**SERVICE INFORMATION FOR PEOPLE IN THE WEST METRO AREA OF MELBOURNE**

**CHANGES IN RESPONSE TO COVID 19 – UPDATED 5 November 2020**

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| **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](mailto:iap@unison.org.au) or [iap@werribee@unison.org.au](mailto:iap@werribee@unison.org.au)  After hours response – Phone 1800 825 955  **PHONE APPOINTMENTS ONLY – OFFICE CLOSED - NO DROP IN**  **CALL TO MAKE A PHONE APPOINTMENT** |

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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/> |

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| **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](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.wifvc.org.au_statewide-2Dfamily-2Dviolence-2Dnews&d=DwMF-g&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=hzv0qWsnDpXGLTecSciKmNgVBV5-p-FD6Ia7mwn4h1w&s=WcQU_Q2eTxY3MQnBh80QKDHcZLP4XeoPW59DKXt09gg&e=) |

**EMERGENCY RELIEF – MANDATORY SELF ISOLATION**

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| **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 mandatory 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/>

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](mailto: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](https://www.studymelbourne.vic.gov.au/news-updates/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](http://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](https://www.dhhs.vic.gov.au/financial-support-coronavirus-covid-19#extreme-hardship-support-program).

This emergency financial assistance complements other Victorian Government hardship supports available to all people living in Victoria, including the $1500 [worker support payment](https://www.dhhs.vic.gov.au/financial-support-coronavirus-covid-19#worker-support-payment), the $300 [test isolation](https://www.dhhs.vic.gov.au/employee-isolation-payment-covid-19) payment, the and the [rent relief grant](https://www.dhhs.vic.gov.au/financial-support-coronavirus-covid-19#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** |
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| 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**  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 either 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.  Please leave a message with name and number for a call back/appointment to be made | 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 |
| 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 any municipality.  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](http://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  **Currently operating**  Now open Mondays and Thursdays  Social distancing in place.  Alternatively call 0427 812 517 for telephone assessment.  Will support people in need from other suburbs. |
| Anglicare Emergency Relief - St Albans | Coles and WWE vouchers | 1st and 3rd 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  **Currently operating**  Drop-in service for food parcels has reopened and is available at the church on 1st and 3rd Mondays 9.30am – 12.30pm.  Phone Assessment available at other times  Call 0439 271 411  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 | 5..20  Currently closed  **Reopening 9/11/20**  Phone Assessment available at other times  Call 0438 589 630  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 visitscan be arranged in special circumstances.  Will support people in need from other suburbs |
| Kororoit Creek Neighbourhood House | Emergency relief boxes delivered to Albion, Ardeer and Sunshine residents | Monday - Friday | 61A Selwyn St, Sunshine | [coordinator@kcnh.org.au](mailto:coordinator@kcnh.org.au)  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 | 30.10.20  **Currently operating**  New addition |
| 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](mailto: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. | 08.10.20  **Currently operating**  Note reduced service to Tuesdays only and new contact details including a telephone number to call/text  As the Facebook inbox is not monitored daily is recommended to email, text or call. |
| 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 | 13.08.20  **Currently operating**  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. |  | 21.10.2020  **Currently operating**  **Closed between 5/11/20 – 25/11/20**  Drop-in hamper service still operating Wed to Fri between 10-3pm.  Service also has access to dry and tinned pet food for people requiringsupport to care for animals  Some capacity to deliver to clients in the inner west who are unable to self-collect  Friday 5pm-6.30pm cooked meal (takeaway) available |
| The Salvation Army (formerly SASHS Support Service | Food vouchers | Monday, Tuesday, Thursday and Friday | 6/147 Harvester Rd Sunshine | 9312 5424 | Available to Brimbank and Footscray residents. Call to make an appointment. | 13.08.2020  **Currently operating**  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  *\*Service is experiencing a high volume of calls so there may be delays* |
| Northpoint Pantry | Food parcels | Monday 1.30pm – 3.30pm | Glengala Hotel –  214 Glengala Rd (hotel closed)  Sunshine | 9338 1898 | For Brimbank residents. Must have a Centrelink or Immigration Card | 05.11.2020  **Currently operating**  **Glengala Hotel closed indefinitely.**  People should go to Northpoint Centre 3 Trade Park Dr, Tullamarine.  Providing hampers only – no food selection.  Monday – Thursday 9am – 4.30pm  Friday 9am – 1pm |
| Vantage Point Care | Pre-packed boxes with pantry items as well as meals, fresh food and vegetable. | Contact via email only | [320 Reynolds Road](http://x-apple-data-detectors://0/0)  [Donvale](x-apple-data-detectors://0/0)  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](mailto: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](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.vantagepoint.church_community&d=DwMFAg&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=eo3b7zR0wtjl5jWKdKPBIk5ApH2uik3wqtkZnwU5Fvs&s=1wI4vapHPwUJI-7m-iiyl2AQCmAtpPgn09j9rTRjlI4&e=) | Operate from multiple locations around Melbourne | 21.10.2020  **Currently operating**  This service is also available to people in Melton, Maribyrnong, Wyndham Moonee Valley, Hume and Moreland municipalities  *Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.*  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](mailto: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  **Currently operating**  Available to Brimbank resident’s 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**](mailto: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. | 22.09.20  **Currently operating**  New addition |

