DETAILS

-  1300 928 223
-  1436A Dandenong Road, Oakleigh
-  [intake@micare.com.au](mailto:intake@micare.com.au)
-  <https://www.micare.com.au>
-  SETS – Kate Phillipson  
Monash Community Strengthening -  
TBA

### PRACTICAL SUPPORTS

Settlement Engagement and Transition Support (SETS) program – supporting newly arrived migrants and refugees with case work and providing information advice and referral.

SETS covers City of Monash, Kingston, Greater Dandenong, Frankston and Mornington Peninsula.

Monash Community Strengthening Program assists new and emerging communities of CALD background, skilled migrants, international students and asylum seekers.

Monash Community Strengthening is limited to those who live, work, study or have connections to City of Monash.

Examples that both programs can facilitate referrals to financial assistance; legal services; employment services; accommodation services; and education providers.

Access to interpreter/translation services

Hosting information sessions on topics identified through case work and community needs.

### EMOTIONAL SUPPORTS

Support to access health service and other services to provide emotional support

### SOCIAL SUPPORTS

Introduction into local social networks and activities delivered by other orgs

## PRONIA

### CONTACT DETAILS

-  9388 9998
-  34 Portman Street, Oakleigh
-  [info@pronia.com.au](mailto:info@pronia.com.au)
-  <https://www.pronia.com.au>
-  Kathy Barbakos

### PRACTICAL SUPPORTS

- Case work support
- Advocacy
- Access to Services
- Emergency Relief(vouchers, bills and supermarket delivery)
- Legal and Migration Free assistance
- Carer support
- Counselling
- Cardiac group
- NDIS support coordination
- HCP provider
- Volunteer service

### EMOTIONAL SUPPORTS




- Regular phone contact to check in with residents who are Pronia clients/group participants
- Provision of all services available to all community members.
- Counselling available on line and telephone
- Carer telephone support groups

### SOCIAL SUPPORTS

- Sending regular activity packs to senior service users
- Social support Group & Individual activities Online & via phone
- Community Newsletter
- Volunteer phone calls to isolated elderly at home or in residential care facilities.

## WAVECARE COUNSELLING

### CONTACT DETAILS

-  9560 6722
-  Level 1, 2 Euneva Avenue, Glen Waverley
-  [admin@wavecare.org.au](mailto:admin@wavecare.org.au)
-  <https://www.wavecare.org.au>
-  Michelle Gilmore

### PRACTICAL SUPPORTS

- Psychological Counselling services via face to face and telehealth.
- Over 60+ socialisation groups
- Final year social work students provide support where needed.
- Free mindfulness zoom sessions
- Online information sessions for mental health

### EMOTIONAL SUPPORTS

- Psychological Counselling Service
- Over +60 socialisation groups

### SOCIAL SUPPORTS

- Delivery of online sessions on mindfulness and mental health
- Delivery of care packs to our Glencare clients
- Phone and zoom calls
- Maintain connected to our network

## ◆ SOUTH EAST VOLUNTEERS

### CONTACT DETAILS

- 📞 9562 0414
- ✉ 5 Myrtle Street, Glen Waverley
- 💻 [admin@sev.org.au](mailto:admin@sev.org.au)
- 🌐 <https://www.sev.org.au>
- 👤 Shirlene Standish

### PRACTICAL SUPPORTS

- Grocery shopping for residents
- Collection of medication or other essential items
- Transport for residents needing to attend essential medical or allied health appointments
- Social Support for residents of Monash, outings, lunch groups, movies, Zoom catch ups, Ageless Grace group, craft groups

### EMOTIONAL SUPPORTS

- Regular phone contact with vulnerable/elderly residents listed on the Monash Safety Register
- Phone calls in emergency situations to advise and ensure clients are OK.

### SOCIAL SUPPORTS

- Established online groups for the regular social activity group to help them to stay connected
- Social calls to participants of regular programs that are currently unable to run
- Delivery of care packages to vulnerable residents, including treats, activities, reading material. Delivered by local police.

## ◆ WAVERLEY COMMUNITY LEARNING CENTRE

### CONTACT DETAILS

- 📞 9807 6011
- ✉ 5 Fleet Street, Mount Waverley
- 💻 [info@wclc.org.au](mailto:info@wclc.org.au)
- 🌐 <https://www.wclc.org.au>
- 👤 Lisa Sun

### PRACTICAL SUPPORTS

- Distribution of Masks

### EMOTIONAL SUPPORTS

- Psychological Counselling Service
- Over +60 socialisation groups

### SOCIAL SUPPORTS

- Classes (adapted regular programs for online delivery) including:
- Children's classes
- Art
- Yoga/Pilates/Strength Training
- Calligraphy
- Creative Writing
- Literature
- Knitting/Crochet/Dressmaking
- Technology
- English for Migrants

