

SERVICE INFORMATION FOR PEOPLE IN THE WEST METRO AREA OF MELBOURNE

CHANGES IN RESPONSE TO COVID 19 – UPDATED 30 July 2020

HOMELESSNESS ACCESS POINT FOR BRIMBANK MELTON

The Salvation Army (formerly SASHS)

6/147 Harvester Rd

Sunshine 3020

Phone: 9312 5424

Opening Hours: Monday – Friday 9am – 5pm

After hours response – Phone 1800 825 955

**PHONE APPOINTMENTS ONLY – OFFICE CLOSED – NO DROP IN
CALL TO MAKE A PHONE APPOINTMENT**

HOMELESSNESS ACCESS POINT FOR WESTERN MELBOURNE

UNISON HOUSING

Moonee Valley, Maribyrnong, Hobsons Bay, Wyndham & north and western parts
City of Melbourne

122 Victoria St, Seddon Phone 9689 2777 OR

Level 1/1 – 13 Watton St, Werribee Phone 9216 0300

Opening Hours: Monday - Friday 9am – 5pm

Contact via email also available iap@unison.org.au or iap@werribee@unison.org.au

After hours response – Phone 1800 825 955

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CALL TO MAKE A PHONE APPOINTMENT**

HOUSING ADVICE AND ASSISTANCE

Information for current public housing tenants, potential social housing tenants and anyone wanting to know about housing in Victoria. <https://www.housing.vic.gov.au/>

Applying for bond assistance

Wherever possible please apply for bond assistance through the DHHs online service. <https://www.housing.vic.gov.au/apply-rentassist-bond-loan>

Information and support for people renting private accommodation

Tenants Union Victoria has a range of information and an email support service for people wanting to know more about their rights and responsibilities when renting privately <https://www.tenantsvic.org.au/>

<https://www.tenantsvic.org.au/advice/coronavirus-covid-19/>

West Justice provides free legal help to people in the western suburbs of Melbourne. They can assist with a range of everyday legal issues including tenancy.

<https://www.westjustice.org.au/>

FAMILY VIOLENCE RESOURCES

Link to the **Western Integrated Family Violence Committee** website central repository for all current family violence COVID-19

resources: <https://www.wifvc.org.au/statewide-family-violence-news>

EMERGENCY RELIEF – MANDATORY SELF ISOLATION

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Victorian Government	Food Packages and Personal Care packages	NA	NA	1800 675 398 dhhs.vic.gov.au/coronavirus	For people who are in <u>mandatory</u> self-isolation due to Coronavirus. Available to all Victorians who have little or no food and no family or friends to support them. Delivered to door.	Came into operation from 23 March 2020.

EMERGENCY RELIEF – GENERAL

Centrelink <https://www.servicesaustralia.gov.au/individuals/help-emergency>

Lots of online resources, especially for existing Centrelink customers. Crisis payments phone line 132 850 (special conditions apply explained online) <https://www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment/who-can-get-it>)

CIS Vic (03) 9672 2099 Melbourne <https://www.cisvic.org.au/getting-help/financial-hardship>

Directory of CISVic member agencies across Victoria that may help (there is a search by postcode too):

<https://www.cisvic.org.au/getting-help/directory-list>

[CISVic Community Information and Support Victoria – peak body representing local community information and support services – formerly citizens Advice Bureau]

Vinnies Welfare Assistance Line is 1800 305 330 (Monday–Friday 10:00am to 3:00pm)

[https://www.vinnies.org.au/page/News/VIC_News/COVID-19 - Vinnies Victoria/](https://www.vinnies.org.au/page/News/VIC_News/COVID-19_-_Vinnies_Victoria/)

Soup buses have been suspended, but individual need is assessed over the phone

Australian Multicultural Services. Ph 9689 9170 Providing food, petrol vouchers and assistance with bills to anyone living in the west region of Melbourne. Service available Mondays only 9am- 5pm. Call Daniella for assistance.

Council of Single Mothers and their Children. Ph Support Line: 9654 0622 or 1300 552 511 (outside of Melbourne). A state-wide telephone support, information and referral service for single mothers and service providers. Monday to Friday, 9.30am to 3pm with clients able to self-refer. Please leave a message to receive a return call or email csmc@csmc.org.au Also providing limited emergency relief for food and housing for suburbs within the municipalities of Brimbank, Maribyrnong, Melton and Wyndham. Documentation is provided electronically or via text to a mobile number. ER assistance is provided via direct deposit or food voucher.

EMERGENCY RELIEF – BRIMBANK

Each local Council also offers a range of supports during the restriction period and are developing recovery plans.

Find out more about Brimbank City Council here <https://www.brimbank.vic.gov.au/>

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Uniting Lentara	Food parcels	Tuesday – Fridays 10am – 12.30pm	32 Withers St Sunshine 3020	9311 5900	For people in Brimbank. Must have a Centrelink or Immigration Card	28.05.2020 Sunshine site closed. Please call 9689 3515 to arrange a telephone assessment. Calls should be made between 9.30am- 12 noon or 1.30pm – 4pm Wed-Friday only.
Uniting Lentara In partnership with the Tin Shed Neighbourhood House	Food parcels	Pick-up on: Tuesdays 10am – 12noon	The Tin Shed Neighbourhood House, 309A Main Road East St Albans	9366 4302	Available to residents of Brimbank five times a year from <u>either</u> the Sunshine or Tin Shed site in St Albans	4.06.20 The Tin Shed is providing food parcels by appointment only on Tuesdays between 10am and 12noon. 25 appointments will be available each Tuesday. Call on Monday to make an appointment for Tuesday collection. Please leave a message with name and number for a call back/appointment to be made

