

Ready Reference Guide

**OF SERVICES AND SERVICE PROVIDERS, WITH
CONTACT DETAILS, AVAILABLE TO THOSE REQUIRING
ASSISTANCE, LOCATED IN BENALLA OR AS LISTED.**

PREPARED BY:

**SVDP BENALLA CONFERENCE
54A CARRIER STREET,
BENALLA VIC 3672
PHONE: 0409 603 164**



Please note information contained in this Guide is believed to be correct as at 22nd May 2024.

1. Services Australia Agent in Benalla

Agent: The Personnel Group
85 Nunn Street, Benalla Vic 3672
Hours of Business: Monday to Friday 9:30am to 3:00pm
Contact: (03) 5762 1470 or drop in for assistance.

2. Services and Support from Annabelle Cleeland's Office, State MP for Euroa

Includes, but not limited to, resolving problems with social services, housing, healthcare or government programs and offers information and assistance in navigating government agencies and processes.

Justice of the Peace service available on Thursdays from 10am to 12pm.

Contact: visit 25 Bridge Street, Benalla ,
tele: 5762 1600
email: Annabelle.Cleeland@parliament.vic.gov.au

3. Care Services:

Please contact for information:

- Cooinda Village Care Packages
Tele: (03) 5761 3300
- Calvary Home Care
Tele: 1300 797 522
- Gateway Health Aged Care Assessment Service
Tele: 1800 200 420 or (03) 5723 2007
- Care Finder Program through Gateway Health

This is a special service for older people who are not engaged with aged care services.

Tele: (03) 5723 2080

Email: carefinder@gatewayhealth.org.au

For Assistance with:

4. Food and/or means to purchase Food:

Ring to confirm times and to make an appointment if required.

Vinnies Welfare Centre	0409 603 164
Salvation Army	8873 5288 (new contact number)
Anglicare Wangaratta	5723 7900
Waminda Community House	5762 4528

5. Essential Service - Electricity, gas, water.

Help is available for households having difficulty paying their energy bills. The Victorian Government's Energy Assistance Program can assist households struggling with power bills to apply for eligible grants and concessions, find and switch to better offers. For more information call [1800 161 215](tel:1800161215) or visit <https://www.energy.vic.gov.au/for-households/energy-assistance-program>

Please note that Upper Murray Family Care, contact 5720 0000, can assist with preventing disconnection of Utilities such as electricity, gas, water , phone and internet services.

They are now located at 52 Carrier Street, Benalla – 5720 2201

Energy and Water Ombudsman Victoria 1800 500 509

6. Financial Counselling/ Budgeting and Money Management

- VincentCare - Financial Counselling takes place with qualified and experienced workers who can help with budgeting, advocacy on behalf of their clients with outside organizations , referrals to and Information about other agencies that can assist with finances or other issues, and financial literacy.

Contact Benalla Vinnies Assistance Centre on 0409 603 164.

- Upper Murray Family Care –

52 Carrier Street, Benalla tele: 5720 2201

This Agency is available at the Benalla Community Services Hub.

Go to: www.nesay.com.au/useful-links-contacts for contact details.

UMFC financial counselling is not an emergency relief service, but referrals can be made to such Agencies if required.

7. Financial Support

- Vinnies NILS (No Interest Loans) Applications

Applications and information available at the Vinnies Assistance Centre 54A Carrier Street, Benalla or contact Vinnies NILS direct on 5229 8829.

- VincentCare – refer to the Benalla Vinnies Assistance Centre, on 0409 603 164, for applications.
- Benalla Trust Foundation – Applications for Assistance are available from Vinnies or ring the Trust direct on 5762 5122.

The Trust provides financial assistance to Benalla and District families in crisis.

8. Education and Sports Activity Support.

- The Reconnect Program - a Victorian Government Program

Is intended to improve a person's chance of breaking the cycle of disadvantage by creating equity, improving access and increasing choice in pathways through education and employment and provides support into further study or employment pathways.

