

UPDATED 17/4/2020 - Changes to free food distributions and services

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To: Tabatha Pashen <Tabatha.Pashen@brisbane.qld.gov.au>

Good afternoon all

I hope that you are well.

Please see below update - [Changes to free food distributions and services in inner-city region.](#)

Temporarily Closed:

- New Farm Neighbourhood Centre *Open House* (see below for other services in place)
- Jeays St Community Centre
- Red Cross Night Cafe
- West End Community Breakfast
- Vital Connection (Vege Van)
- Morning BBQs at Wicham Park
- Tuesday morning BBQ at Ivory St
- Rosies Van
- Monday social and lunch at St Frances Dornoch Tce, Highgate Hill
- Eddie's Night Van (on Tuesdays) and Eddie's Big Brekkie Van (weekday mornings)
- Vital Connections Community Meal
- Drug ARM Street Outreach Service
- Footprints Stand Up and Step Out (Shower and Information / Referral Support Bus)
- Streetlevel – Shower / laundry no longer available, temporary cessation of physio and veterinary services in the park

Other Changes

- **Street Level** – Reduced services. Offering Takeaway meals and collection of ER after phone assessment (ONLY).
 - Monday - 10am to 11am Takeaway Meal and ER
 - Wednesday 25 10am to 11am Takeaway Meal and ER
 - Thursday 26 March - 3pm to 4pm Takeaway Meal and ER
 - Friday 27 March - 10am to 11am Takeaway Meal
- **Wesley Mission QLD EMERGENCY RELIEF HUB** (216 St Pauls Tce, Fortitude Valley) - Commencing a three-program service delivery model (tier 3 – delivery of food parcel commencing shortly)

DROP IN INTERVIEWS

- Monday to Friday: 10am to 12pm; 1pm to 3pm; Tuesday operates 1pm to 3pm
- Tues BBQ from 10am to 11am - BBQ is "Collect and Go" approach with BBQ packed and provided from garden gate. Access to 4-5 ppl to collect and take meal away.
- Face to face interviews for Food parcels and medical scripts
- ID requirements: Proof of low income (HCC or Pension card; income statement; payslip; bank statement) and Proof of identity – we are loosening this requirement a little however best if clients have these ids.
- Interviews are completed in 5 mins and food hampers distributed
- Currently primary program

PHONE INTERVIEW "COLLECT & GO"

- Monday to Friday: 10am to 12pm;
- Collection same day from 1pm to 3pm

- Phone interview for Food hampers only for those with accessibility issues and/or the ability to collect or another person who can do so on their behalf
- ID requirements: Proof of low income (HCC or Pension card; income statement; payslip; bank statement) and Proof of identity – given over phone
- **3rd Space** – Triage where their health is assessed, given sanitiser and needs identified
 - Intake and assessment appointments, emergency relief appointments and housing, via face to face or over the phone
 - Our family support program is continuing with the majority of appointments via phone and food drop offs where needed
 - Appointments will be conducted in between our food services, people can either present at 3rd Space for an appointment or call us on 3254 1144.
 - Food service times are Breakfast 9-10am and lunch 11.30am-12.30pm.
 - Food support (breakfast, lunch & food parcels), mail checking, toiletries, clothing, toiletry packs and phone charging are still operating
- **Newfarm Neighbourhood Centre** – Open House still closed.
 - **Connection and Care Program** specifically in response to our changing environment and capacity, due to the COVID 19 pandemic. This program provides a local neighbourhood response, working to maintain connection with our local community members and regular visitors to the Centre.
 - **Support phone calls** to our regular visitors to the Centre and those we have built and valuable relationships with.
 - **Information and Referral** via the phone, including **Service Navigation** is available for those seeking support via our general phone line and voice messaging system. The Centre can be contacted on on **3358 5600**, leaving a message with name and contact details, or by emailing us on info@newfarmneighbourhoodcentre.org.au
 - Limited numbers of **food packages** are being delivered to those who are most affected by potential exposure to COVID 19, including older people, those with mobility issues and those who have underlying medical conditions. This initiative is being sponsored by **The Patrons of New Farm**.
 - **Emergency Relief (ER)** funds are currently being coordinated via our Bardon office who can be contacted on **3198 4410** or via email on admin@communify.org.au
 - The **Composting Hub** in collaboration with the Brisbane City Council and Mallow Sustainability is still **open and operating**.
 - **Yoga classes** are being offered via zoom for previously existing participants, on Tuesday and Thursday mornings.
- **Emmanuel City Mission** - 19 Merivale St, South Brisbane, T: 0468 393 136
 - 9am-11am coffee/cereal
 - 11am -1pm – Hot lunch and other supports. They have an isolation room for people who are unwell.
 - Shower and toilet facility available 9am-3pm
 - 5pm Wednesday and Sunday – Hot meal by Fishers of Men
- **Community Plus+ at Yeronga and Anerley** - No open house. Open House teams are onsite from 8am to 1pm and providing non-physical contact to community members:
 - Information and Referrals – via telephone , email and Facebook Messenger
 - Pre-packed takeaway meals, food parcels and hygiene parcels for collection
 - Letterbox Drops for Neighbourhood Week
 - Phone appointments/ email/ social media communications, no meals. Phone ahead to request a food pack for collection.
- **West End Community House** - No Open House. Staff onsite from 8am to 12pm providing non-contact support to community members:

