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

**CHANGES IN RESPONSE TO COVID 19 – UPDATED 2 APRIL 2020**

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| **HOMELESSNESS ACCESS POINT FOR BRIMBANK MELTON****The Salvation Army (formerly SASHS)**6/147 Harvester RdSunshine 3020 Phone: 9312 5424Opening 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 Melbourne122 Victoria St, Seddon Phone 9689 2777 ORLevel 1/1 – 13 Watton St, Werribee Phone 9216 0300Opening Hours: Monday - Friday 9am – 5pmAfter hours response – Phone 1800 825 955**PHONE APPOINTMENTS ONLY – OFFICE CLOSED - NO DROP IN** **CALL TO MAKE A PHONE APPOINTMENT** |

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| **HOUSING ADVICE AND ASSISTANCE**Information for current public housing tenants, potential social housing tenants and anyone wanting to know about housing in Victoria. <https://www.housing.vic.gov.au/>**Applying for bond assistance** Wherever possible please apply for bond assistance through the DHHs online service. <https://www.housing.vic.gov.au/apply-rentassist-bond-loan>**Information and support for people renting private accommodation****Tenants Union Victoria** has a range of information and an email support service for people wanting to know more about their rights and responsibilities when renting privately**https://www.tenantsvic.org.au/**<https://www.tenantsvic.org.au/advice/coronavirus-covid-19/> |

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| **FAMILY VIOLENCE RESOURCES**Link to the **Western Integrated Family Violence Committee** website central repository for all current family violence COVID-19 resources: [https://www.wifvc.org.au/statewide-family-violence-news](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.wifvc.org.au_statewide-2Dfamily-2Dviolence-2Dnews&d=DwMF-g&c=JnBkUqWXzx2bz-3a05d47Q&r=GJx6ScS1mY9v3oHOkaz5jRHFAsiCPgSWe75ypjLHIh4&m=hzv0qWsnDpXGLTecSciKmNgVBV5-p-FD6Ia7mwn4h1w&s=WcQU_Q2eTxY3MQnBh80QKDHcZLP4XeoPW59DKXt09gg&e=) |

**EMERGENCY RELIEF – MANDATORY SELF ISOLATION**

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| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Information** | **UPDATED SERVICE** |
| Victorian Government | Food PackagesandPersonal Care packages | NA | NA | 1800 675 398dhhs.vic.gov.au/coronavirus | For people who are in mandatory self-isolation due to Coronavirus. Available to all Victorians who have little or no food and no family or friends to support them.Delivered to door. | Came into operation from **23 March 2020.** |

