

SERVICE INFORMATION FOR PEOPLE IN THE WEST METRO AREA OF MELBOURNE

CHANGES IN RESPONSE TO COVID 19 – UPDATED 3 December 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 9.30am – 2.30pm	32 Withers St Sunshine 3020	9311 5900	For people in Brimbank. Must have a Centrelink or Immigration Card	24.09.20 Currently operating Closed 23.12.20 – 12.01.21 Wednesday 9/12, Thursday 10/12 Friday 11/12 open 9am-2pm Thursday, Friday 9am-2pm 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	Health Care card required Available to people from <u>any municipality</u> . Clients receive a box each of non-perishables, frozen and fresh produce. \$5.00 payments required.	13.11.20 Operating from 16/11 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	02.12.2020 Currently operating Will remain open over holiday period. Closed public holidays. Now open Mondays and Thursdays Social distancing in place. Alternatively call <u>0427 812 517</u> during service hours or new 1800 966 172.
Anglicare Emergency	Coles and WWE vouchers	1 st and 3 rd Monday of the	The Martyr Anglican Church,	1800 966 172	Primarily available to people living in post	02.12.20 Currently operating

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Relief - St Albans		month 9.30am – 12.30pm	Corner Alexina St & East Esplanade St Albans		codes 3021 or 3023 (St Albans and Deer Park) Will support people in need from other suburbs	Closed 21.12.20 – 18.01.21 Drop-in service for food parcels has reopened and is available at the church on 1 st and 3 rd Mondays 9.30am – 12.30pm. Call new 1800 966 172
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 1800 966 172	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	02.12.20 Currently operating Closed 23.12.20 – 27.01.21 Call 0438 589 630 during service hours or new 1800 966 172 Coles & WW E Vouchers
Kororoit Creek Neighbourhood House	Emergency relief boxes delivered to Albion, Ardeer and Sunshine residents	Monday - Friday	61A Selwyn St, Sunshine	coordinator@kcnh.org.a u 0408 797 776 or 0413 434 082	Email for delivery Food boxes with fresh fruit and veg, frozen and non-perishables. Sanitary products, household products and masks dependent on availability	02.12.20 Currently operating Closed 22.12.20 – 25.01.21. Hampers available prior to 22.12.20 to see people through this period of closure.

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Duke Street Community House	Food parcels	Tuesday 10.00 am – 1.00 pm by appointment	27 Duke St Sunshine	To book an appointment please email kat.day@dsch.org.au or phone /text 0428 866 014 or send a private message on The Duke Street Community House Facebook page: https://www.facebook.com/dukestreetcommunity	Appointment required. No specific eligibility criteria but will give preference to people who live within 5km radius.	19.11.20 Currently operating Tuesday 10am – 1pm Food “market” self-selection of foods, no appointment needed. Available to people living in Brimbank & Maribyrnong. Must provide name, phone number and postcode on arrival. Delivery of food parcels to those who are unable to pick up due to medical concerns living in Braybrook & Sunshine. Call or text 0428 866 014 before 5pm Monday Some clothing available.
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	01.12.20 Currently operating Closed 18.12.20 – February (date TBD) Operating on Fridays for Brimbank residents only. No appointment required.
Salvation Army	Food hampers	Wed to Fri 10-3pm	42 Devonshire Rd Sunshine 3020	9364 9335 Leave a message and will contact you.		02.12.2020 Currently operating Closed 29.12.20 - 06.01.21 Christmas Day (25th December) takeaway lunch instead of dinner. 12

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
						<p>noon – 1.30pm Able to offer toys to disadvantaged families until Christmas</p> <p>Drop-in hamper service still operating Wed to Fri between 10-3pm.</p> <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. Christmas Day 25th December lunch instead of dinner. 12 noon – 1.30pm</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 Currently operating</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	9338 1898	For Brimbank residents. Must have a	<p>02.12.2020 Currently operating</p>

