

Name of organisation	Hours of operation and contact details	Services being delivered during COVID-19 response
Bendigo Bank	Service operates Monday–Friday 9.30am–5pm Murrumbeena branch 9568 8166 Caulfield Park branch 9525 9899	Service continuing to provide banking services. They will be establishing a new recovery grant for not-for-profit community organisations.
Beyond Blue	Beyond Blue: Phone: 1300 22 4636 (24 hours/seven days) Chat online: www.beyondblue.org.au/get-support/get-immediate-support (3pm–12am, seven days) Email: online.beyondblue.org.au/email/ Get a response in 24 hours	Service provides free counselling by mental health professionals 24/7, both online and over the phone. It also provides free and easily accessible information and advice around coping with COVID-19, isolation and connection, workplace and financial hardship, and how best to support the mental health of loved ones.
Bidfood	https://www.bidfood.com.au/	Bidfood is a leading wholesale distributor of food and meat to the foodservice industry. They are currently offering home delivery to anyone that sets up an account with them. Minimum order is \$200.
Caulfield Community Health Service	Service operates Monday–Friday 8.30am–5pm 9076 6666 Referrals: 9076 6776 https://www.alfredhealth.org.au/services/caulfield-community-health-service	Outpatient services are suspended. Exploring new home-based service model. Responding to urgent referrals for allied health. Operating needle syringe program, Alfred Carer program and health promotion. Child, youth and family team is continuing to accept referrals and doing casework with children and families. Awaiting direction from Alfred Health on medical response. Monitoring vulnerable clients.
Caulfield South Community House	Service closed for school holidays. Open Term 2, Monday–Friday 9am–3pm 9596 8643 Manager Tracey Burt: 0412 600 629 http://www.csch.org.au/	Operating a limited service including some child care (occasional care) to support essential care workers and local families. The community garden remains open under strict COVID-19 guidelines.

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<p>Chevra Hatzolah MELBOURNE</p>	<p>Service available 24/7</p> <p>In a medical emergency, contact: 9527 5111</p> <p>Office: 8534 0100 Info@hatzolah.org.au www.hatzolah.org.au</p>	<p>Service is providing a community medical emergency response working closely with Ambulance Victoria.</p>
<p>Church of Christ Carnegie (Open Hands)</p>	<p>Service is contactable but providing a limited service.</p> <p>9572 2550</p> <p>E: info@carnegiechurch.com</p>	<p>Service ceased temporarily and is not currently providing a community meal. They are still providing food aid and are stocking their foodbank where possible. Checking the welfare of the 25 to 30 vulnerable community members who attended the community meal by phone.</p>
<p>Community Information Support Glen Eira (CISGE)</p>	<p>Service operates Monday–Friday 10am–2pm</p> <p>9571 7644</p> <p>http://www.cisvic.org.au/getting-help/cis-glen-eira</p>	<p>Service is conducting phone assessments for food, financial and material aid.</p> <p>Foodbank available and current stock good.</p> <p>Providing e-vouchers electronically or vouchers through pick-up/drop-off.</p> <p>Able to arrange pharmacy/script delivery.</p>
<p>Community Security Group Victoria</p>	<p>Service operates Monday–Friday 9am–5pm. Available 24/7 for emergencies.</p> <p>0411 697 001 (primary contact)</p> <p>1300 000 274 (secondary contact)</p> <p>E: covid19csgvic.com.au</p>	<p>Service provides security and protection for the Jewish community.</p> <p>Currently the service is providing the co-ordination for the COVID-19 Taskforce response to the Jewish community. They are working with umbrella organisations and key stakeholders to meet community needs and safety.</p> <p>This includes Jewish Community Crisis Management, Jewish Care, Hatzolah and many others.</p>

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Compass Care	<p>Service is contactable Monday–Friday and also operates on Sundays</p> <p>0402 718 838</p> <p>E: info@compasscare.org.au</p> <p>https://www.compasscommunitycare.org.au/</p>	<p>Service provides a range of community programs that have either been placed on hold or ceased, including the <i>Companions Program</i> in aged care facilities and the <i>Schools Program</i>.</p> <p>The <i>Community Kitchen Program</i>, which provided a community meal to 30 vulnerable community members weekly ceased on 14 March. Service is doing regular phone checks on individuals and provides some freezer meals and food parcels each Sunday.</p> <p>The <i>Food Relief</i> program continues to operate.</p>
Connect Health and Community	<p>Service operates Monday–Friday 8.30am–5pm</p> <p>9575 5333</p> <p>connecthealth.org.au/about-us/coronavirus-covid-19-update/</p>	<p>Services open include children, youth, family, adult, allied health services, dental, gamblers help, volunteer transport and counselling. Most services now phone-based and online/web services to commence within two weeks.</p> <p>Face-to-face only with defined high-risk clients or clients deemed as vital care and emergency response.</p> <p>Intake service and referrals open.</p> <p>Counselling and case work services available for high-risk children and families through child, youth and family services and Gamblers Help.</p> <p>Assistance to attend priority medical appointments through volunteer transport.</p> <p>Monitoring several vulnerable client lists.</p>
Conversation in Isolation	<p>0492 837 888</p> <p>conversationinisolations@gmail.com</p> <p>Facebook: Conversation In Isolation</p>	<p>Services provide volunteers (university medical students) who support community members at risk of isolation and loneliness through regular telephone calls.</p>