## AMAROO NEIGHBOURHOOD CENTRE

### CONTACT DETAILS

-  9807 2625
-  34 Amaroo Street, Chadstone
-  [coordinator@amaroonc.org.au](mailto:coordinator@amaroonc.org.au)
-  <https://www.amaroonc.org.au>
-  Peter Nash

### PRACTICAL SUPPORTS

- Food Relief
- Op Shop
- Community Lunch
- Referrals and Support to other agencies
- Distribution of Masks and Sanitiser

### EMOTIONAL SUPPORTS




- Support Group for Asbestos related illnesses
- Support group for Young Arthritis sufferers
- Natural Aid in Life
- Joyful group

### SOCIAL SUPPORTS

- Seniors Strength training
- Chair Yoga
- Art Therapy
- Beading class
- Ukulele lessons
- Dance
- Games
- Craft

## DIXON HOUSE

### CONTACT DETAILS

-  9543 8911 (Mon-Thur)
-  2 Dixon Street, Clayton
-  Wed 10am-12pm & Thur 1pm-3pm
-  [coordinator@dixonhouse.org.au](mailto:coordinator@dixonhouse.org.au)
-  <https://www.dixonhouse.org.au>
-  Winston Chee

### PRACTICAL SUPPORTS

- Emergency relief - food, vouchers, bill payment (Wed & Thurs 10am-12pm & 1pm-3pm)
- Financial counselling
- Victorian Power Saving Bonus payment

### EMOTIONAL SUPPORTS

- Referral pathway to required services via emergency relief assessment
- Referral to pastoral care from All Saints Church

### SOCIAL SUPPORTS

- Volunteering opportunities for all ages and life stages
- Art for special needs individuals
- Fun English learning programs
- Craft and friendship group
- Homework Club for Grades 3 to Year 8

## POWER NEIGHBOURHOOD HOUSE

### CONTACT DETAILS

- 88499707
- 0432150799
- 54 Power Avenue, Ashwood
- [office@powernh.org.au](mailto:office@powernh.org.au)
- <https://www.powernh.org.au>
- Carol Berger & Rachel Griffith

### PRACTICAL SUPPORTS

Food relief – fresh bread, frozen fairshare meals, a small selection of fruit and veg and staples

Available each Tuesday for drop-ins between 11.30 and 1.30pm-open during lockdowns.

Able to provide a small amount of food parcels (approx. \$80 worth of non-perishables) to those needed emergency packages-by referral or locals who drop in and we identify the need.

Distribution of masks

Power Saving \$250 cashback claims for those on pension.

Able to provide chat and soft referrals.

Assistance with form filling.

### EMOTIONAL SUPPORTS

Open for chats in outside area- by appointment and on Tuesdays.

Referrals to relevant services that can assist more directly with the presenting needs.

Phone call check-ins to address some of the isolation and to check on welfare of local participants.

When able, we are open for classes, social groups and other assistance. Term program on website.

### SOCIAL SUPPORTS






Activity packs for people staying at home

Online classes (adapting regular term program for online delivery)



## ◆ KERRIE ROAD NEIGHBOURHOOD HOUSE

### CONTACT DETAILS

-  9887 6226
-  36 Kincumber Drive, Glen Waverley
-  [info@knh.org.au](mailto:info@knh.org.au)
-  <https://www.knh.org.au>
-  Jo Whatley & Laura Orr

### PRACTICAL SUPPORTS

- Distribution of Masks
- Power Saving Bonus application support
- Justice of Peace service available by appointment

### EMOTIONAL SUPPORTS

- Refer help seekers who require emotional support to appropriate support organisations
- CALD CD Worker to support and translate for CALD community members and Chinese speakers

### SOCIAL SUPPORTS

- Regular social activity groups and classes to stay connected
- Social calls to participants of regular programs that are currently unable to run
- Online classes (adapting regular term program for online delivery)
- Regular newsletter to all registered clients

## ◆ MACKIE ROAD NEIGHBOURHOOD HOUSE

### CONTACT DETAILS

-  9548 3311
-  36-42 Mackie Road, Mulgrave
-  [info@mackierdnh.org.au](mailto:info@mackierdnh.org.au)
-  <https://www.mackierdnh.org.au>
-  Hannah Power & Laura Orr

### PRACTICAL SUPPORTS

- Distribution of Masks
- Power Saving Bonus application support
- Free bread available
- Justice of Peace service available by appointment

### EMOTIONAL SUPPORTS

- Refer help seekers who require emotional support to appropriate support organisations
- CALD CD Worker to support and translate CALD community member and Chinese speakers

### SOCIAL SUPPORTS

- Regular social activity groups and classes to stay connected
- Social calls to participants of regular programs that are currently unable to run
- Online classes (adapting regular term program for online delivery)
- Regular newsletter to all registered clients