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Helping Hands Mission	Food parcels	By appointment	85 Hampshire Rd Sunshine	Phone 1300 892 010 for appointment	No Centrelink card required during COVID 19 restrictions Available to people from <u>any municipality</u> . Clients receive a box each of non-perishables, frozen and fresh produce. BYO bags. \$5.00 payments required.	30.07.20 Service closed pending downward trend in COVID infections. Check Facebook page for updates www.facebook.com/opshopclearancecentre
Anglicare Emergency Relief - Sunshine	Food vouchers Food parcels Medication Scripts	Monday and Thursdays 10am – 1pm	Holy Apostles Church 100 Anderson Rd Sunshine	Drop in Service – No appointment required	Primarily available to people living in post codes 3020 and 3021 (includes, Sunshine, Brooklyn, Albion, Derrimut, Ardeer Will people in need from other suburbs	16.07.2020 Now open Mondays and Thursdays Social distancing in place. Alternatively call 0439 271 411 for telephone assessment. Will support people in need from other suburbs
Anglicare Emergency Relief - St Albans	Coles and WWE vouchers	1 st and 3 rd Monday of the month 9.30am – 12.30pm	The Martyr Anglican Church, Corner Alexina St & East Esplanade St Albans	0408 129	Primarily available to people living in post codes 3021 or 3023 (St Albans and Deer Park) Will support people in need from other suburbs	11.06.2020 Drop in service has reopened and is available at the church on 1 st and 3 rd Mondays 9.30am – 12.30pm. Wed 9.30am-12.30pm & Fri 10am-1.00pm Phone Assessment available at other times

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
						<p>Call 0408 129 590</p> <p>Coles & WW E Vouchers</p> <p>Clients with access to email can receive e vouchers. Arrangements for voucher collection from Anglicare office can also be made. Home visits can be arranged in special circumstances.</p> <p>Will support people in need from other suburbs</p>
Anglicare Emergency Relief - Sydenham	Coles and WWE vouchers	Wednesdays 10am – 1pm	St Luke’s Anglican Church Corner Kings Rd & Bellbird Ave, Taylors Lakes 3038	0439 271 411	<p>Primarily available to people living in post codes 3036, 3037 or 3038 (includes Hillside and Taylors Hill)</p> <p>Will support people in need from other suburbs</p>	<p>11.06.2020</p> <p>Phone Assessment available at other times</p> <p>Call 0408 129 590</p> <p>Coles & WW E Vouchers</p> <p>Clients with access to email can receive e vouchers. Arrangements for voucher collection from Anglicare office can also be made. Home visits can be arranged in special circumstances.</p> <p>Will support people in need from other suburbs</p>

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Holy Eucharist Parish	Fresh fruit and vegetables	Fridays 10.30am – 2pm	1A Oleander Drive St Albans South 3021	9366 1310	For people in Brimbank. Must have Centrelink or Immigration Card	4.06.2020 Operating on Fridays for Brimbank residents only. No appointment required
Salvation Army	Food hampers		42 Devonshire Rd Sunshine 3020	9364 9335 Leave a message and will contact you.		16.07.20 Drop in hamper service still operating Wed to Fri between 10-3pm Friday 5pm-6.30pm cooked meal (takeaway) available
The Salvation Army (formerly SASHS Support Service)	Food vouchers	Monday, Tuesday, Thursday and Friday	6/147 Harvester Rd Sunshine	9312 5424	Available to Brimbank and Footscray residents. Call to make an appointment.	30.06.2020 Call first thing in morning (9am) to make an appointment for a telephone assessment. Providing e vouchers. Email address is required. For those unable to receive a voucher food parcels for collection can be arranged <i>*Service is experiencing a high volume of calls so there may be delays</i>

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Northpoint Pantry	Food parcels	Monday 1.30pm – 3.30pm	Glengala Hotel – 214 Glengala Rd (hotel closed) Sunshine	9338 1898	For people in Brimbank. Must have a Centrelink or Immigration Card	30.07.2020 Glengala Hotel closed. People should go to 3 Trade Park Dr, Tullamarine. Still operating. Providing hampers only – no food selection. Mon- Thurs 9am – 4.30pm Fri 9am- 1pm (
Vantage Point Care	Pre-packed boxes with pantry items as well as meals, fresh food and vegetable.	Contact via email only	320 Reynolds Road Donvale Pre-arranged pick-up location: Unit1/16A Keilor Park Drive Keilor East	Ph: 9844 4465 admin@vantagepoint.church Email details - name, contact details, family size and residential suburb and someone from organisation will make contact. https://www.vantagepoint.church/community	Operate from multiple locations around Melbourne and will deliver to the Brimbank area. Can organise pick up at a convenient time or for parcels to be delivered door-to-door.	30.07.20 This service is also available to people in Moonee Valley, Hume and Moreland municipalities Pre-ordered boxes (arranged via email) will also be available at an arranged time for collection from Tuesday, 4 August 2020 Unit1/16A Keilor Park Drive Keilor East
Westvale Community Centre	Food hampers, nappies, formula, period packs.	Tuesday 10.30am- 12.30pm	45 Kings Rd. St. Albans	Ph: 9249-4665 email: westvale@brimbank.vic.gov.au	Currently there are no eligibility criteria. However, service is restricted to once every ten weeks.	

