

**SERVICE INFORMATION FOR PEOPLE IN THE WEST METRO AREA OF MELBOURNE**  
**CHANGES IN RESPONSE TO COVID 19 – UPDATED 27 August 2021**

**HOMELESSNESS ACCESS POINT FOR BRIMBANK MELTON**

**The Salvation Army (formerly SASHS)**

6/147 Harvester Rd  
Sunshine 3020 [read](#)

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**

**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>

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> )

Due to current high demand (**as of 9/8/2021**) the Werribee Service Centre, Watergardens, Melton, Footscray and Sunshine offices preferred method of contact is online services or their appropriate Call Centre. Customers with language requirements or hearing impairments call multilingual (131 202) or TTY (1800 810 586) services.

**For Indigenous customers seeking assistance through Services Australia** due to high demand please call the Indigenous Call Centre on 1800 136 380, ABSTUDY 1800 132 317 or Income Management 1800 132 514.

**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](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
- 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](#).

This emergency financial assistance complements other Victorian Government hardship supports available to all people living in Victoria, including Pandemic Leave Disaster Payment of \$1500 [worker support payment](#), the \$450 [test isolation](#) payment, the and the [rent relief grant](#).

## Covid-19 Disaster Payment

The Covid-19 Disaster Payment provides support for those who could not work due to Victoria's **16 July to 27 July** COVID-19 public health orders. If you lost work income during the July 2021 COVID-19 restrictions in Victoria, you may be eligible for COVID-19 Disaster Payment. The period of restricted movement has been lifted. However, you may still be able to get this payment if you were eligible on one day during this period.

### **To get the payment, you need to meet all eligibility rules that apply including:**

- being an Australian resident or hold a visa that gives you the right to work in Australia
- aged 17 years or older
- not receiving an income support payment, ABSTUDY Living Allowance, Dad and Partner Pay or Parental Leave Pay during the payment period.
- not receiving the Pandemic Leave Disaster Payment, a state or territory pandemic payment or a state small business payment for the same period
- having lost income and not having any appropriate paid leave entitlements.

### **You may not need to use your leave before claiming COVID-19 Disaster Payment**

Your annual leave balance is not considered when your eligibility for COVID-19 Disaster Payment is assessed.

If annual leave is taken, and therefore income is not lost, you are not eligible for this payment.

You're also **not required** to take any of these types of leave before claiming:

- unpaid leave
- paid sick and carer's leave
- long service leave
- compassionate leave when your employer has stood you down without pay.

### **You also need to have met these rules between 16 and 27 July 2021:**

- you lived in, worked from or visited a Commonwealth-declared COVID-19 hotspot that is subject to a state restricted movement order, or you lived in or worked from other areas of Victoria
- you were unable to earn your usual income of 8 hours or more or a full day's work because you were in the COVID-19 hotspot and were subject to restricted movement, or you lived or worked from other areas of Victoria.

Services Australia YouTube channel has 2 new videos about COVID-19 Disaster Payment. The videos, available only in English, provide clear and simple messaging about how people can claim online and prove their identity.

### [How to claim the COVID-19 Disaster Payment](#)

For people who have lost income due to a stay at home order, this video explains how people can claim using their myGov account.

### [Claiming the COVID-19 Disaster Payment online](#)

This video is about how people can prove their identity to claim the COVID-19 Disaster Payment online.

**Reminder:** the following myGov task cards available in 12 languages:

- [Creating a myGov account](#)
- [Link a service using a linking code](#)
- [Link a service without an online account](#)
- [Link a service using an existing online account.](#)

These and all other translated information products are available on the [Information in your language](#) web page.

## 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	<b>27.08.2021</b> <b>Closed</b>  The Sunshine service will cease operating and close on Friday 20 August 2021.  Uniting ER services will continue to be offered from our Footscray site: 310 Barkly St Footscray 9689 3515
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 every three weeks  The Tin Shed provides food parcels on Tuesdays between 10am and 12noon.	<b>27.08.2021</b> <b>Currently operating</b>  Food parcels available on Tuesdays.  Assistance provided every three weeks. No appointment required.
Helping Hands Mission Inc.	Community Pantry – access to	Monday – Friday 10am-3pm – by	85 Hampshire Rd Sunshine	Phone 1300 892 010 for	Health Care card required	<b>27.08.2021</b> <b>Closed when COVID lockdown</b>

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
	non-perishable, fresh, and frozen food, plus toiletries.	appointment which must be set by calling 1300 number.		appointment	\$5 payment required Available to people from <u>any municipality</u> . All sessions by appointment New clients can attend weekly, with most being moved to fortnightly after a period of visits (depending on client's circumstances).	<b>restrictions are in place.</b> Check website to confirm opening details <a href="https://www.helpinghandsmission.org.au">https://www.helpinghandsmission.org.au</a>  Clients given pre-packed boxes, rather than choosing groceries, to comply with COVIDSafe plan. Clients will receive 1 x box fresh, 1 x box frozen, and 1 x box non-perishable goods. Nappies and other hygiene products can be supplied upon request at appointment, subject to availability.
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 <b>1800 809 722</b>  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	<b>27.08.2021</b> <b>Currently operating</b>  Now open Mondays and Thursdays Social distancing in place.  Centralised number for general ER enquiries is: <b>1800 809 722</b>
Anglicare Emergency Relief - St Albans	Coles and WWE vouchers	1 <sup>st</sup> and 3 <sup>rd</sup> Monday of the month 9.30am –	The Martyr Anglican Church, Corner Alexina St & East Esplanade	<b>1800 809 722</b>	Primarily available to people living in post codes 3021 or 3023 (St Albans and Deer Park)	<b>27.08.2021</b> <b>Currently operating</b>  Drop-in service for food parcels has

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
		12.30pm	St Albans		Will support people in need from other suburbs	reopened and is available at the church on 1 <sup>st</sup> and 3 <sup>rd</sup> Mondays 9.30am – 12.30pm.  Centralised number for general ER enquiries is: <b>1800 809 722</b>
Anglicare Emergency Relief - Sydenham	Coles and WWE vouchers	Wednesdays 10am – 1pm	St Luke's Anglican Church Corner Kings Rd & Bellbird Ave, Taylors Lakes 3038	<b>1800 809 722</b>  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	<b>27.08.2021</b> <b>Currently closed</b>  Centralised number for general ER enquiries is: <b>1800 809 722</b>
Kororoit Creek Neighbourhood House	Community Pantry	Outdoor pantry items available outside building 24/7  Every Monday 11am-1pm	61A Selwyn St, Sunshine	<a href="mailto:coordinator@kcnh.org.au">coordinator@kcnh.org.au</a>  0408 797 776 or 0413 434 082	Drop-in and choose from what is available from pantry items. (Every Monday 11am 1pm)	<b>27.08.2021</b> <b>Currently operating</b>  Community pantry on front veranda available every day (select from what is available) – suggest people attend during daylight hours. Monday 11am-1.30pm – groceries including freezer and fridge items can be selected based on availability. No appointment required



Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Duke Street Community House	Free Produce Market (Community Produce Stall)	Wednesday 1pm-2:00pm  During School Terms  (Closed during School Holidays)	27 Duke St Sunshine	For additional information, please contact <a href="mailto:kat.day@dsch.org.au">kat.day@dsch.org.au</a> <a href="tel:0393119973">or phone (03) 9311 9973</a>  0428866014 – Kat (community development worker)  Or send a private message on The Duke Street Community House Facebook page: <a href="https://www.facebook.com/dukestreetcommunity">https://www.facebook.com/dukestreetcommunity</a>	Open to all Brimbank or Maribyrnong Residents	<b>27.08.2021</b> <b>Currently operating</b>  Available Wednesdays only. No appointment necessary 1-2.30pm Free food “market” self-selection of food - Fruits, Vegetables, Breads and Frozen Meals available. Available to people living in Brimbank & Maribyrnong. Must provide name, phone number and postcode on arrival. Visitors are encouraged to bring their own shopping bags to help carry items home.
Holy Eucharist Parish	Fresh fruit vegetables, non-perishable food	Fridays 10.00am – 2pm	1A Oleander Drive St Albans South 3021	9366 1310	For people in Brimbank. Must have Centrelink or Immigration Card	<b>27.08.2021</b> <b>Currently operating</b>  Operating on Fridays for Brimbank residents only. No appointment required.

