

SERVICE INFORMATION FOR PEOPLE IN THE WEST METRO AREA OF MELBOURNE

CHANGES IN RESPONSE TO COVID 19 – UPDATED 8 October 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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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.

Extreme Hardship Support Program

Red Cross, Brotherhood of St Laurence and the Department of Health and Human Services have implemented the Extreme Hardship Support Program to provide emergency financial assistance to people who are unable to access income support.

To be eligible for this program a person must:

- live in Victoria, and
- be unable to access Commonwealth income support (such as JobKeeper or JobSeeker) or the Victorian [International Student Emergency Relief Fund](#), and
- have zero or very limited income, savings or community support
- be a temporary or provisional visa holder, or an undocumented migrant.

To apply for emergency financial assistance go to www.redcross.org.au/vicrelief. Applicants will need their passport and bank statements showing transactions for the last three months. A dedicated phone line is also available on 1800 855 240. Please speak to someone at Red Cross if you do not have the right visa or bank documents.

The website has information in simplified Chinese, Farsi, Malay, Nepalese, Spanish, Tamil, Urdu and Vietnamese.

FAQs and a fact sheet for community organisations are now available on the [DHHS coronavirus website](#).

This emergency financial assistance complements other Victorian Government hardship supports available to all people living in Victoria, including the \$1500 [worker support payment](#), the \$300 [test isolation](#) payment, the and the [rent relief grant](#).

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	Thursday – Fridays 10am – 12.30pm	32 Withers St Sunshine 3020	9311 5900	For people in Brimbank. Must have a Centrelink or Immigration Card	24.09.20 Operating during stage 4 restrictions Sunshine site re-opening from 1 Oct with restricted operations due to Covid-19 Open Thursdays and Fridays for appointments only Please call 9311 5900 to make an appointment.
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. 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.	10.09.20 Service has been suspended until further notice. In the meantime, please contact Westvale Community Centre on 9249 3665 for any urgent assistance

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
					Please leave a message with name and number for a call back/appointment to be made	
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 0427 812 517	Primarily available to people living in post codes 3020 and 3021 (includes, Sunshine, Brooklyn, Albion, Derrimut, Ardeer Will people in need from other suburbs	24.09.2020 Operating during stage 4 restrictions Now open Mondays and Thursdays Social distancing in place. Alternatively call <u>0427 812 517</u> for telephone assessment. Will support people in need from other suburbs

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
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	0439 271 411	Primarily available to people living in post codes 3021 or 3023 (St Albans and Deer Park) Will support people in need from other suburbs	24.09.20 Operating during stage 4 restrictions 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 Call <u>0439 271 411</u> 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. Will support people in need from other suburbs
Anglicare Emergency Relief - Sydenham	Coles and WWE vouchers	Wednesdays 10am – 1pm	St Luke's Anglican Church Corner Kings Rd & Bellbird Ave, Taylors Lakes 3038	0438 589 630	Primarily available to people living in post codes 3036, 3037 or 3038 (includes Hillside and Taylors Hill) Will support people in need from other suburbs	24.09.20 Operating during stage 4 restrictions Phone Assessment available at other times Call <u>0438 589 630</u> Coles & WW E Vouchers Clients with access to email can receive e vouchers. Arrangements for

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
						<p>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>
Duke Street Community House	Food parcels	Tuesday 10.00 am – 1.00 pm by appointment	27 Duke St Sunshine	<p>To book an appointment please email kat.day@dsch.org.au or phone /text 0428 866 014</p> <p>or send a private message on The Duke Street Community House Facebook page: https://www.facebook.com/dukestreetcommunity</p>	<p>Appointment required.</p> <p>No specific eligibility criteria but will give preference to people who live within 5km radius.</p>	<p>08.10.20</p> <p>Operating during stage 4 restrictions</p> <p>Note reduced service to Tuesdays only and new contact details including a telephone number to call/text</p> <p>As the Facebook inbox is not monitored daily is recommended to email, text or call.</p>
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	<p>13.08.20</p> <p>Operating during stage 4 restrictions</p> <p>Operating on Fridays for Brimbank residents only. No appointment required</p>
Salvation Army	Food hampers	Wed to Fri 10-3pm	42 Devonshire Rd Sunshine 3020	9364 9335 Leave a message and will contact you.		<p>24.09.2020</p> <p>Operating during stage 4 restrictions</p> <p>Drop-in hamper service still operating Wed to Fri between 10-3pm.</p>