EMERGENCY RELIEF – HOBSONS BAY

Each local Council also offers a range of supports during the restriction period and are developing recovery plans.

Find out more about Hobsons Bay City Council here: <https://www.hobsonsbay.vic.gov.au/Home> or 99321000 or the language line 99321212

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Salvation Army	Food vouchers	Tuesday, Wednesday and Thursday 10am – 1pm	108 Queen St Altona	9398 1954	For people in the Altona, Altona Meadows/West and Seaholme and other Western Metro areas.	16.4.20 Food hampers and vouchers for (emergencies only as supplies are low) community members in need will continue Tuesday, Wednesday and Thursday, 10am-1pm. NO FACE-TO-FACE: ONLY APPOINTMENTS. Call 9398 1750, 10am-12pm for assessment and appointments. Pick up at door. Extra workers taking phone calls and calling people back. If you cannot get through, please leave us a message.
Walker Close	Food voucher	Wednesday 10am – 1pm	Cnr Walker Close and Millers Rd Altona North	9318 0521	For people in the Altona, Williamstown and Yarraville areas	Closed

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Laverton Community Centre	Food parcels and vouchers	Mon - Fri 10am - 2pm	95 – 105 Railway Ave Laverton	0476170589 Mary (Manager) – 0416 141 479 https://lcis.org.au/	Must live in 3028 postcode	30.4.20 Taking phone calls on 0476170589 and email submissions from our LCIS website. https://lcis.org.au/ Mon - Fri from 10am - 2pm Food parcel and Coles vouchers are been delivered on a Tuesday, Wednesday, Thursday and Friday No face to face contact.
Anglicare - Williamstown Emergency Relief Centre	Coles & WWE vouchers	Monday and Fridays 10am – 1pm	Temporarily operating from **St Stephens 179 Melbourne Rd Williamstown.	0408 129 590	For people in Braybrook, Newport or Williamstown. Will support people in need from other suburbs	2.07.20 Operating from St Stephens 179 Melbourne Rd Williamstown. Service Hours - Monday & Friday 10am - 1.00 pm Foodbank Program available Fridays. Phone Assessment available at other times. Call 0408 129 590 Coles & WW E Vouchers Clients with access to email can receive e vouchers. Arrangements for voucher collection from Anglicare office can also be made. Home visits can be arranged in special circumstances.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						Will support people in need from other suburbs
Helping Hand Cafe (Williamstown Church of Christ)	Food Hampers	Tues 11am to 1pm	119 Douglas Parade Williamstown	Robert Adams 0411 475 091	ID required	18.06.2020 Weekly community meal has been replaced by take away food hamper. Cost to client is \$5 per hamper Also offering free soup and bread with each hamper, and a free pantry onsite. Drop in accepted Social distancing measures in place on site.
Outlets Cooperative Neighbourhood House	Fresh Produce Pantry Package items Personal hygiene products Food hampers	Wednesday & Thursday 10am – 2pm	43 Mason Street Newport	9391 8504 (Therese or Jess)	http://www.outletscoop.com.au/	18.06.20 No appointment required. Drop- in service. Closing for the school holidays from 19 June, returning 13 July
Catholic Care	Supermarket and bill assistance	Wed – Fri 10am – 4pm	3 Wingfield Street Footscray	Phone 9689 3888 0436 127 882	Express post or evouchers	21.05.20 Fuel vouchers available through Melton office. All contact is via the phone.

EMERGENCY RELIEF – MARIBYRNONG

Each local Council also offers a range of supports during the restriction period and are developing recovery plans.

Find out more about Maribyrnong City Council here <https://www.maribyrnong.vic.gov.au/Home>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Catholic Care	Supermarket and bill assistance.	Wed – Fri 10am – 4pm	3 Wingfield Street Footscray	Phone 9689 3888 0436 127 882	Express post or evouchers	21.05.20 Fuel vouchers available through Melton office. All contact is via the phone.
Maribyrnong City Council	Community Connectors link people impacted by COVID-19 pandemic into local ER and other services.	Monday – Friday 9am – 5pm	Precinct response team with respond to the request.	Phone 9688 0434	Those affected by the COVID-19 pandemic and residing in the City of Maribyrnong.	04.06.20 New addition - information and referral service New addition - delivery of items from ER services to people in isolation
Wesley Footscray Outreach	Food parcels and food vouchers	Wednesday – Friday 9.30am – 4pm	310 Barkly St Footscray	9689 3515	Food parcels and vouchers are available to eligible people following a phone assessment.	NILS service available by phone assessment only – call 9689 3515 to schedule a phone assessment. Food parcels available by appointment only. Call 9689 3515 for a phone assessment. Shower and laundry facilities are currently on hold till further notice. Morning tea and lunch programs on hold.

EMERGENCY RELIEF – MELTON

Each local Council also offers a range of supports during the restriction period and are developing recovery plans.

