

PROVIDING EMERGENCY RELIEF
TO FAMILIES AND INDIVIDUALS IN
ADELAIDE'S INNER WEST.

SUBURBS COVERED:

Allenby Gardens 5009	Lockleys 5032 (West of Rowells Rd)
Angle Park 5010	Mansfield Park 5012
Athol Park 5012	Mile End 5031
Beverly 5009	Mile End South 5031
Blair Athol 5084	Ovingham 5082
Bowden 5007	Prospect 5082
Brompton 5007	Regency Park 5010
Brooklyn Park 5032	Richmond 5033
Cowandilla 5033	Ridleyton 5008
Croydon 5008	Thebarton 5031
Devon Park 5008	Thorngate 5082
Dudley Park 5008	Torrensville 5031
Ferryden Park 5010	Underdale 5032
Findon 5023 (East of Findon Rd)	Welland 5007
Fitzroy 5082	West Croydon 5008
Flinders Park 5025	Woodville 5011 (East of Woodville Rd)
Hilton 5033	Woodville Gardens 5012
Hindmarsh 5007	Woodville North 5011
West Hindmarsh 5007	Woodville Park 5011
Kilburn 5084	Woodville South 5011
Kilkenny 5009	

UCWB



UCWB's The Open Door emergency relief program is run by a team of experienced volunteers.

The Open Door is a **safe** place for all people, their children, volunteers and staff. Aggressive behaviour will not be tolerated and people will be asked to leave immediately.

We acknowledge the Kaurna people as the custodians of the Greater Adelaide region and that their cultural, spiritual and heritage beliefs are still as important to the living Kaurna people today.

The
Open
Door

EMERGENCY RELIEF

UCWB



77 Gibson Street, Bowden SA 5007
ENTRY off Tenth Street
T (08) 8245 7139 | www.ucwb.org.au

OPEN Monday – Friday, 10am – 2:30pm
Closed public holidays.

Drop in service (appointments not required).
Phone interpreter available.

The Open Door, UCWB's emergency relief program, is a welcoming, accepting, safe place for anyone requiring help. It is staffed by caring, compassionate volunteers who donate their time to support people in times of need.

UCWB



The name 'The Open Door', reflects our commitment to our clients. For decades we have been committed to never turning away someone in need, and this program is at the core of our values and one we are proud to devote our time and resources to.

No appointment is necessary and we are open weekdays (excluding public holidays) from 10am – 2:30pm

TO RECEIVE EMERGENCY RELIEF YOU MUST BRING:

- Valid Health Care card or Centrelink Pension card with your current address; and
- 2nd piece of identification with your current address (e.g. drivers licence, proof of age, utility bill).
- The health care card of any adults (16yrs+) you are permanently living with at the same address and sharing finances and / or food with.
- Boarding House residents please present a copy of your room agreement or lease.

Emergency relief is provided 3 times per year (between birthday to birthday).

WE CAN PROVIDE ASSISTANCE SUCH AS:

Please note that not all items are available at all times.

- Food vouchers for use at the Community Foodbank Bowden (located onsite)
- Bus Tickets (certain circumstances)
- Fuel vouchers (certain circumstances)
- Clothing referrals (certain circumstances)
- Telstra vouchers (certain circumstances)
- Phone cards (certain circumstances)
- Overnight parcels (in extreme hardship)
- Christmas hampers
- Prescription voucher
- Spendless shoes voucher
- Referral to other UCWB services such as financial counselling, multicultural programs, parenting workshops, homelessness services, low-cost living groups etc.

OTHER OPEN DOOR SERVICES:

MONEY MENTORS

Money Mentors may help people to be in charge of their money. A 'mentor' is like a coach. They help you to set your own goals and then work beside you to help you achieve your goals.

Here are different ways that a Money Mentor can help:

Budgets

- Planning a personal budget
- Support for using a budget from day to day

Electricity, gas, water and phone bills

- Negotiating a payment plan
- Avoiding disconnection

Concessions

- Identifying eligible concessions
- Applications

Centrelink Payment Finder

- Identifying eligible payments

MoneySmart website

- Information for different age groups
- Special calculators
- Videos
- Different languages

No Interest Loan (NILS)

- Applications (eligibility applies)

Grants

- Applications (eligibility applies)

Referrals

- To other services that may help meet identified needs.

Each person is unique and so your plan will be designed to meet your own personal situation, respecting your needs and level of abilities.

Have a chat to a Money Mentor today to find out more about the service.