**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** |
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| Salvation Army | Food vouchers | Tuesday, Wednesday and Thursday  10am – 1pm | 108 Queen St Altona | 9398 1954  [Star.conliffe@salvationarmy.org.au](mailto: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  **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.  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 |
| 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 | 08.10.20  **Currently operating**  Taking phone calls on 0476170589 and email submissions from our LCIS website.  <https://lcis.org.au/>  Mon - Fri from 10am - 2pm  Food parcel and Coles vouchers are been delivered on a Tuesday, Wednesday, Thursday and Friday  No face to face contact. |
| Anglicare - Williamstown Emergency Relief Centre | Coles & WWE vouchers | Monday and Fridays 10am – 1pm | Temporarily operating from  \*\*St Stephens  179 Melbourne Rd Williamstown. | 0458 750 717 | For people in Braybrook, Newport or Williamstown.  Will support people in need from other suburbs | 24.09.20  **Currently operating**  Operating from St Stephens  179 Melbourne Rd Williamstown.  Service Hours -  Monday & Friday 10am - 1.00 pm  Foodbank Program available Fridays.  Phone Assessment available at other times.  Call 0458 750 717  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 |
| 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](mailto:Helpinghandcafe@hotmail.com) | ID required | 13.08.20  **Currently operating**  Weekly community meal has been replaced by take away food hamper. Cost to client is $5 per hamper  Also offering free soup and bread with each hamper, and a free pantry onsite.  Drop in accepted  Social distancing measures in place on site. |
| Outlets Cooperative Neighbourhood House | Fresh Produce  Pantry Package items  Personal hygiene products  Food hampers | Wednesday  10am – 2pm | 43 Mason Street Newport | 9391 8504 (Therese or Jess) | <http://www.outletsco-op.com.au/> | 13.08.20  **Currently operating**  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](mailto:Erassistfootscray@ccam.org.au) | Express post or evouchers | 13.08.20  **Currently operating**  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 | 05.11.20  **Currently operating**  Digitial Fuel vouchers now available.  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](mailto:CommunityConnectors@maribyrnong.vic.gov.au) | | Those affected by the COVID-19 pandemic and residing in the City of Maribyrnong. | 10.09.20  **Currently operating**  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. | 05.11.2020  **Currently operating**  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 situation.  Families in Western Metro area who are struggling may be given a one-off food voucher.  Providing medication assistance.  Will assist people in Brimbank as many providers are closed.  Dry cleaned clothingand blankets available.  Shower and laundry facilities are currently on hold till further notice.  Morning tea and lunch programs on hold. |
| 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 | Delivery is preferred however collection can be arranged on an individual basis | | **Muhamed Elkadi**  **Ph: 0408718559**  [**thehumblemission@hotmail.com**](mailto:thehumblemission@hotmail.com) | People living in the municipalities of Maribyrnong or Brimbank.  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. | 24.09.20  **Currently operating**  \*New addition |