Find out more about Melton City Council here <https://www.melton.vic.gov.au/Home>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Melton Combined Churches Caring Emergency Food Ser	Food parcels	Monday – Thursday 10am – 3pm Friday 10am – 12.15pm	100 Coburns Road Melton	9747 6811	For people in Melton. Available to residents of Melton twice a year. To access further assistance an appointment with the Budget Educator is required.	16.07.2020 Still operating but no access to the building. Goods are collected at delivery dock. No appointment required. Mon-Thurs: 10.00am - 2.30 pm Friday: 10.00am - 12.00 pm Home delivery available. Send through ID first. Eligibility the same, but more frequent assistance is available once assessed by budget educator.
Northpoint Pantry	Food parcels	Friday 9.30am – 12.30pm	Melton South Community Centre 41 Exford Road Melton South		For people in Melton. Must a Centrelink or Immigration Card although some flexibility to support people who do not meet these criteria.	18.06.20 Pre-packaged food parcels (including fresh fruit and vegetables) are still available as per listed criteria. Social distancing measures are in place. Food parcels will be distributed through the door. Gold coin donation appreciated. Curry, rice and pasta packs available on the day.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Resurgence Food Hampers	Food parcels	Tuesday: 12.00 - 3.00 pm Wed: 10.00 - 3.00 pm	3 Graham St Melton		For people in Melton and surrounding areas in the western suburbs (depending on availability of food).	30.07.20 Consult Resurgence FB page for updated opening days/times. https://www.facebook.com/ResurgenceInc/
Catholic Care	Fuel and food Vouchers and bill assistance.	Monday, Tuesday and Wednesday 9.30 am - 3.30 pm	Melton City Council Civic Centre, Melton	ring Monday, Tuesday and Wednesday at 8.30 to make a same day appointment. 0409810104		21.05.20 Currently no “face to face” appointments. Extension of service – now 3 days a week (addition of Monday). All contact is via the phone.
Dal Baba Badhi Chandi Temple (Plumpton)	Free home delivered vegetarian meals	Seven days per week, call before 12noon. Delivery 5pm-8pm, seven days per week	Home delivered	0433 021 110 0422 790 568	Free for all vulnerable seniors (65yrs+), people with a disability, Carers	28.05.20 Phone requests for meals to be made by 2.00pm Limited meal deliveries made between 5.00pm - 8.00 pm Groceries and blankets also available – requests to be made via phone call or text.
Community Care –Melton City Council	Home meals delivered	Monday – Friday 9.30am – 1.00 pm	Home delivered	9747 5407 or 9747 7384	For vulnerable seniors (65yrs+), people with a disability, Carers (as per specific funding programs: HACC etc.)	21.05.20 Contact Melton City Council Community Care for details re: eligibility. Special circumstances, due to COVID-19, will be considered.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Earth Village Café	Bread collection and limited fresh produce	Currently Closed Monday – Friday 12pm- 4pm	43 Unitt Street Melton	1300 525 332	Provide full name and Medicare card to show family size.	30.4.20 Closed.

EMERGENCY RELIEF – MELBOURNE

Each local Council also offers a range of supports during the restriction period and are developing recovery plans.

Find out more about Melbourne City Council here <https://www.melbourne.vic.gov.au/Pages/home.aspx>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Church of all Nations	Food parcels	Tuesday, Wednesday and Thursday from 10am	180 Palmerston St Carlton	9347 7077		<p>To obtain an Emergency Relief food parcel we are requesting people call or SMS 0484 062 862.</p> <p>Parcel pick-up by appointment only.</p> <p>Tues-Thurs 10-2pm.</p> <p>To obtain a fresh food parcel we ask that people call or SMS 0483 197 424</p> <p>Parcel pick-up by appointment only.</p> <p>Wed 10-2pm.</p> <p>If someone is isolating, we can provide non-contact delivery of these food parcels.</p>

EMERGENCY RELIEF – MOONEE VALLEY

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Essendon Citizens' Advice Bureau	Food vouchers	Monday, Tuesday, and Friday 11am – 2.15pm	1 Pascoe Vale Rd Moonee Ponds	9370 4533	For people living in Ascot Vale, Essendon, Highpoint , Maribyrnong and Moonee Ponds	Permanently CLOSED.
Helping Hand Mission	Food parcels	Monday – Friday 10am-3pm	492 Fullerton Road Airport West	1300 892 010		30.07.20 Closed for the period 17/7/2020 to 31/7/20 Community pantry operating. New clients will not require a health care card. Healthcare card cost \$5 and must bring own shopping bags. Staff will fill bags for clients.
Brighton Street Baptist Church	Food parcels	Pantry Day Delivery only Wednesdays 1pm-4pm	12 Brighton Street. Flemington	Appointments booked from Tuesday afternoon on 0466976804	Prioritizing Flemington and Ascot Vale Residents All we require is a name and preferably a phone number.	30.07.20 Flemington People's Pantry currently offers a food hamper for delivery. Currently working at capacity
Wingate Community Centre	Food parcels	Mondays (all day), Tuesdays (afternoon) & Fridays (afternoon) By Appointment only	Community Shed 13a Wingate Avenue (Community Shed)	(03) 9212 0236	By Appointment only.	16.07.20 Available to anyone no health care card required. Currently working at capacity. Note new telephone number: (03) 9212 0236

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Vantage Point Care	Pre-packed boxes with pantry items as well as meals, fresh food and vegetable.	Contact via email only	320 Reynolds Road Donvale Pre-arranged pick-up location: Unit1/16A Keilor Park Drive Keilor East	Ph: 98444465 admin@vantagepoint.church Email details - name, contact details, family size and residential suburb and someone from organisation will make contact. https://www.vantagepoint.church/community	Operate from multiple locations around Melbourne and will deliver to the Moonee Valley area. Can organise pick up at a convenient time or for parcels to be delivered door-to-door.	<p>30.07.20</p> <p>This service is also available to people in Brimbank, Hume and Moreland municipalities</p> <p>Pre-ordered boxes (arranged via email) will also be available at an arranged time for collection from Tuesday, 4 August 2020</p> <p>Unit1/16A Keilor Park Drive Keilor East</p>

EMERGENCY RELIEF – WYNDHAM

Each local Council also offers a range of supports during the restriction period and are developing recovery plans.