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
			(hotel closed) Sunshine		Centrelink or Immigration Card	<p>Glengala Hotel closed indefinitely. People should go to Northpoint Centre 3 Trade Park Dr, Tullamarine.</p> <p>Closed 18.12.20 – 01.02.20</p> <p>Providing hampers only – no food selection.</p> <p>Monday – Thursday 9am – 4.30pm</p> <p>Friday 9am – 1pm</p> <p>Closed public holidays</p>
Vantage Point Care	Pre-packed boxes with pantry items as well as meals, fresh food and vegetable.	Contact via email only	Unit1/16A Keilor Park Drive Keilor East	Ph: 9844 4465 admin@vantagepoint.c hurch Email details - name, contact details, family size and residential suburb and someone from organisation will make contact. https://www.vantagepo int.church/community	Operate from multiple locations around Melbourne	02.12.2020 Currently operating Closed 23.12.20-19.01.21 No delivery service provided. Pick up only every Tuesday between 2.30-3pm at Vantage Point Unit 1/16A Keilor Park Drive Keilor East 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>
Westvale Community	Food hampers, nappies, formula,	Tuesday 10.30am-2.00pm	45 Kings Rd. St. Albans	Ph: 9249-4665 email:	Currently there are no eligibility criteria.	08.10.2020 Currently operating

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Centre	period packs.			westvale@brimbank.vic.gov.au	However, service is restricted to once every four weeks unless it is an emergency	Available to Brimbank residents only. Service is restricted to once every four weeks unless it is an emergency Note extended hours
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.	Mon- Fri 9:00am - 6:00pm. Out of hours assistance can be arranged for urgent cases Out of hours deliveries can also be arranged Supports include for those with NDIS packages	Delivery is preferred however collection can be arranged on an individual basis	Muhamed Elkadi Ph: 0408718559 thehumblemission@hotmail.com	People living in the municipalities of Brimbank or Maribyrnong. 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.	2.12.20 Currently operating Limited availability on Christmas Day, Boxing Day and New Year's Day, otherwise will be operating as normal.

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 Financial counselling	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.	2.12.20 Currently operating 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. Financial counselling referrals can be made by individuals or organisation by phoning 9398 1750 or sending an email to corpsofficer.hobsonsbay@salvationarmy.org.au Counselling is mostly done over the phone but can make exceptions for very vulnerable clients who need face to face support - FC Feiona works for the Wyndham and Hobsons Bay area out of Altona site. 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	9318 0521	For people in the Altona, Williamstown and	18.11.20

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
			Altona North		Yarraville areas	Currently closed
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	2.12.20 Currently operating Will remain open over the Christmas and new year's period 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	32 Electra Street Williamstown	0458 750 717 1800 966 172	For people in Braybrook, Newport or Williamstown. Will support people in need from other suburbs	02.12.20 Currently operating Closed 18.12.20 – 18.01.21 Now operating from 32 Electra St Williamstown Service Hours - Monday & Friday 10am - 1.00 pm Foodbank Program available Fridays. Call 0458 750 717 during service hours or 1800 966 172

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
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	2.12.20 Currently operating Closed 8.12.20 - 12.01.21 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. Will be closing on 8 December until 12 January. Café will reopen on 12 January, hampers will remain, and will also have Orange Sky Laundry.
Outlets Cooperative Neighbourhood House	Fresh Produce Pantry Package items Personal hygiene products Food hampers	Wednesday 10am – 2pm	43 Mason Street Newport	9391 8504 (Therese or Jess)	http://www.outletscoop.com.au/	2.12.20 Currently operating Closed 18.12.20-03.02.21 (last offerings on 16-17 December 9am-2pm) No appointment required. Drop- in service. From 16 December will be offering Christmas type hampers.

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 (preferred contact number from now on) 0436 127 882 Erassistfootscray@ccam.org.au	Express post or evouchers	2.12.20 Currently operating Fuel vouchers available through Melton office. Kmart vouchers also currently available around Christmas time. All contact is via the phone, please call reception/landline. Still determining their face-to-face offerings for Jan 2021.
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.	2.12.20 Currently operating 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	2.12.2020 Currently operating

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
					following a phone assessment.	<p>Closed 25.12.20 – 13.01.21</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>Providing medication assistance.</p> <p>Will assist people in Brimbank as many providers are closed.</p> <p>Dry cleaned clothing and 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>
The Humble Mission	Emergency and essential services relief for	Mon – Fri 9:00am - 6:00pm	Delivery is preferred however collection can be arranged on an individual basis	Muhamed Elkadi Ph: 0408718559 thehumblemission@hotmail.com	People living in the municipalities of Maribyrnong or Brimbank.	2.12.20 Currently operating

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
	vulnerable persons and families including the provision of meals and food essentials and parcels, toiletries, essential clothing, essential hygiene products and blankets.	Out of hours assistance can be arranged for urgent cases Out of hours deliveries can also be arranged			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.	Limited availability on Christmas Day, Boxing Day and New Year's Day, otherwise will be operating as normal.
Vantage Point	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 Can organise pick up at a convenient time or for parcels to be delivered door-to-door	18.11.2020 Currently operating Closed 23.12.20- 19.01.21 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-

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						3.30pm Home delivery service has been suspended.