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
						<p>Service also has access to dry and tinned pet food for people requiring support to care for animals</p> <p>Some capacity to deliver to clients in the inner west who are unable to self-collect</p> <p>Friday 5pm-6.30pm cooked meal (takeaway) available</p>
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.	<p>13.08.2020</p> <p>Operating during stage 4 restrictions</p> <p>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</p> <p><i>*Service is experiencing a high volume of calls so there may be delays</i></p>
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	<p>13.08.2020</p> <p>Operating during stage 4 restrictions</p> <p>Glengala Hotel closed. People should go to 3 Trade Park Dr, Tullamarine.</p> <p>Still operating. Providing hampers only – no food selection.</p> <p>Mon- Thurs 9am – 4.30pm</p> <p>Fri 9am- 1pm</p>

Agency	Support Available	Hours	Address	Contact	Information	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 every Tuesday afternoon 2.30-3.30pm 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	10.09.2020 Operating during stage 4 restrictions This service is also available to people in Melton, Maribyrnong, Wyndham Moonee Valley, Hume and Moreland municipalities <i>Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i> Pre-ordered boxes (arranged via email) will also be available at an arranged time for contactless collection on Tuesdays from Keilor Unit1/16A Keilor Park Drive Keilor East every Tuesday 2.30-3.30pm Home delivery service has been suspended
Westvale Community Centre	Food hampers, nappies, formula, period packs.	Tuesday 10.30am-2.00pm	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 four weeks unless it is an emergency	08.10.2020 Operating during stage 4 restrictions Available to Brimbank resident's only. Service is restricted to once every four weeks unless it is an emergency Note extended hours

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
The Humble Mission	Emergency and essential services relief for vulnerable persons and families including the provision of meals and food essentials and parcels, toiletries, essential clothing, essential hygiene products and blankets.	<p>Mon- Fri 9:00am - 6:00pm.</p> <p>Out of hours assistance can be arranged for urgent cases</p> <p>Out of hours deliveries can also be arranged</p>	Delivery is preferred however collection can be arranged on an individual basis	<p>Muhamed Elkadi Ph: 0408718559 thehumblemission@hotmail.com</p>	<p>People living in the municipalities of Brimbank or Maribyrnong.</p> <p>The Humble Mission is a small not-for-profit that organisation started in response to seeing critical need among the most disadvantaged in our community for food and daily living essentials.</p>	<p>22.09.20</p> <p>Operating during stage 4 restrictions</p> <p>New addition</p>

