

Client Services

Material Aid - Whitehorse

As details of services listed may vary from time to time it is recommended that you call before visiting.

CIC - (Community Information Centre) Box Hill:

Eligibility: Living in the City of Whitehorse.
Phone: 9890 3333
Address: Suite 1, 27 Bank Street, Box Hill
Hours: 9:30 – 4:00pm Mon – Fri
Services: Food Vouchers, assistance with landline bills from Telstra, referrals for legal services, no interest loan scheme through East Burwood, general information.

Salvation Army Welfare Department – Box Hill:

Eligibility: Must be resident of City of Whitehorse and hold a health care card.
Phone: 9890 2993
Address: 17 – 23 Nelson Rd, Box Hill
Hours: Phone for appointment. Appointments available Tuesday, Wednesday and Thursday Mornings 10 – 12.
Services: Food Parcels, maximum \$50 of financial assistance if no previous assistance.

St. Vincent de Paul:

Eligibility: Clients are assessed in their own home by a visit from a volunteer of the society.
Phone: 1300-305-330
Hours: 10am-3pm Mon-Fri. Clients normally seen within 24hours (home visits).
Service: Food Vouchers, food, limited amounts of furniture, whitegoods clothing vouchers and assistance with utility bills.

UnitingCare East Burwood Centre:

Eligibility: Must be resident of Whitehorse & Surrounding areas & have Health Care Card
Phone: 9803 3400 (Pam Young)
Address: 220 Burwood Hwy, East Burwood.
Hours: Mon- Fri 9:30 – 4pm.
Services: Food parcels, food vouchers, nil's schemes also have support groups for aged/disabled clients, people with dementia. Mainly work with Senior Citizens, but also work with young people with a disability. Counselling.

Crossway Baptist Church:

Eligibility: Whitehorse area but willing to be flexible.
Phone: 9886 3700
Address: 2 Vision Drive, East Burwood
Hours: Thursday only.
Service: Food parcels by home visits. Mon, Tue & Thurs.

Christian City Care

Eligibility: Must be a resident of City of Whitehorse and hold a Health Care Card.
Phone: 9837 2900
Address: 27 Bank Street, Box Hill
Hours: 9-5pm Mon-Thursday
Service: Emergency Relief, food parcels, life skills groups in relationships and budgeting, taking charge of your life, Music group for toddlers Thurs. a.m.
Craft group on Wed. a.m.

Citizens Advice Bureau Box Hill

Eligibility: City of Whitehorse Nth of Canterbury Rd. Must hold a Health Care Card.
Phone: 9890 3333/ 9895 9686
Address: Shop 4/9 Bank Street Box Hill
Hours: Mon – Fri 9.30 am till 4.00pm
Service: Food parcels, food vouchers, met tickets. Legal Advice Thurs 7.30 till 8pm.
Pharmaceuticals assist. Household furniture warehouse.

Citizens Advice Bureau Box Hill

Eligibility: Nunawading, Vermont, Burwood East, Forest Hill (Sth of Canterbury road)
Phone: 9803 3400
Address: 220 Burwood Highway, Burwood East
Hours: Mon – Fri 9.30 am till 4.00pm
Service: Food parcels, some groceries and bread when available from food bank.
Counselling by appointment.

St. Pauls Lutheran Church

Eligibility: Referral from Citizens Advice Bureau (above)
Phone: 9899 0623
Address: 711 Station Street, Box Hill (Rear of St. Pauls Church)
Hours: Mon – Fri 9.00 am till 5.00pm
Service: Food parcels

UnitingCare Harrison

Eligibility: Holders of HCC
Phone: 9871 8700
Address: 909 Whitehorse Road, Box Hill
Hours: 12:30

Service: Free Lunch Service at Box Hill Office. During school term only. Please call to confirm.