Showers

Banyule Shower Passes

Contact to arrange free shower passes at Banyule Leisure (Ivanhoe and Heidelberg West) or WaterMarc (Greensborough).

9457 9800
service.navigation@banyule.vic.gov.au

CareWorks

Call ahead to book appointment.

9937 2144
81 High Street, Preston

healthAbility

Drop in to collect a pass for Eltham Leisure Centre or Diamond Creek Community Centre.

9430 9100
917 Main Rd, Eltham

Toiletries, nappies and more

3081 Angels

Goods for children and families delivered free within 30 minutes of Heidelberg Heights.

9450 2000
5 Waiora Road, Heidelberg Heights

Big Group Hug

Goods for children and families. Referral from MCH nurse, BANSIC, or DVCS needed. Contact if not possible.

info@caroline.org.au

Housing assistance

Haven Home Safe

Access point for all Banyule residents experiencing housing uncertainty and/or homelessness. Provides housing services, support programs, emergency accommodation, emergency relief, and case management. Opening times may vary, call ahead to confirm an appointment.

1300 428 364
iapmetro@hhs.org.au

Safe Steps
For housing assistance due to family violence.

1800 015 188

Frontyard
For housing assistance for young people ages 12- 24.

9977 0077

Salvation Army Crisis Centre
For housing assistance on weekends or after 5pm Monday-Friday.

1800 627 727

Laundry services

Orange Sky Australia

No bookings required. Call ahead to check locations and times.

(07) 3067 5800

Need more help?
Contact Banyule Service Navigation Monday-Friday between 9am-5pm.

9457 9800
service.navigation@banyule.vic.gov.au

If you need an interpreter, please contact TIS National on 131 450 and ask to be connected to Banyule Service Navigation on 9457 9800.

Banyule
City Council

Banyule Hardship and Emergency Relief Guide

Updated May 2026



Primary emergency relief providers

Banyule is serviced by two major emergency relief agencies – service from these agencies is dependent on the postcode you reside in.

BANSIC

Provides emergency relief, advocacy, a food hub, financial counselling, no interest loans, and general information to those experiencing hardship.

Office

Monday-Friday 10am-3pm

Food Hub

Monday-Wednesday, Friday 12pm-3pm
Thursday 10:30am-1:30pm

9459 5959

Shop 48, The Harmony Centre, The Mall, Heidelberg West

Postcodes 3079, 3081, 3084, 3085

Diamond Valley Community Support (DVCS)

Provides emergency relief, information and referrals, food, financial counselling, advocacy, tax help, legal advice, education assistance and more to those experiencing hardship.

Monday-Friday 10am-4pm

9435 8282

Shop 378a, Level 3, Greensborough Plaza, 25 Main St Greensborough

Postcodes 3083, 3087, 3088, 3091, 3093, 3094

Food relief

Barrbunin Beek Foodshare

Dedicated hub for Aboriginal and/or Torres Strait Islander community. Drop in Thursday between 10am-1pm or call to make alternate arrangements.

0423 063 737

Barrbunin Beek Aboriginal Gathering Place, 55 Catalina Street, Heidelberg West

Diamond Valley Foodshare

Contact Diamond Valley Community Support for a referral. Once referred, drop in Monday-Friday between 1pm-3pm.

0452 143 136

203 Henry Street, Greensborough

Empower Australia

Browse and choose donated food. Drop in Sunday between 9am-10am.

9896 7999

360 Main Road, Lower Plenty

Encompass Care

Drop in Tuesday-Wednesday between 9am-3pm. May also have toiletries.

0422 461 847

31-61 McLeans Road, Bundoora

Greenhills Neighbourhood House

Drop in Thursday between 9am-12:30pm. Bring ID when visiting for the first time.

9435 9287

Building 2, Community Drive, Greensborough

Livingstone Community Centre

Call to book an appointment. Once confirmed, pick up Tuesday between 12pm-2pm (during school terms).

9497 2014

1 Livingstone Street, Ivanhoe

Uni Hill Church - Hope Centre

Call to arrange food relief. Open from early February - early November.

0423 165 320

30 Graduate Rd, Bundoora

Community pantries

Eltham Lions Club
2 Youth Road, Eltham

healthAbility Community Cupboard
(Monday-Friday 9am-5pm)
917 Main Road, Eltham

LINC @ St Margarets Church
79-81 Pitt Street, Eltham

Rosanna Fire Station Community House
232 Lower Plenty Road, Rosanna

Thornbury Church of Christ
390-398 St Georges Road, Thornbury

Nursing

Bolton Clarke

Free primary healthcare and nursing care for people experiencing homelessness.

1300 221 122

General supports

Australian Multicultural Community Services

Call for help with food parcels, chemist and supermarket vouchers, and utility bill support for water, gas, and electricity. Vouchers may be emailed or sent by post. Assistance is short-term and depends on assessed needs and available resources.

9689 9170

296 Nicholson Street, Seddon

Holstep Health

Call reception Monday-Friday from 8am to book an appointment for emergency relief and social support (earlier the better). Appointments are delivered on the same day and may be accessed once every 3 months. Social support appointments include assistance with housing, family violence, Centrelink, and more.

9450 2000

21 Alamein Road, Heidelberg West

Salvation Army (Salvos)

Call for an assessment. Help may include food or fuel vouchers, referrals for casework, financial counselling, or other assistance.

8873 5288

St Vincent de Paul Society (Vinnies)

Call Monday-Friday between 10am-3pm to arrange a home visit. Help may include food, vouchers, clothing, furniture, utility assistance, and advocacy.

1800 305 330