**EMERGENCY RELIEF - BRIMBANK**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Information** | **UPDATED SERVICE** |
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| Uniting Lentara | Food parcels | Tuesday – Fridays10am – 12.30pm | 32 Withers StSunshine 3020 | 9311 5900 | For people in Brimbank. Must have a Centrelink or Immigration Card | **2.4.2020**Number disconnected. Will try again. Sunshine site closed Thursday 26 and 27 March. Will re-open for food parcels only, from Tuesday 31 March. |
| Uniting Lentara In partnership with the Tin Shed Neighbourhood House | Food parcels | Tuesdays10am – 12noon | The Tin Shed Neighbourhood House,309A Main Road East St Albans | 9366 4302 | Available to residents of Brimbank five times a year from either the Sunshine or Tin Shed site in St Albans | **2.4.2020**Future updates can be accessed via tinshed@tsis.com.auThe Tin Shed is providing food parcels by appointment only on Tuesdays between 10am and 12noon. 25 appointments will be available each Tuesday. Call on Monday to make an appointment for Tuesday collection. This will begin on 30/03/2020. |
| Helping Hands Mission  | Food parcels | By appointment | No longer use this address Near corner of George St and Hertford RdSunshine 3020 | Phone 1300 892 010 for appointment | For people in Brimbank Must have a Centrelink card (don’t accept Immigration Card) | **2.4.2020**Make an appointment then go to 85 Hampshire RD, SunshineNot taking new clients. For existing clients pre-prepared hampers will be available by appointment only. |
| Anglicare Sunshine | Food vouchers | Mondays and Thursdays10am – 1pm | Holy Apostles Church 100 Anderson Rd Sunshine |  | Only available to people living in post codes 3020  | **2.4.2020**financial help can be obtained by calling 93341210Call 0427 812 517 to make an appointment  |
| Anglicare St Albans | Food vouchers | 1st and 3rd Monday of the month9.30am – 12.30pm | The Martyr Anglican Church,Corner Alexia St & East Esplanade St Albans |  | Only available to people living in post codes 3021 or 3023 (St Albans and Deer Park) | **2.4.2020**Call 0408 316 414 to make an appointment |
| Anglicare Sydenham | Food vouchers | Wednesdays 10am – 1pm | St Luke’s Anglican Church Corner Kings Rd & Bellbird Ave, Taylors Lakes 3038 |  | Only available to people living in post codes 3036, 3037 or 3038 (includes Hillside and Taylors Hill) | **2.4.2020**Closed until further notice |
| Holy Eucharist Parish | Fresh fruit and vegetables | Fridays 10.30am – 2pm | 1A Oleander Drive St Albans South 3021 | 9366 1310 | For people in Brimbank. Must have Centrelink or Immigration Card | **2.4.2020**CLOSED UNTIL FURTHER NOTICE |
| Salvation Army | Food hampers | Tuesday Wednesday & Thursday 10am to 3pmFriday 10am to 7pm | 42 Devonshire Rd Sunshine 3020 | 9364 9335 |  | **2.4.2020**Still available Friday 5pm-7pm cooked meal (takeaway) availableDrop in service available |
| SASHS Support Service | Food vouchers | Monday, Tuesday, Thursday and Friday | 6/147 Harvester Rd Sunshine | 9312 5424 | Available to Brimbank and Footscray residents. Call to make an appointment. | **2.4.2020**Call first thing in morning to make an appointment. Bring a pen.  |
| Northpoint Pantry | Food parcels | Monday 1.30pm – 3.30pm | Glengala Hotel – 214 Glengala Rd (hotel I closedSunshine | 9338 1898 | For people in Brimbank. Must have a Centrelink or Immigration Card | **2.4.2020**Glengala Hotel closed. People should go to 3 Trade Park Dr, TullamarineStill operating. Providing hampers only – no food selection.  |

**EMERGENCY RELIEF – HOBSONS BAY**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Eligibility** | **UPDATED SERVICE** |
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| Salvation Army | Food vouchers | Tuesday, Wednesday and Thursday 10am – 1pm | 108 Queen St Altona | 9398 1954 | For people in the Altona, Altona Meadows/West and Seaholme and other Western Metro areas. | Food hampers and vouchers for community members in need will continue Tuesday, Wednesday and Thursday, 10am-1pm.NO FACE-TO-FACE APPOINTMENTS. Call 9398 1750, 10am-12pm for assessment and appointments. Pick up at door.Extra workers taking phone calls and calling people back. If you cannot get through, please leave us a message. |
| Walker Close | Food voucher | Wednesday 10am – 1pm | Cnr Walker Close and Millers Rd Altona North | 9318 0521 | For people in the Altona, Williamstown and Yarraville areas | Closed |
| Laverton Community Centre | Food parcels | Monday, Wednesday and Fridays 10am – 1pm | 95 – 105 Railway Ave Laverton | 8368 0177 | Must live in 3028 postcode | Still open Mondays, Wednesdays and Fridays. No face to face contact. Call 8368-0177 to speak to a worker and request assistance.  |
| Williamstown Emergency Relief Centre | Food parcels | Monday and Fridays 10am – 1pm | Holy Trinity Parish Centre2 – 6 Pasco StWilliamstown | 9397 8411 | For people in Braybrook or Williamstown | CLOSED |
| Helping Hand Cafe (Williamstown Church of Christ) | Food Hampers | Tues 11am to 1pm | 119 Douglas ParadeWilliamston  | Robert Adams 0411 475 091  | ID required | 30.03.2020Weekly community meal has been replaced by take away food hamper. Cost to client is $5 per hamperDrop in acceptedSocial distancing measures in place on site. |

