

Warrnambool City Council & Moyne Shire Council



COVID-19 Local Support & SWHC Community Food Guide

Local Support and Counselling Services

Brophy Family & Youth Services – 5561 8888

Family & Youth Counselling

Centacare South West Services – 5559 3000

Family Relationship Counselling

Gunditjmara Aboriginal Cooperative – 5559 1234

Aboriginal Social & Emotional Wellbeing

Kirrae Health Service Inc. – 5567 1270

Aboriginal Social & Emotional Wellbeing

Bethany – 03 5564 0700

Our staff are well-informed and sensitive to lived experiences. They understand the complexities and challenges people face when accessing services. We are committed to working with you to understand your needs.

South West Health Care – 1800 965 144

COVID-19 Mental Health and Wellbeing Support

Community members who are experiencing emotional distress or requiring information about how to access local and telephone/online support services for their mental health or emotional wellbeing will be supported to access what they need. If the person requires crisis or urgent support, they will be transferred to the Mental Health Access team at South West Healthcare (SWH).

The telephone line will operate from 1.00pm - 5.00pm Monday to Friday. We will regularly review the efficacy of the service and times and this will be adjusted based on demand.

HeadtoHelp – 1800 595 212

HeadtoHelp supports Victorians of all ages. Take the first steps towards finding the mental health and wellbeing support that's best for you.

Salvation Army – 5564 9111



Family Violence Support

Emma House – 1800 366 238

Emma House Domestic Violence Services Inc. is the primary specialist domestic and family violence service in South West Victoria. Emma House helps to provide safety, support, information, advocacy, children's counselling, court support and case management. We provide services across the South West region of Victoria, and our service is free and confidential.

Sexual Assault Crisis Line – 1800 806 292

The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.

1800 Respect – 1800 737 732

They will work with you to help you identify what you can do and to find the right services or support for you. Everyone's situation is different and no one knows your situation better than you.

They can be contacted by phone or online chat, 24 hours a day, seven days a week.

Homelessness Support

The Salvation Army – Homelessness – 03 5564 9111

The Salvation Army is the largest provider of homelessness services across the country. We support adults and families, and children with accommodation, case management, outreach support, financial assistance, connection and referral to other specialist services.

Brophy Family and Youth Services – 03 5561 8888

Short-term crisis accommodation, referral and support service. The service is available for young people aged between 15–25

Anglicare Warrnambool – 0437 531 997

Our crisis accommodation service assists homeless young people aged 16 – 22 years. We offer intensive support and assistance to young people, stabilise their lives and provide access to education, specialist supports and housing.

Alcohol & Drug Support

Family Drug Help – 1300 660 068

Free one on one confidential phone support is available for families affected by someone's drug and alcohol use in the Great South Coast area.



Additional Support

If you need additional support, there are several hotlines available to help you through these difficult times –

Lifeline Australia – 13 11 14 - www.lifeline.org.au/

A crisis support service offering short term support at any time for people who are having difficulty coping or staying safe.

Kids Helpline – 1800 551 800 - www.kidshelpline.com.au/

Beyond Blue – 1800 512 348 – www.beyondblue.org.au/

Coronavirus Mental Wellbeing Support Service

Headspace – 1800 650 890 – www.headspace.org.au/

Online and webchat support and counselling for 12-25 year olds, their family and friends.

MensLine – 1300 789 978 – www.mensline.org.au/

Professional telephone and online support and information service for Australian men.

Mindspot – 1800 614 434 - <https://mindspot.org.au/>

free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression and can help you find local services. (8am - 8pm, Monday - Friday; 8am-6pm, Saturday).