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.	02.12.20 Currently operating Christmas/New Year period Last day for 2020 will be Friday 18 December. Re-opening on Wednesday 6 January 2021. Normal hours of operation: Mon-Thurs: 10.00am - 2.30 pm Friday: 10.00 am - 12.15 pm Still operating but no access to the building. Goods are collected at delivery dock. No appointment required. Limited home delivery available twice a year. Send through ID first. Eligibility the same, but more frequent assistance is available once assessed by budget educator.
Melton South Community Centre Pantry	Food parcels	Friday From 4 December tickets will be available from 10:30am and a collection time will be given. Due to	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	03.12.20 Currently operating Last day for 2020 will be Friday 18 December. Reopening on Friday 15 January 2021 (with a possibility of Friday 8 January). To be advised. Staple foods plus fruit and vegetable

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
		new delivery arrangements food collection could range from 12 noon to 2:30pm			do not meet these criteria.	parcels. Curry, Rice and Pasta is also usually be available.
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 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		05.11.20 Currently operating Digital fuel vouchers now available. 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 Currently operating 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 –

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						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.)	13.08.2020 Currently operating 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	Food & groceries available 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 Ring before 2.00 pm to place order. Collection between 5.00-7.00 pm	Vulnerable community	05.11.20 Currently operating No further home deliveries. Groceries and food to be ordered and collected from the Temple in Neale Rd. Deanside.
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.	19.11.20 Operating on the following days: 21 November 2020 19 December 2020

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Timbertop Children's and Community Centre	Food relief (food hampers and vouchers), Prepared meals. COVID Care packs (Includes sanitiser, masks, disinfectant, gloves, handwash, wipes).	Food reliefs every Thursday. Daily delivered frozen meals Mon - Fri COVID care packs - anytime	1 Timber Top Parade, Aintree	9747 5761 For food hampers phone between 9am - 11am on Thursday for an appointment later that day. (For daily meals (Mon-Fri) phone the Hub between 9.00 - 10.30 am for meals to be delivered that day For COVID Care packs phone anytime Mon-Fri .	Available to City of Melton residents only.	19.11.20 Call for appointments and services
Stevenson House	Food relief (Food hampers and vouchers) Prepared meals COVID Care packs (Includes sanitiser, masks, disinfectant,	Food relief Every Friday. Daily delivered frozen meals Mon - Fri COVID care packs - anytime	10 Stevenson Cres, Caroline Springs	9747 7272 For food hampers phone between 9am - 11am on Friday for an appointment later that day. For daily meals (Mon-Fri) phone the Hub between 9.00 - 10.30 am for meals to be delivered that day (COVID Care packs) Phone anytime Mon-Fri	Available to City of Melton residents only.	19.11.20 Call for appointments and services

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
	gloves, handwash, wipes).					
Kurunjang Community Hub	Food relief (Food hampers and vouchers) Prepared meals COVID Care packs (Includes sanitiser, masks, disinfectant, gloves, handwash, wipes).	Food relief Every Wednesday. Daily delivered frozen meals Mon - Fri COVID care packs - anytime	33 Mowbray Cres, Kurunjang	9747 7339 For food hampers phone between 9am - 11am on Wednesday for an appointment later that day. For daily meals (Mon-Fri) phone the Hub between 9.00 - 10.30 am for meals to be delivered that day (COVID Care packs) Phone anytime Mon-Fri	Available to City of Melton residents only.	19.11.20 Call for appointments and services
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 care@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	03.12.2020 Currently operating Last food distribution December 22nd 2020- resuming Jan 19th, 2021 No delivery service provided. Pick up only every Tuesday between 2.30-3pm at Vantage Point Unit 1/16A Keilor Park Drive Keilor East

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
					parcels to be delivered door-to-door.	