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 Star.conliffe@salvationarmy.org.au 88784500 head office - Blackburn Office	For people in the Altona, Altona Meadows/West and Seaholme and other Western Metro areas.	13.08.20 Operating during stage 4 restrictions 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	0476 170 589 https://lcis.org.au/	Must live in 3028 postcode	<p>08.10.20 Operating during stage 4 restrictions</p> <p>Taking phone calls on 0476170589 and email submissions from our LCIS website. https://lcis.org.au/</p> <p>Mon - Fri from 10am - 2pm</p> <p>Food parcel and Coles vouchers are been delivered on a Tuesday, Wednesday, Thursday and Friday</p> <p>No face to face contact.</p>
Anglicare - Williamstown Emergency Relief Centre	Coles & WWE vouchers	Monday and Fridays 10am – 1pm	Temporarily operating from **St Stephens 179 Melbourne Rd Williamstown.	0458 750 717	For people in Braybrook, Newport or Williamstown. Will support people in need from other suburbs	<p>24.09.20 Operating during stage 4 restrictions</p> <p>Operating from St Stephens 179 Melbourne Rd Williamstown. Service Hours - Monday & Friday 10am - 1.00 pm Foodbank Program available Fridays.</p> <p>Phone Assessment available at other times.</p>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						<p>Call <u>0458 750 717</u></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>
Helping Hand Cafe (Williamstown Church of Christ)	Food Hampers	Tues 11am to 1pm	119 Douglas Parade Williamstown	Robert Adams 0411 475 091 Helpinghandcafe@hotmail.com	ID required	<p>13.08.20</p> <p>Operating during stage 4 restrictions</p> <p>Weekly community meal has been replaced by take away food hamper. Cost to client is \$5 per hamper</p> <p>Also offering free soup and bread with each hamper, and a free pantry onsite.</p> <p>Drop in accepted</p> <p>Social distancing measures in place on site.</p>
Outlets Cooperative Neighbourhood	Fresh Produce Pantry	Wednesday 10am – 2pm	43 Mason Street Newport	9391 8504 (Therese or Jess)	http://www.outletscop.com.au/	<p>13.08.20</p> <p>Operating during stage 4 restrictions</p>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
House	Package items Personal hygiene products Food hampers					No appointment required. Drop- in service.
Catholic Care	Supermarket and bill assistance	Wed – Fri 10am – 4pm	3 Wingfield Street Footscray	Phone 9689 3888 0436 127 882 Erassistfootscray@ccam.org.au	Express post or evouchers	13.08.20 Operating during stage 4 restrictions 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	08.10.20 Operating during stage 4 restrictions Fuel vouchers now available at Footscray 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 CommunityConnectors@maribyrnong.vic.gov.au	Those affected by the COVID-19 pandemic and residing in the City of Maribyrnong.	10.09.20 Operating during stage 4 restrictions 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.	24.09.2020 Operating during stage 4 restrictions Food parcels and food vouchers are available for people living Maribyrnong LGA. Contact 9689 3515 People living outside of Maribyrnong LGA may be provided

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						<p>with a one-off food parcel in an emergency.</p> <p>Will assist people in Brimbank as many providers are closed.</p> <p>Shower and laundry facilities are currently on hold till further notice. Dry cleaned jackets and blankets not currently available.</p> <p>Morning tea and lunch programs on hold.</p>
The Humble Mission	Emergency and essential services relief for vulnerable persons and families including the provision of meals and food essentials and parcels, toiletries, essential clothing, essential hygiene products and blankets.	<p>Mon – Fri 9:00am - 6:00pm</p> <p>Out of hours assistance can be arranged for urgent cases</p> <p>Out of hours deliveries can also be arranged</p>	Delivery is preferred however collection can be arranged on an individual basis	<p>Muhamed Elkadi Ph: 0408718559 thehumblemission@hotmail.com</p>	<p>People living in the municipalities of Maribyrnong or Brimbank.</p> <p>The Humble Mission is a small not-for-profit that organisation started in response to seeing critical need among the most disadvantaged in our community for food and daily living essentials.</p>	<p>24.09.20</p> <p>Operating during stage 4 restrictions</p> <p>*New addition</p>

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	<p>320 Reynolds Road Donvale</p> <p>Pre-arranged pick-up location: Unit1/16A Keilor Park Drive Keilor East</p>	<p>Ph: 98444465 admin@vantagepoint.church</p> <p>Email details - name, contact details, family size and residential suburb and someone from organisation will make contact.</p> <p>https://www.vantagepoint.church/community</p>	<p>Operate from multiple locations around Melbourne</p> <p>Can organise pick up at a convenient time or for parcels to be delivered door-to-door</p>	<p>24.09.2020</p> <p>Operating during stage 4 restrictions</p> <p>*New addition This service is also available to people in Brimbank, Melton, Moonee Valley, Wyndham, Hume and Moreland municipalities</p> <p><i>Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i></p> <p>Pre-ordered boxes (arranged via email) will also be available at an arranged time for contactless collection on Tuesdays from Keilor</p> <p>Unit1/16A Keilor Park Drive Keilor East every Tuesday 2.30-3.30pm</p> <p>Home delivery service has been suspended</p>

