

Emergency Relief during COVID19 closures -

Updated 12 May 2020

Food Relief:

Agency	Support Available	Contact/info
State Government through the Red Cross and Foodbank Victoria	Home delivery of emergency relief packages to people in mandatory self-isolation with no network or family/friends to support them	Accessed through the COVID-19 hotline: 1800 675 398. dhhs.vic.gov.au/coronavirus Delivered to door.
Brimbank City Council Neighbourhood House partnership with Moving Feast	Moving Feast is growing, cooking and delivering meals to vulnerable Victorians as part of the widespread food relief system. 750 vacuumed pack meals and 50 boxes of fresh produce grown by the social enterprises, will be delivered to two of the Brimbank City Council Neighbourhood Houses this week.	The food will be distributed by Brimbank City Council via 2 Neighbourhood Houses to local families experiencing extreme hardship due to unemployment and problems accessing government support payments.
Brimbank City Council and Victorian Government	Brimbank City Council will work with the Victorian Government to provide relief assistance and connections to local services for residents who have	

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	contacted the COVID 19 State Food Relief hotline and who are not eligible for the state led program (i.e. in mandatory isolation), but who still require support.	
Brimbank City Council	Home Care services including Meals on Wheels have been expanded to provide an additional 1,500 meals to vulnerable residents.	
Northpoint Pantry	Food hampers	Glengala Hotel Function Room, 214 Glengala Road, Sunshine Monday 1.30 – 3.30pm Call 03 9349 4555 for details
SASHS (Salvation Army) Support Service Sunshine	Food vouchers, housing crisis support Homelessness access point for Brimbank/ Melton	Phone appointments will still occur for rent in advance, rent arrears, general housing information and crisis accommodation (but not for registration for the Victorian Housing Register) Referrals should be made via email sunshineIAP@salvationarmy.org.au *Phone will still be operating but they

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Salvation Army	Food hampers	<p>expect a large volume of calls 93125424</p> <p>SASHS (Salvation Army Social Housing Service) 6/147 Harvester Rd Sunshine 3020 122 Victoria St Seddon Ph: 9689 2777 or 9312 5424 Opening hours: Monday-Friday 9am-5pm After hours response – Ph: 1800 825 955</p> <p>42 Devonshire Rd Sunshine 3020 9364 9335</p>
Uniting Lentana Uniting Lentana in partnership with the Tin Shed Neighbourhood House	Food hamper/ parcels	<p>Sunshine Mission, 32 Withers St Sunshine 9311 5900 Tuesday – Fridays 10am – 12.30pm</p>

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	Food hamper/ parcels	<p>The Tin Shed Neighbourhood House, 309A Main Road East St Albans 9366 4302 Tuesdays 10am – 12noon</p> <p>Hampers can be accessed from Sunshine or St Albans (Tin Shed), not both sites.</p>
Kororoit Creek Neighbourhood House	Food for people living in Albion, Ardeer and Sunshine	Email direct for delivery: coordinator@kcnh.org.au
Australian Multicultural Community Services (Maidstone)	<p>Free service available to families and individuals living within the municipality of Brimbank.</p> <p>Provides immediate aid including food parcels and Coles vouchers.</p> <p>Service ensures that clients receive the benefits and concessions to which they are entitled.</p> <p>Provides support and referral to other programs and services that can assist</p>	Ph: 8371 2320 or email: ercm@amcservices.org.au

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	<p>to overcome financial distress – including negotiating with creditors.</p> <p>Provides advocacy support including identifying options to address issues such as housing, family support and mental health.</p> <p>Service can help with part of overdue utility bills.</p> <p>Service can assist towards part payment of rent arrears.</p>	
Helping Hands Mission	Food parcels	<p>Near corner of George St and Hertford Rd Sunshine 3020 Phone 1300 892 010 for appointment</p>
Anglicare Sunshine	Food vouchers	<p>Holy Apostles Church 100 Anderson Rd Sunshine 3020 Call 0427 812 517 to make an appointment</p>
Anglicare St Albans	Food vouchers	<p>The Martyr Anglican Church, Corner Alexia St & East Esplanade</p>