Find out more about Wyndham City Council here <https://www.wyndham.vic.gov.au/>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Salvation Army	Food vouchers and take away meals	Monday, Tuesday Wednesday and Thursday 9.30am – 2pm Take away meals are available on Tuesday, Wednesday and Thursday at 12.00 noon.	209 Watton St Werribee (Take aways) 211 Watton Street Werribee	9731 1344	For people in the City of Wyndham	2.07.20 Food voucher requires an appointment to be made. Ph 9731 1344. Operating Monday to Thursday from 9.30-2pm. Pre-packaged food parcels available to clients that drop in during this time. Take away meals are available on Tuesday, Wednesday and Thursday. Clients can access more than 1 meal if providing for others.
Uniting Wyndham	Food vouchers/food parcels	Monday, Wednesday Thursday and Friday. 10am-2pm All assistance is by appointment only. Please call for an appointment	19 Duncans Rd Werribee	9051 2000 wyndham.reception@vt.uniting.org or SMS 0468 605 015.	For low income or no income residents of the City of Wyndham	14.05.20 Closed on Tuesdays All assistance by appointment only – call 9051 2000. Only taking bookings on the day prior to appointment. Clients provide documentation electronically only. <u>One</u> of the following documents is required: Centrelink income statement, agency referral, Asylum seeker

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						<p>status or proof of low income. Can email wyndham.reception@vt.uniting.org or SMS 0468 605 015. If electronic documents are not possible please call 9051 2000.</p> <p>If in isolation you can nominate someone to collect on your behalf. This needs to be in writing to above email or SMS.</p> <p>Food voucher applications only available Monday, Wednesday Thursday and Friday to 2pm.</p> <p>Food assistance is available to eligible clients a maximum of once every two weeks. New clients need to register.</p> <p>Home deliveries service now available on Monday & Friday - needs to be arranged during phone appointment.</p>
Wyndham City Council	Food parcels	Monday to Friday 9am to 5pm	Youth Resource Centre 86 Derrimut Road Hoppers Crossing 3029	8734 1355	Residents of Wyndham	Wyndham City Council is offering food parcels to all families in the Wyndham Area, collection from Youth Resource Centre. Front door is locked, either knock on window or call 8734 1355. 1 visit per week.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Manors Lake Community Centre	Food Bank	Wednesday 9.30 - 11.30	86 Manor Lakes Boulevard Manor Lakes	Lynnette Labuschagne Foodbank Coordinator 0457 776 559 8734 8934	Residents of Wyndham municipality	28.05.20 New Start Church coordinating the service. Preference is for people to present health care card issued by Centrelink. However, will also assist people from Wyndham municipality who have high needs who do not have a health care card.
Wyndham Park Community Centre	Cooked meals	Monday 10am – 12 noon	55-57 Kookaburra Avenue Werribee	8742 3975 or 0433 857 768 Greg	Residents of Wyndham	30.07.20 Centre is still closed but food is being provided to local schools and community centres for distribution. Small food hampers are now available for distribution. Can help individuals if they contact the centre by phone. The centre has some frozen meals available at other times.
Sikh Community of Western Victoria	Cooked meals (vegetarian)	Monday-Sunday 10am – 8pm	560 Davis Road Tarneit	Gurpreet Singh 0422025217 Sandeep Singh 0433 003 309 Pritam Singh 0421138113.	Residents from Wyndham and surrounds	4.06.2020 New addition Cooked vegetarian meals

FOOD SERVICES FOR PEOPLE INELIGIBLE FOR CENTRELINK SUPPORTS

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
St Peter's Eastern Hill Anglican Church and Heaven at the Hill Social Enterprise	Pre-packaged food service (and other basics as available) in partnership with Victorian State Parliament	Pick-up 9.30am - 11am	St Peter's Eastern Hill Anglican Church 15 Gisborne Street East Melbourne (enter carpark off Albert Street entrance for collections)	Text 0450 039 288 with name of client and short description of circumstances	For <u>anyone</u> in need particularly casuals and others not eligible for Centrelink, those who have lost jobs and are on low income, people with medical conditions and those struggling as a result of COVID 19	9.04.20 New addition. Pick-up preferred however delivery can be arranged in special circumstances.
The Marjorie Mc Gregor COVID-19 Relief Program	Food distribution	10.00am to 12 noon	St Stephen's Church 360 Church Street Richmond	mmrp3121@gmail.com or 0473 493 153	People who are ineligible to access social security e.g. migrants, overseas students, refugees & asylum seekers, certain categories VISA workers.	14.05.20 New addition

LOW COST NOT FOR PROFIT SUPERMARKET

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
City Care Storehouse Low cost supermarket run by Hillsong 30% discount for holders of Centrelink, full time Student Card and Immigration Cards	A range of fresh fruit, fresh bread, meat, eggs, grocery items, frozen food and toiletries/cleaning products	Wednesday, Thursday and Friday 9am – 2pm	79 Sunshine Road West Footscray (The supermarket is an 8-minute walk from Tottenham Train Station) Ample parking is available	9318 4477	Open Tuesday, Wednesday, Thursday Friday, Saturday 10am to 4pm