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.	<p>08.10.2020 Operating during stage 4 restrictions</p> <p>Mon-Thurs: 10.00am - 2.00 pm Friday: 10.00 am - 12.30 pm</p> <p>Still operating but no access to the building. Goods are collected at delivery dock. No appointment required. Home delivery available. Send through ID first. Eligibility the same, but more frequent assistance is available once assessed by budget educator.</p>
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.	<p>13.08.2020 Operating during stage 4 restrictions</p> <p>Pre-packaged food parcels (including fresh fruit and vegetables) are still available as per listed criteria.</p> <p>Social distancing measures are in place. Food parcels will be distributed through the door. Gold coin donation appreciated.</p> <p>Curry, rice and pasta packs available on the day.</p>

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).	27.08.2020 <u>Not</u> operating for remainder of stage 4 restrictions For further information consult consult Resurgence FB page 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		13.08.2020 Operating during stage 4 restrictions 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	13.08.2020 Operating during stage 4 restrictions 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.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
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.)	13.08.2020 Operating during stage 4 restrictions Contact Melton City Council Community Care for details re: eligibility. Special circumstances, due to COVID-19, will be considered.
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.
Sri Durga Temple	Delivering food & groceries to people who contact them directly	7 days per week	Not provided	People can email mail@sridurgatemple.com or ring (03)9747 1628 or mobile 0435 374 622 for home delivery Ring before 2.00 pm to place order. Delivery between 5.00-7.00 pm	Vulnerable community	24.09.20 Operating during stage 4 restrictions Freshly cooked vegetarian meals available 7 days a week.
Soup Kitchen Melton	Soup, bread and hamper (pantry items)	Saturday afternoon Pick-up and delivery in the Melton area.	Advised when booking made.	Kylie 0417 628 261 Facebook www.facebook.com/soupkitchenmelton	No eligibility criteria but need to make a booking.	08.10.20 Operating during stage 4 restrictions Operating on a fortnightly basis commencing 10 October
Timbertop Children’s and Community Centre	Food relief (limited number of food parcels),	Food packs Every Thursday. COVID care	1 Timber Top Parade, Aintree	9747 5761 For food packs phone between 9am - 11am on Thursday for an appointment later that day. (COVID Care packs) Phone anytime For COVID Care packs phone anytime Mon-Fri	Available to City of Melton residents only.	24.09.20 Operating during stage 4 restrictions Frozen meals now also available.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
	COVID Care packs (Includes sanitiser, masks, disinfectant, gloves, handwash, wipes).	packs - anytime Daily delivered frozen meals Mon - Fri		For daily frozen meals (Mon-Fri) phone the Hub between 9.00 - 10.30 am for meals to be delivered that day.		
Stevenson House	Food relief (limited number of food parcels), COVID Care packs (Includes sanitiser, masks, disinfectant, gloves, handwash, wipes)	Food packs Every Friday. COVID care packs - anytime Daily delivered frozen meals Mon - Fri	10 Stevenson Cres, Caroline Springs	9747 7272 For food packs phone between 9am - 11am on Friday for an appointment later that day. (COVID Care packs) Phone anytime For COVID Care packs phone anytime Mon-Fri For daily frozen meals (Mon-Fri) phone the Hub between 9.00 - 10.30 am for meals to be delivered that day.	Available to City of Melton residents only.	24.09.20 Operating during stage 4 restrictions Frozen meals now also available.
Kurunjang Community Hub	Food relief (limited number of food parcels), COVID Care packs (Includes sanitiser, masks,	Food packs Every Wednesday. COVID care packs – anytime. Daily delivered frozen	33 Mowbray Cres, Kurunjang	9747 7339 For food packs phone between 9am - 11am on Wednesday for an appointment later that day. For COVID Care packs phone anytime Mon-Fri For daily frozen meals (Mon-Fri) phone the Hub between 9.00 - 10.30 am for meals to be delivered that day.	Available to City of Melton residents only.	24.09.20 Operating during stage 4 restrictions Frozen meals now also available.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
	disinfectant, gloves, handwash, wipes)	meals Mon - Fri				
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.	24.09.2020 Operating during stage 4 restrictions *New addition This service is also available to people in Brimbank, Maribyrnong, Moonee Valley, Wyndham Hume and Moreland municipalities <i>Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i> Pre-ordered boxes (arranged via email) will also be available at an arranged time for contactless collection on Tuesdays from Keilor Unit1/16A Keilor Park Drive Keilor East every Tuesday 2.30-3.30pm Home delivery service has been suspended

