

**THE
GEELONG
OUTREACH
VAN**



Leaders for Geelong Project 2014 / 2015

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**GEELONG OUTREACH VAN
PROJECT TEAM**



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ACKNOWLEDGEMENTS

The Geelong Outreach Van Project Team would like to acknowledge the following people and organisations that have helped, advised, inspired and taught the Project Team over the past year.

Damian Bernasconi and Lisa Dalla-Zuanna
Salvo Connect Belmont

James Ashley and Brad Ogle
The Salvation Army South Barwon

Anthony McEvoy
614 Outreach Van
The Salvation Army Melbourne 614

Paul Kimber
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Lillian Van Laar
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Ben Hill
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Year 12 Social Justice Leadership Group
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Claire Wrigley and Jo Hart
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'Swampy'

Richard Slevin

EXECUTIVE SUMMARY

The Geelong Outreach Van Project Team came together with the aim of understanding the homelessness issue in Geelong and testing whether a mobile outreach service could work in Geelong by filling any gaps in the existing services provided.

David Collinson from the Salvation Army South Barwon had seen the 614 Outreach Service in action in the Melbourne CBD and thought this was worth Trialing in Geelong which was the genesis of the Project.

After undertaking research and discussions with homelessness service providers such as The Outpost and SalvoConnect it appeared there was genuine need and support for Trialing the service.

Initial research identified that St Joseph's College had been attempting to establish a similar service as part of the senior student's Social Justice Program. Discussions with key St Joseph's staff led to an agreement to undertake the Trial together; with St Joseph's operating the Van on Sunday evenings and the Project Team on Wednesday evenings. This was a vital step in gaining momentum for the Project and linking it into other networks.

Effort was then put into fitting out a Van (obtained from the Salvation Army), then the Project Team and St Joseph's were able to take to the streets. The Trial ran from July to November in 2014 with the Van operating on Wednesday and Sunday nights.

The Trial identified that homelessness in Geelong is different in density to that of the Melbourne CBD and is spread-out across Geelong rather than limited to the CBD. It also confirmed that people in need have access to many services within Geelong, such as The Outpost.

Whilst on occasions contact with people was limited, overall the Trial proved an eye opening and rewarding experience. It was clear that the Van provided people in need with more than the food or the blankets but provided them with conversation and contact which was often more important.

The Trial was able to help a number of people find accommodation and obtain access to food and blankets.

The Geelong Outreach Van is continuing to operate via St Joseph's and the Salvation Army South Barwon on Sunday and Wednesday evenings and is greatly appreciated by many people who use its services regularly.

The Van has continued to expand its services and now also provides a small range of clothing which has been supplied via The Salvation Army Thrift Shop.

The Geelong Outreach Van continues to have a future as many volunteers from St Joseph's College, The Salvation Army as well as passionate Geelong residents avail themselves to serve others on a weekly basis

The challenge of ongoing funding will continue to be an issue and lobbying the current Government of the value of such street based support Teams will continue to be a focus for the Salvation Army.

PROJECT SCOPE

Background

It is estimated that over 600 people in the Geelong region are homeless or living without a safe place to sleep.¹ Of these it is estimated that over 33% are 'living' within the Geelong CBD and 19% within the South Barwon area. The term homeless or living without a safe place to sleep means different things to different people. It can mean 'couch surfing', living in inappropriate places such as laneways or living in a car.

There are several organisations working with Geelong's homeless, providing emergency accommodation and crisis support including but not limited to:

- SalvoConnect
- Barwon Youth
- Samaritan House

There are approximately 20,000 people within the region who experienced food insecurity within the past 12 months². Many existing programs for food rely on people accessing the food in a central place and at certain times of the day. As many of the people we are aiming this service at have limited access to transport and often smaller networks of support, taking food directly to them is another way to ensure they are provided for.

There are a number of programs offering assistance and access to food. The Geelong Food Agency Network (GFAN) has been recently established to serve as an integration agency to coordinate the many agencies providing food relief by gathering together to achieve economies of scale and efficiencies of Geelong's food provisions, accesses, warehousing and distribution.