| Vantage Point Care | Pre-packed boxes with pantry items as well as meals, fresh food and vegetable. | Contact via email only | [320 Reynolds Road](x-apple-data-detectors://0/0)  [Donvale](x-apple-data-detectors://0/0)  Pre-arranged pick-up location:  Unit1/16A Keilor Park Drive  Keilor East | | Ph: 98444465  [admin@vantagepoint.church](mailto: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](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.vantagepoint.church_community&d=DwMFAg&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=eo3b7zR0wtjl5jWKdKPBIk5ApH2uik3wqtkZnwU5Fvs&s=1wI4vapHPwUJI-7m-iiyl2AQCmAtpPgn09j9rTRjlI4&e=) | Operate from multiple locations around Melbourne  Can organise pick up at a convenient time or for parcels to be delivered door-to-door | 21.10.2020  **Currently operating**  This service is also available to people in Melton, Maribyrnong, Wyndham Moonee Valley, Hume and Moreland municipalities  *Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.*    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 – 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. | 22.10.20  **Currently operating**  **\*Not open on Public Holiday Friday 23 October 2020**  Normal hours of operation:  Mon-Thurs: 10.00am - 2.00 pm  Friday: 10.00 am - 12.30 pm  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. |
| 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. | 05.11.20  **Currently operating**  Staple foods plus fruit and vegetable parcels.  Curry, Rice and Pasta is also be available.  Friday 10.30am – 1pm |
| Resergence 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  Not operating for remainder of stage 4 restrictions  For further information consult consult Resergence FB page  <https://www.facebook.com/ResergenceInc/> |
| 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 – 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](mailto: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. | 08.10.20  **Currently operating**  Operating on a fortnightly basis commencing 10 October |
| Timbertop Children’s and Community Centre | Food relief (limited number of food parcels),  prepared meals,  COVID Care packs (Includes sanitiser, masks, disinfectant, gloves, handwash, wipes). | Food packs Every Thursday.  COVID care packs - anytime  Daily delivered frozen meals Mon - Fri | 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  **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. | 22.10.20  **Currently operating**  **\*Not open on Public Holiday Friday 23 October 2020**  Call for appointments and services |
| Stevenson House | Food relief (limited number of food parcels), prepared meals,  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. | 22.10.20  **Currently operating**  Call for appointments and services |
| Kurunjang Community Hub | Food relief (limited number of food parcels), prepared meals,  COVID Care packs (Includes sanitiser, masks, disinfectant, gloves, handwash, wipes) | Food packs Every Wednesday.  COVID care packs – anytime.  Daily delivered frozen meals Mon - Fri | 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. | 22.10.20  **Currently operating**  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](x-apple-data-detectors://0/0)  [Donvale](x-apple-data-detectors://0/0)  Pre-arranged pick-up location:  Unit1/16A Keilor Park Drive  Keilor East | Ph: 98444465  [care@vantagepoint.church](mailto: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](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.vantagepoint.church_community&d=DwMFAg&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=eo3b7zR0wtjl5jWKdKPBIk5ApH2uik3wqtkZnwU5Fvs&s=1wI4vapHPwUJI-7m-iiyl2AQCmAtpPgn09j9rTRjlI4&e=) | 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. | 21.10.2020  **Currently operating**  This service is also available to people in Brimbank, Maribyrnong, Moonee Valley, Wyndham Hume and Moreland municipalities  *Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.*  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](mailto:Contact@cancarlton.com.au) |  | 13.08.2020  **Currently operating**  To obtain an Emergency Relief food parcel we are requesting people call or SMS 0484 062 862.  Parcel pick-up by appointment only.  Tues-Thurs 10-2pm.  To obtain a fresh food parcel we ask that people call or SMS 0483 197 424  Parcel pick-up by appointment only.  Wed 10-2pm.  If someone is isolating, we can provide non-contact delivery of these food parcels. |