**EMERGENCY RELIEF – MARIBYRNONG**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Eligibility** | **UPDATED SERVICE** |
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| Wesley Footscray Outreach | Showers, laundry, morning tea and lunch program and food parcels | Wednesday – Friday9.30am – 4pm | 310 Barkly St Footscray | 9689 3515 | Shower and laundry facilities are available to people in the western suburbs. Food parcels are available for people in the Maribyrnong area. | NILS service available by phone assessment only – call 9689 3515 to schedule a phone assessment.Food parcels available by appointment only. Call 9689 3515 for a phone assessment.Shower and laundry facilities are currently on hold till further noticeMorning tea and lunch programs on hold.  |

**EMERGENCY RELIEF – MELTON**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Eligibility** | **UPDATED SERVICE** |
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| Melton Combined Churches Caring | Food parcels | Monday – Thursday10am – 3pmFriday10am – 12.15pm | 100 Coburns RoadMelton | 9747 6811 | For people in Melton. Must have a Centrelink or Immigration CardAvailable to residents of Melton twice a year. To access further assistance an appointment with the Budget Educator is required. | 01.04.20Still operating but no access to the building. Goods are collected through the window. No appointment required.Operating hours 10.00-12.00 pm Mon-Fri. (during school holidays)Eligibility the same, but more frequent assistance is available once assessed by budget educator. |
| Northpoint Pantry | Food parcels | Friday9.30am – 12.30pm | Melton South Community Centre41 Exford RoadMelton South |  | For people in Melton. Must a Centrelink or Immigration Card | 01.04.20Centre is closed to the public; however, pre-packaged food parcels are still available as per listed criteria.Social distancing measures are in place. Food parcels will be distributed through the door.  |
| Resergence Food Hampers | Food parcels | Tuesday: 12.00 - 3.00 pmWed: 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).  | 01.04.20Ask people to consult **Resergence** FB page or ask Izzy for updated opening days/times.Due to decrease in volunteersOpening hours currently: Tuesday: 12.00 - 3.00 pmWed: 10.00 - 3.00 pm |
| Catholic Care | Vouchers | Monday and Tuesday | Melton City CouncilCivic Centre, Melton | To book appointment ring Mon or Tues between 8.30-9.30 0409810104 |  | 01.04.20No “face to face” appointments at the moment. \*Now operating on Tuesday and WednesdaysAll contact is via the phone. |

**EMERGENCY RELIEF – MELBOURNE**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Eligibility** | **UPDATED SERVICE** |
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| Church of all Nations | Food parcels | Tuesday, Wednesday and Thursday from 10am | 180 Palmerston St Carlton | 9347 7077 |  | To obtain an Emergency Relief food parcel we are requesting people call or SMS 0484 062 862. Parcel pick-up by appointment only. Tues-Thurs 10-2pm. To obtain a fresh food parcel we ask that people call or SMS 0483 197 424 Parcel pick-up by appointment only. Wed 10-2pm. If someone is isolating, we can provide non-contact delivery of these food parcels.  |

**EMERGENCY RELIEF – MOONEE VALLEY**

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| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Eligibility** | **UPDATED SERVICE** |
| Essendon Citizens’ Advice Bureau | Food vouchers | Monday, Tuesday, and Friday 11am – 2.15pm | 1 Pascoe Vale Rd Moonee Ponds | 9370 4533 | For people living in Ascot Vale, Essendon, **Highpoint**, Maribyrnong and Moonee Ponds | Permanently CLOSED |
| Helping Hand Mission | Food parcels | Monday – Friday 10am-3pm | 492 Fullerton Road Airport West | 1300 892 010 |  | Community pantry operating. Healthcare card cost $5 and must bring own shopping bags. Staff will fill bags for clients |