Homeless can mean living in a car³

There are several not for profit organisations operating within Geelong working on addressing food insecurity including but not limited to:

- **Second Bite**, sources and redistributes food for food related programs.
- **Geelong Food Relief**, sources donated food and distributes through its food mart.
- **The Outpost** provides free dinner each evening from their central Geelong location.
- **Christ Church Community Meals Program**, operating out of central Geelong the program provides free breakfasts daily and evening meals twice a week.
- **City of Greater Geelong**, discussions were held with Amanda Stirrat who has developed a guide to Food Access and Support in the Geelong Region. The report can be viewed [online here](#), online at www.geelongaustralia.com.au or the Emergency Relief and Community Meals section can found in Appendix 3.

All of these programs require those in need coming to the program / organisation to have a meal or talk to someone.

There are currently no programs in Geelong taking food to the streets.

Objectives

¹ Australian Bureau of Statistics 2011

² Geelong Food Security Network, City of Greater Geelong 2012

³ Photo courtesy Geelong Advertiser

The Objectives of the Project was to investigate the following questions:

1. Is there a significant homeless problem in Geelong and is it serviced adequately by existing programs?
2. Can we identify where Geelong's homeless and at-risk homeless are located?
3. Is there a need to take any existing services out to people outside of the Geelong CBD?



Couch Surfing is a common form of homelessness⁴

⁴ Photo courtesy of the Geelong Advertiser

614 Outreach Van

The Project group knew that to meet their objectives they had to get mobile and take food and an outreach service outside the Geelong CBD.

Project Team Member David Collinson knew of a Salvation Army outreach program operating in the Melbourne CBD. 614 Outreach Van has been operating nightly over the past five years and takes a regimented timed route around the Melbourne CBD delivering hot and cold food, snacks and hot and cold drinks, as well as a social worker checking in on attendants at each site and monitoring their health and wellbeing.

The Project Team spent an evening in Melbourne with the 614 Outreach Team, working with the volunteers and Salvation Army staff, prior to hitting the streets where the Team had a chance to interact with attendees and the volunteers and social workers.

After seeing the success and ease of operation of the 614 Outreach Model the Project Team decided that this was the model that would be Tried in Geelong as part of the Research Project.



The 614 Outreach Van



The 614 Outreach Van



The Project Team at the Salvation Army headquarters, Melbourne

Risk Assessment

Prior to implementing the Project Research Trial, the following Risk Analysis of the Project was undertaken.

The key Trial Risks were identified as:

- Capacity in Project Team to manage all issues.
- Lack of support from partnering organisations
- Other organisations already servicing this need
- Having people happy to help but not having someone or some group prepared to run it
- Not being able to gain the correct registration / approval / licensing / insurance
- Not being able to obtain the startup funds
- Not being able to obtain the ongoing funds
- Not being able to source food
- Not being able to source volunteers
- Safety – volunteers and clients
- Not being able to secure a site to base the organisation
- Not being able to identify delivery sites
- Taking on more than we can deliver – to many sites; to many clients
- Looking after people who use the service while having other means at the expense of the target market

The full Risk Assessment matrix can found in Appendix 1

The following challenges to the Research Project were identified:

- Ongoing sustainability of volunteers running the Outreach Van
- Establishing the need for the service
 - There is a need for support in Geelong
 - Is the 614 Outreach Van the answer?



The 614 Outreach Van in action



The 614 Outreach Van set up

METHODOLOGY

Initial Planning Research

The initial research phase of the Project involved the scoping of the requirements in establishing an Outreach Van including the following:

- Developing a budget (Initial and ongoing)
- Identifying resourcing requirements – people and assets (Van, base, kitchen, equipment...)
- Developing a plan to meet this resourcing requirement
- Scoping of regulatory / licensing requirements
- Developing a governance / management structure
- Marketing plan to potential clients, sponsors and potential volunteers
- Insurance
- Identifying sources of goods to take out on the Outreach Van
- Training requirements
- Safety plan / protocols (if required)-volunteers and clients

Discussions were held with a number of Geelong service providers and key identities to establish the current homeless situation in Geelong and the current services provided. They all also gave valuable insights and knowledge into the proposed routes, days and times that the Trial would operate under.



'Sleeping rough' in Geelong ⁵

⁵ Photo Courtesy Geelong Advertiser

The Outpost

Discussions were held with Director, Paul Kimber with staff and volunteers. The Outpost has been an integral partner of the Project Trial.