**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](http://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  m[arcus.curnow@gmail.com](mailto: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  **Currently operating**  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](mailto:Manager@wingateave.com.au) | By Appointment only. | 08.10.2020  **Currently operating**  Available to anyone - no health care card required.  Currently working at capacity.  Note new telephone number:  (03) 9212 0236 |
| Vantage Point Care | Pre-packed boxes with pantry items as well as meals, fresh food and vegetable. | Contact via email only | [320 Reynolds Road](x-apple-data-detectors://0/0)  [Donvale](x-apple-data-detectors://0/0)  Pre-arranged pick-up location:  Unit1/16A Keilor Park Drive  Keilor East | Ph: 98444465  [admin@vantagepoint.church](mailto: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](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.vantagepoint.church_community&d=DwMFAg&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=eo3b7zR0wtjl5jWKdKPBIk5ApH2uik3wqtkZnwU5Fvs&s=1wI4vapHPwUJI-7m-iiyl2AQCmAtpPgn09j9rTRjlI4&e=) | 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. | 21.10.2020  **Currently operating**  This service is also available to people in Brimbank, Melton, Maribyrnong, Wyndham, Hume and Moreland municipalities  *Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.*  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  **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:   * 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 prepacked)  \*\*Take away meal service has been suspended |
| 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](mailto:wyndham.reception@vt.uniting.org) or SMS 0468 605 015. | For low income or no income residents of the City of Wyndham | 13.08.2020  **Currently operating**  Closed on Tuesdays  All assistance by appointment only – call 9051 2000. Only taking bookings on the day prior to appointment.  Clients provide documentation electronically only. One 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](mailto:wyndham.reception@vt.uniting.org) or SMS 0468 605 015. If electronic documents are not possible please call 9051 2000.  If in isolation you can nominate someone to collect on your behalf. This needs to be in writing to above email or SMS.  Food voucher applications only available Monday, Wednesday Thursday and Friday to 2pm.  Food assistance is available to eligible clients a maximum of once every two weeks. New clients need to register.  Home deliveries service now available on Monday & Friday - needs to be arranged during phone appointment. |
| 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 | 26.08.2020  **Currently operating**  Wyndham City Council is offering Foodbank parcels to families that live and work 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.  1 visit per every 7 days.  Must be a resident of Wyndham and ID is required |
| 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](mailto:foodbank@newstart.org.au) | Residents of Wyndham municipality | 13.08.2020  **Currently operating**  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  g[reg@wyndhamparkcc.com.au](mailto:Greg@wyndhamparkcc.com.au) | Residents of Wyndham | 13.08.2020  **Currently operating**  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](mailto:Secretary@gurdarasahibtarneit.org) | Residents from Wyndham and surrounds | 13.08.2020  **Currently operating**  Cooked vegetarian meals |
| 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](mailto:admin@jamiesonwaycc.org.au) | Residents from Wyndham and surrounds | 21.08.2020  **Currently operating**  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](x-apple-data-detectors://0/0)  [Donvale](x-apple-data-detectors://0/0)  Pre-arranged pick-up location:  Unit 1/16A Keilor Park Drive  Keilor East | Ph: 98444465  [care@vantagepoint.church](mailto: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](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.vantagepoint.church_community&d=DwMFAg&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=eo3b7zR0wtjl5jWKdKPBIk5ApH2uik3wqtkZnwU5Fvs&s=1wI4vapHPwUJI-7m-iiyl2AQCmAtpPgn09j9rTRjlI4&e=) | 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. | 21.10.2020  **Currently operating**  This service is also available to people in Melton, Maribyrnong, Wyndham Moonee Valley, Hume and Moreland municipalities  *Note: Requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.*    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](mailto:ourdailybread.coburg@gmail.com) | People must register via email. Collection/delivery organised following confirmation of support.  Eligibility; anyone living in north or western suburbs of Melbourne who are receiving government income allowance.  Others considered on a case by case basis (anyone struggling financially subject to assessment or organisation)  and are subject to income assessment. | 13.08.2020  **Currently operating** |
| Muslim Women's Council of Victoria Inc. | Free cooked Halal Meals  or  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**  New addition |
| 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](mailto: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 |