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
St Albans Community Cafe	Household staples, fresh groceries and hot soup for lunch	Every fourth Saturday 1.30pm-3.30pm	3 W Esplanade, St. Albans	0460 966 585 Facebook page - West Community Care <a href="https://www.facebook.com/westcommunitycare">https://www.facebook.com/westcommunitycare</a>		<b>27.08.2021</b> <b>Currently operating</b>  Every fortnight on a Saturday 1.30-3.30pm. (Next one is Saturday 28 August, Saturday 11 September etc.)  Household staples, fresh groceries, and hot soup for lunch.
Salvation Army	Food hampers	Wed to Fri 10-3pm	42 Devonshire Rd Sunshine 3020	9364 9335 Leave a message and will contact you.		<b>27.08.2021</b> <b>Currently operating</b>  Drop-in hamper service operating Wed to Fri between 10-3pm.  Service also has access to dry and tinned pet food for people requiring support to care for animals  Some capacity to deliver to clients in the inner west who are unable to self-collect  Friday nights 4pm-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	9313 4300 option 1 – homelessness support services Option 2 – food vouchers	Available to Brimbank and Footscray, West Footscray and Maidstone residents. Call to make an appointment.	<b>27.08.2021</b> <b>Currently operating</b>  Call first thing in morning (9am) to make an appointment for assessment. Vouchers are to be collected.

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
Northpoint Centre (Food relief centre)	Food parcels	Monday – Thursday 9am – 4pm  Friday 9am – 1pm	Northpoint Centre 3 Trade Park Dr, Tullamarine.	9338 1898	For Brimbank residents. Must show a Centrelink/ Immigration Card or other form of ID	<b>27.08.2021</b> <b>Currently operating</b>  Providing pre-packed hampers only  Monday – Thursday 9am – 4pm  Friday 9am – 1pm  Closed public holidays
Vantage Point Care	Pre-packed boxes with pantry items as well as meals, fresh food and vegetable.	Contact via email only	Via email only, date confirmation  pick-up location at :- Unit 1/16A Keilor Park Drive Keilor East	Ph: 9844 4465 <a href="mailto:admin@vantagepoint.church">admin@vantagepoint.c hurch</a>  Email details - name, contact details, family size and residential suburb and someone from organisation will make contact. <a href="https://www.vantagepoint.church/community">https://www.vantagepo int.church/community</a>	Operate from multiple locations around Melbourne, East Outer East and North/West. Request contact person for North/West -> Maria	<b>27.08.2021</b> <b>Currently operating</b>  No delivery service provided. Pick up only, every Tuesday between 2-2.30pm at Vantage Point Unit 1/16A Keilor Park Drive Keilor East. Doors close at 2.30 This service is also available to people in Melton, Maribyrnong, Wyndham Moonee Valley, Hume and Moreland municipalities <i>Note: Confirmation requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i>
Westvale Community Centre	Food hampers	By appointment only.  Contact on 9249	45 Kings Rd. St. Albans	Ph: 9249-4665 email: <a href="mailto:westvale@brimbank.vic.gov.au">westvale@brimbank.vic .gov.au</a>	Brimbank Residents only Service is restricted to once every 2 weeks	<b>More recent update unavailable</b>  <b>06.08.21</b> <b>Currently operating</b>

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
		4665 to arrange collection time.				Available to Brimbank residents only. If it is an emergency, please email <a href="mailto:Emergencymanagement@brimbank.vic.gov.au">Emergencymanagement@brimbank.vic.gov.au</a> Contact on 9249 4665 to arrange collection time.
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: 0408 718 559 <a href="mailto:thehumblemission@hotmail.com">thehumblemission@hotmail.com</a>	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.	<b>27.08.2021</b> <b>Currently operating</b>

## 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 referral only	Tues, Wed and Thurs 10am – 1pm	108 Queen St Altona	9398 1954 <a href="mailto:Star.conliffe@salvationarmy.org.au">Star.conliffe@salvationarmy.org.au</a> 88784500 head office - Blackburn Office	For people in the Altona, Altona Meadows/West and Seaholme and other Western Metro areas.	<b>More recent update unavailable</b> 06.08.2021 Currently operating  Food hampers and vouchers for community members in need will continue Tues, Wed and Thurs, 10am-1pm. NO FACE-TO-FACE: ONLY APPOINTMENTS. Call 9398 1750, 10am-12pm for assessment and appointments. Pick up at door. If you cannot get through, leave a message. Financial counselling referrals can be made by individuals or organisation by phoning 1800 722 363 or email to: <a href="mailto:corpsofficer.hobsonsbay@salvationarmy.org.au">corpsofficer.hobsonsbay@salvationarmy.org.au</a> Counselling is mostly done over the phone for Wyndham and Hobsons Bay residents.
Laverton Community Integrated Services (LCIS)	Food parcels and vouchers	<b>Regular:</b> Mon, Wed, Fri 10am - 2pm <b>During Lockdowns:</b> Mon – Fri 9am – 5pm	Laverton Community Hub 95 – 105 Railway Ave Laverton Williamstown Uniting Church 36 Electra St Williamstown	0476 170 589/ 8368 0177 If no answer leave a message and worker will return call during business hours, or <b>register through the online form at</b>	Must live in Hobsons Bay. Community members living in Hobsons Bay are able to receive a remote delivery service for support such food, vouchers, or crisis assistance.	<b>27.08.2021</b> <b>Currently operating</b>  Due to lockdown, Emergency Relief services are offered remotely. Taking phone calls on 0476 170 589 (during business hours) and email submissions from LCIS website. <a href="https://lcis.org.au/">https://lcis.org.au/</a> Deliveries available

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
				<a href="https://lcis.org.au/emergency-relief-register/">https://lcis.org.au/emergency-relief-register/</a>		
Anglicare - Williamstown Emergency Relief Centre	Woolworths vouchers, Myki passes for appts only, pharmacy vouchers, food parcels Fridays only	Monday and Fridays 10am – 1pm	36 Electra Street Williamstown	<b>1800 809 722</b> 0458 750 717	For people in Newport or Williamstown.  Will support people in need from other suburbs	<b>27.08.2021</b> <b>Currently operating</b> 32 Electra St Williamstown Service Hours - Mon & Fri 10am - 1.00 pm Foodbank Program parcels available Fridays only.  Call 0458 750 717 during service hours.  Centralised number for general ER enquiries is: 1800 809 722
Helping Hand Cafe (Williamstown Church of Christ)	Food Hampers	Tues 11am to 1pm	119 Douglas Parade Williamstown	<a href="mailto:Helpinghandcafe@hotmail.com">Helpinghandcafe@hotmail.com</a>	ID required	26.5.2021  Café no longer operating.
Outlets Cooperative Neighbourhood House	Fresh produce frozen meals Pantry Package items Personal hygiene products	Wed	43 Mason Street Newport	9391 8504 (Therese or Jess)	<a href="http://www.outletscoop.com.au/">http://www.outletscoop.com.au/</a>  Residents of Newport only.	<b>More recent update unavailable</b> 06.08.2021 Currently operating – phone only During current 7-day lockdown we are accepting phone calls from those in crisis or in quarantine isolation. Can deliver simple pantry or personal hygiene items.

