

**Western Port
Community Support
provides the
following services:**

- Supportive Listening
- Comprehensive Information Service
- Referrals to other support and specialist services
- Emergency Relief and Material Aid
- Negotiation and advocacy representation on behalf of a client
- Free legal advice
- Free Counselling
- Assistance with filling in forms, writing letters, making appointments
- Tax Help
- Low cost fax, phone and photocopy service



Western Port Community Support

A guide to our

Emergency Relief Service

OPENING HOURS

10:00am - 4:00pm
Monday to Friday

CONTACT US

For further information

RECEPTION B

185 High Street Hastings
Victoria 3915

Phone: 5979 2762

Fax: 5979 4886

Email: info@wportcomsupport.org.au

www.wportcomsupport.org.au

About Western Port Community support

Western Port Community Support is a community support agency providing emergency relief for people that are experiencing a short term personal or financial crisis.

Emergency Relief Service

The objective of the Emergency Relief Service is to assist people to deal with their immediate situation in a way that maintains the dignity of the individual and encourages self-reliance.

Subject to eligibility and assessment, we may be able to provide the following assistance.

- Food Vouchers (food for 1-2 days)
- Food Parcel (food for 1-2 days)
- Public Transport Fares
- Financial assistance; funds permitting
- Payment for essential medications/prescriptions
- Petrol vouchers (for essential travel to medical, legal or employment appointments)
- Vouchers to local Op Shops for clothing and other essential household items
- Telstra Vouchers

Eligibility for Emergency Relief

Emergency Relief is available to people living in the post codes of Hastings, Baxter, Tyabb, Somerville, Bittern, Crib Point, Balnarring, Shoreham, Somers, Flinders and some parts of Red Hill South and Pearceedale.

Formal identification will be requested from the client in the form of a Health Care Card, Drivers License or something similar that demonstrates significant links to the Western Port Region.

Income details will be required i.e. Centrelink pension, allowances, salary etc. The client will be asked to sign a consent to access their current Centrelink income.

Consent will be requested to collect client statistical data on behalf of our funding bodies.

OUR SERVICES ARE:

FREE

CONFIDENTIAL

IMPARTIAL

INDEPENDENT

Assessment Process for Emergency Relief

We are a drop in service. There is no need for the client to make an appointment.

When a client presents they are interviewed by a trained community support worker. The worker will assess the client's situation based on the information provided to them at the time.

We will assist each person to the best of our ability with the options that are available.

In the interests of providing assistance in a fair and equitable manner, the same level of support offered to a client initially may not be provided on subsequent visits.

We provide a comprehensive information and referral service to other support specialist services that may be able to offer additional assistance in dealing with a person's crisis.

It is the person's right to decide what course of action if any, they might choose to take from the options presented to them by the community support worker.