For more information visit either:

gotafe.vic.edu.au/reconnect / or call 0436 699 808

or

<https://www.thecentre.vic.edu.au/> or call 0402 196 622

Referrals can be sent through to referrals@thecentre.vic.edu.au

- Tomorrow Today- Phone 5762 1211 – Free playgroups for pre-schoolers; help with children's educational needs, sports and hobbies. Referral from Vinnies required.

Children who attend school in Benalla Rural City and are in receipt of a government pension card can access funding to be involved in a sport or recreational activity of their choice. Please phone 5762 1211.

- **Camps, Sports and Excursions Fund (CSEF) provides payments for eligible students to attend activities like, School Camps and Trips, Swimming and School-organized Sports Programs, Outdoor Education Programs and Excursions and Incursions.**

NB: Schools must process the application for CSEF Payments and if approved, Payments are made to the School and are tied to the Student. CSEF funds cannot be directly refunded to families.

Cost Support for Families through the Victorian Department of Education & Training Websites:

www.education.vic.gov.au/parents/services-for-parents
www.education.vic.gov.au

- **Information is available from your child's Government School on other Services in respect to Uniforms and Shoes etc. example **State Schools' Relief**. Consult with Welfare staff and Principal at enrolled school as all applications to State Schools' Relief MUST be submitted by the School.**
- **Eligible Sports and Recreational Activity – **Get Active Kids Vouchers** – please refer to your School for additional information or visit : getactive.vic.gov.au/vouchers/how-to-apply/**
- **The **Berry Street's Saverplus Program** – do you need assistance with education costs , Contact: Sharon Khakh on 5822 8100 or visit 110 Wyndham Street, Shepparton Vic 3630**

9. Housing and Homelessness

- **Benalla Community Services Hub – 52 Carrier Street, Benalla tele: 5720 2201 Opening hours Mon to Fri 10am to 2pm or by appointment.**

Go to www.nesay.com.au/useful-links-contacts for contact details of the 12 health & community agencies listed :

- **Albury Wodonga Aboriginal Health Service**
- **Beyond Housing(including STAR - Sustaining Tenancies At Risk)**
- **Calvary Health Care**
- **Centre Against Violence**
- **Gateway Health**
- **Headspace (Shepparton and Wangaratta)**
- **NESAY**
- **The Orange Door**
- **Upper Murray Family Care**
- **Victorian Aboriginal Child Care Agency**
- **Women's Health Goulburn North East**

- **Mental Health and Wellbeing Locals:** are a service that supports Victorian adults to get mental health and wellbeing treatment, care and support closer to home.
Benalla : Shop 5B, 66 Nunn Street, Benalla , Phone 1800 000 842
Open for walk-ins or call for support
- **Wellways - 90-94 Nunn Street Benalla Phone 1300 111 400**
Wellways offers a wide range of individually tailored services designed to support people affected by mental health issues or disability, as well as their families, friends and carers. Our experienced, local staff will help you take charge of your wellbeing, connect with others and participate in your community.
- **Outreach Connections Program:**
Contact SALVOCARE Northern Victoria on 5722 8000
Monday to Friday 8:30am to 5:00pm. Providing Case Management services to Homeless and those at risk of homelessness.
- **VincentCare –** is a leading provider of support services for people experiencing homelessness and disadvantage in Victoria.
For housing or crisis accommodation contact 1800 825 955.
- **VincentCare Community Housing (VCCH)** is a Registered Housing Provider, managing a range of property and tenancies, including Transitional Housing , on behalf of the State Government and VincentCare Victoria.
For housing or crisis accommodation contact 1800 825 955

10. Family Violence(FV)

- **Centre Against Violence (CAV)**
For sexual assault support.
Phone : (03) 5722 2203
This Agency is available at the Benalla Community Services Hub.
Go to: www.nesay.com.au/useful-links-contacts for contact details.
****** If you feel unsafe please call 000 ******
- **The Orange Door**
Is an intake service for CAV for anyone needing FV support.

