

COVID19 Response Information Emergency Relief

Organisation	Phone Number	Address	Emergency Relief Available	Special Instructions
North Townsville Community Hub (NoTCH)	4751 6511	52 Palm Drive, Deeragun	Contactless food box pick-up at the centre. Contactless bread pickup - bags on the front fence for collection.	Coordinated emergency relief servicing is available to remote communities via Rollingstone Community Centre. Food boxes available. Please call 47707855 to arrange assistance in that area. Info provided by Manager NoTCH
CommunityGro	Text 0448 106 026 between Friday and Tuesday 12pm	Allambie Lane, Kelso	Food vouchers available for those who have a low income and reside in the 4815 postcode.	Text your name, partner's name, and the number of children. Must have proof of residence for 4815 postcode. Info provided by Community Connect Worker CommunityGro
Althea Project – Wee Care	4772 4499	9 First Street, Railway Estate	Food parcels and vouchers available for families with children. Must call first.	On providing our usual phone support and assessment, we will arrange with those needing ER a suitable option in how to pass supports on. Info provided by CEO Althea Projects
Althea Projects – Drop in Centre	4772 2339	46-48 Morehead Street, South Townsville	Open from 8.30am to 2pm daily for those who are homeless or at risk of homelessness. Takeaway meals will be provided outside of the Centre for breakfast and lunch.	Entry into the Centre will be restricted to no more than 10 individuals at a time who need to access services, including bathroom and laundry facilities. Entry is available only to clients and other service providers who deliver services to clients at the Centre. Clients or service providers who are unwell must not access the Centre. Info provided by CEO Althea Projects
Prospect, Charters Towers	4787 4797		Emergency relief is being delivered to houses. Breakfast Club is now take away only.	All enquiries to 4787 4797. Info provided by CEO Prospect
Salvos Connect	1300 371 288 between 9am and 5pm Mon - Fri	Call centre, refers on to local office (Aitkenvale or Currajong)	Provides financial and material assistance (i.e. food vouchers, furniture, assistance with rent, utility bills).	Needs assessment conducted via phone call prior to referral. Further instructions will follow the assessment phone call. Confirmation this service is continuing provided by official Salvation Army media release

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St. Vincent de Paul	4721 2030 1800 846 643	Dependent on client location	Food vouchers	Must call first. <i>Confirmation this service is continuing provided by official St Vincent de Paul media release</i>
UnitingCare Community	1800 007 007 between 9.30am and 4.30pm Mon - Fri	Call centre, refers on to local office	National Debt Helpline providing free financial counselling and education. Support with bankruptcy options, prioritising debt, dealing with creditors and dept collectors.	Anyone experiencing financial difficulties can access this number. <i>Information provided by National Debt Helpline website (link to COVID19 specific information below)</i>
Home Energy Emergency Assistance Scheme (HEEAS)	13 10 46		One off emergency payment of up to \$720 in any two year period.	People experiencing problems paying energy bills as a result of unforeseen emergency or short-term financial crisis in the past 12 months. Must hold current concession card, live in a low-income household and have active payment plan with Ergon. https://www.ergon.com.au/retail/residential/support-programs/home-energy-emergency-assistance <i>Information provided by HEEAS website (link below)</i>