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 Contact@cancarlton.com.au		<p>13.08.2020</p> <p>Operating during stage 4 restrictions</p> <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		13.08.20 Service closed pending downward trend in COVID infections. Check Facebook page for updates www.facebook.com/opshopclearancecentre
Brighton Street Baptist Church	Food parcels	Pantry Day Delivery only Wednesdays 1pm-4pm	12 Brighton Street. Flemington	Appointments booked from Tuesday afternoon on 0466 976 804 marcus.curnow@gmail.com	Prioritizing Flemington Kensington and Ascot Vale and north Melbourne Residents All we require is a name and preferably a phone number.	23.09.2020 Operating during stage 4 restrictions Flemington People's Pantry currently offers a food hamper for delivery. Currently working at capacity
Wingate Community Centre	Food parcels	Mondays (all day), & Fridays (afternoon) Only by appointment	13a Wingate Ave Ascot Vale	(03) 9212 0236 Manager@wingateave.com.au	By Appointment only.	08.10.2020 Operating during stage 4 restrictions 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.	24.09.2020 Operating during stage 4 restrictions This service is also available to people in Brimbank, Melton, Maribyrnong, Wyndham, Hume and Moreland municipalities <i>Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i> Pre-ordered boxes (arranged via email) will also be available at an arranged time for contactless collection on Tuesdays from Keilor Unit1/16A Keilor Park Drive Keilor East every Tuesday 2.30-3.30pm Home delivery service has been suspended

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 – 3pm Take away meals are available on Tuesday, Wednesday and Thursday at 12.00 noon. (service suspended)	209 Watton St Werribee (Take away) 211 Watton Street Werribee	9731 1344	For people in the City of Wyndham and surrounding areas	24.09.2020 Operating during stage 4 restrictions Clients must call and make an appointment for a phone assessment to receive financial support and vouchers. Ph 9731 1344 between 9.30am – 2pm. Dependent on the individual assessment, support can include: <ul style="list-style-type: none"> • Coles/ Woolworths vouchers. Vouchers can be picked up or e- vouchers can be arranged • Utility and phone bill assistance • Salvo stores basic furniture/ clothing • MYKI travel passes • Food parcels/ toiletries/ nappies • Optical vouchers (Prescription glasses – for

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						<p>standard scripts only)</p> <p>Pre-packaged food parcels available to clients that drop in during this time. (clients cannot pick items – all prepacked)</p> <p>**Take away meal service has been suspended</p>
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	<p>13.08.2020 Operating during stage 4 restrictions Closed on Tuesdays</p> <p>All assistance by appointment only – call 9051 2000. Only taking bookings on the day prior to appointment.</p> <p>Clients provide documentation electronically only. <u>One</u> of the following documents is required: Centrelink income statement, agency referral, Asylum seeker 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</p>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						<p>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	Must live or work in the Wyndham Municipality	<p>26.08.2020</p> <p>Operating during stage 4 restrictions</p> <p>Wyndham City Council is offering Foodbank parcels to families that <u>live</u> and <u>work</u> in the Wyndham Municipality, collection is from the Youth Resource Centre. Front door is locked, please follow the arrows to knock on the windows or call 8734 1355.</p> <p><u>1 visit per every 7 days.</u></p> <p><u>Must be a resident of Wyndham and ID is required</u></p>

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 foodbank@newstart.org.au	Residents of Wyndham municipality	13.08.2020 Operating during stage 4 restrictions 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 greg@wyndhamparkcc.com.au	Residents of Wyndham	13.08.2020 Operating during stage 4 restrictions 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. Secretary@gurduarasahibtarneit.org	Residents from Wyndham and surrounds	13.08.2020 Operating during stage 4 restrictions Cooked vegetarian meals