## 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 fuel vouchers	Tues, Wed, Fri 10am – 4pm	3 Wingfield Street Footscray	Phone 9689 3888 (preferred contact number from now on)	Express post or evouchers	<b>27.08.2021</b> <b>Currently operating, phone-only.</b>  Bill assistance is available.  All contact is via the phone, please call reception on landline. Not offering face-to-face as yet.
Maribyrnong City Council	Community Strengthening Team provides Coles vouchers, nappies, personal care items and other essential items, referrals to other programs and local organisations.	Monday – Friday 9am – 5pm	Precinct response team with respond to the request.	Please call 9688 0434 or email <a href="mailto:CommunityConnectors@maribyrnong.vic.gov.au">CommunityConnectors@maribyrnong.vic.gov.au</a>	Those affected by the COVID-19 pandemic and residing in the City of Maribyrnong.	<b>27.08.2021</b> <b>Currently operating</b>  Information and referral service New addition - delivery of items from ER services to people in isolation Items can be delivered on Monday, Wednesday or Thursday and are usually organised a day in advance.
Uniting Footscray	Food parcels and food	Wednesday – Friday	310 Barkly St Footscray	9689 3515	Food parcels and vouchers	<b>27.08.2021</b> <b>Currently operating</b>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Emergency Relief (previously known as Wesley Footscray Outreach)	vouchers	9.30am – 4pm			are available to eligible people following a phone assessment.	<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 vulnerable persons and families including the provision of meals and food	<p>Mon – Fri 9:00am - 6:00pm</p> <p>Out of hours assistance can be arranged for urgent cases</p>	Delivery is preferred however collection can be arranged on an individual basis	<p>Muhammed Elkadi Ph: 0408718559 <a href="mailto:thehumblemission@hotmail.com">thehumblemission@hotmail.com</a></p>	People living in Cities of Maribyrnong or Brimbank. The Humble Mission is a small not-for-profit organisation started in	<p><b>27.08.2021</b> <b>Currently operating</b></p>



Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
	essentials and parcels, toiletries, essential clothing, essential hygiene products and blankets.	Out of hours deliveries can also be arranged			response to critical need among the most disadvantaged in our community for food and daily living essentials.	
Braybrook and Maidstone Neighbourhood House Inc	Bread from Bakers Delight on a Monday. Food parcels with fruit, veg and pantry goods. Frozen meals, vegetarian	Mon – bread available 10am – 2pm  Tues - food parcels and frozen meals 12.30 - 3.30pm	113 Melon Street Braybrook 3019	Call Vivienne 9317 5610  <a href="http://bmnh.org.au/">http://bmnh.org.au/</a>	Eligibility Healthcare card or demonstrated need	<b>More recent update unavailable</b> 06.08.2021 Currently operating No delivery service provided, COVID safe pick up only. Monday – free bread bakers Delight 10 – 2pm pick up Mondays only – just attend Tuesday – call first to assess need and arrange pick up time.
Vantage Point Care	Pre-packed boxes with pantry items as well as meals, fresh food and vegetable.	Contact via email only	Via email only, date confirmation  pick-up location at :- Unit 1/16A Keilor Park Drive Keilor East	Ph: 9844 4465 <a href="mailto:admin@vantagepoint.church">admin@vantagepoint.church</a>  Email details - name, contact details, family size and residential suburb and someone from organisation will make contact .  <a href="https://www.vantagepoint.church/community">https://www.vantagepoint.church/community</a>	Operate from multiple locations around Melbourne, East Outer East and North/West. Request contact person for North/West -> Maria	<b>27.08.2021</b> <b>Currently operating</b>  No delivery service provided. Pick up only, every Tuesday between 2-2.30pm at Vantage Point Unit 1/16A Keilor Park Drive Keilor East. Doors close at 2.30. Service is also available to people in Melton, Maribyrnong, Wyndham Moonee Valley, Hume and Moreland municipalities <i>Note: Confirmation requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i>

## 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 Services	Food parcels	Monday – Thursday 10am – 2.30pm Friday 10am – 12.15 pm School holidays: Mon-Fri 10.00 am- 12.30 pm	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.	<b>27.08.2021</b> <b>Currently operating</b>  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.
ADRA Community Care/Melton South Community Centre	Food parcels	Friday From 4 December tickets will be available from 10:30am and a collection time will be given. Due to new delivery arrangements food collection will	Melton South Community Centre 41 Exford Road Melton South		For people in Melton postcode. Must have a current Centrelink or Immigration Card although some flexibility to support people who do not meet these criteria.	<b>27.08.2021</b> <b>Currently operating</b>  Ticketing system in place. If people are isolating or for some other reason are not able to come to the centre, they can have someone collect on their behalf if they have the persons card and details. Staple foods plus fruit and vegetable parcels. Curry, Rice and Pasta is also usually available. Please note that from FRIDAY 12 MARCH, there will be a \$3.00. charge for two parcels of essential and frozen foods plus a parcel of fresh fruit and vegetables.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
		commence between 12.30-1.00 pm.				
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).	<b>27.08.2021</b> <b>Not operating until further notice</b>  For further updates consult Resurgence FB page <a href="https://www.facebook.com/ResurgenceInc/">https://www.facebook.com/ResurgenceInc/</a>
Catholic Care	Fuel and food Vouchers.	Tuesday and Wednesday 9.30 am - 3.30 pm	Melton Central, Station Rd. Melton	Ring Tuesday and Wednesday 8.30-9.30 to make a same day appointment.  0409 810 104 <a href="https://www.ccam.org.au/page/110/emergency-relief">https://www.ccam.org.au/page/110/emergency-relief</a>	Express post or e-vouchers.	<b>27.08.2021</b> <b>Currently operating, phone-only.</b>  Bill assistance is available. Currently no “face to face” appointments.
Dal Baba Badhi Chandi Temple (Plumpton)	Vegetarian meals, groceries and blankets	Seven days per week, call before 2.00 pm. Delivery 5pm-8pm, seven days per week	Home delivered and at temple	0433 021 110 0422 790 568	Open to all in need	<b>27.08.2021</b> <b>Currently operating</b>  Phone requests for meals to be made by 2.00pm  Limited meal deliveries made between 5.00pm - 8.00 pm  Meals are also available at the temple located at 1288-1364 Melton Hwy, Plumpton from 12.00 pm – 7.00 pm 7 days a week.  Groceries and blankets also available – requests to be made via phone call or text.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Community Care – Melton City Council	Home meals delivered	Monday – Friday 9.30am – 1.00 pm	Home delivered	9747 5407 or 9747 7384	For vulnerable seniors (65yrs+), people with a disability, Carers (as per specific funding programs: HACC etc.)	<b>27.08.2021</b> <b>Currently operating</b>  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 free hot meal to take away	Monday – Friday 11.00 am- 3.00 pm	12 Wallace Square	0478 965 735  1300 525 332	Provide full name and Medicare card to show family size.	<b>27.08.2021</b> <b>Currently operating</b>  During COVID lockdowns the operating hours are 10.30 am – 12.00 pm.
Sri Durga Temple	Food & groceries available to people who contact them directly	7 days per week	Not provided	People can email <a href="mailto:mail@sridurgatemple.com">mail@sridurgatemple.com</a> 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 communities	<b>More recent update unavailable.</b> 27.01.2021  Currently operating 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 Central Melton location	Advised when booking made.	Consult Facebook page for information and to make a booking <a href="https://www.facebook.com/soupkitchenmelton">www.facebook.com/soupkitchenmelton</a>	No eligibility criteria but need to make a booking.	<b>27.08.2021</b> <b>Now closed</b>  Returning in 2022.
Timbertop Children's and Community Centre	Food relief (food hampers and vouchers)	Food reliefs every Thursday.	1 Timber Top Parade, Aintree	9747 5761 For food hampers phone between 9am - 11am on Thursday. Delivery of Hampers will be Thursday afternoon (same day).	Available to City of Melton residents only.	<b>27.08.2021</b> <b>Currently operating</b>  Drop in and appointments no longer available. Contactless delivery service only. Limited hampers available, so please only