COMMUNITY MEALS

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Braybrook Community Hub	Community Meal	7pm every Sunday night (arrive on time, limited spaces)	107 – 139 Churchill Ave Braybrook		Closed
CommUnity Plus	Community Meal	1 st Wednesday of the month 12.30pm – 1.30pm	822 Ballarat Rd Deer Park 3020	7379 0103	Closed
Salvation Army	Community Meal	Every Friday night 6pm	42 Devonshire Rd Sunshine 3020	9364 9335	16.07.20 TAKE AWAY ONLY Arrive at Friday 5-6.30pm and a takeaway meal will be provided. Distributing food hampers to drop ins Wednesday-Friday 10am-3pm Delivering food hampers if needed when notified by community members/other organisations. For elderly/vulnerable people. Can contact on 9364 9335 to organise.
Uniting Lentara	Community Meal	Community meal held on 1 st and 3 rd Wednesday of every month 12.30pm – 2pm	32 Withers St Sunshine 3020	9311 5900	Closed

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Wesley Footscray Outreach	Showers, laundry, morning tea and lunch program on hold	Wednesday – Friday 9.30am – 4pm	310 Barkly St Footscray	9689 3515	<p>30.07.20</p> <p>Food parcels and food vouchers are available. Contact 9689 3515</p> <p>Dry cleaned jackets, blankets available</p> <p>Shower and laundry facilities are currently on hold till further notice.</p> <p>Morning tea and lunch programs on hold.</p>
Williamstown Emergency Relief Centre	Community Meal	Every Monday and Friday 12 noon	Holy Trinity Parish Centre 2 – 6 Pasco St Williamstown	9397 8411	CLOSED
Lighthouse (Hamadava) Café: Project 614 (Salvation Army)	A drop in space providing breakfast and lunch. Homelessness support also available.	Monday – Friday Day Café 7am – 1pm <ul style="list-style-type: none"> • Breakfast 9am – 10.00am • Lunch 11.30am – 1pm Monday - Sunday Twilight Café 4pm-11pm <ul style="list-style-type: none"> • Dinner 6.00pm- 8pm Night Café 11pm – 7am <ul style="list-style-type: none"> • Toasties and snacks throughout the night 	69 Bourke St City	9653 3299	<p>30.07.20</p> <p>Breakfast, lunch and dinner will be served on a takeaway basis out the servery window on Westwood place laneway.</p> <p>Takeaway food parcels available Mon – Fri 9-12.30 from ground floor Bourke St entrance</p> <p>St Vincents fever clinic COVID testing usually Wed 9am-11am – subject to change, call</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>96533299 to confirm.</p> <p>No access by community members into the cafe.</p> <p>Showers available for extreme cases only.</p> <p>Access to community storage will be via the foyer, with only one person in at a time.</p> <p>Night-time safe spaces have ceased, staff are on site to ensure anyone who presents is offered emergency accommodation</p> <p>St Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required).</p> <p>Cohealth GP bus Monday & Wednesday from 10.30-12.30.</p> <p>Case management available.</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Ozanam Community Centre	Monday – Friday Breakfast 9am – 10.30am Lunch 11.30am – 1pm Friendship Club 6pm – 8pm includes a meal	Breakfast daily between 9.15am – 10am Lunch daily between 12noon – 1pm	268 Abbotsford St North Melbourne	9329 6733	Homelessness Resource centre closed. Takeaway meals (limited service), coffee and some material aid provided from the window on Flemington Road. 10am-1pm Monday – Friday.
St Mary's House of Welcome	Free breakfast 8.45am – 9.45am Free lunch 12noon – 1pm	Monday, Tuesday, Thursday and Friday 9.30am – 3.30pm Wednesday 8.30am – 1.30pm Saturday 8.30am – 1.30pm	162 – 169 Brunswick St Fitzroy	9417 6497	16.07.20 All social programs suspended. Takeaway lunches from 9am-11am, small amounts of food bank food, toiletries, clean underwear and showers (9-10.30am) target group – homeless, rough sleeping and those at risk. Reduced hours: 9.00- 11am Monday-Friday.
Church of all Nations	Weekly community lunch every Tuesday	Tuesday from 11.30am – 1pm	180 Palmerston St Carlton	9347 7077	Closed.
Lazarus Centre	Breakfast Program for people sleeping rough and very poor	Monday – Sunday 7.30am-8.30am	St Peter's Anglican Church	0458 750 031	9.04.20 New addition.

SOUP VAN

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
St Vincent de Paul	Hot meal	<p>MONDAY 6.45pm 7.15pm 7.45pm</p> <p>FRIDAY 6.45pm</p> <p>SATURDAY 5.30pm</p> <p>6.15pm MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY & SUNDAY 8pm</p>	<p>Braybrook Community Hub car park 107 – 139 Churchill Ave Braybrook Clark St Car Park (Dickson St & Withers St) Sunshine Errington Reserve Car Park, near Big Sam’s Car Park, St Albans</p> <p>Braybrook Community Hub car park 107 – 139 Churchill Ave Braybrook</p> <p>Clark St Car Park (Dickson St & Withers St) Sunshine Errington Reserve Car Park, near Big Sam’s Car Park, St Albans</p> <p>Whitten Oval 417 Barkly St Footscray</p>		Suspended. Vinnies Welfare Assistance Line is assisting people with access to food, clothing etc. - 1800 305 330 (Monday–Friday 10:00am to 3:00pm).