**EMERGENCY RELIEF – WYNDHAM**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Eligibility** | **UPDATED SERVICE** |
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| Salvation Army | Food vouchers | Monday, Tuesday Wednesday and Thursday 9.30am – 2pm | 209 Watton St Werribee | 9731 1344 | For people in the City of Wyndham | Food voucher requires an appointment to be made. Ph 9731 1344.Operating Monday to Thursday from 9.30-2pm. Pre-packaged food parcels available to clients that drop in during this time.  |
| Uniting Care | Food vouchers/food parcels | Monday – FridayAll assistance is by appointment only. Please call for an appointment | 19 Duncans Rd Werribee | 9051 2000 | For low income or no income residents of the City of Wyndham | All assistance by appointment only – call 9051 2000. **Only taking bookings on the day prior to appointment.**Clients provide documentation electronically only. Centrelink income statement, agency referral, Asylum seeker status or proof of low income required. Food assistance is available to eligible clients a maximum of once every two weeks. |
| Wyndham City Council  | Food parcels | Monday to Friday 9am to 5pm | Youth Resource Centre 86 Derrimut Road Hoppers Crossing 3029 | 8734 1355 | Residents of Wyndham | Wyndham City Council is offering food parcels to all families in the Wyndham Area, collection from Youth Resource Centre. Front door is locked, either knock on window or call 8734 1355. 1 visit per week |

**LOW COST NOT FOR PROFIT SUPERMARKET**

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| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **UPDATED SERVICE** |
| City Care StorehouseLow cost supermarket run by Hillsong30% discount for holders of Centrelink, full time Student Card and Immigration Cards | A range of fresh fruit, fresh bread, meat, eggs, grocery items, frozen food and toiletries/cleaning products | Wednesday, Thursday and Friday9am – 2pm | 79 Sunshine RoadWest Footscray(The supermarket is an 8-minute walk from Tottenham Train Station)Ample parking is available | 9318 4477 | Open Tuesday, Wednesday, Thursday Friday, Saturday 10am to 4pm |

**COMMUNITY MEALS**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **UPDATED SERVICE** |
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| Braybrook Community Hub | Community Meal | 7pm every Sunday night (arrive on time, limited spaces) | 107 – 139 Churchill Ave Braybrook |  | Closed |
| CommUnity Plus | Community Meal | 1st Wednesday of the month12.30pm – 1.30pm | 822 Ballarat RdDeer 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 takeaway meal will be provided.  |
| Uniting Lentara | Community Meal | Community meal held on 1st and 3rd Wednesdayof every month 12.30pm – 2pm | 32 Withers StSunshine 3020 | 9311 5900 | Closed |
| Wesley Footscray Outreach | Showers, laundry, morning tea and lunch program | Wednesday – Friday9.30am – 4pm | 310 Barkly St Footscray | 9689 3515 | Shower and laundry facilities are currently on hold till further noticeMorning tea and lunch programs on hold. |
| Williamstown Emergency Relief Centre | Community Meal | Every Monday and Friday12 noon | Holy Trinity Parish Centre2 – 6 Pasco StWilliamstown | 9397 8411 | CLOSED |
| Lighthouse (Hamadava) Café : Project 614 (Salvation Army) | A drop in space providing breakfast and lunch. Homelessness support also available. | Monday – FridayDay Café 7am – 1pm* Breakfast 9am – 10.00am
* Lunch 11.30am – 1pm