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						refer for unmet need or emergencies.
Stevenson House	Food relief (Food hampers and vouchers)	Food relief Every Friday.	10 Stevenson Cres, Caroline Springs	9747 7272 For food hampers phone between 9am - 11am on Friday. Delivery of Hampers will be Friday afternoon (same day).	Available to City of Melton residents only.	<b>27.08.2021</b> <b>Currently operating</b>  Drop in and appointments no longer available. Contactless delivery service only. Limited hampers available, so please only refer for unmet need or emergencies.
Kurunjang Community Hub	Food relief (Food hampers and vouchers)	Food relief Every Wednesday.	33 Mowbray Cres, Kurunjang	9747 7339 For food hampers phone between 9am - 11am on Wednesday. Delivery of Hampers will be Wednesday afternoon (same day).	Available to City of Melton residents only.	<b>27.08.2021</b> <b>Currently operating</b>  Drop in and appointments no longer available. Contactless delivery service only. Limited hampers available, so please only refer for unmet need or emergencies.
Vantage Point Care	Pre-packed boxes with pantry items as well as meals, fresh food and vegetable.	Contact via email only	Via email only, date confirmation  pick-up location at :- Unit 1/16A Keilor Park Drive Keilor East	Ph: 9844 4465 <a href="mailto:admin@vantagepoint.church">admin@vantagepoint.church</a>  Email details - name, contact details, family size and residential suburb and someone from organisation will make contact.  <a href="https://www.vantagepoint.church/community">https://www.vantagepoint.church/community</a>	Operate from multiple locations around Melbourne, East Outer East and North/West. Request contact person for North/West -> Maria	<b>27.08.2021</b> <b>Currently operating</b>  No delivery service provided. Pick up only, every Tuesday between 2-2.30pm at Vantage Point Unit 1/16A Keilor Park Drive Keilor East. Doors close at 2.30 This service is also available to people in Melton, Maribyrnong, Wyndham Moonee Valley, Hume and Moreland municipalities <i>Note: Confirmation requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i>

## 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>

City of Melbourne community food guide can be found here: <https://www.melbourne.vic.gov.au/SiteCollectionDocuments/community-food-guide.pdf>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Church of all Nations	Food parcels Pantry items	Tuesday, Wednesday and Thursday from 10am	180 Palmerston St Carlton	9347 7077 Mon- Thurs <a href="mailto:Contact@cancarlton.com.au">Contact@cancarlton.com.au</a>		<p><b>More recent update unavailable.</b> 26.5.2021</p> <p>Currently operating Pre-ordering is required the day before pickup. Text 0484 062 862 to book.</p> <p>12.30-2.30pm Tuesday pick up times</p> <p>10.30-11.30am, 2.30-3.30pm Wednesday pick up</p> <p>12.30pm-2pm. Thursday pick up</p> <p>Thursday fresh food market: 10.30am-12 noon (no appointment need)</p> <p>Health care concession card eligibility for pantry, no eligibility for fresh food market.</p> <p>Available for those also in CBD, North Melbourne, Carlton North, West Melbourne, Fitzroy and North Fitzroy, no fixed address.</p>
The Humble Mission	Essential toiletries, freshly-cooked meals, non-	Saturday 1.30pm	Batman Park 5 Norval Place, Melbourne	Muhamed Elkadi Ph: 0408718559 <a href="mailto:thehumblemission@hotmail.com">thehumblemission@hotmail.com</a>		<p><b>27.08.2021</b> <b>Currently operating</b></p>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
	perishable food items & drinks					
Food Bank	International Student Pop-up store	10am – 2pm every Monday, Wednesday and Friday (excluding public holidays).	Aurora Melbourne Central, 230 La Trobe Street, Melbourne	<a href="https://www.foodbank.org.au/students/?state=vic">https://www.foodbank.org.au/students/?state=vic</a> <a href="tel:0393628300">03 9362 8300</a> (number for Yarraville Food Bank head office, follow prompts) <a href="mailto:info@foodbankvictoria.org.au">info@foodbankvictoria.org.au</a>	Student ID required	<b>More recent update unavailable.</b> 26.5.2021  Currently operating 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 Hands Mission Inc.	Food parcels Material aid-essential items such as bedding, linen, whitegoods, clothing, kitchen items, furniture	Monday – Friday 10am-3pm By appointment	492 Fullarton Road Airport West	1300 892 010	Health Care Card Available to people from any municipality All sessions by appointment  Food parcels - \$5 payment Material aid – referral form & \$40 payment	<b>More recent update unavailable</b> 06.08.2021 Closed when COVID lockdown restrictions are in place. Check website to confirm opening details <a href="https://www.helpinghandsmission.org.au">https://www.helpinghandsmission.org.au</a> Health Care card required Prepacked food parcels- 1 x box of fresh items, 1 x box frozen items and 1 x box of self-selected non-perishables available per client. \$5 payment required. Weekly/fortnightly assistance available depending on client circumstance Nappies and other hygiene products available on request Material aid - case worker must complete referral form available on website, \$40

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
						fee payable by client/agency. Delivery within 10kms.
Brighton Street Baptist Church	Food parcels	Pantry Day Delivery only Wednesdays 1pm-4pm	12 Brighton Street. Flemington	Appointments booked on 0466 976 804 <a href="mailto:Marcus.curnow@essendonbapist.org.au">Marcus.curnow@essendonbapist.org.au</a> - coordinator of the Pantry. <a href="mailto:Adam.hince@essendonbapist.org.au">Adam.hince@essendonbapist.org.au</a> - Pastor	Prioritizing Flemington Kensington and Ascot Vale and north Melbourne Residents All we require is a name and preferably a phone number.	<b>More recent update unavailable.</b> 24.2.2021 Currently operating Flemington People's Pantry currently offers food hampers. Please contact on Monday or Tuesday for Wednesday pickup or delivery arrangements.
Wingate Community Centre	Food parcels	Mondays (all day), & Fridays (midday-4pm) Only by appt	13a Wingate Ave  Ascot Vale	(03) 9212 0236 <a href="mailto:barney@wingateave.com.au">barney@wingateave.com.au</a> Barney	By Appointment only.	<b>More recent update unavailable</b> 06.08.2021  Currently operating Available to anyone - no health care card required. Pick up Monday and Friday - are given an appointment once per fortnight.
Vantage Point Care	Pre-packed boxes with pantry items as well as meals, fresh food and vegetable.	Contact via email only	Via email only, date confirmation  pick-up location at :- Unit 1/16A Keilor Park Drive, Keilor East	Ph: 9844 4465 <a href="mailto:admin@vantagepoint.church">admin@vantagepoint.church</a>  Email details - name, contact details, family size and residential suburb and someone from organisation will make contact.  <a href="https://www.vantagepoint.church/community">https://www.vantagepoint.church/community</a>	Operate from multiple locations around Melbourne, East Outer East and North/West. Request contact person	<b>27.08.2021</b> <b>Currently operating</b>  No delivery service provided. Pick up only, every Tuesday between 2-2.30pm at Vantage Point Unit 1/16A Keilor Park Drive Keilor East. Doors close at 2.30 This service is also available to people in Melton, Maribyrnong,



Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
					for North/West -> Maria	Wyndham Moonee Valley, Hume and Moreland municipalities <i>Note: Confirmation requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.</i>
St Stephen's Flemington	Drop-in for food parcels. Fresh fruit and vegetables	Tues 10am–1pm	26 Norwood St, Flemington 3031	9376 3777 <a href="mailto:St.stephens@scotschurch.com">St.stephens@scotschurch.com</a>	Servicing Moonee Valley, No ID required.	<b>More recent update unavailable</b> 06.08.2021 Currently operating

