

## Emergency Relief/Assistance contacts for vulnerable individuals and families

### Emergency Financial Assistance

The Emergency Financial Assistance Program provides a voluntary, free and confidential service to people experiencing personal financial difficulties due to circumstances such as unemployment, sickness, credit over-commitment and family breakdown. This service is available state-wide, as follows;

Eastern Adelaide	Baptist Care SA	(08) 8118 5200
Northern Adelaide	Anglicare SA	1800 061 552
Southern Adelaide	Anglicare SA	1800 748 149
Western Adelaide	UnitingCare Wesley Bowden	(08) 8245 7139
Adelaide Hills	The Hut Community Centre	(08) 8339 4400
Barossa, Light and Lower North	Lutheran Community Care	(08) 8562 2688
Fleurieu and Kangaroo Island	Junction Australia	(08) 8392 3000
Eyre and Western	CentreCare Catholic Country SA	1800 759 865
Far North	CentreCare Catholic Country SA	1800 759 865
Limestone Coast	ac.care	(08) 7725 3000
Murray and Mallee	ac.care	Murraylands: (08) 8531 4901 Riverland: (08) 8580 5301
Yorke and Mid North	Uniting Country SA	1300 067 777

### Affordable SA

Affordable SA is a great free and confidential source of information, resources, support and services to help manage affordability issues, including around food relief. This service can be accessed through the web <http://www.affordablesa.com.au> or by the helpline **1800 025 539**.

### The National Debt Helpline

The National Debt Helpline is available for anyone experiencing financial trouble and can be accessed by calling **1800 007 007**. Trained financial counsellors will assess individual's situations and provide **free** advice to help. For more complex matters, the National Debt Helpline can refer people to the closest face-to-face financial counselling service. They'll also put people in touch with the right service required, such as legal services, crisis food and accommodation services, and health services.

### Foodbank SA

Welfare agencies who are customer members of Foodbank SA can provide their clients with vouchers that can be redeemed at the Foodbank Food Hub sites. Food Hub customers must present their voucher and provide identification each time they visit. **Please note, this service is by referral only. If caller is not a client of Foodbank, please refer to Affordable SA or the National Debt Helpline.**

### Volunteers

Volunteering SA&NT have a new COVID-19 access point (<https://www.volunteeringsa-nt.org.au/about/what-we-do/resources>) on their home page for the volunteering sector. The sector can access a range of resources, including fact sheets for volunteering involving organisations and volunteers on volunteering during the pandemic. Importantly, VSA&NT have been activated by the State Government as the only official organisation to manage all registrations and refer spontaneous emergency volunteers to volunteer involving organisations (VIOs) during this pandemic. VSA&NT can be contacted on **(08) 8221 7177**, however please note the office is working remotely at this time.

### Red Cross COVID-19 Telecross Service

The Red Cross COVID-19 Telecross Service checks in on vulnerable and socially isolated South Australians who can receive a free daily, and potentially life-saving, phone call checking on their welfare in response to COVID-19. This service can be contacted by calling **1800 188 071** or through online registration at: <https://register.redcross.org.au>

### Carers SA

Carers SA understands that many carers are concerned about COVID-19 and what it might mean for them. To help with this, Carers SA offers a free and confidential phone-based advisory and counselling service,

available during the week, from 9am to 6pm by calling **1800 242 636** (please note this service is not available on weekends).