**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 anyone 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 | 05.11.20  **Currently operating**  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 |
| 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](mailto: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  **Currently operating**  Open Fridays and Saturdays only for collection of food. |

**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 | 1st 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 | 21.10.2020  **Currently operating**  **Closed between 5/11/20 – 25/11/20**  Drop-in hamper service still operating Wed to Fri between 10-3pm.  Service also has access to dry and tinned pet food for people requiringsupport to care for animals  Some capacity to deliver to clients in the inner west who are unable to self-collect  Friday 5pm-6.30pm cooked meal (takeaway) available |
| Uniting Lentara | Community Meal | Community meal held on 1st and 3rd 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 | 05.11.2020  **Currently operating**  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 situation.  Families in Western Metro area who are struggling may be given a one-off food voucher.  Providing medication assistance.  Will assist people in Brimbank as many providers are closed.  Dry cleaned clothingand blankets available.  Shower and laundry facilities are currently on hold till further notice.  Morning tea and lunch programs on hold. |
| 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   * Breakfast 9am – 10.00am * Lunch 11.30am – 1pm   Monday - Sunday  Twilight Café 4pm-11pm   * Dinner 6.00pm- 8pm   Night Café 11pm – 7am   * Toasties and snacks throughout the night | 69 Bourke St  City | 9653 3299 | 27.08.20  **Currently operating**  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 Vincent’s 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 one person in at a time.  Night-time safe spaces have ceased, staff are on site to ensure anyone who presents is offered emergency accommodation  St Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required).  Cohealth GP bus Monday & Wednesday from 10.30-12.30.  Case management available. |
| Ozanam Community Centre | Monday – Friday  Breakfast 9am – 10.30am  Lunch 11.30am – 1pm  Friendship Club 6pm – 8pm includes a meal | Breakfast daily between 9.15am – 10am  Lunch daily between 12noon – 1pm | 268 Abbotsford St  North Melbourne | 8327 7500 | 05.11.20  **Currently operating**  Homelessness Resource centre closed.  Sandwiches, coffee and some material aid provided from the window on Flemington Road. 10am-1pm Monday – Friday.  Some shopping vouchers available for emergency cases, assessed on case by case basis.  Crisis accommodation by referral. |
| 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  **Currently operating**  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 | 9662 2391 | 05.11.20  **Currently operating**  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 |
| St Mark’s Community Centre |  |  | Saint Mark's Anglican Church  250 George Street  Fitzroy | 9419 3288 | 24.09.20  **Currently operating**  Food parcels from the window Mon – Fri 10.30am – 2.30pm.  Can register to have food delivered on Friday a weeks’ worth of food including frozen meals and fresh produce under certain circumstances.  Orange Sky washing van available on Wednesdays 11-12  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**  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 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 |  | Suspended.  Vinnies Welfare Assistance Line is assisting people with access to food, clothing etc. - 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](mailto:Rachel.telgenkamp@gmail.com)  03 9428 0044 | 05.11.20  **Currently operating**  \* New addition  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](mailto:Rachel.telgenkamp@fareshare.net.au) |

**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](http://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](http://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 provides advice to help people manage their debts and get their finances back under control. They provide free, confidential and independent advice | 9.30am – 5pm |  | Phone 1800 007 007  OR  Fill out Money Help’s contact formhttp://www.moneyhelp.org.au/get -help/contact form | 13.08.20  **Currently operating**  Offices closed. Telephone financial counselling available via 1800 007 007.  To make a phone appointment find a local provider through [www.nils.com.au](http://www.nils.com.au) or [www.goodmoney.com.au](http://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](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.anglicarevic.org.au_&d=DwMFAg&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=EbYd4gPsWpWKB6sskYq36DZwJSA5Fxz9Hap2z0KCWz0&s=a0avnHvl5YvqVFXEtazaWEoBWvFI3SvlKS91oh6iKIM&e=) | 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 (2nd) 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 | 05.11.2020  **Currently operating**  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 situation.  Families in Western Metro area who are struggling may be given a one-off food voucher.  Providing medication assistance.  Will assist people in Brimbank as many providers are closed.  Dry cleaned clothingand blankets available.  Shower and laundry facilities are currently on hold till further notice.  Morning tea and lunch programs on hold. |
| Salvos 614 | A drop-in space providing breakfast and lunch. Homelessness support also available. | Monday – Friday  Day Café 7am – 1pm   * Breakfast 9am – 10.00am * Lunch 11.30am – 1pm   Monday - Sunday  Twilight Café 4pm-11pm   * Dinner 6.00pm- 8pm   Night Café 11pm – 7am   * Toasties and snacks throughout the night | 69 Bourke St  City | 9653 3299 | 27.08.20  **Currently operating**  Breakfast, lunch and dinner will be served on a takeaway basis out the servery window on Westwood place laneway.  Takeaway food parcels available Mon – Fri 9-12.30 from ground floor Bourke St entrance  St Vincents fever clinic COVID testing usually Wed 9am-11am – 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 one person in at a time.  Night-time safe spaces have ceased, staff are on site to ensure anyone who presents is offered emergency accommodation  St Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required).  Cohealth GP bus Monday & Wednesday from 10.30-12.30.  Case management available. |
| 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 | 21.10.20  **Currently operating**  Shower and laundry services  Take away food parcels depending on stock levels/donations.  Monday, Wednesday, Thursday, Friday 9.30am-4pm.  Tuesday 9.30am-12.30pm  Saturday noon -5.30pm  Doctors (Thu & Fri), practice nurse (Mon-Fri) Mental Health nurse (4-5days per week)– call to register with clinical team.  Social workers available  St Vincents COVID testing on Tuesday 10.30am-12.30pm. Call to check time  Health van on fortnightly Mondays for Hep A, B & flu shots. 1-3pm. Call to check time.  Hep C nurse Thursday 1pm |
| 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 | 05.11.20  **Currently operating**  Homelessness Resource centre closed.  Sandwiches, coffee and some material aid provided from the window on Flemington Road. 10am-1pm Monday – Friday.  Some shopping vouchers available for emergency cases, assessed on case by case basis.  Crisis accommodation by referral. |
| 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 | 27.08.20  **Currently operating**  All social programs suspended.  Takeaway lunches from 9am-11am Mon- Fri, 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- 11am Monday-Friday |
| Church of all Nations | Drop in from 10am  Weekly community lunch every Tuesday | Drop in – Tuesday, Wednesday and Thursday from 10am  Community Lunch is on every Tuesday from 11.30am – 1pm | 180 Palmerston St  Carlton | 9347 7077 | Closed |