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		03.12.20 Currently operating Closed between Christmas and New Years Day Emergency relief pantry: Tuesday Wednesday Thursday 10am-12 noon Wednesday and Thursday fresh food market 10am-12noon Text 0484 062 862 to book Health care concession card eligibility.
Food Bank	International Student Pop-up store	10am – 2pm every Monday, Wednesday and Friday (excluding public holidays). Open till end of year	Aurora Melbourne Central, 230 LaTrobe Street, Melbourne	https://www.foodbank.org.au/students/?state=vic	Student ID required	02.12.20 Currently operating Closed 18.12.20 - TBD Students simply need to bring along a shopping bag or cart, along with a Student ID

EMERGENCY RELIEF – MOONEE VALLEY

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Helping Hand Mission	Food parcels	Monday – Friday 10am-3pm	492 Fullerton Road Airport West	1300 892 010		13.11.20 Operating from 16/11 Prepacked food items Health care card and \$5 required 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@essendonbapist.org.au Adam.hince@essendonbapist.org.au	Prioritizing Flemington Kensington and Ascot Vale and north Melbourne Residents All we require is a name and preferably a phone number.	2.12.2020 Currently operating Closed 17 December through January 2021 Flemington People's Pantry currently offers a food hamper for delivery. Currently working near 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 Kelly Harding	By Appointment only.	2.12.2020 Currently operating Closed 19 December to 14 January 2021 Available to anyone - no health care card required. Pick up Monday and Friday <i>Currently working near capacity.</i> 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.	2.12.2020 Currently operating Closing 23 December 2020- resuming 19 Jan 2021 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
St. Brendan's Catholic Parish	Drop-in for food parcels.	Thurs and Fri 11:00am – 1:00pm	103 Wellington Street, Flemington 3031	9412 8495	Servicing Moonee Valley	1.12.2020 New addition
St Stephen's Flemington	Drop-in for food parcels.	Tues 10am– 1pm	26 Norwood St, Flemington 3031	9376 3777 St.stephens@scotschurch.com	Servicing Moonee Valley	2.12.2020 Currently Open New addition CLOSED 16 December through Jan 2021

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 <i>**Take away meals are available on Tuesday, Wednesday and Thursday at 12.00 noon. (service suspended)</i>	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 Currently operating 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 standard scripts only) Pre-packaged food parcels available to clients that drop in during this time. (clients cannot pick items – all

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						<p>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>2.12.20</p> <p>Currently operating - closed on Tuesdays</p> <p>Christmas period changes from 24 Dec to 1 Jan:</p> <p>Thu 24 Dec – No Parcels – vouchers only – open 10am and closing early at Midday</p> <p>CLOSED Fri 25 Dec, Mon 28 Dec and Tue 29 Dec.</p> <p>Wed 30 Dec & Thu 31 Dec – No Parcels - vouchers only - open 10am to 2 pm</p> <p>CLOSED Fri 1 Jan</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</p>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						<p>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 parcel 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>2.12.2020</p> <p>Currently operating CLOSED public holidays only</p> <p>Wyndham City Council is offering Foodbank parcels to families that live and work in the Wyndham Municipality, collection is from the Youth Resource Centre. <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
						Call 8734 1355.
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 https://www.newstart.church/foodbank-food-security https://www.facebook.com/community.food.assistance	Residents of Wyndham municipality	2.12.2020 Currently operating Closed 24 Dec to 5 January (some emergency boxed food will be held on standby contact via Facebook or Newstart website) 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	2.12.2020 Currently operating Closed 18 December to 6 January 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	2.12.2020 Currently operating Cooked vegetarian meals

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
				Secretary@gurduarasahibtarneit.org		
Jamieson Way Community Centre	Frozen Meals Food Hampers Fruit & Vegetables (limited)	Tuesday 12.00 – 3.00pm	59 Jamieson Way Point Cook	Centre Staff on 9395 3777 admin@jamiesonwaycc.org.au	Residents from Wyndham and surrounds	2.12.2020 Currently operating Closed 18 December – reopening date to be confirmed. 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 care@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.	2.12.20 Currently operating Closed 23 December 2020- resuming 19 January 2021 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

FOOD SUPPORTS ACROSS WEST METROPOLITAN MELBOURNE

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
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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 Currently operating
Muslim Women's Council of Victoria Inc.	Free cooked Halal Meals <u>or</u> Groceries available by assessment	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 Call for assessment for groceries.	27.08.2020 Currently operating