## 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	Dine in meals on Tues, Wed, Thursday 12pm at 211 Watton Street. Market Day Thursdays 1pm at 211 Watton St Salvos on the Move Food Van Fridays from 5.30pm Werribee Train Station Laundry and Bathroom Facilities Mon – Fri 9.30am - 4.00pm	Monday, Tuesday, Thursday 9.00am – 4pm Food Parcels Wednesdays 211 Watton Street	209 Watton St Werribee	9731 1344	For people in the City of Wyndham and surrounding areas	<p><b>More recent update unavailable</b> 06.08.2021 Currently operating</p> <p>Clients must call and make an appointment for a phone assessment to receive financial support and vouchers.</p> <p>Ph 9731 1344 between 9am –4pm.</p> <p>Clients can also access fresh produce, and other grocery items (walk ins welcome) dependent upon availability</p> <p>Dependent on the individual assessment, support can include:</p> <ul style="list-style-type: none"> <li>• Coles/ Woolworths vouchers. Vouchers can be picked up or e- vouchers can be arranged</li> <li>• Utility and phone bill assistance</li> <li>• Salvo stores basic furniture/ clothing</li> <li>• MYKI travel passes</li> <li>• Food parcels/ toiletries/ nappies</li> </ul> <p>Optical vouchers (Prescription glasses – for standard scripts only)</p>
Uniting Wyndham	Food vouchers/food parcels	Monday, - Friday 10am-2pm All assistance	19 Duncans Rd Werribee	9051 2000 <a href="mailto:wyndham.reception@vt.uniting.org">wyndham.reception@vt.uniting.org</a> or SMS 0468 605 015.	For low income or no income residents of the City of Wyndham	<p><b>More recent update unavailable</b> 06.08.2021 Currently operating</p>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
		is by appointment only. Please call for an appointment .				<p>Food Parcels: By appointment, Mon - Fri 10:00am - 2:00pm</p> <p>Food Vouchers: Applications accepted Mon – Fri 10:00am - 2:00pm</p> <p>Face to Face service: Mon - Fri: 9am to 2:30pm Phone service: Mon - Fri: 9am to 4pm</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. Centrelink income statement, agency referral, Asylum seeker status or proof of low income. Can email <a href="mailto:wyndham.reception@vt.uniting.org">wyndham.reception@vt.uniting.org</a> 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, Tuesday, Wednesday Thursday and Friday to 2pm. Food vouchers available to eligible clients a maximum of once every 6 months.</p> <p>Food parcel assistance is available to eligible clients a maximum of once every two weeks. New clients need to register.</p>

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
Manors Lake Community Centre	Food Bank	Wednesday 9.00am - 11.30am Friday 2.00 - 3.00pm	86 Manor Lakes Boulevard Manor Lakes	Lynnette Labuschagne Foodbank Coordinator 0457 776 559 8734 8934 <a href="mailto:foodbank@newstart.org.au">foodbank@newstart.org.au</a> <a href="https://www.newstart.church/foodbank-food-security">https://www.newstart.church/foodbank-food-security</a> <a href="https://www.facebook.com/community.food.assistance">https://www.facebook.com/community.food.assistance</a>	Residents of Wyndham municipality	<b>27.08.2021</b> <b>Currently operating</b>  Provide food parcels to those that attend the site.  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	Fruit and veg Meat and dairy Vegetarian Frozen meals	Thursday 09.30am - 12 midday	55-57 Kookaburra Avenue Werribee	Call 8742 3975 or 0433 857 768 Greg Ferrington  <a href="mailto:greg@wyndhamparkc.com.au">greg@wyndhamparkc.com.au</a>	Residents of Wyndham	<b>27.08.2021</b> <b>Currently operating</b>  Community store – Thursday 9.30am -12 midday. Can provide a box of fresh fruit and veg, dry goods, non-perishables, hygiene products, meat and dairy, vegetarian options. The centre has some frozen meals available at other times and for other community members in need.
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	<b>27.08.2021</b> <b>Currently operating</b>  Cooked vegetarian meals Call to arrange.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
				<a href="mailto:Secretary@gurduarasahibtarneit.org">Secretary@gurduarasa hibtarneit.org</a>		
Jamieson Way Community Centre	Frozen Meals Food Hampers Fruit & Vegetables (limited)	Tuesday 12.00 – 2.30pm	59 Jamieson Way Point Cook	Centre Staff on 9395 3777 <a href="mailto:admin@jamiesonwayc.c.org.au">admin@jamiesonwayc c.org.au</a>	Residents from Wyndham and surrounds	<b>More recent update unavailable</b> 06.08.2021 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	Via email only, date confirmation pick-up location at :- Unit 1/16A Keilor Park Drive Keilor East	Ph: 9844 4465 admin@vantagepoint.church Email details - name, contact details, family size and residential suburb and someone from organisation will make contact. <a href="https://www.vantagepoint.church/community">https://www.vantagepoint.church/community</a>	Operate from multiple locations around Melbourne, East Outer East and North/West. Request contact person for North/West -> Maria	<b>27.08.2021</b> <b>Currently operating</b>  No delivery service provided. Pick up only, every Tuesday between 2-2.30pm at Vantage Point Unit 1/16A Keilor Park Drive Keilor East. Doors close at 2.30 This service is also available to people in Melton, Maribyrnong, Wyndham Moonee Valley, Hume and Moreland municipalities Note: Confirmation requests for food parcels must be received before 3pm the Friday of the week prior to the Tuesday pick-up date.
Wyndham Youth Services Foodbank	Foodbank, sanitary items, baby items, formula and nappies	Mon – Fri 9am-6pm	Youth Resource Centre 86 Derrimut Rd, Hoppers Crossing	8734 1355	For young people in Wyndham aged 12 –25 years	<b>27.08.2021</b> <b>Currently operating</b>  Wyndham City Youth Services foodbank service is available for young people of 12-25 years who are struggling and need assistance. Includes baby items, formula and nappies.
Wyndham City Council (Community Connector)	Food relief, material aid Mental health support and counselling Family, youth and social			<b>Phone:</b> call Wyndham Council on (03) 9742 0777 and ask to speak to the Community Connector. <b>Email:</b> <a href="mailto:communityconnector">communityconnector</a>	Wyndham LGA	<b>More recent update unavailable.</b> The Community Connector is able to provide support, referrals and information to any community member.

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
	support Aged and disability services Family violence support Homelessness , emergency housing International students Support while in isolation or quarantine.			<a href="mailto:@wyndham.vic.gov.au">@wyndham.vic.gov.au</a> <b>Web enquiry form:</b> <a href="http://www.wyndham.vic.gov.au/communityconnector">www.wyndham.vic.gov.au/communityconnector</a>		
Point Cook Foodbank	Fresh produce Dry goods	Sundays from 1pm - 3pm.	7 Adelphi Boulevard Point Cook, Along Sneydes Road near to Alamanda Entrance	<b>email:</b> <a href="mailto:foodpantry@crossculturepointcook.net.au">foodpantry@crossculturepointcook.net.au</a> <b>Web:</b> <a href="https://www.facebook.com/pointcookfoodbank">https://www.facebook.com/pointcookfoodbank</a> or <a href="http://crossculturepointcook.net.au/">http://crossculturepointcook.net.au/</a>	Wyndham and surrounds	<b>More recent update unavailable.</b>  26.5.2021 Community initiative to provide free food, run by Cross Culture (Church of Christ). Care packages consist of dry foods and fresh produce. Pick up from the church location. BYO bags.
Tarneit Foodbank, Penrose Promenade Community Centre	Fresh and frozen food Dry goods	Tuesday 10.30am-12pm	83 Penrose Promenade, Tarneit	8734 4500	Wyndham and surrounds	<b>More recent update unavailable.</b>  26.5.2021 Tarneit Foodbank is run by the Epiphany Church to support community members of all ages. No referrals needed. Includes fresh food, frozen food and dry goods.
Werribee Baptist Church	Food parcels		225 Heaths Road, Werribee 3030	<b>Phone:</b> 9749 3166 <b>Email:</b> <a href="mailto:office@werribeebaptist">office@werribeebaptist</a>	Wyndham and surrounds	<b>More recent update unavailable</b> 06.08.2021 New