Monday - SundayTwilight Café 4pm-11pm* Dinner 6.30pm- 8pm

Night Café 11pm – 7am* Toasties and snacks throughout the night
 | 69 Bourke StCity | 9653 3299 | Emergency Relief Marketplace Monday-Friday 9.30am-12.30pm. Looking at options of moving to a delivery model if required.Cafe:- Monday-Friday from 7am-1pm- Monday-Thursday from 11pm-7am- **Friday, Saturday and Sunday 4pm – 7am** Reduced capacity due to the social distancing rules – 50 spaces marked out for sleepingSt Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required). |
| Ozanam Community Centre | Monday – FridayBreakfast 9am – 10.30amLunch 11.30am – 1pmFriendship Club 6pm – 8pm includes a meal | Breakfast daily between 9.15am – 10amLunch daily between 12noon – 1pm | 268 Abbotsford StNorth Melbourne | 9329 6733 | Homelessness Resource centre closed. Takeaway meals (limited service), coffee and some material aid provided from the window on Flemington Road. 10am-1pm |
| St Mary’s House of Welcome | Free breakfast 8.45am – 9.45amFree lunch 12noon – 1pm | Monday, Tuesday, Thursday and Friday9.30am – 3.30pmWednesday 8.30am – 1.30pmSaturday 8.30am – 1.30pm | 162 – 169 Brunswick St Fitzroy | 9417 6497 | All social programs suspended. Takeaway lunches, food packs, relief hampers for homeless and vulnerable people, toiletries, clean underwear and showers available for people living on the streets. Restaurant vouchers for take away meals will be available for the Easter period.Reduced hours: 9.30- 1.30pm Monday-Friday |
| Church of all Nations | Weekly community lunch every Tuesday | Tuesday from 11.30am – 1pm  | 180 Palmerston St Carlton | 9347 7077 | Closed |

**SOUP VAN**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Updated Service** |
| --- | --- | --- | --- | --- | --- |
| St Vincent de Paul | Hot meal | **MONDAY**6.45pm7.15pm7.45pm**FRIDAY**6.45pm**SATURDAY**5.30pm6.15pm**MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY & SUNDAY**8pm | Braybrook Community Hub car park 107 – 139 Churchill Ave BraybrookClark St Car Park (Dickson St & Withers St) SunshineErrington Reserve Car Park, near Big Sam’s Car Park, St AlbansBraybrook Community Hub car park 107 – 139 Churchill Ave BraybrookClark St Car Park (Dickson St & Withers St) SunshineErrington Reserve Car Park, near Big Sam’s Car Park, St AlbansWhitten 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). |

**MATERIAL AID**

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| **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 | Vinnies Welfare Assistance Line is assisting people with access to food, clothing etc. Based on individual needs.  |

**FINANCIAL ASSISTANCE/FINANCIAL COUNSELLING**

| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **Updated Service** |
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| Uniting Lentara | No Interest Loan Scheme (NILS) |  | 32 Withers StSunshine 3020Also offered at the Tin Shed Neighbourhood House site in St Albans | Phone 9311 5900 to make an appointment | NILS service available by phone assessment only – call Wesley Footscray on 9689 3515 to schedule a phone assessment. |
| CommUnity Plus – Provided by Circle Bank Alliance | Financial Planning and advice on personal financial budgets  | Tuesday 12noon – 2pm | 822 Ballarat RdDeer Park 3020 | 7379 0103 |  |
| Good Shepherd Australia New Zealand | A financial counsellor is a skilled professional who provides advice to help people manage their debts and get their finances back under control. They provide free, confidential and independent advice. | 9.30am – 5pm |  | Phone 1800 007 007 ORFill out Money Help’s contact formhttp://www.moneyhelp.org.au/get -help/contact form | Offices closed. Telephone financial counselling available via 1800 007 007. To make a phone appointment find a local provider through [www.nils.com.au](http://www.nils.com.au) or [www.goodmoney.com.au](http://www.goodmoney.com.au)  |