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
West Welcome Wagon	Delivery of food parcel, material aid for asylum seekers and refugees	Tuesday – Friday 9am-5pm	Brimbank. Delivery only	referrals@westwelcomewagon.org.au	Provision of food essentials and parcels, toiletries, essential clothing, essential hygiene products and blankets. All essentials for the home, including furniture, whitegoods, linen, kitchen utensils, electrical goods etc. Material aid to support students to attend school. Eligibility: Asylum seekers or refugees in western municipalities of Melbourne.	29.10.2020 New addition
FoodBank International Student Pop-up Store	Free and culturally diverse food and pantry items to international students. Fresh produce, pantry and staple items. Bring along a shopping bag or cart, along with a Student	Monday, Wednesday, Friday 10am-2pm Closed public holidays	Aurora Melbourne Central, 230 LaTrobe Street, Melbourne	03 9362 8300 info@foodbankvictoria.org.au	Student ID required	02.12.20 Currently operating Closed 18.12.20 - TBD Students simply need to bring along a shopping bag or cart, along with a Student ID

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
	ID.					

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	02.12.20 Currently operating Operating every day over holiday period 7.00-9.00am breakfast for homeless Meals for students 9.30-10.30am (or when food runs out) weekdays – require student ID Eggs, milk, bread available for students - student ID required

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	02.12.2020 Currently operating Closed 29.12.20 - 06.01.21 Christmas Day (25th December) takeaway lunch instead of dinner. 12 noon – 1.30pm Able to offer toys to disadvantaged families until Christmas Drop-in hamper service still operating Wed to Fri between 10-3pm.

Agency	Support Available	Hours	Address	Contact	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. Christmas Day 25th December lunch instead of dinner. 12 noon – 1.30pm</p>
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	<p>24.09.20</p> <p>Currently operating</p> <p>Sunshine site re-opening from 1 Oct with restricted operations due to Covid-19</p> <p>Open Thursdays and Fridays for appointments only</p> <p>Please call 9311 5900 to make an appointment.</p>
Wesley Footscray Outreach	Showers, laundry, morning tea and lunch program on hold	Wednesday – Friday 9.30am – 4pm	310 Barkly St Footscray	9689 3515	<p>2.12.2020</p> <p>Currently operating</p> <p>Closed 25 December – 13 January</p> <p>Food parcels and food vouchers are available for people living</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>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>Providing medication assistance.</p> <p>Will assist people in Brimbank as many providers are closed.</p> <p>Dry cleaned clothing and 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	69 Bourke St City	9653 3299	02.12.20 Currently operating Open through Christmas period including Boxing Day

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
		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 			<p>Closed Christmas and New Years Day</p> <p>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</p> <p>St Vincent’s fever clinic COVID testing usually Wed 9am-10.30am – 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</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>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 Breakfast 9am – 10.30am Lunch 11.30am – 1pm Friendship Club 6pm – 8pm includes a meal</p>	<p>Breakfast daily between 9.15am – 10am Lunch daily between 12noon – 1pm</p>	268 Abbotsford St North Melbourne	8327 7500	<p>02.12.20 Currently operating</p> <p>Closed public holidays</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> <p>Crisis accommodation by referral.</p>
St Mary's House of Welcome	<p>Free breakfast 8.45am – 9.45am Free lunch 12noon – 1pm</p>	<p>Monday, Tuesday, Thursday and Friday 9.30am – 3.30pm Wednesday 8.30am – 1.30pm Saturday 8.30am – 1.30pm</p>	162 – 169 Brunswick St Fitzroy	9417 6497	<p>02.12.20 Currently operating</p> <p>Closed public holidays</p> <p>All social programs suspended.</p> <p>Takeaway lunches from 9.30am-11am, small amounts of food</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>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	Weekly community lunch every Tuesday	Tuesday from 11.30am – 1pm	180 Palmerston St Carlton	9347 7077	<p>03.12.20</p> <p>Currently operating</p> <p>Closed between Christmas and New Years Day</p> <p>Emergency relief pantry: Tuesday Wednesday Thursday 10am-12 noon</p> <p>Wednesday and Thursday fresh food market 10am-12noon</p> <p>Text 0484 062 862 to book</p> <p>Health care concession card eligibility.</p>
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	9662 2391	<p>02.12.20</p> <p>Currently operating</p> <p>Operating every day over holiday period</p> <p>7.00-9.00am breakfast for homeless Meals for students 9.30-</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					10.30am (or when food runs out) weekdays – require student ID Eggs, milk, bread available for students - student ID required
St Mark's Community Centre			Saint Mark's Anglican Church 250 George Street Fitzroy	9419 3288	02.12.20 Currently operating Open Christmas eve. Closed 25.12.20 – 4.01.21 Food parcels from the window Mon – Fri 10.30am – 2.30pm. Orange Sky washing van available on Mondays and Wednesdays 11am-1pm Financial counselling available at Mission House. Short term case management for people who are vulnerable.