- Information and Referrals – via telephone , email and Facebook Messenger
- Pre-packed takeaway meals, food parcels and hygiene parcels for collection
- Letterbox Drops for Neighbourhood Week
- Guests welcome to come to the door, but request them to use social distancing rules before the door will be opened. Phone appointments/ email/ social media communications preferred. Phone ahead to request a food pack for collection. No meals.
- **St Andrew's Uniting Church** - Saturday 12noon Hot takeaway lunch
- **Trinity Pantry** – Thursday 12pm to 3pm for food parcels and limited emergency relief.
- **Street feed at All Saints** church is continuing on Tuesday nights from 5:30pm
- **One Voice/ Hope Centre and Micah Projects** – Shower, food and health checks at Emma Miller Place, Tuesday and Wednesday night 7-9pm.
- **Valley Hearts** – Monday 4pm-6.30pm at Jeays St Park, Bowen Hills – handing out pre-cooked meals in takeaway containers
- **Valley Hearts and Street Feed** – Tuesday 4pm - 6.30pm at Jeays St Park, Bowen Hills for snacks and drinks
- **Valley Hearts and Orange Sky Laundry** – Thursday 9am to 11am at Jeays St Park, Bowen Hills. Takeaway breakfast, drinks (hot & cold), fruit & veggie parcel, bread and showers.
- **ECB** – Continuing current services, however reassessing daily whether services will be reduced due to volunteer and guest safety requirements. See VAKS website:
[file:///personalp/personalp\\$/097734/Home/Downloads/VAKS Brisbane Inner%20\(2\).pdf](file:///personalp/personalp$/097734/Home/Downloads/VAKS%20Brisbane%20Inner%20(2).pdf)
- **Eddies Van** – See VAKS website for regular services.
- **St Paul's Orthodox** - Community Kitchen, hot meals - Thursday 7pm Under Turbot St Bridge
- **St Mary's Coptic** - Uplift Service, Hot meals - Wednesday 7pm Under Turbot St Bridge
- **Access Street Van** – Wednesday 10am, hot pies and Coffee (Pindari, Spring Hill)
- **Brothers in Need** – Hot meals, non-perishable food and sanitary essentials (Emma Miller Place Tuesday and Friday at 6.30pm; Sunday at 5.30pm)
- **TSA Open House** - Serving 'take away meals' Wednesdays from the front entrance of Brisbane City Temple (167 Ann Street), from 12pm till 1pm.
- **Valley Outreach** - Friday at Wickham Park, from 5:30pm, serving barbecue meat patties, sausages, salads, bread, hot and cold drinks, fruit and dessert.
- **DigIn.Inc** – Saturday meal delivery service for vulnerable community members in the CBD and The Valley. If you would like a meal, text [M: 0434 295 062](tel:0434295062) with your address / location between 3-4pm. Meals will be delivered between 4-6pm to addresses provided. Commences Sat April 4. E: delivery@digin.org.au
- **GP Service** – Dr Ann Solari is triaging everyone who phones or contacts her / or is contacted about and will arrange visits if needed between 6am and 6pm. Ann can be contacted on M: 0424423972.
- **HHOT** – no changes, still doing outreach several times a day. They can go to hotels/motels (depending on whether they are self-isolating and PPE available)
- **Community Friends** – Hot meal and food hampers from 3-5pm Wednesday at Cnr Russell and Boundary St, West End.
- **Communify** – Check Communify's website for information on current closures and service info. <https://communify.org.au/>
- **Micah Projects. Inc** - See attached Micah's current response to COVID19. Micah Projects is a 24/7 organisation. Access updates on all of Micah Projects services on the [Micah Website here](#)

For brief overview of key services: [Micah are handing out food to people sleeping rough when they undertake welfare checks.](#)

- *Homelessness* - All homelessness teams, including nursing staff, are working business as usual. This includes Street to Home, Home for Good Hub, Family Support and Advocacy Team and Supportive Housing at Brisbane Common Ground. We are continuing our work with both Royal Brisbane and Women's Hospital and Princess Alexandra Hospital with agreed upon referrals.

- Providing food at Emma Miller Place, 7pm
- *Domestic and Family Violence* - Brisbane Domestic Violence Service (BDVS) is operating as usual and continues to provide support with phone, appointments and outreach services. Due to recent events, we continue to experience high demand, including the number of women in hotels who have recently escaped domestic violence.
- *Inclusive Health* - The Inclusive Health and Wellness Hub is open. Dental services are not available for two weeks as per the directive from Queensland Health. The Wellness Program, as this occurs mainly in groups, is not available until further notice - <https://inclusivehealth.org.au/>

Please check VAKS website for updates on food services –
<https://www.mycommunitydiary.com.au/Resources/VAKSBrisbane>

[Please advise whether you would like to unsubscribe from these updates.](#)

Thank you for your amazingly agile work community – it is greatly valued and appreciated.

Stay well, stay safe and stay connected over Easter 😊

Cheers Tab

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