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Jamieson Way Community Centre	Frozen Meals Food Hampers Fruit & Vegetables	Tuesday 12.00 – 3.00pm	59 Jamieson Way Point Cook	Centre Staff on 9395 3777 admin@jamiesonwaycc.org.au	Residents from Wyndham and surrounds	21.08.2020 Operating during stage 4 restrictions By referral or prior arrangement via phone/email only. No walk ups accepted.
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: Unit 1/16A 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.	24.09.2020 Operating during stage 4 restrictions *New addition This service is also available to people in Brimbank, Melton, Maribyrnong, Moonee Valley, Hume and Moreland municipalities <i>Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i> Pre-ordered boxes (arranged via email) will also be available at an arranged time for contactless collection on Tuesdays from Keilor Unit1/16A Keilor Park Drive Keilor East every Tuesday 2.30-3.30pm Home delivery service has been suspended

FOOD SUPPORTS ACROSS WEST METROPOLITAN MELBOURNE

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Our Daily Bread	Bags of groceries, refrigerated products and fresh fruit and vegetables	Tuesday mornings 9am- 12 noon	Greek Welfare Centre Northcote	Sophie Koutoulas ourdailybread.coburg@gmail.com	<p>People must register via email. Collection/delivery organised following confirmation of support.</p> <p>Eligibility; anyone living in north or western suburbs of Melbourne who are receiving government income allowance.</p> <p>Others considered on a case by case basis (anyone struggling financially subject to assessment or organisation) and are subject to income assessment.</p>	13.08.2020 Operating during stage 4 restrictions
Muslim Women's Council of Victoria Inc.	Free cooked Halal Meals <u>or</u> Grocery Packs	Every Friday 1.30pm-3pm	Side entrance of Coburg Town Hall Elm Grove Coburg Vic 3058	0481752964 0449798820	Available across all geographical areas for: International students Refugees and families struggling financially People from any gender, culture or religion are eligible	27.08.2020 Operating during stage 4 restrictions New addition

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	13.08.2020 Operating during stage 4 restrictions Pick-up preferred however delivery can be arranged in special circumstances.
The Marjorie Mc Gregor COVID-19 Relief Program	Food distribution	Friday and Saturday 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.	24.09.2020 Operating during stage 4 restrictions Open Fridays and Saturdays only

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	24.09.20 Operating during stage 4 restrictions 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 for elderly/ vulnerable people across the inner west.

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					Pet food available. 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
Wesley Footscray Outreach	Showers, laundry, morning tea and lunch program on hold	Wednesday – Friday 9.30am – 4pm	310 Barkly St Footscray	9689 3515	<p>08.10.2020 Operating during stage 4 restrictions</p> <p>Food parcels and food vouchers are available for people living Maribyrnong LGA. Contact 9689 3515</p> <p>People living outside of Maribyrnong LGA may be provided with a one-off food parcel in an emergency situation.</p> <p>Families in Western Metro area who are struggling may be given a one-off food voucher</p> <p>Will assist people in Brimbank as many providers are closed</p> <p>Shower and laundry facilities are currently on hold till further notice. Dry cleaned clothing</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>and blankets available.</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	27.08. 20 Operating during stage 4 restrictions Breakfast, lunch and dinner will be served on a takeaway basis out the servery window on Westwood place laneway. Dinner 5pm-7pm during curfew Takeaway food parcels available Mon – Fri 9am-2pm from ground floor Bourke St entrance St Vincents fever clinic COVID testing usually Wed 9am-10.30am – subject to change, call 96533299 to confirm. No access by community members into the cafe. Showers available for extreme cases only. Access to community storage will be via the foyer, with only