Salvo Connect

Discussion held with Damian and Lisa Dalla-Zuanna regarding the SalvoConnect's emergency, transitional and short-term accommodation program in the Barwon South-Western region.

Christ Church Meals Program

Discussions were held with Richard Slevin who volunteers with Christ Church. With two years living on Geelong's streets, Richard has been a wealth of knowledge and support of the Trial and will be a key player in the future success of the Project.

'Swampy'

'Swampy' has experienced homelessness and is now living in a home and running a business in North Geelong. He provided valuable insight into possible locations to use and what people might be expecting from such a service.

Geelong Food Relief Centre

Director Lillian Van Laar has been a very keen supporter of the Trial and the Geelong Food Relief Centre supplied the initial start-up requirements of non-perishable food supplies, tea and coffee for the Trial.

St Joseph's College

Through the SalvoConnect discussions it was understood that St Joseph's College had been trying to establish an outreach Van as part of their senior student's social justice program. After contacting St Joseph's staff and agreeing to run the Trial together, St Joseph's and their students became a critical component of the future Trial.

Establish a Trial Project

The second research phase was to establish a Trial modeling the 614 outreach service which included the following:

The Outreach Van

The Project Team decided to fit out the back of the existing South Barwon Salvation Army Van (with thanks to the resident youth worker – James Ashley). A set of removable shelves were installed that could carry all the food and supplies and thermos bottles.



The Geelong Outreach Van

The Van was then supplied with blankets, hygiene packs and referrals for emergency housing and assistance services and contacts.

The Geelong Food Relief Centre supplied the initial round of non-perishable food and drink supplies.



A trolley load of goods from the Geelong Food Relief Centre



A volunteer from the Geelong Food Relief Centre

The Route

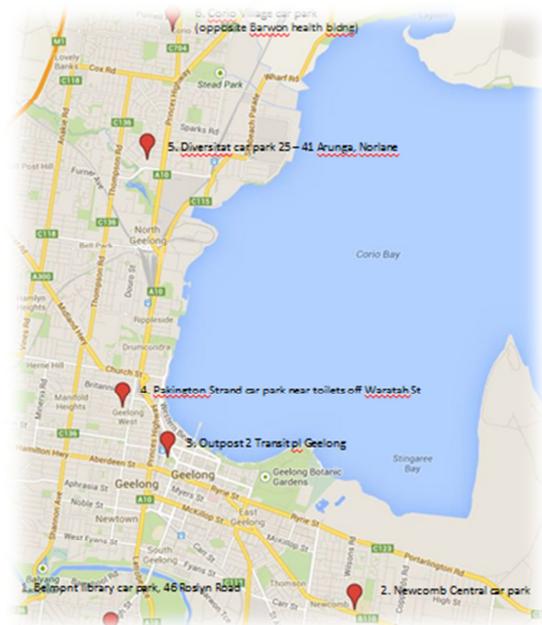
The Trial operated on both Sunday and Wednesday evenings from 7pm through to approximately 11pm from July through to November 2014.

People who the Project Team met along the way were recorded and monitored.

The initial route was established by driving to various locations and discussions with people from Salvo Connect and information gathered from other sources.

The initial route was scoped through some reconnaissance and can be seen below and was based around 6 locations.

1. Belmont Library Carpark, Belmont
2. Newcomb Central Carpark, Newcomb
3. The Outpost, Geelong CBD
4. Pakington Strand Carpark, West Geelong
5. Diversitat Carpark, Norlane
6. Corio Village (near Barwon Health) Carpark, Corio