Agency	Support Available	Hours	Address	Contact	Eligibility	UPDATED SERVICE
				<a href="http://t.org.au">t.org.au</a>		Contact for more information
Hoppers Crossing Equip Church		Wednesdays only	147-155 Hogans Rd, Hoppers Crossing VIC 3029	Phone: 9748 0099 Email: <a href="mailto:hoppers@lighthousestores.org.au">hoppers@lighthousestores.org.au</a>	Wyndham and surrounds	<b>More recent update unavailable.</b> 26.05.2021  New
Wyndham Pakata Movement	Food pantry	Any time		Facebook page: <a href="https://www.facebook.com/ThePatakaMovement/">https://www.facebook.com/ThePatakaMovement/</a> Facebook group: <a href="https://www.facebook.com/groups/265569064467832">https://www.facebook.com/groups/265569064467832</a>	Wyndham and Surrounds	<b>More recent update unavailable.</b> 26.05.2021  Residents around all areas of Wyndham who have a food pantry out the front of their house that any person can access without judgement. "Take what you need, give what you can". See social media for more information

## 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 8.00-9.30	Greek Welfare Centre Northcote	Sophie Koutoulas Email: <a href="mailto:ourdailybread.coburg@gmail.com">ourdailybread.coburg@gmail.com</a>	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)	<b>27.08.2021</b> <b>Currently operating</b>  8am-9.30am or groceries will be delivered for Tuesday mornings

Agency	Support Available	Hours	Address	Contact	Information	UPDATED SERVICE
					and are subject to income assessment.	
Muslim Women's Council of Victoria Inc.	Groceries available by assessment	Every Friday 12pm-2pm	Reynard Street neighbourhood House 104A Reynard Street, Coburg	0401953834	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.	<b>27.08.2021</b> <b>Currently operating</b>  No changes during lockdown periods  1pm-2.30pm Fridays
West Welcome Wagon	Delivery of food parcels, material aid for asylum seekers and refugees	Monday – Thursday 9am-5pm	Servicing the western municipalities of Melbourne including Brimbank Hobsons Bay, Maribyrnong, Wyndham and Moonee Valley.	<a href="mailto:referrals@westwelcomewagon.org.au">referrals@westwelcomewagon.org.au</a>  <a href="https://www.facebook.com/WestWelcomeWagon">www.facebook.com/WestWelcomeWagon</a>  <a href="http://www.westwelcomewagon.org.au">www.westwelcomewagon.org.au</a>	Provision of food essentials and parcels, toiletries, clothing, 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 west metro Melbourne	<b>27.08.2021</b> <b>Currently operating</b>  Referrals are welcome by email on any day of the week, and they will be answered when volunteers' time permits.  <a href="mailto:referrals@westwelcomewagon.org.au">referrals@westwelcomewagon.org.au</a>
Food Bank International Student Pop-up Store	Free and culturally diverse food and pantry items to international students. Fresh produce, pantry and	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	<b>More recent update unavailable.</b> 26.05.2021 Currently operating  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
	staple items. Bring along a shopping bag or cart, along with a Student 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	<b>More recent update unavailable.</b> 06.08.2021  Currently operating  9.30-11am weekdays Primarily for international students (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	A range of fresh fruit, fresh bread, meat, eggs, grocery items, frozen food and	Wednesday, Thursday and Friday 9am – 2pm	79 Sunshine Road West Footscray (The supermarket is an 8-minute walk from	9318 4477	<b>27.08.2021</b> <b>Currently operating</b>  Monday to Friday - 10:00am to

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
holders of Centrelink, full time Student Card and Immigration Cards	toiletries/cleaning products		Tottenham Train Station) Ample parking is available		4:00pm Saturday - 10:00am to 3pm Sunday - 10:00am to 2pm

## 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 <sup>st</sup> 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	<b>27.08.2021</b> <b>Currently operating</b>  Drop-in hamper service operating Wed to Fri between 10-3pm.  Service also has access to dry and tinned pet food for people requiring support to care for animals  Some capacity to deliver to clients in the inner west who are unable to self-collect  Friday nights 4pm-6.30pm cooked meal (takeaway) available.
Uniting Lentara	Community Meal	Community meal held on 1 <sup>st</sup> and 3 <sup>rd</sup> Wednesday of every month	32 Withers St Sunshine 3020	9311 5900	<b>27.08.2021</b> <b>Closed</b>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
		12.30pm – 2pm			<p>The Sunshine service will cease operating and close on Friday 20 August 2021.</p> <p>Uniting ER services will continue to be offered from our Footscray site: 310 Barkly St Footscray 9689 3515</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><b>27.08.2021</b> <b>Currently operating</b></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>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					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 <ul style="list-style-type: none"> <li>Breakfast 9am – 10.00am</li> <li>Lunch 11.30am – 1pm</li> </ul> Monday - Sunday Twilight Café 4pm-11pm <ul style="list-style-type: none"> <li>Dinner 6.00pm-8pm</li> </ul> Night Café 11pm – 7am <ul style="list-style-type: none"> <li>Toasties and snacks throughout the night</li> </ul>	69 Bourke St, City	9653 3299	<b>More recent update unavailable.</b>  11.03.2021 Currently operating Breakfast, lunch and dinner will be served on a takeaway basis out the servery window on Westwood place laneway.  Breakfast - Mon – Fri 9am – 10.30  Lunch Mon- Fri 11.30-1pm from ground floor Bourke St entrance  Dinner 5pm-7pm  Takeaway food parcels available Mon – Fri 9am-12.30 (once per month)  No access by community members to cafe.  Showers available for extreme cases only.  Access to community storage will be via the foyer, with only one person in at a time. closed  Night-time safe spaces have ceased, staff