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		St Albans 1 st and 3 rd Monday of the month 9.30am – 12.30pm Call 0408 316 414 to make an appointment
Anglicare Sydenham	Food vouchers	St Luke's Anglican Church Corner Kings Rd & Bellbird Ave, Taylors Lakes 3038 Wednesdays 10am – 1pm Call 0438 589 630 to make an appointment
Holy Eucharist Parish	Fresh fruit and vegetables (Service on hold)	1A Oleander Drive St Albans South 3021 9366 1310
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. 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	St Peter's Eastern Hill Anglican Church 15 Gisborne Street East Melbourne (Enter carpark off Albert Street entrance for collections). Pick-up 9.30am - 11am. Pick-up preferred however delivery can be arranged in special circumstances.

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		Text 0450 039 288 with name of client and short description of circumstances.
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	79 Sunshine Road West Footscray (The supermarket is an 8-minute walk from Tottenham Train Station) Ph: 9318 4477 Open Tuesday, Wednesday, Thursday Friday, Saturday 10am to 4pm. Wednesday, Thursday and Friday 9am – 2pm. Ample parking is available
St Vincent de Paul	Vinnies Welfare Assistance Line is assisting people with access to food, clothing etc. -	Ph: 1800 305 330 (Monday–Friday 10:00am to 3:00pm).
COLES – Online Priority Shop (COPS)	For most vulnerable and isolated	Ph: 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
IGA – Priority Shop	Eligibility criteria apply:	Ph: 1800 018 384

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	<ul style="list-style-type: none"> • 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 	<p>details are passed to a local IGA to process. Call to register, or go online https://igashop.com.au/register/</p>
WOOLWORTHS - Priority Assistance	Eligibility:	Ph: 1800 000 610 for general assistance with online. Or go online to register

Agency	Support Available	Contact/info
	Seniors, people with a disability, those with compromised immunity, those required to self-isolate.	https://www.woolworths.com.au/shop/discover/priorityassistance

Legal Services

Agency	Support Available	Contact/info
Brimbank Melton Community Legal Centre (BMCLC)	<p>Provides free legal services for people who live, work or study in the Brimbank, Melton and Bacchus Marsh communities.</p> <p>Offer legal support for clients in the West who may be experiencing legal need in the areas of :</p> <ul style="list-style-type: none"> - Family violence and intervention orders - Fines and infringements - Car accidents if you do not have insurance and are being chased for money - Some family law (not property) - Minor criminal matters 	<p>Appointments and checks on eligibility can be arranged by calling (03) 8592 9077, or emailing legal@comm-unityplus.org.au</p>

Financial Services

Agency	Support Available	Contact/info
Financial Counselling West	Financial counselling	9am- 5pm Monday to Friday Call 1300 786 696 for details
Uniting	Financial counselling NILS- No Interest Loan Scheme	9am- 5pm Monday to Friday Call 9351 3600 for details
Uniting Lentara	No Interest Loan Scheme (NILS). Also offered at the Tin Shed Neighbourhood House site in St Albans	32 Withers St Sunshine 3020 Phone 9311 5900 to make an appointment
West Justice	Financial counselling, variety of legal assistance	Sunshine Ph: 03 9091 8237 Visy Cars Hub, 80B, Harvester Road, Sunshine Office Hours: Monday, Wednesday & Friday: 9.30am-1pm and 2pm – 4.30pm Drop in service 9.30am- 4.30pm Monday, Wednesday & Friday for people up to 25 ONLY <i>Footscray</i> 03 9749 7720 Level 1/72 Buckley Street Footscray Monday to Friday 9.30am-1pm and 2pm- 5pm