11. Legal Services.

- **The Victorian Government's Victim of Crime Helpline** offers information, advice and support for you and your family and can organize a support worker to help you.
Contact details: Open: 8am to 1pm, 7 days a week
Call: 1800 819 817
- **Ombudsmen** – handles complaints in a particular industry, such as telecommunications or financial services, and are set up to help resolve a dispute as quickly and efficiently as possible without having to go to court.
Telephone the Victorian Law Foundation – 9604 8100 to obtain the contact details of the Ombudsmen who can assist you.
 - **Victorian Legal Aid** – 1300 792 387 – provides free legal information, education and advice for all Victorians, focusing on people with low incomes and those experiencing disadvantage.

12. Health and Wellbeing:

- Men's Health through the Benalla Community Health Services – contact 5761 4500 or drop into 45 Coster Street, Benalla for information on all services available.
- Benalla GP Clinics:

Church Street Surgery	5762 1022
Carrier Street Clinic	5762 4629
Coster Street Practice	5762 2538
- Benalla Health Hospital Services – 45-63 Coster Street, Benalla 5761 4222
- Benalla Community Health Services – 45 Coster Street, Benalla 5761 4500
- Orange Door Ovens & Murray(formerly known as Child First – Upper Murray Family Care) -

This Agency is available at the Benalla Community Services Hub.

Go to: www.nesay.com.au/useful-links-contacts for contact details.

13. Transport to Medical or Hospital Appointments

- Victorian Patient Transport Assistance Scheme (VPTAS)

VPTAS subsidizes the travel and commercial accommodation costs incurred by rural Victorians and an approved escort, who have no option but to travel long distances to receive approved medical specialist service. Contact VPTAS on 5333 6040 or Freecall: 1300 737 073
Copies of the VPTAS Claim Form are available from the Vinnies Office, 54A Carrier Street, Benalla.

- Red Cross Patient Transport (Vic)

All inquiries pertaining to patient transport in Wangaratta – (03) 8327 7868

For **Eligibility Criteria** and other information go to:

<https://www.redcross.org.au/patient-transport-vic/>

14. ASSISTANCE AGENCIES:

Please ring to confirm times and make an appointment if required

Vinnies Welfare Assistance Centre 54A Carrier Street, Benalla Vic 3672
Phone: 0409 603 164 for an appointment.

Salvation Army 85 Bridge Street West , Benalla Vic 3672
Phone: 03 5762 6547

- Food Assistance - Mondays and Thursdays 10am – 1pm

[Some food items maybe available.](#)

- Financial Assistance - (03) 8873 5288 for eligibility assessment.

Waminda Community House 19 Ballintine Street, Benalla Vic 3672
Contact Leane Bullard on 5762 4528

Anglicare Recovery Officer Mobile: 0400 359 460

15. THRIFT/OP SHOPS:

Vinnies Shop	41 Nunn Street, Benalla Vic 3672 Phone: 5762 6507 Open Monday to Saturday 10am to 5pm
Salvos Thrift Shop	5/9 Bridge Street, Benalla Vic 3672 Phone: 5762 6396 Open Monday to Saturday 9am to 5pm.
The Olive Tree Op Shop	57-59 Bridge Street West, Benalla Phone 0498 672 765 Open Tues & Thurs 10am to 3pm and Sat 9am to 12pm.
Yooralla Op Shop	located in the Soldiers Memorial Hall, 60 Nunn Street, Benalla Phone: 5762 5967 Open Monday to Friday 10am to 3pm
Red Cross Shop	59 Carrier Street, Benalla Vic 3672 Phone: 5762 8186 Open Mon to Fri 10am to 4pm and Sat 10am to 12pm.
The Second Chance Op Shop	Benalla Anglican Parish , in Old Church Hall, 77 Arundel Street, Benalla Open Thurs & Fri 11am to 2pm and Sat 10am to 2pm