SOUP VAN

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
St Vincent de Paul	Hot meal	MONDAY 6.45pm 7.15pm 7.45pm FRIDAY	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		Suspended. Vinnies Welfare Assistance Line is assisting people with access to food, clothing etc. -

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
		6.45pm SATURDAY 5.30pm 6.15pm MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY & SUNDAY 8pm	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 Whitten Oval 417 Barkly St Footscray		1800 305 330 (Monday–Friday 10:00am to 3:00pm).

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	03.12.20 Currently operating Closed 23.12.20 – 06.01.21 FareShare rescues surplus food and cooks free, nutritious meals for people doing it tough. For enquiries about receiving FareShare meals please contact Rachel.telgenkamp@fareshare.net.au <u>u</u>

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 Currently operating 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 Currently operating 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 Currently operating

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	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
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 Currently operating
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	13.08.20 Currently operating 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 Currently operating 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 Reopening end of January
Wesley Footscray Outreach	Showers, laundry, morning tea and lunch program on hold	Wednesday – Friday 9.30am – 4pm	310 Barkly St Footscray	9689 3515	2.12.2020 Currently operating Will be closed from 25 December – reopening 13 January 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>Providing medication assistance.</p> <p>Will assist people in Brimbank as many providers are closed.</p> <p>Dry cleaned clothing and 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>02.12.20 Currently operating</p> <p>Open through Christmas period including Boxing Day</p> <p>Closed Christmas and New Year’s Day</p> <p>Breakfast, lunch and dinner will be served on a takeaway basis out the servery window</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>on Westwood place laneway. Dinner 5pm-7pm during curfew Takeaway food parcels available Mon – Fri 9am-2pm from ground floor Bourke St entrance</p> <p>St Vincent’s fever clinic COVID testing usually Wed 9am-10.30am – 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>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<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	<p>Monday, Wednesday, Thursday, Friday 9.30am – 4pm</p> <p>Tuesday 12.30 to 4.00pm</p> <p>Saturday 12noon – 5.00pm</p>	7 – 9 Hosier Lane City	9945 2100 or free call 1800 440 188	<p>03.12.20</p> <p>Currently operating</p> <p>Closed public holidays</p> <p>Shower and laundry services Take away food parcels depending on stock levels/donations.</p> <p>Monday, Wednesday, Thursday, Friday 9.30am-4pm.</p> <p>Tuesday 9.30am-12.30pm</p> <p>Saturday 11 -4pm</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>Health van on fortnightly Mondays for Hep A, B & flu shots. 1-3pm. Call to check time.</p> <p>Hep C nurse Thursday 1pm</p>
Ozanam Community	Monday – Friday	Breakfast daily between	268 Abbotsford St	9329 6733	02.12.20

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Centre	Breakfast 9am – 10.30am Lunch 11.30am – 1pm Friendship Club 6pm – 8pm includes a meal	9.15am – 2.30pm Lunch daily between 12noon – 1pm	North Melbourne		<p>Currently operating</p> <p>Closed public holidays</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> <p>Crisis accommodation by referral.</p>
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>02.12.20</p> <p>Currently operating</p> <p>Closed public holidays</p> <p>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</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					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	<p>03.12.20</p> <p>Currently operating</p> <p>Closed between Christmas and New Years Day</p> <p>Emergency relief pantry: Tuesday Wednesday Thursday 10am-12 noon</p> <p>Wednesday and Thursday fresh food market 10am-12noon</p> <p>Text 0484 062 862 to book</p> <p>Health care concession card eligibility.</p>

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 Currently operating 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	<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 – 3 December 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 jamie.simpson@dhhs.vic.gov.au or call Jamie on 0436 916 565.