**ADVOCACY**

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| **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 StCollingwood  | Free call 1800 066 256 | 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 – Friday9am – 4.30pm | 32 Withers St Sunshine | 9311 5900 | CLOSED |
| The Gap on Graham | Lunch, shower, toiletries | Second (2nd) Saturday in the month | 5 Graham St Melton | 0414 769 605 | Closed |
| Wesley Footscray Outreach | Showers, laundry, morning tea and lunch program | Wednesday – Friday9.30am – 4pm | 310 Barkly St Footscray | 9689 3515 | Shower and laundry facilities are currently on hold till further noticeMorning tea and lunch programs on hold. |
| Salvos 614 | A drop-in space providing breakfast and lunch. Homelessness support also available. | Café hours:Monday – Friday7am – 1pmMonday- Thursday 11pm-7amFriday, Sat and Sun 4pm- 7am | 69 Bourke StCity | 9653 3299 | Emergency Relief Marketplace Monday-Friday 9.30am-12.30pm. Looking at options of moving to a delivery model if required.Cafe:- Monday-Friday from 7am-1pm- Monday-Thursday from 11pm-7am- **Friday, Saturday and Sunday 4pm – 7am** Reduced capacity due to the social distancing rules – 50 spaces marked out for sleepingSt Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required).Vincent's Nurses onsite Monday-Thursday from 9am-1pm (no appointment required).Case management  |
| 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 – 4pmTuesday 12.30 to 4.00pmSaturday 12noon – 5.00pm | 7 – 9 Hosier LaneCity | 9945 2100 or free call 1800 440 188 | Social distancing measures in place. Clients can drop in to use shower and laundry and access take away food parcels. Clients cannot wait in lounge.Monday – Friday 9.30am-4pmSaturday noon-5pmDoctors available – call to check availability |
| Ozanam Community Centre | Monday – FridayBreakfast 9am – 10.30amLunch 11.30am – 1pmFriendship Club 6pm – 8pm includes a meal | Breakfast daily between 9.15am – 2.30pmLunch daily between 12noon – 1pm | 268 Abbotsford StNorth Melbourne | 9329 6733 | Homelessness Resource centre closed. Takeaway meals (limited service), coffee and some material aid provided from the window on Flemington Road. 10am-1pm |
| St Mary’s House of Welcome | Free breakfast 8.45am – 9.45amFree lunch 12noon – 1pm | Monday, Tuesday, Thursday and Friday9.30am – 3.30pmWednesday 8.30am – 1.30pmSaturday 8.30am – 1.30pm | 162 – 169 Brunswick St Fitzroy | 9417 6497 | All social programs suspended. Takeaway lunches, food packs, relief hampers for homeless and vulnerable people, toiletries, clean underwear and showers available for people living on the streets. Restaurant vouchers for take away meals will be available for the Easter period.Reduced hours: 9.30- 1.30pm Monday-Friday |
| Church of all Nations | Drop in from 10am Weekly community lunch every Tuesday | Drop in – Tuesday, Wednesday and Thursday from 10amCommunity Lunch is on every Tuesday from 11.30am – 1pm  | 180 Palmerston St Carlton | 9347 7077 | Closed |

**YOUTH SERVICE: AGES 12 – 25yrs**

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| **Agency** | **Support Available** | **Hours** | **Address** | **Contact** | **UPDATED SERVICE** |
| Frontyard Youth Services | Drop in space, showers, services | Monday – Friday 9am – 8pmSaturday & Sunday 10am – 6pm | 244 Flinders StCity | Free call 1800 800 531After hours 1800 627 727 | Operating at a reduced capacity. Crisis response available by appointment only. All other services closed. |

**UTILITIES**

| **Company** | **Support Available** |
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| Western Water | Payment extension: If possible, contact before bill is due.EasyPay Payment plan: make fortnightly or monthly payments towards account over 12 months. To set this up SMS 0480 015 200, start a webchat <https://www.westernwater.com.au/Home> or email mail@westernwater.com.auOther supportContact our Customer Solutions Team by calling 1800 093 558. If you’d like company to call back please SMS 0480 015 200. |

Updated –2 APRIL 2020

**If you have information on changes to any services listed here, or alternative services that may be available, please email details to** **lesley.murray@dhhs.vic.gov.au** **or call Lesley on 0411 365 042**