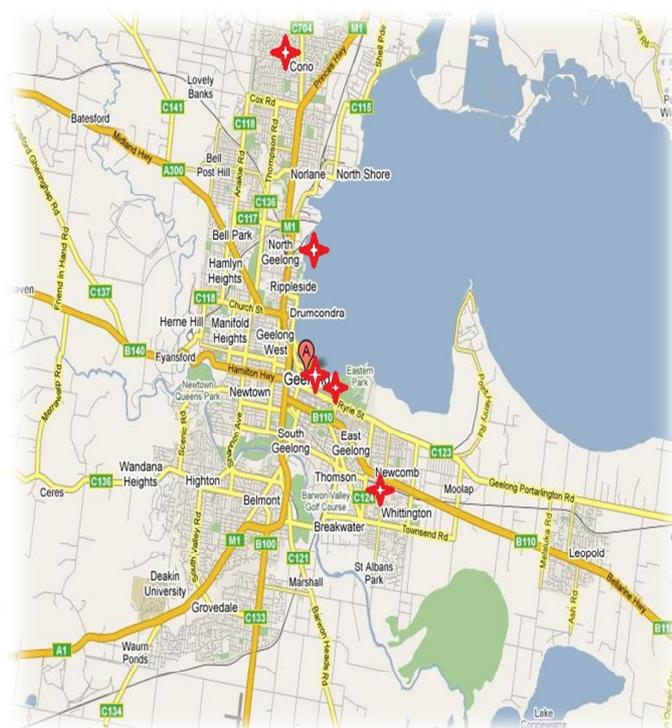


Route Version #1

During the Trial it became clear the further refinement of the route was needed due to lack of contact and time constraints. Various locations were tested including along the Barwon River and the Newcomb Secondary school bus stop.

The route was then focused on five stops which included:

1. Wilsons Road, Whittington
2. Officeworks Carpark, Geelong CBD
3. The Outpost, Geelong CBD
4. St Helen’s Boat Ramp Carpark,
5. Corio Village (near Barwon Health) Carpark, Corio



Final Route Version #2

Training

Initial training of volunteers was conducted by the Salvation Army's Anthony McEvoy and covered topics including:

- The nature of homelessness and those it affects
- How to approach people
- What you legally can and can't do
- What services you may offer
- How to use a cup of coffee as a conductor into a conversation

The Project Team then put together a basic manual covering inclusions such as:

- What to stock in the Van
- What to wear

Safety plan / protocols

The full Safety Plan and Protocols for setting up and operating The Geelong Outreach Van can be found in Appendix 2



Members of the Project Team with St Joseph's College teachers and Year 12 students undergoing training

Partnerships and Key Stakeholders

Partnerships have been essential to the implementation of The Geelong Outreach Van Trial.

The Trial's first partnership was established with the Salvation Army South Barwon who has provided the Van and its petrol, provided insurance for Volunteers, physical storage space for the Van including shelving and provisions. The Salvation Army has also provided Social Workers, advice and blankets.

Our next (and very significant) partnership was with the St Joseph's College, Year 12 Social Justice Program students and their dedicated teachers Jo Hart and Claire Wrigley.

The students had been working on establishing some sort of Outreach Van Project over the past 18 months. They had the volunteer power and the desire to get out and help however lacked the management and leadership skills to complete the business plan and actually get the Project up and running. This proved to be a rewarding partnership with the Leaders for Geelong Project Team having the business plan and the Van however required the additional volunteers to ensure the Trial could be implemented over two evenings per week.



St Joseph's Social Justice students with their teacher Jo Hart



St Joseph's College student out on the streets

The connection with The Outpost gave the Teams on the Van a better understanding of the people we were looking to assist.

Other partnerships that were critical in the Trial were The Geelong Food Relief Centre and The Porter Hot Bread Kitchen, both supplied food and beverage provisions during the Trial.

The Kardinia Motel, through The Salvation Army South Barwon, were also valuable in providing opportunities for temporary accommodation on a number of occasions for people in need during the Trial.



The Porter Hot Bread Kitchen in Highton have supplied fresh baked goods every evening of the Trial



The volunteers at The Outpost pictured here with Project Team Member Brydon King



The Geelong Food Relief Centre

Communications

The Project Team had to carefully consider the communication methods that would best reach the target market.

To reach potential Van clients it was decided that a word of mouth approach would work best, accompanied with a flyer outlining the Van services.

The Project Team ensured that staff and volunteers at several of the agencies working with these clients such as The Outpost, The Geelong Food Relief Centre and SalvoConnect all knew about the service and could share this knowledge with clients. The flyer was also installed at these venues.

A Facebook page was set up to communicate with potential volunteers and supporters about what was happening, how they could get involved and also to acknowledge our Partners. At the time of printing the Facebook page has over 295 followers.