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>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>
Ozanam Community Centre	<p>Monday – Friday</p> <p>Breakfast 9am – 10.30am</p> <p>Lunch 11.30am – 1pm</p> <p>Friendship Club 6pm – 8pm includes a meal</p>	<p>Breakfast daily between 9.15am – 10am</p> <p>Lunch daily between 12noon – 1pm</p>	268 Abbotsford St North Melbourne	8327 7500	<p>24.09.20</p> <p>Operating during stage 4 restrictions</p> <p>Homelessness Resource centre closed.</p> <p>Sandwiches, coffee and some material aid provided from the window on Flemington Road. 10am-1pm Monday – Friday.</p> <p>Some shopping vouchers available for emergency cases, assessed on case by case basis.</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
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	27.08.20 Operating during stage 4 restrictions All social programs suspended. Takeaway lunches from 9.30am-11am, small amounts of food bank food, toiletries, clean underwear and showers (health screening required) (9-10.30am) target group – homeless, rough sleeping and those at risk and experiencing disadvantage. 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 15 Gisborne Street, East Melbourne	0458 750 031	09.09.20 Operating during stage 4 restrictions 7.00-9.00am breakfast for homeless Meals for students 9.30-10.30am (or when food runs out) weekdays – require student ID
St Mark's Community Centre			Saint Mark's Anglican Church 250 George Street Fitzroy	9419 3288	24.09.20 Operating during stage 4 restrictions Food parcels from the window Mon – Fri 10.30am – 2.30pm.

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>Can register to have food delivered on Friday a weeks' worth of food including frozen meals and fresh produce under certain circumstances.</p> <p>Orange sky washing van available on Wednesdays 11-12</p> <p>Financial counselling available at Mission House. Short term case management for people who are vulnerable.</p>

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 6.15pm</p> <p>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 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>		<p>Suspended.</p> <p>Vinnies Welfare Assistance Line is assisting people with access to food, clothing etc. - 1800 305 330 (Monday–Friday 10:00am to 3:00pm).</p>

FOOD FOR DISTRIBUTION BY ER ORGANISATIONS

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Fareshare	Free, frozen ready-to-eat meals and pastries	Warehouse collections 9am – 3pm, office hours 9am – 5pm	Warehouse (upon appointment) – East Derrimut Crescent, Derrimut. Main office/kitchens – 1-7 South Audley Street Abbotsford	Rachel Telgenkamp Agency Liaison Officer Rachel.telgenkamp@fareshare.net.au 03 9428 0044	24.09.20 Operating during stage 4 restrictions * New addition Fareshare rescues surplus food and cooks free, nutritious meals for people doing it tough. Our meals are provided through distribution partners, including Foodbank Victoria, and we have a limited amount of direct collections available.

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	13.08.20 Operating during stage 4 restrictions 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.	13.08.20 Service closed pending downward trend in COVID infections. Check Facebook page for updates www.facebook.com/opshopclearancecentre

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	13.08.20 Operating during stage 4 restrictions 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	9.30am – 5pm		Phone 1800 007 007 OR	13.08.20 Operating during stage 4

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
	provides advice to help people manage their debts and get their finances back under control. They provide free, confidential and independent advice			Fill out Money Help's contact form http://www.moneyhelp.org.au/get -help/contact form	<p>restrictions Offices closed. Telephone financial counselling available via 1800 007 007.</p> <p>To make a phone appointment find a local provider through www.nils.com.au or www.goodmoney.com.au</p>
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	13.08.20 Operating during stage 4 restrictions
Anglicare	Support with some utility payments and other essentials depending on individual assessment and circumstances.	10am-2pm		<p>Suzanne Keil Emergency Relief Service Co-Ordinator Diocesan & Parish Partnerships m: 0439 271 411 w: anglicarevic.org.au</p>	13.08.20 Operating during stage 4 restrictions 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	13.08.20 Operating during stage 4 restrictions 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	08.10.2020 Operating during stage 4 restrictions Food parcels and food vouchers are available for people living Maribyrnong LGA. Contact 9689 3515 People living outside of Maribyrnong LGA may be provided with a one-off food parcel in an emergency

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>situation.</p> <p>Families in Western Metro area who are struggling may be given a one-off food voucher</p> <p>Will assist people in Brimbank as many providers are closed</p> <p>Shower and laundry facilities are currently on hold till further notice. Dry cleaned clothing and blankets available.</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>27.08.20</p> <p>Operating during stage 4 restrictions</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>
Living Room Primary Health Service	Free showers and laundry, food, phone calls and phone charging, drop in area to watch a movie	Monday, Wednesday, Thursday, Friday 9.30am – 4pm Tuesday 12.30 to 4.00pm Saturday 12noon – 5.00pm	7 – 9 Hosier Lane City	9945 2100 or free call 1800 440 188	24.09.20 Operating during stage 4 restrictions Shower and laundry services Take away food parcels depending on stock