16. EMERGENCY SERVICES:

Ambulance , Fire or Police Dial 000

However Non-Urgent Police 131 444

Benalla Police Station 5760 0200

Benalla Rural City Council 5760 2600 (including After hours)

Nurse On Call 1300 606 024

17. DEPARTMENT of FAMILIES, FAIRNESS AND HOUSING

General enquiries 1300 475 170

Website: dffh.vic.gov.au

The department is responsible for child protection, prevention of family violence, housing, disability, multicultural affairs, LGBTIQ+ equality, veterans, and the offices for Women and Youth.

18. PETS MEDICAL CRISIS

Pet Medical Crisis raises funds to assist with the costs medical intervention for companion pets in Victoria, where the pet's owner's inability to fund the care would otherwise result in death or significantly impact quality of life.

Applications for funding can be made by the Vet Clinic or the owner via our online website: www.petmedicalcrisis.com.au and clicking top right link "Need Help".

CONTACT :

Address: PO Box 360, Hawthorn Road, Caulfield South Vic 3162

Email: donateorvolunteer@petmedicalcrisis.com.au

19. FINANCIAL ABUSE – ELDER ABUSE PREVENTION

Support for older people:

- Seniors Rights Victoria - Phone 1300 368 821 10:00am to 5:00pm Monday to Friday
- SeniorsOnline – www.seniorsonline.vic.gov.au
- Consumer Affairs – for information on your rights phone 1300 55 81 81 or www.consumer.vic.gov.au
- If someone feels unsafe or threatened , they should contact Victoria Police on 000.

20. DO YOU REQUIRE A BIRTH CERTIFICATE ?

Contact:

Wangaratta Justice Service Centre and Regional Office

119-121 Murphy Street

Wangaratta Vic 3677

Phone: (03) 5723 6444 Hours: 9am to 5pm Monday to Friday.

21. L2P Learner Driver Program

The TAC L2P Program helps young learner drivers facing significant barriers to getting the 120 hours of mandatory on-the-road driving experience.

This Program is coordinated by Benalla Rural City Council, please contact Council's L2P Coordinator on (03) 5760 2600.

22. Having trouble with debt?

Here's what you can do to get back on track:

Contact your credit provider - If you can't keep up with payments, talk to your credit provider straight away to discuss a repayment plan. Be realistic about what you can pay and be honest about your situation. Remember to keep a record of these discussions.

Apply for a hardship variation - Tell your credit provider that you are experiencing financial hardship and why. In the meantime, keep paying as much as you can afford. moneysmart.gov.au has details on how to apply for a hardship variation.

Talk to a financial counsellor – Financial counsellors provide information and support to people with money problems. They may also negotiate with your creditors on your behalf.

Get free legal help – Community legal centres and Legal Aid agencies offer free legal advice in every state and territory

**Contact the National Debt Hotline – phone 1800 007 007 -
Mon to Fri 9:30am to 4:30pm**

Professional financial counsellors provide free and confidential advice

Telstra Australia announced that Local and National calls to standard fixed line numbers and calls to standard Australian mobiles on Telstra's Public Phones are now FREE.

Location of seven Payphones in Benalla as per Telstra website:

35 Coster Street, Benalla (near Benalla Health)	1 Bridge Street East, Benalla (near Council Offices)
2 Bridge Street West, Benalla (near Royal Hotel)	35 Faithful Street, Benalla (near Foodworks)
57-63 Carrier Street, Benalla (near Millers Store)	126 Waller Street, Benalla (near Benalla Grocer)
Mackellar Street, Benalla (at Benalla Railway Station)	

Use this Ready Reference Guide to assist you and please ask if you require help, remember that some of your concerns may take a little time to sort out, however be assured that you are not alone.