MATERIAL AID

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
St Vincent de Paul	Vinnies Welfare Assistance Line	Monday–Friday 10:00am to 3:00pm	All	1800 305 330	Vinnies Welfare Assistance Line is assisting people with access to food, clothing etc. Based on individual needs.

Helping Hands Mission	Material and emergency aid e.g. Whitegoods, clothes	Monday – Friday 10am-3pm	All sites	1300 892 010 www.helpinghandsmission.org.au and follow the prompts under 'What We Do' for order request form.	Available for those engaged with a support worker. Order form must be completed. \$40 referral fee. Collect from Airport West site or delivery 10km radius of Airport West or 5km radius from Sunshine, Preston or Roxborough Park.
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FINANCIAL ASSISTANCE/FINANCIAL COUNSELLING

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Uniting Lentara	No Interest Loan Scheme (NILS)		32 Withers St Sunshine 3020 Also offered at the Tin Shed Neighbourhood House site in St Albans	Phone 9311 5900 to make an appointment	NILS service available by phone assessment only – call Wesley Footscray on 9689 3515 to schedule a phone assessment.
CommUnity Plus – Provided by Circle Bank Alliance	Financial Planning and advice on personal financial budgets	Tuesday 12noon – 2pm	822 Ballarat Rd Deer Park 3020	7379 0103	
Good Shepherd Australia New Zealand	A financial counsellor is a skilled professional who provides advice to help people manage their debts and get their finances back under control. They provide free, confidential and independent advice	9.30am – 5pm		Phone 1800 007 007 OR Fill out Money Help's contact form http://www.moneyhelp.org.au/get-help/contact form	Offices closed. Telephone financial counselling available via 1800 007 007. To make a phone appointment find a local provider through www.nils.com.au or www.goodmoney.com.au

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Victorian Aboriginal Legal Service	Free advice and assistance for Aboriginal community dealing with electricity, water, telephone and credit card debt	9am-5pm		Ph 1800 064 865 or email vals@vals.org.au	07.05.20 New addition.
Anglicare	Support with some utility payments and other essentials depending on individual assessment and circumstances.	10am-2pm		Suzanne Keil Emergency Relief Service Co-Ordinator Diocesan & Parish Partnerships m: 0439 271 411 w: anglicarevic.org.au	16.07.20 New addition Anglicare current has capacity to support people in the west with utilities payments and other essential services depending on individual circumstances. Telephone assessment required Call 0408 129 590

ADVOCACY

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Homelessness Advocacy Service (HAS) Council to Homeless Persons	Provides an advocacy service for people who are homeless	9am to 5pm	2 Stanley St Collingwood	Free call 1800 066 256	Office closed, support available as normal via phone. Call to schedule a phone appointment or email Angela@chp.org.au

DROP IN SERVICES

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Uniting Lentara	Friendly drop in space	Tuesday – Friday 9am – 4.30pm	32 Withers St Sunshine	9311 5900	CLOSED
The Gap on Graham	Lunch, shower, toiletries	Second (2 nd) Saturday in the month	5 Graham St Melton	0414 769 605	Closed
Wesley Footscray Outreach	Showers, laundry, morning tea and lunch program on hold	Wednesday – Friday 9.30am – 4pm	310 Barkly St Footscray	9689 3515	<p>30.07.20</p> <p>Food parcels and food vouchers are available. Contact 9689 3515</p> <p>Dry cleaned jackets, blankets available</p> <p>Shower and laundry facilities are currently on hold till further notice.</p> <p>Morning tea and lunch programs on hold.</p>
Salvos 614	A drop-in space providing breakfast and lunch. Homelessness support also available.	<p>Monday – Friday Day Café 7am – 1pm</p> <ul style="list-style-type: none"> • Breakfast 9am – 10.00am • Lunch 11.30am – 1pm <p>Monday - Sunday Twilight Café 4pm-11pm</p> <ul style="list-style-type: none"> • Dinner 6.00pm- 8pm <p>Night Café 11pm – 7am</p> <ul style="list-style-type: none"> • Toasties and snacks throughout the night 	69 Bourke St City	9653 3299	<p>30.07.20</p> <p>Breakfast, lunch and dinner will be served on a takeaway basis out the servery window on Westwood place laneway.</p> <p>Takeaway food parcels available Mon – Fri 9-12.30 from ground floor Bourke St entrance</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>St Vincents fever clinic COVID testing usually Wed 9am-11am – subject to change, call 96533299 to confirm.</p> <p>No access by community members into the cafe.</p> <p>Showers available for extreme cases only.</p> <p>Access to community storage will be via the foyer, with only one person in at a time.</p> <p>Night-time safe spaces have ceased, staff are on site to ensure anyone who presents is offered emergency accommodation</p> <p>St Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required).</p> <p>Cohealth GP bus Monday & Wednesday from 10.30-12.30.</p> <p>Case management available.</p>
Living Room Primary Health Service	Free showers and laundry, food, phone calls and phone charging, drop in	Monday, Wednesday, Thursday, Friday 9.30am – 4pm	7 – 9 Hosier Lane City	9945 2100 or free call 1800 440 188	16.07.20 Shower and laundry services