CommUnity Plus – Provided by Circle Bank Alliance	Financial Planning and advice on personal financial budgets	822 Ballarat Rd Deer Park 3020 Tuesday 12noon – 2pm Ph: 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	Phone 1800 007 007 OR Fill out Money Help's contact http://www.moneyhelp.org.au/get-help/ Open 9.30am-5pm
Australian Multicultural Community Services (Maidstone)	Provides support and referral to other programs and services that can assist to overcome financial distress – including negotiating with creditors. Service can help with part of overdue utility bills. Service can assist towards part payment of rent arrears.	Ph: 8371 2320 or email: ercm@amcservices.org.au
Victorian Aboriginal Legal Service	Free advice and assistance for Aboriginal community dealing with electricity, water, telephone and credit card debt	Ph 1800 064 865 or email vals@vals.org.au Opening hours: 9am-5pm

Community Meals

Agency	Support Available	Hours	Address	Contact	UPDATED SERVICE
Braybrook Community Hub	Community Meal	7pm every Sunday night (arrive on time, limited spaces)	107 – 139 Churchill Ave Braybrook		Closed
CommUnity Plus	Community Meal	1 st Wednesday of the month 12.30pm – 1.30pm	822 Ballarat Rd Deer Park 3020	7379 0103	Closed
Salvation Army	Community Meal	Every Friday night 6pm	42 Devonshire Rd Sunshine 3020	9364 9335	TAKE AWAY ONLY Arrive at 6pm and a take away meal will be provided.
Uniting Lentara	Community Meal	Community meal held on 1 st and 3 rd Wednesday of every month 12.30pm – 2pm	32 Withers St Sunshine 3020	9311 5900	Closed
Wesley Footscray Outreach	Showers, laundry, morning tea and lunch program	Wednesday – Friday 9.30am – 4pm	310 Barkly St Footscray	9689 3515	Shower and laundry facilities are currently on hold till further notice

					Morning tea and lunch programs on hold.
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Housing Assistance

Agency	Support Available	Contact/info
Department of Health and Human Services	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/
Department of Health and Human Services	Information for those requiring a bond loan	Wherever possible please apply for bond assistance through the DHHs online service. https://www.housing.vic.gov.au/apply-rentassist-bond-loan
Tenants Victoria	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/
Homelessness Advocacy Service (HAS) Council to Homeless Persons	Provides an advocacy service for people who are homeless	2 Stanley St Collingwood

		Free call 1800 066 256 Call to schedule a phone appointment or email Angela@chp.org.au
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Family Violence Resources

Agency	Support Available	Contact/info
Western Integrated Family Violence Committee	Website is a central repository for all current family violence COVID-19.	resources: https://www.wifvc.org.au/statedwide-family-violence-news

Utilities

Company	Support Available
Western Water	<p>Payment extension: If possible, contact before bill is due.</p> <p>EasyPay Payment plan: make fortnightly or monthly payments towards account over 12 months. To set this up SMS 0480 015 200, start a webchat https://www.westernwater.com.au/Home or email mail@westernwater.com.au</p> <p><u>Other support</u> 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	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

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	<p>million will be directed to helping internet providers support low-income households with school-aged children who do not currently have an active nbn™ connection at home.</p> <p>Aussie Broadband is supporting the nbn™ response package by providing a limited number of nbn™ broadband connections to low-income families who have school-age children and no current nbn™ connection.</p> <p>https://www.aussiebroadband.com.au/covid19-connectivity-relief/</p> <p>Aussie Broadband will provide eligible families with access to the following plan:</p> <ul style="list-style-type: none"> • nbn™ 25/5 plan at \$0 until 30 September 2020 (\$65 p/month from the 1 October 2020) • 500G Data limited (unlimited between 6 am to 6 pm local time until 1 October 2020) • Families must not have an active nbn™ connection. <p>To be eligible to receive support through this program, families must meet the following criteria:</p> <ul style="list-style-type: none"> • Families who are currently receiving Family Tax Part A or B • Have a school-aged child living at their address <p>To ensure that this support makes it to those who need it the most, we are working with schools to assist with identifying those who need the support and organise the connections. If you are a family that is eligible for this service, we ask that you contact your school to provide you with the required information to organise your connection. If your school has not received the communication from us, they can contact us on sponsorship@team.aussiebroadband.com.au</p>

Health Services

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

*If your organisation would like to be included on this list, or you know of an organisation that should be included, please email Jo Graham jog@brimbank.vic.gov.au