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>levels/donations.</p> <p>Monday, Wednesday, Thursday, Friday 9.30am-4pm.</p> <p>Tuesday 9.30am-12.30pm</p> <p>Saturday noon -5.30pm</p> <p>Doctors (Thu & Fri), practice nurse (Mon-Fri) Mental Health nurse (4-5days per week)– call to register with clinical team.</p> <p>Social workers available</p> <p>St Vincents COVID testing on Thursday 1pm-3pm. Call to check time</p> <p>Health van on Mondays for Hep A, B & flu shots. 1-3pm. Call to check time</p> <p>Hep C nurse Thursday 1pm</p>
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	<p>24.09.20</p> <p>Operating during stage 4 restrictions</p> <p>Homelessness Resource centre closed.</p> <p>Sandwiches, coffee and some material aid provided from the window on Flemington Road. 10am-1pm Monday – Friday.</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					Some shopping vouchers available for emergency cases, assessed on case by case basis.
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	<p>27.08.20 Operating during stage 4 restrictions All social programs suspended.</p> <p>Takeaway lunches from 9.30am-11am, small amounts of food bank food, toiletries, clean underwear and showers (health screening required) (9-10.30am) target group – homeless, rough sleeping and those at risk and experiencing disadvantage.</p> <p>Reduced hours: 9.00- 11am Monday-Friday</p>
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	13.08.20 Operating during stage 4 restrictions 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> <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>

Tenancy advice and support – new addition 08.10.2020

Organisation	Support Available
Uniting	<p>The Tenancy Assistance and Advocacy Program (TAAP) can help you with free and confidential information and advice about changes, difficulties and disputes with your private rental arrangement. If you're feeling unsafe or worried about becoming homeless, experienced tenant advocates can help you understand your rights and responsibilities and represent you in resolving the issues you face.</p> <p>This service is available to people experiencing financial disadvantage or family violence (regardless of financial circumstances) who have a private rental issue. Referrals can be made directly by tenants, residents or through supporting agencies. If you are a tenant living or moving into social or public housing, and you require advocacy support, you also may be eligible for the Uniting Tenancy Plus Program.</p> <p>Contact: T 1800 545 366 E taap.northandwest@vt.uniting.org TAAP services the suburbs of Brimbank/Melton, Hume/Moreland and North-East Melbourne metro areas. Interpreters available if needed. unitingvictas.org.au</p>
Tenants Union of Victoria	<p>Tenants Victoria provides information, advice and legal representation for renters in Victoria, Australia. Get advice and tips on reducing your rent with their handy guide - Guide to rent reductions and relief grants Learn about law changes for renters during COVID-19 - Coronavirus (COVID-19) guide for renters</p> <p>Need more help after reading these guides then contact call or email us for advice (ask a lawyer)</p> <p>Tenants advice line: 1800 068 860 Get information and basic advice by phone. Monday to Friday 10.00 am to 2.00 pm Email advice service Get information and basic advice by email. <i>Please note: There is a limit on the number of calls and emails that our lawyers can answer each day. We thank you for your patience during this time as there is very high demand for this service.</i></p> <p>Community service workers Tenancy law advice or support to community service workers assisting Victorian renters is available to community service workers. Please request assistance from our lawyers by phone or email:</p> <p>Call: 03 9411 1444 (select option 3) – Monday to Friday 9.00am to 5.00pm Email: admin@tenantsvic.org.au with the subject line "Organisation enquiry"</p> <p><i>*Advice or support to landlords or rental property managers is not provided.</i></p>

HEALTH SERVICES

Organisation	Support Available
IPC Health, all sites except Sunshine are currently open with reduced services	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. Refer to website for campus contact details. https://www.ipchealth.com.au/

Updated –8 October 2020

*****Please note:***

This document has been prepared as a reference for community organisations to accurately refer people to support services. It is not intended to act in place of community focused brochures or pamphlets on emergency relief services.

Please do not share the document in its entirety with general community members as it is updated fortnightly to ensure services have the most current available information.

If you have information on sharing of this document, 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