Suicide Call Back 1300 659 467 www.suicidecallbackservice.org.au/

Mental health support, call back service

Family Relationships Advice Line – 1800 050 321

www.familyrelationships.gov.au/talk-someone/advice-line

Emergency Services

In Case of Emergency call – 000

[Call 000](tel:000) if you are in danger

Victoria Police Assistance Line – 131 444

General COVID-19 Information

Department Health & Human Services

www.dhhs.vic.gov.au/coronavirus

Warrnambool City Council – 1300 003 280

www.warrnambool.vic.gov.au/coronavirus

Moyne Shire Council – 1300 656 564

www.moyne.vic.gov.au/Emergencies/Coronavirus-COVID-19

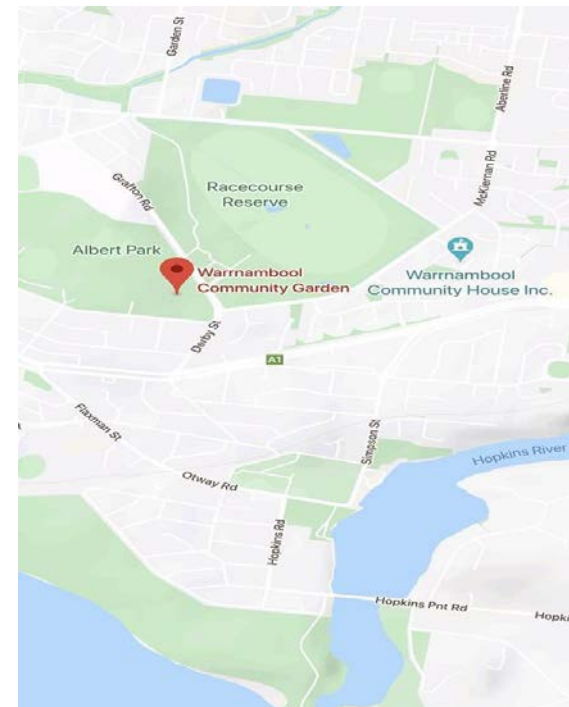


The following document was created to support Warrnambool community members in accessing, growing and learning about fresh healthy foods. Food insecurity has become an increasing concern with demand for emergency food relief on the rise. Food insecurity exists "whenever the availability of nutritionally adequate and safe foods or the ability to acquire acceptable food in socially acceptable ways is limited or uncertain" (Radimer, 2002).

If you, or anyone you know is experiencing hardship, this guide lists various services and agencies that can provide support with food vouchers, hampers and free meals.

This guide was developed by the South West Healthcare Health Promotion team and acknowledges the contributions of the South West Healthcare Dietetics Department and the Warrnambool City Council.

Disclaimer: The information in the document was current at the time of publication. Please note that some services may have been impacted by the current COVID-19 pandemic and as a result may be suspended their operations until further notice.



Food Hampers and Vouchers

Organisation	Service	Food Provided	Cost	Days and times	Eligibility Criteria	Access/Referral/Delivery
Anglicare (230 Koroit St, Warrnambool)	Food hampers	Non-perishable foods (canned goods or packet goods)	Free	Monday-Friday 10-11.50am	Nil	Walk in No delivery 0437 531 997
Bethany (Ground floor Bayside Plaza, 24-36 Fairy St, Warrnambool)	Food vouchers & food hampers	Food provided by Food Share	Free	Monday-Friday	Determined on a case by case basis	Phone 1300 510 439 to for an appointment
Brophy Family and Youth Services (210 Timor St, Warrnambool)	Available to assist in accessing food	Food provided by Food Share	Free	Monday-Friday 9-5pm	Nil	Walk in Phone 5561 8888 or 1800BROPHY for inquiry
Centacare (142 Timor Street, Warrnambool)	Emergency food relief- food vouchers & hampers	Food provided by Food Share	Free	Monday half days	Emergency Relief can be accessed by anyone experiencing a financial crisis which has left them unable to pay for necessities such as food	Phone 5559 3000 for an appointment

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Organisation	Service	Food Provided	Cost	Days and Times	Eligibility Criteria	Access/Referral/Delivery
East Warrnambool Neighbourhood House (17 Fleetwood Court, Warrnambool)	Food parcels	Food provided by Food Share	Free	Monday	For those living in the East Warrnambool area	Phone 5561 4624 to inquire https://m.facebook.com/Warrnambool-Neighborhood-and-Community-Centre-201030173241261/
Gunditjmara Aboriginal Cooperative (135 Kepler St, Warrnambool)	Available to assist consumers in accessing food	Food provided by Food Share	Free	Monday-Friday 9am-5pm	Aboriginal community members	Phone 5559 1234 to inquire
Salvation Army Emergency Relief (265 Lava St, Warrnambool)	Food vouchers & food parcels	Food provided by Food Share	Free	Monday-Thursday 9.30am-3.20pm	No specific eligibility criteria	Phone 5564 9111 for an appointment
St Vincent De Paul Warrnambool (178-180 Fairy St, Warrnambool)	Available to assist in accessing food	Nil	Free	Monday-Friday 9am-5pm	Determined on a case by case basis	Phone 5561 0767 for appointment
West Warrnambool Neighbourhood House (23-25 Beamish St, Warrnambool)	Food parcels	Food provided by Food Share	Free	Monday-Friday Before 12pm	For those who live in the West Warrnambool and Dennington area	Phone 0418 944 276 to inquire https://m.facebook.com/westwarrnambool-neighbourhoodhouse/

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Home Delivered Meals & Grocery Services