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
	area to watch a movie	Tuesday 12.30 to 4.00pm Saturday 12noon – 5.00pm			Take away food parcels. Monday, Wednesday, Thursday, Friday 9.30am-4pm. Tuesday 12.30 -4pm Saturday noon-5pm Doctors, Mental Health nurse – call to check availability. Social workers available
Ozanam Community Centre	Monday – Friday Breakfast 9am – 10.30am Lunch 11.30am – 1pm Friendship Club 6pm – 8pm includes a meal	Breakfast daily between 9.15am – 2.30pm Lunch daily between 12noon – 1pm	268 Abbotsford St North Melbourne	9329 6733	Homelessness Resource centre closed. Takeaway meals (limited service), coffee and some material aid provided from the window on Flemington Road. 10am-1pm Monday – Friday.
St Mary's House of Welcome	Takeaway lunches, small amounts of food bank food for homeless and vulnerable people.	Monday to Friday 9.30am – 1.30pm Closed Saturday and Sunday	162 – 169 Brunswick St Fitzroy	9417 6497	16.07.20 All social programs suspended. Takeaway lunches from 9am-11am, small amounts of food bank food, toiletries, clean underwear and showers (9-10.30am) target group – homeless, rough sleeping and those at risk.

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					Reduced hours: 9.00- 11am Monday-Friday.
Church of all Nations	Drop in from 10am Weekly community lunch every Tuesday	Drop in – Tuesday, Wednesday and Thursday from 10am Community Lunch is on every Tuesday from 11.30am – 1pm	180 Palmerston St Carlton	9347 7077	Closed

YOUTH SERVICE: AGES 12 – 25yrs

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Frontyard Youth Services	Drop in space, showers, services	Monday – Friday 9am – 8pm Saturday & Sunday 10am – 6pm	19 King Street, Melbourne	Free call 1800 800 531 After hours 1800 627 727	Operating at a reduced capacity. Crisis response available by appointment only. All other services closed.

SUPERMARKETS

COLES – Online Priority Shop (COPS) – 1800 455 400

or send query text (with all your ID) to 0429 989 656, or go online to register

<https://shop.coles.com.au/a/national/content/coles-online-priority-service-application>

For most vulnerable and isolated

IGA – Priority Shop – 1800 018 384

details are passed to a local IGA to process. Call to register, or go online <https://igashop.com.au/register/>

Eligibility criteria apply:

- Those with confirmed cases of COVID-19
- Those in mandatory isolation due to exposure to COVID-19

- The elderly (70+ years) who are isolating to minimise COVID-19 exposure
- Elderly Indigenous people (50+ years)
- Those with chronic illnesses (60+ years) who are isolating to minimise COVID-19 exposure
- Those with respiratory issues who are isolating to minimise COVID-19 exposure
- Those who are immunosuppressed who are isolating to minimise COVID-19 exposure
- Those who are eligible for the NDIS who are isolating to minimise COVID-19 exposure

WOOLWORTHS - Priority Assistance – 1800 000 610 for general assistance with online

Or go online to register <https://www.woolworths.com.au/shop/discover/priorityassistance>

Eligibility:

Seniors, people with a disability, those with compromised immunity, those required to self-isolate

UTILITIES

Company	Support Available
Western Water	<p>Payment extension: If possible, contact before bill is due.</p> <p>EasyPay Payment plan: make fortnightly or monthly payments towards account over 12 months. To set this up SMS 0480 015 200, start a webchat https://www.westernwater.com.au/Home or email mail@westernwater.com.au</p> <p><u>Other support</u></p> <p>Contact our Customer Solutions Team by calling 1800 093 558. If you'd like company to call back please SMS 0480 015 200.</p>
Aussie Broadband	<p>The nbn™ has recently announced a \$150 million COVID-19 relief and assistance package, which includes a range of initiatives to support the community during this difficult time. Approximately \$50 million will be directed to helping internet providers support low-income households with school-aged children who do not currently have an active nbn™ connection at home.</p> <p>Aussie Broadband is supporting the nbn™ response package by providing a limited number of nbn™ broadband connections to low-income families who have school-age children and no current nbn™ connection.</p> <p>https://www.aussiebroadband.com.au/covid19-connectivity-relief/</p>

Company	Support Available
	<p>Aussie Broadband will provide eligible families with access to the following plan:</p> <ul style="list-style-type: none"> • nbn™ 25/5 plan at \$0 until 30 September 2020 (\$65 p/month from the 1 October 2020) • 500G Data limited (unlimited between 6 am to 6 pm local time until 1 October 2020) • Families must not have an active nbn™ connection. <p>To be eligible to receive support through this program, families must meet the following criteria:</p> <ul style="list-style-type: none"> • Families who are currently receiving Family Tax Part A or B • Have a school-aged child living at their address <p>To ensure that this support makes it to those who need it the most, we are working with schools to assist with identifying those who need the support and organise the connections. If you are a family that is eligible for this service, we ask that you contact your school to provide you with the required information to organise your connection. If your school has not received the communication from us, they can contact us on sponsorship@team.aussiebroadband.com.au</p>

HEALTH SERVICES

Organisation	Support Available
IPC Health, all sites except Sunshine are currently open with reduced services	<p>Client services where feasible are conducted via phone. Emergency dental avail from Hoppers Crossing and St Albans. Needle and Syringe program available from Altona Meadows and St Albans.</p> <p>Refer to website for campus contact details. https://www.ipchealth.com.au/</p>

Updated – 30 July 2020

If you have information on changes to any services listed here, or alternative services that may be available, please email details to lesley.murray@dhhs.vic.gov.au or call Lesley on 0411 365 042