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>are on site to ensure anyone who presents is offered emergency accommodation</p> <p>St Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required).</p> <p>Case management available.</p>
Homelessness Resource Centre (formerly 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	179-191 Flemington Road, North Melbourne	8327 7500	<p><b>27.08.2021</b> <b>Currently operating</b></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. 10am-1pm Monday – Friday</p> <p>Crisis accommodation by referral.</p>
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	<p><b>27.08.2021</b> <b>Currently operating</b></p> <p>All social programs suspended.</p> <p>Monday – Friday 9.00am-12noon takeaway breakfast, case management for rough sleepers and clients with housing issues</p> <p>Small amounts of food bank food, toiletries, clean underwear and showers for rough sleepers (health screening</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					required) (9-12am)
Church of all Nations	Food pantry/market	Tuesday from 11.30am – 1pm	180 Palmerston St Carlton	9347 7077	<p><b>27.08.2021</b>  <b>Currently operating</b>  <b>Fresh food market closed</b></p> <p>Food parcels. Call 9347 7077 to book between 10am-2pm. Monday- Thursday</p> <p>Health care concession card eligibility for pantry, no eligibility for fresh food market.</p> <p>Available for those also in CBD, North Melbourne, Carlton North, West Melbourne, Fitzroy and North Fitzroy, no fixed address.</p> <p>Pharmacy financial assistance available for 2 scripts every 3 months.</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><b>More recent update unavailable.</b></p> <p>11.06.2021  Currently operating  7.30-9.00am breakfast for homeless  9.30-11am Meals for students weekdays</p>
St Mark’s Community Centre			Saint Mark's Anglican Church 250 George Street Fitzroy	9419 3288	<p><b>27.08.2021</b>  <b>Currently operating</b></p> <p>Food parcels from the window Mon – Fri  10.30am – 2.30pm.  Orange Sky washing van available on Mondays 10am -12 and Wednesdays 11am-1pm</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					Financial counselling available at Mission House. Short term case management for people who are vulnerable. PBS medicine voucher available need to bring script – health care card Target group - People residing in the City of Yarra and people experiencing homelessness.
Our Daily Bread	Free weekly community dinner	Thursday 4.00pm - 6.00pm	Coburg Greek Church 23-29 Victoria St Coburg		<b>27.08.2021</b> <b>Currently operating</b>
Kororoit Creek Neighbourhood House	Fortnightly meal	Every 2 <sup>nd</sup> Monday 11-1pm	61A Selwyn St, Sunshine	<a href="mailto:coordinator@kcnh.org.au">coordinator@kcnh.org.au</a> 0408 797 776 or 0413 434 082	<b>27.08.2021</b> <b>Not currently operating</b>  Community meals, cook and eat together. Meals change dependent on availability
St Brendan's Church	Weekly breakfast	Saturday mornings 8am- 10am	103 Wellington Street Flemington	flemken@cam.org.au	<b>27.08.2021</b> <b>New addition</b> <b>Currently operating</b>  Coffee Breakfast provided through a canteen style service. No eligibility requirements. Local police may be in attendance.
The Humble Mission	Freshly cooked meals, non-perishable food items & drinks, essential toiletries	Saturday 1.30pm	Batman Park 5 Norval Place, Melbourne	Muhamed Elkadi Ph: 0408718559 <a href="mailto:thehumblemision@hotmail.com">thehumblemision@hotmail.com</a>	<b>27.08.2021</b> Currently operating

## SOUP VAN

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
St Vincent de Paul	Hot meal	<b>MONDAY</b> 6.45pm 7.15pm 7.45pm <b>FRIDAY</b> 6.45pm <b>SATURDAY</b> 5.30pm 6.15pm <b>MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY &amp; SUNDAY</b> 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	Sam Dixon Agency Liaison Officer <a href="mailto:Sam.Dixon@fareshare.net.au">Sam.Dixon@fareshare.net.au</a> 03 9428 0044	<p><b>27.08.2021</b> <b>Currently operating</b></p> <p>Service currently at capacity and are unable to assist new organisations</p> <p>FareShare rescues surplus food and cooks free, nutritious meals for people doing it tough. For enquiries about receiving FareShare meals please contact <a href="mailto:Sam.Dixon@fareshare.net.au">Sam.Dixon@fareshare.net.au</a></p>

## 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	<p><b>27.08.2021</b> <b>Currently operating</b></p> <p>Vinnies Welfare Assistance Line is assisting people with access to food, clothing etc. Based on individual needs.</p>
Helping Hands Mission Inc.	Material and emergency aid e.g. Whitegoods, clothes	Monday – Friday 10am-3pm By appointment	All sites	1300 892 010 <a href="http://www.helpinghandsmission.org.au">www.helpinghandsmission.org.au</a> and follow the prompts under 'What We Do' for order request form.	<p><b>27.08.2021</b> <b>Closed when COVID lockdown restrictions are in place.</b></p> <p>Check website to confirm opening details <a href="https://www.helpinghandsmission.org.au">https://www.helpinghandsmission.org.au</a></p> <p>Food parcels</p> <p>Health Care card required \$5 payment required All sessions by appointment</p> <p>Material aid available from Airport West-case worker must complete referral form, \$40 fee</p>

## 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	<p><b>More recent update unavailable.</b></p> <p>13.08.2021 Currently operating NILS service available by phone assessment only – call Wesley Footscray on 9689 3515 to schedule a phone assessment.</p>
<p>National Debt Helpline</p> <p>(Better Place Australia and Consumer Action Law Centre)</p>	<p>Work with callers to provide tools to self-advocate, or if requiring ongoing assistance complete warm referrals to their nearest agency. This site is useful to locate the clients closest agency:  <a href="https://ndh.org.au/talk-to-a-financial-counsellor/find-a-financial-counsellor/">https://ndh.org.au/talk-to-a-financial-counsellor/find-a-financial-counsellor/</a></p>	9.30am – 5pm		<p>Phone 1800 007 007 OR Fill out Money Help’s contact form <a href="http://www.moneyhelp.org.au/get-help/contact-form">http://www.moneyhelp.org.au/get -help/contact form</a></p>	<p><b>27.08.2021</b> <b>Currently operating</b></p> <p>Telephone financial counselling available via 1800 007 007.</p> <p>The following websites provide further information:</p> <ul style="list-style-type: none"> <li>• <a href="https://ndh.org.au/debt-problems/">https://ndh.org.au/debt-problems/</a></li> <li>• To compare energy costs, visit: <a href="https://compare.energy.vic.gov.au/">https://compare.energy.vic.gov.au/</a></li> <li>• <a href="http://www.financialfirstaid.org.au">www.financialfirstaid.org.au</a></li> <li>• <a href="https://moneysmart.gov.au/budgeting/budget-planner">https://moneysmart.gov.au/budgeting/budget-planner</a></li> <li>• To find a free Financial Counsellor in your area: <a href="http://www.ndh.org.au/Talk-to-a-financial-counsellor/Find-a-financial-counsellor/">http://www.ndh.org.au/Talk-to-a-financial-counsellor/Find-</a></li> </ul>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p style="text-align: center;"><a href="#">a-financial-counsellor</a></p> <p>To make a phone appointment find a local provider through <a href="http://www.nils.com.au">www.nils.com.au</a> or <a href="http://www.goodmoney.com.au">www.goodmoney.com.au</a></p>
<p>Good Shepherd Australia New Zealand</p>	<p>Financial counsellors are available to assist people experiencing financial difficulty to manage debts. This may include advocating to creditors.</p> <p>No Interest Loans (NILs) for individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for essential goods and services such as fridges, washing machines, car repairs and medical procedures for up to \$1,500. Repayments are set at an affordable amount over 12 to 18 months.</p>			<p>Ph 1 300 015 500 email <a href="mailto:fcintake@goodshep.org.au">fcintake@goodshep.org.au</a></p> <p>Brimbank Melton - <a href="tel:1300786696">1300 786 696</a></p> <p><a href="http://www.nils.com.au">www.nils.com.au</a></p>	<p><b>27.08.2021</b> <b>Currently operating</b></p>
<p>Victorian Aboriginal Legal Service</p>	<p>Free advice and assistance for Aboriginal community dealing with electricity, water, telephone and credit</p>	<p>9am-5pm</p>		<p>Ph 1800 064 865 or email <a href="mailto:vals@vals.org.au">vals@vals.org.au</a></p>	<p><b>More recent update unavailable.</b></p> <p>13.08.2021 Currently operating</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
	card debt				
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: <a href="http://anglicarevic.org.au">anglicarevic.org.au</a>	<b>27.08.2021</b> <b>Currently operating</b> 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	<b>More recent update unavailable.</b> 13.08.2021 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 <sup>nd</sup> ) Saturday in the month	5 Graham St Melton	0414 769 605	<b>27.08.2021</b> <b>Operating only when no lockdown restrictions</b>  Will reopen will lockdown restrictions lifted. Operating within COVID restrictions for capacity numbers. <a href="http://www.thegapongraham.org.au/">http://www.thegapongraham.org.au/</a>
Wesley Footscray Outreach	Showers, laundry, morning tea and lunch program on hold	Wednesday – Friday 9.30am – 4pm	310 Barkly St Footscray	9689 3515	<b>27.08.2021</b> <b>Currently operating</b>  Food parcels and food vouchers are available for people living Maribyrnong LGA. Contact 9689 3515.  People living outside of Maribyrnong