Organisation	Service	Food Provided	Cost	Days and Times	Eligibility Criteria	Access/Referral/Delivery
Meals on Wheels-Warrnambool City Council	Variety of cooked home delivered meals	Each meal can consist of a soup, main meal, dessert and a juice or fruit. Cater for specialised dietary needs.	Fees are charged for some services, while others are free. This can be discussed at any stage in your inquiry.	Meals delivered Monday-Friday 11am-12.30pm Weekend meals delivered Friday.	Elderly or have a disability. Before services can commence, some consumers aged 65+ may need to register through My Aged Care on 1800 200 422.	Phone 5559 4878 for inquiry Referrals through My Aged Care if 65+. Referrals can be made through self, family health services and agencies Meals are delivered to the home
Lyndoch Living at Home Meals	Home delivered nutritious frozen meals	Menu changes each month. Menu includes main meals, soups, sides orders, desserts, fresh fruit salads and products from Waltana Living which include high protein items. Contact for other packages available.	Main meals are \$12.00 and the above sides are \$4.40 An introductory trial pack for new clients consisting of 3 main meals and 3 side orders at a discounted price of \$25.00 Free delivery	Monday & Friday Warrnambool & surrounds Wed- Portland (Koroit, Heywood, Hamilton, Macarthur & Port Fairy) fortnightly Thursdays Corangamite Shire	Nil.	Phone 5561 9863 for inquiry or via email meals@lyndoch.org.au Meals are delivered to the home

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Organisation	Service	Food Provided	Cost	Days and Times	Eligibility Criteria	Access/Referral/Delivery
Tasty Plate Take Home Meals (116 Fairy St, Warrnambool)	Fresh and frozen meals	Menu is available at www.tastyplate/take-home-meals-2/	Cost varies, available on menu	Collect in person at 116 Fairy Street between 9am and 3.30pm	Nil	Order online or over the phone via 5561 0104 Pick-up in store or delivery (minimum spend \$50 for delivery)
Coles Supermarket	Home delivered groceries	Nil	Cost of delivery depends on grocery spend & geographical location	Monday-Sunday	Nil	Delivery Order by signing up online at https://www.coles.com.au/
IGA Supermarket	Home delivered groceries	Nil	Cost of delivery depends on grocery spend & geographical location	Days and times may vary	Nil	Delivery Register online at https://igashop.com.au/about/
Woolworths Supermarket	Home delivered groceries	Nil	Cost of delivery depends on grocery spend & geographical location	Monday-Sunday Times vary	Nil	Delivery Order online through https://www.woolworths.com.au/ Or Phone 1800 000 610 for inquiry

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Food Share, Community Gardens & Markets

Organisation	Service	Food Provided	Cost	Days and Times	Eligability Criteria	Access/referral/delivery
Warrnambool and District Food Share (24a Harrington Rd, Warrnambool)	Emergency food assistance in the form of hampers. Provide food hampers to organisations and agencies in the community for distribution to clients	Hampers vary depending on the food available	Free	Mon-Fri 8.30am-1pm	Nil	No walk ins. Orders for hampers can only be placed by a member of an organisation who is registered to Food Share. Agencies or organisation member collect hampers for distribution 0428 197 715
Warrnambool Community Garden (Corner of Derby St and Grieve St, Warrnambool)	Large space to meet and enjoy gardening. Individual as well as communal plots are available	Fresh vegetables and fruit	Membership fee. Varies depending on type of membership. \$27.50 annually for an adult communal plot	Tues-Sat 10am-12pm		Membership required for access 0429 928 511
The Fresh Market Warrnambool (33-45 Pertobe Road Warrnambool, Victoria- beside mini golf)	The Fresh Market Warrnambool is a produce market showcasing the regions finest producers, creators and designers	A variety of fresh local produce, food stalls, workshops and more.	Free entry	1st and 3rd Sunday of the month year round at Lake Pertobe	Nil	Nil

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Community Food Education & Programs

Organisation	Service	Food Provided	Cost	Days and Times	Eligibility Criteria	Access/referral/delivery
Everday Foodies South West Healthcare (Ryot St Warrnambool)	<p>Everyday Foodies is a program for anyone with an interest in nutrition and cooking and wants to promote healthy eating within the community in which they live, work or play.</p> <p>The program aims to build the capacity of individuals and communities to make healthier food choices by training and supporting volunteer community members ('Foodies') to act as agents for change.</p> <p>Everyday Foodies is a train-the-trainer model. 'Foodies' complete a ½ day training session with an Accredited Practising Dietitian or Nutritionist.</p>	Nil	Free	Phone for inquiry		Phone 5563 4357 0409 519 617 for inquiry.

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