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Family Life	Service operates Monday–Friday 9am–5pm Some outside appointments Monday and Tuesday. 8599 5433 www.familylife.com.au/support/	Face-to-face support suspended. Delivering services by phone and online web-based support. Providing a range of family violence services, relationship-based services, mental health and counselling parent-child recovery services, adolescent violent support, individual counselling and men’s behaviour change. Provide psychological support and counselling through relationship counselling services, separation support and mental health support.
Glen Eira Adult Learning Centre	Service operates Monday–Thursday, 10am–3pm Centre closed 14 April. Phone inquiries will be responded to 9578 8996 http://gealc.org.au/	Service is developing an online program and training options for Term 2.
Godfrey Street Community House	Service currently closed for school holidays 9557 9037 https://www.godfreystreet.org/	Service is closed until further notice. Classes and group programs will recommence when restriction removed. Child care may resume but this is not yet confirmed.
GriefLine	Service operates seven days a week 8am–11pm https://griefline.org.au/ 1300 845 745	Service provides telephone support and online counselling for all grief, loss and trauma. (working to build capacity to operate 24/7)
Headspace Bentleigh and Elsternwick	Service operates Monday–Friday 9am–5pm Bentleigh 9076 9400 Elsternwick 9076 7500	Service provides a range of counselling and mental health support to young people aged 12 to 25. Currently transitioning to offering counselling, mental health and health and wellbeing support via Telehealth — phone appointments.
Jewish Care	Service operates a dedicated COVID-19 Hotline for the Jewish community. Monday–Friday, 8.30am–6.30pm HOTLINE: 8517 5555	Service provides a range of programs including family services, psychological support, family violence services, practical community support, financial counselling and material aid. Co-ordinates donor support.

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	https://www.jewishcare.org.au/page/services/covid-19-helpline	<p>Partnering with Pekelach for access to food and material aid.</p> <p>Supporting people to access medications.</p> <p>Providing phone counselling support and first aid.</p>
Kosher Meals on Wheels	<p>Service operates Monday–Friday 10am–1pm</p> <p>0474 215 996</p> <p>https://koshermealsonwheels.org.au/</p>	<p>Service provides home delivered kosher meals at a cost (\$14.50–\$15)</p> <p>Closing for Passover from 8 April– 16 April.</p>
Lifeline	<p>Phone: 13 11 14 (24 hours/seven days) Text: 0477 13 11 14 (6pm–midnight AEDT, seven nights)</p> <p>Chat online: www.lifeline.org.au/crisis-chat (7pm–midnight, seven nights)</p>	<p>Service provides 24-hour crisis support and suicide prevention services.</p>
Monash University Caulfield campus	<p>Health Services on campus open</p> <p>9903 1177 — Health/medical line</p> <p>9905 3020 — Counselling</p>	<p>Teaching is now online. Very little activity taking place on campus. Health services and GP clinic operating over the phone and video consultations. This includes medical and counselling services.</p>
Mercy Health (previously Southern Cross Community Care)	<p>Service operates Monday–Friday 9am–5pm</p> <p>9797 3900</p> <p>https://home-care.mercyhealth.com.au/how-we-help-you/home-care/</p>	<p>Service provides a range of home care, personal care, respite care, nursing services and allied health services.</p> <p>Continuing to provide direct care home-based services under strict infection control measures.</p>
Micare Aged and Community Services (previously New Hope Foundation)	<p>Service operating Monday–Friday 9am–5pm</p> <p>1800 642 273</p>	<p>Services have scaled down. Providing case management, emergency planning, social support services — phone and online chat.</p> <p>Providing social support through online chat.</p> <p>Monitoring vulnerable clients.</p>