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>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>
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"> <li>• Breakfast 9am – 10.00am</li> <li>• Lunch 11.30am – 1pm</li> </ul> <p>Monday - Sunday Twilight Café 4pm- 11pm</p> <ul style="list-style-type: none"> <li>• Dinner 6.00pm- 8pm</li> </ul> <p>Night Café 11pm – 7am</p>	69 Bourke St City	9653 3299	<p><b>More recent update unavailable.</b></p> <p>11.03.2021 Currently operating</p> <p>Breakfast, lunch and dinner will be served on a takeaway basis out the servery window on Westwood place laneway. Breakfast - Mon – Fri 9am – 10.30</p> <p>Lunch Mon- Fri 11.30-1pm from ground floor Bourke St entrance</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
		<ul style="list-style-type: none"> <li>• Toasties and snacks throughout the night</li> </ul>			<p>Dinner 5pm-7pm</p> <p>Takeaway food parcels available Mon – Fri 9am-12.30 (once per month)</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. closed</p> <p>Night-time safe spaces have ceased, staff are on site to ensure anyone who presents is offered emergency accommodation</p> <p>St Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required).</p> <p>Case management available.</p>
Living Room Primary Health Service	Free showers and laundry, food, phone calls and phone charging, drop in area to watch a movie	Monday, Wednesday, Thursday, Friday 9.30am – 4pm Tuesday 12.30 to 4.00pm Saturday 12noon – 5.00pm	7 – 9 Hosier Lane City	9945 2100 or free call 1800 440 188	<p><b>27.08.2021</b> <b>Currently operating</b></p> <p>Limited services provided during lockdown periods to ensure safe practices. Shower and laundry services Take away food parcels depending on</p>



Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					<p>stock levels/donations.</p> <p>Monday, Wednesday, Thursday, Friday 9.30am-4pm. (Closed 12-1 for COVID clean)</p> <p>Tuesday 9.30am-12.30pm</p> <p>Saturday 11 -4pm</p> <p>Doctors (Mon, Thu &amp; Fri), practice nurse (Mon-Fri) call register</p> <p>Dual diagnosis counsellors Monday - Friday call to register with clinical team.</p> <p>Social workers 4 days/week.</p> <p>Client engagement officers available.</p> <p>Hep C nurse Thursday 1pm</p>
Homelessness Resource Centre (formerly 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	179-191 Flemington Road, North Melbourne	8327 7500	<p><b>27.08.2021</b> <b>Currently operating</b></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. 10am-1pm Monday – Friday</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
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>Crisis accommodation by referral.</p> <p><b>27.08.2021</b> <b>Currently operating</b></p> <p>All social programs suspended.</p> <p>Monday – Friday 9.00am-12noon takeaway breakfast, case management for rough sleepers and clients with housing issues</p> <p>Small amounts of food bank food, toiletries, clean underwear and showers for rough sleepers (health screening required) (9-12am)</p>
Church of all Nations	Food market/pantry	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><b>27.08.2021</b> <b>Currently operating</b></p> <p><b>Fresh food market closed</b></p> <p>Food parcels. Call 9347 7077 to book between 10am-2pm. Monday-Thursday</p> <p>Health care concession card eligibility for pantry, no eligibility for fresh food market.</p> <p>Available for those also in CBD, North Melbourne, Carlton North, West Melbourne, Fitzroy and North Fitzroy, no fixed address.</p>

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
					Pharmacy financial assistance available for 2 scripts every 3 months.

### 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	<b>More recent update unavailable.</b> 13.08.2021 Currently operating Operating at a reduced capacity.  Crisis response available by appointment only. All other services closed.

### 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. <a href="https://www.ipchealth.com.au/">https://www.ipchealth.com.au/</a>

### 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
All energy providers	<p><b>Power Saving Bonus</b></p> <p>The Power Saving Bonus for Pensioner Concession Card holders and some Health Care Card holders is now available. It is a one-off \$250 payment to help with energy bills.</p> <p>Eligibility Requirements</p> <ul style="list-style-type: none"><li>• You must be a Victorian residential energy consumer (i.e. have a residential electricity account)</li><li>• You must receive one of the following concession benefits:<ul style="list-style-type: none"><li>○ Centrelink Pensioner Concession Card</li><li>○ JobSeeker, Youth Allowance, Austudy or Abstudy</li><li>○ Department of Veterans Affairs Pensioner Concession Card</li><li>○ Department of Veterans Affairs Gold Card</li></ul></li></ul> <p>The bonus is available through the Victorian Energy Compare website – <a href="https://compare.energy.vic.gov.au">compare.energy.vic.gov.au</a> – or by calling 1800 000 832.</p>
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</p>

Company	Support Available
	<p>webchat <a href="https://www.westernwater.com.au/Home">https://www.westernwater.com.au/Home</a> or email <a href="mailto:mail@westernwater.com.au">mail@westernwater.com.au</a></p> <p><u>Other support</u> 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. <a href="https://www.aussiebroadband.com.au/covid19-connectivity-relief/">https://www.aussiebroadband.com.au/covid19-connectivity-relief/</a></p> <p>Aussie Broadband will provide eligible families with access to the following plan:</p> <ul style="list-style-type: none"> <li>• nbn™ 25/5 plan at \$0 until 30 September 2020 (\$65 p/month from the 1 October 2020)</li> <li>• 500G Data limited (unlimited between 6 am to 6 pm local time until 1 October 2020)</li> <li>• Families must not have an active nbn™ connection.</li> </ul> <p>To be eligible to receive support through this program, families must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Families who are currently receiving Family Tax Part A or B</li> <li>• Have a school-aged child living at their address</li> </ul> <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 <a href="mailto:sponsorship@team.aussiebroadband.com.au">sponsorship@team.aussiebroadband.com.au</a></p>

## Tenancy Advice and Support

Organisation	Support Available
<p>Uniting</p> <p><b>New addition 08.10.2020</b></p>	<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><b>Contact:</b> T 1800 545 366 E <a href="mailto:taap.northandwest@vt.uniting.org">taap.northandwest@vt.uniting.org</a></p>

Organisation	Support Available
	<p>TAAP services the suburbs of Brimbank/Melton, Hume/Moreland and North-East Melbourne metro areas. Interpreters available if needed. <a href="http://unitingvictas.org.au">unitingvictas.org.au</a></p>
<p>Tenants Union of Victoria</p>	<p><a href="#">Tenants Victoria</a> provides information, advice and legal representation for renters in Victoria, Australia. Get advice and tips on reducing your rent with their handy guide - <a href="#">Guide to rent reductions and relief grants</a> Learn about law changes for renters during COVID-19 - <a href="#">Coronavirus (COVID-19) guide for renters</a></p> <p><a href="#">Need more help after reading these guides then contact call or email us for advice (ask a lawyer)</a></p> <p>Tenants advice line: <b>1800 068 860</b> Get information and basic advice by phone. Monday to Friday 10.00 am to 2.00 pm</p> <p><b>Email advice service</b> 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><b>Community service workers</b> 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: <a href="mailto:admin@tenantsvic.org.au">admin@tenantsvic.org.au</a> with the subject line “Organisation enquiry”</p> <p><i>*Advice or support to landlords or rental property managers is not provided.</i></p>

Updated –27 August, 2021

**\*\*Please note:**

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

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

**If you have information on sharing of this document, changes to any services listed here, or alternative services that may be available, please email details to [lesley.murray@dffh.vic.gov.au](mailto:lesley.murray@dffh.vic.gov.au) or call Lesley on 0411 365 042.**