**YOUTH SERVICE: AGES 12 – 25yrs**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **UPDATED SERVICE** |
| Frontyard Youth Services | Drop in space, showers, services | Monday – Friday 9am – 8pm  Saturday & Sunday 10am – 6pm | 19 King Street, Melbourne | Free call 1800 800 531  After hours 1800 627 727 | 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 | Payment extension: If possible, contact before bill is due.  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](mailto:mail@westernwater.com.au)  Other support  Contact our Customer Solutions Team by calling 1800 093 558. If you’d like company to call back, please SMS 0480 015 200. |
| Aussie Broadband | 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.  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.  [https://www.aussiebroadband.com.au/covid19-connectivity-relief/](https://urldefense.proofpoint.com/v2/url?u=https-3A__clicktime.symantec.com_3JXN9LZUewEDevVhE5WAW9B7Vc-3Fu-3Dhttps-253A-252F-252Fwww.aussiebroadband.com.au-252Fcovid19-2Dconnectivity-2Drelief-252F&d=DwMFaQ&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=oSPkVt_HX20_Sa5yjMDuzWEYMo5FfYdhrL-WDtHm940&s=6eQdmwd4iDcISmbKC7ff5DZURW8sHMXU6IcPPwxFzUM&e=)  Aussie Broadband will provide eligible families with access to the following plan:   * 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.   To be eligible to receive support through this program, families must meet the following criteria:   * Families who are currently receiving Family Tax Part A or B * Have a school-aged child living at their address   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](mailto:sponsorship@team.aussiebroadband.com.au) |

**Tenancy advice and support – new addition 08.10.2020**

| **Organisation** | **Support Available** |
| --- | --- |
| Uniting | 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.  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.  **Contact: T** 1800 545 366 **E** [taap.northandwest@vt.uniting.org](mailto: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** |
| Tenants Union of Victoria | [Tenants Victoria](https://www.tenantsvic.org.au/) 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***](https://www.tenantsvic.org.au/articles/files/resources/RentReductionGuide.pdf)  Learn about law changes for renters during COVID-19 - ***[Coronavirus (COVID-19) guide for renters](https://www.tenantsvic.org.au/advice/coronavirus-covid-19/)***  [Need more help after reading these guides then contact call or email us for advice (ask a lawyer)](https://www.tenantsvic.org.au/contact/#advice)  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.  *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.*  **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:  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“  *\*Advice or support to landlords or rental property managers is not provided.* |

**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 – 5 November 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.**