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Moongala Community House	Service closed for school holidays Will re-open Term 2. Monday–Friday 9am–3pm 9570 3486 (Julie Walker, Co-ordinator 0402 573 720) http://www.moongala.org.au/	No face-to-face groups or training operating. Developing online program and training options. Weekly phone monitoring of vulnerable members.
Murrumbeena Uniting Church	www.murrumbeenauniting.online.church www.facebook.com/murrumbeenauniting/	Service supports around 60 members who are elderly or at risk. Most social support, friendship programs, child and youth groups ceased. Pancakes Thursday ceased mid-March. Food vouchers have ceased however the service provided a months’ worth to regular visitors. The service contacts vulnerable members regularly providing connection and assistance with shopping, doctors’ appointments and picking up medication.
Orange Door	Service operates Monday-Friday 9am–5pm 1800 319 353 https://orangedoor.vic.gov.au/	Service provides access to a comprehensive range of support for children and families experiencing family violence by phone, online and through referral and support.
pfd2 Home		pfd2 Home is a wholesale foodservice supply company that is extending their food supply options during the COVID-19 pandemic. They offer a wide range of groceries delivered direct to your home for free. Minimum order \$250.
Pekelach Inc.	Service hours: always open 0468 330 613 E: pekelachmelbourne@gmail.com	The service rescues surplus food and offers support to vulnerable individuals in crisis. They also provide material aid, advocacy, referrals to essential services and accommodation. They have partnered with Jewish Care to deliver Kosher Emergency Relief Packages during COVID-19.
Peninsula Community Legal Centre	Service operates Monday–Friday 9am–5pm 9783 3600	Service delivers free legal advice and services to the Glen Eira community. It is prioritising family

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	https://pclc.org.au/	law, family violence, and tenancy and rooming house support.
Red Cross	Service operates a special combined operation with State Control Centre. All enquiries should be directed to COVID-19 hotline: 1800 675 398. Red Cross 24-hour Duty Officer hotline 1800 232 969.	Service provides emergency food and essential relief packages (for mandatory self-isolation, with no food, and family/friends to support them. Delivering telephone outreach to those requesting psychosocial or wellbeing support.
Salvation Army Bentleigh	Service operates in a limited capacity Thursday, 10am–12 pm 9557 2644	Service continues to provide food parcels through their Market Day on a Thursday. No appointment required.
Sigma Health Pharmacy delivery service	Check with your local pharmacy	Service provides a new pharmacy delivery program associated with Amcal, Guardian, Discount Drug Stores, WholeLife, Chemist King and Pharmasave+ chemists. The service will be free of charge in most instances to vulnerable and at-risk patients.
South Oakleigh Wildlife Shelter	Service available 24/7 0411 600 591 http://www.sows.org.au/	Service rescues, rehabilitates, shelters and releases native wildlife.
Stand Up	Service is coordinating a Facebook initiative called Jewish Response Coronavirus (VIC) 9500 2206 https://www.standup.org.au/contact-us/	Service has commenced a COVID-19 Facebook initiative to connect young people with older or socially isolated individuals to provide day-to-day support and social connection.
Tony's Café (St Anthony's Parish)	Service is contactable and providing some limited support 9569 2099	Service provides support to vulnerable community members through a community meal and foodbank service which was running every Tuesdays and Thursdays. This ceased on 19 March. Service is providing some fresh food, food parcels and a take away meal on a weekly basis on a Thursday. The service is also considering options on how to diversify their support.

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Victorian Council of Churches Emergency Ministry	Service operates 24/7 Contact to be made via COVID-19 Hotline 1800 675 398 http://www.vcc.org.au/what-we-do/emergencies-ministry	Service provides emergency/disaster planning and response. They are working with the Red Cross to provide psychosocial support and psychological first aid by telephone.
Young Australians Coronavirus Community Support (YACCS)	0412 217 376 (Glen Eira contact) E: alexrafaniello@gmail.com 0449 662 797 (secondary contact) https://www.facebook.com/YACCSVolunteers/	Services provides volunteers (young people under the age of 30) who are providing telephone support to community members who are isolated in different languages and are assisting vulnerable people and people in self-isolation to purchase and deliver food and pharmaceuticals (operating in Glen Eira, Boroondara, Stonnington and Monash).
Coronavirus Hotline	Service operates 24/7 1800 675 398	Service provides the following support information: <ol style="list-style-type: none"> 1. Health information on symptoms of the virus (which transfers through to a different hotline if a person has it). 2. Social distancing (in all circumstances and requirements). 3. Self-Isolation (including if you require food and water, psychosocial and wellbeing support — the hotline can redirect a person to further assistance). 4. Alleged breaches of any directions from State Government.
Australia Post	Post offices remain open — check individual post offices for opening hours https://auspost.com.au/about-us/news-media/important-updates/coronavirus	Post offices are still providing mail services, retail and banking services. Australia Post has partnered with Woolworths to deliver Woolworths Basics Box of groceries. Each box contains meals, snacks and essential items for those in genuine need. They have also launched a free Pharmacy Home Delivery Service to support vulnerable members of the community and those in self-isolation, to access essential medications. Check with pharmacy to see who qualifies for this service.