



# Need support during December 2025 & January 2026?



**Below are local support services and their opening times during the holiday period**

## **Ask Izzy**

**Website:** [www.askizzy.org.au](http://www.askizzy.org.au)

Website to connect people with housing, a meal, money help, family violence support, counselling and much more. Free and anonymous. Telstra & Vodafone mobile networks can access Ask Izzy without credit or wifi.

## **Bayside City Council**

**Offers:** Support and referral to services, including for those experiencing homelessness and social isolation.

**Phone:** 9599 4444 and ask for the Assessment Service      **Email:** [relief@bayside.vic.gov.au](mailto:relief@bayside.vic.gov.au)

**Opening Hours:** Monday to Friday 8:30am - 4:30pm (*closed public holidays*)

## **Grace Heart Community Church**

**Offers:** Food, emergency accommodation and welfare support

**Phone:** Pastor Bruce Corben 0408 389 776

**Opening Hours:** Available 24 hours for those in urgent need throughout holiday period.

## **Bayside Community Information & Support Service (BayCISS)**

**Offers:** Relief and support options including food parcels, personal items, pharmacy vouchers, travel passes, information, advocacy and referral pathways. **Phone:** 9555 9910

**Address:** 12 Katoomba St, Hampton East **Opening Hours:** Monday to Friday 10am-4pm.

*Closes 4pm Friday 20th December, 2024. Re-opens Monday 13th January 2025 (January hours 10-2)*

## **St Vincent De Paul Society Welfare Assistance Line**

**Phone:** 1800 305 330 - Monday to Friday 10am-3pm (*closed public holidays*)

## **Bayside Community Care**

**Offers:** Emergency food relief hampers available to pick up

**Address:** 99-101 Argus St, Cheltenham      **Phone:** 95852455

**Opening Hours:** Tuesdays, Wednesdays and Thursdays 10am-4pm.

*\*\*For KINGSTON residents only\*\* call to discuss if unsure.*

*Closed from 12 noon Thursday 19 December. Re-opens Thursday 9 January 2025*

## **Matt's Place, Cheltenham**

**Offers:** Community lunch for those experience hardship or isolation

**Address:** St Matthew's Anglican Church, 161 Park Rd, Cheltenham

**Opening hours:** Thursdays 10:30am - 1pm

*Last lunch 19th December. Lunches resume Thursday 23rd January, 2025*

## **Highett Neighbourhood House and Hampton Community Centre**

**Offers:** Counselling for Bayside residents.

**Phone:** 0492 800 592 (Hampton) & 0494 032 156 (Highett)

**Opening Hours:** Monday to Friday 9am-4pm.

*Closed from Friday 13th December. Phone access only 15 - 19th December, 2025.*

*Both centres re-open Monday 19th January, 2026.*

# Need support right now?

## See below for support and crisis services.

### **Life Threatening Emergency or Immediate Risk to Safety - 000**

Police, Fire Brigade, Ambulance

### **Lifeline - 13 11 14**

24 hour confidential support for people who are in crisis, feeling overwhelmed or having difficulty coping or staying safe.

### **Suicide Call Back - 1300 659 467**

24 hour crisis counselling for people feeling suicidal or for people who are supporting someone who is feeling suicidal.

### **Kid's Help Line - 1800 551 800**

24 hour phone support for kids aged 5-25. No problem too big or too small.

### **Safe Steps - 1800 015 188**

24 hour support to understand family violence risks, explore safety options and referrals to support individual needs.

### **1800RESPECT - 1800 737 732**

24 hours a day, 7 days a week. Information, counselling and support for people impacted by domestic, family or sexual violence.

### **Rainbow Door - 1800 729 367 (phone) 0480 017 246 (text)**

10am - 5pm 7 days. Specialist LGBTQIA+ helpline providing information, support and referral to all LGBTQIA+ Victorians, their friends and family.

### **DirectLine - 1800 888 236**

24 hour immediate support for people impacted by drug use.

### **Mensline - 1300 789 978**

24 hour telephone counselling service for Australian men.

### **Victorian Homelessness Line - 1800 825 955**

24 hour referral to local housing support service.

### **Nurse on Call - 1300 60 60 24**

24 hour expert health advice from a nurse.