## NOTTING HILL NEIGHBOURHOOD HOUSE

### CONTACT DETAILS

-  9561 0114
-  37 Westerfield Drive, Notting Hill
-  [nhoffice@nottinghillnh.org.au](mailto:nhoffice@nottinghillnh.org.au)  
[manager@nottinghillnh.org.au](mailto:manager@nottinghillnh.org.au)
-  [www.nottinghillnh.org.au](http://www.nottinghillnh.org.au)
-  Nandini Sengupta - Manager  
Rahul Pradhan - Admin Assistant

### PRACTICAL SUPPORTS

- Food relief
- Free Bread pick up - Wed, Thurs, Fri
- Street Pantry - 24/7
- Power Saving Bonus
- Distribution of Masks
- Tech lessons online and in person to assist isolated individuals.
- Information on other support services
- Chat with community members and refer them to relevant services

### EMOTIONAL SUPPORTS

- Community Whatsapp group for all neighbours to join.
- Referrals to relevant services
- Phone call check-ins to address some of the isolation and to check on welfare of vulnerable community member

### SOCIAL SUPPORTS

- Online Job Ready Programme from Sep
- Zoom catch ups for the community
- Online coding classes for kids
- Activity pack for children
- Regular engagement via Mailchimp, Facebook and Instagram

## MOUNT STREET NEIGHBOURHOOD HOUSE

### CONTACT DETAILS

-  9803 8706
-  6 Mount Street, Glen Waverley
-  [mountst@msnh.org.au](mailto:mountst@msnh.org.au)
-  [www.msnh.org.au](http://www.msnh.org.au)
-  Jill Feinberg

### PRACTICAL SUPPORTS

- Power Saving Bonus application support
- Basic computer skills for Seniors – free 10 week beginners program.
- Tax Help – September - October

### EMOTIONAL SUPPORTS

- Referrals to community support services
- Regular contact with MSNH community.

### SOCIAL SUPPORTS

- 80 Up Club – Social connection for people over 80.
- Zoom Program:
- Pilates
- Yoga
- Strength Training
- Art - Painting
- IT Help
- Newsletter

## CLAYTON CHURCH of CHRIST

### CONTACT DETAILS

-  9544 2155
-  0418 355 166
-  23-25 Burton Road, Clayton
-  [hello@claytonchurch.org.au](mailto:hello@claytonchurch.org.au)
-  <https://www.claytonchurch.org.au>
-  Bill Pontikis

### PRACTICAL SUPPORTS

- Love Loud is our local community arm:
- Food delivery (weekly)
- Financial & practical support to residents (subject to panel assessment) [Sow a Seed]
- Distribution of Masks & Care Bags
- Relocation assistance (including furniture)

### EMOTIONAL SUPPORTS






- Spiritual support
- Sunday worship services – English, Mandarin & Cantonese
- Counselling with referral to other support service

### SOCIAL SUPPORTS

- Migrant English classes
- Playgroup (subject to lockdown restrictions)
- Men's Group (Empower)
- Women's Group (Embrace)
- Over 50s (Enrich)
- Retiree groups
- Youth (Emerge Youth)
- Students (Emerge Campus)
- Young Working Adults
- Family life-groups
- Kids Church

## MONASH YOUTH SERVICES

### CONTACT DETAILS

-  9518 3900
-  Level 1, 2 Euneva Avenue, Glen Waverley
-  [yrcr@monash.vic.gov.au](mailto:yrcr@monash.vic.gov.au)
-  <https://www.monashyouth.org.au>
-  Ben Heard
- Bill Kendall

### PRACTICAL SUPPORTS

- Information, advocacy and referral for young people
- Assertive outreach for rough sleepers

### EMOTIONAL SUPPORTS

- Youth Individual Support
- Housing Information and Support

### SOCIAL SUPPORTS

- Activate
- Quiksound – Youth Events
- School Focused Youth Service
- Monash Youth Committee
- Youth Ambassadors
- Study Space
- Youth Leadership Programs
- Student Placement
- Facilitate City of Monash Youth Network

## ◆ AFRICAN WOMEN & FAMILIES NETWORK

### CONTACT DETAILS

- 📞 0401515 117 Theresa  
0412 132 389 Fadum
- ✉ Level 1, 3/31 The Hub Arcade,  
15/23 Langhome Street, Dandenong
- 💻 [tssali@hotmail.com.au](mailto:tssali@hotmail.com.au)  
[awafn11@gmail.com](mailto:awafn11@gmail.com)
- 🌐 <https://www.awafninc.org>
- 👤 Theresa Ssali  
Faduma Musse

### PRACTICAL SUPPORTS

- Food relief
- Distribution of Masks
- Referral to Other Services

### EMOTIONAL SUPPORTS

- Regular phone contact with  
vulnerable people
- Outreach to vulnerable families &  
individuals to connect them with  
support services

### SOCIAL SUPPORTS

- Hosting informal social  
groups online during  
lockdown.
- Social connecting activities  
including Youth