**Geelong
OutreachVan**
communityonthestreets
Wednesday and Sunday nights

FREE

Food & Snacks
Blankets
Someone to talk to

Hot Drinks
Hygiene Packs
Someone to help

Wednesday Times	Location	Sunday Times
7.30	Whittington (Wilson's Road near Rail Trail)	7.00
8.00	Officeworks Car Park	7.30
8.30	Outpost	8.00
9.00	St Helen's Boat Ramp	8.30
9.15	Corio Village (near health centre)	9.00

Everyone Welcome

Find us on Facebook—search for Geelong Outreach Van

The Geelong Outreach Van flyer



The Geelong Outreach Van Facebook page

KEY FINDINGS

Critical Success Factors

Critical success factors of the Trial include:

- Clear Project scope to undertake rest of the Project – clear aim, key stakeholders identified.
- Detailed business plan.
- Successful Trial of the service.
- Ongoing commitment to service continuing and agency support to run the service.



Having a coffee and a chat in the Officeworks Carpark

Constraints

Challenges for the Outreach Van relate to the lower density of people sleeping rough in Geelong (compared to Melbourne) and good access to other services.

These challenges have meant the need for the Van is different in the Geelong setting. Valuable assistance can still be provided through the service however the contact with people is more limited than the 614 Outreach Van in Melbourne.

There may be further opportunities to collaborate with The Outpost and some Barwon Health services such as health service delivery.

Translating the 614 Outreach Van to Geelong

The Trial highlighted that while The Geelong Outreach Van provided real outcomes for some people, these were limited, on some nights no contact occurred with people.

The Melbourne model proved challenging to replicate in Geelong as the:

- Density of people is much lower and people are more spread out and hidden.
- There are a number of services such as the Outpost which are easily accessible.

The above factors make the need and opportunity for contact different in Geelong. The Trial also highlighted the challenge in recruiting and maintaining volunteers.

On some occasions the Van's volunteers had only limited contact with people in need. This affected volunteer consistency and retention.

Despite the above factors, the Geelong Outreach Van did achieve a number of positive outcomes and provided insight into how such a service can operate.

The Van does have a future in Geelong in connection with other services and through the foundations of St Joseph's and the Salvation Army.

Case Studies

The case studies below share some of the experiences and outcomes that were achieved during the Trial.

Dennis and Charlie*

During the Trial the Geelong Outreach Van had regular contact with Dennis who was sleeping in his Van with his dog, Charlie in northern Geelong.

A cup of coffee at 9pm often allowed Dennis to share some of his story and enabled him to stock up on some provisions. This weekly interaction with Dennis provided the Team with an insight and an understanding into the life of someone living in their car, or sleeping rough as well as making a small element of Dennis's day a little easier.

One evening over a coffee, Dennis declared "*you people have made my day*" in fact Dennis had made ours!

Tom

Tom was a young man who we met one evening sleeping in his Ute. Over a coffee we discovered that he really wanted to get his life back on track. He had family in New South Wales and they believed he could find work on a farm station if he could make his way back to New South Wales which of course was proving almost impossible.

After connecting Tom to SalvoConnect he was provided with some travel money to make his way back to New South Wales.

Tom phoned Dave Collinson a few weeks later to thank him for all the assistance and to let us know that he had in fact travelled back to NSW and was working on the farm station; he had connected back with family and was getting his life back on track.

Bill

Bill was an older man the Team met sleeping by the Barwon River one evening. He was hungry and had a back injury which had kept him out of work over the years.

The Team was able to provide Bill with temporary accommodation for a couple of nights and through SalvoConnect was able to find him more permanent accommodation.

Adam

Adam came out of his flat in Whittington one night when he saw we were handing out food. He is deaf and has very limited verbal communication. He has been living by himself for over 10 years and as a result of his disability does not work and has very limited social interaction.

Adam now comes to visit the Van every Wednesday and Sunday evenings, has a coffee and eats as much food as we give him. The Team has been able to help him with a second hand bicycle (which had been donated to the Salvation Army). Adam was extremely appreciative and is waiting for the Van each night.



Adam and Jo Hart from St Joseph's College

* Please note the names of these clients have been changed.

RECOMMENDATIONS AND OUTCOMES

What we've Learned

There are many people in need around Geelong and the Outpost and Christ Church are well used and important services in Geelong.

There are a number of people sleeping in cars and experiencing difficulty and these people are spread out through different parts of Geelong.

There are benefits from the Outreach Van model and the Trial provided a number of positive outcomes including:

- Providing accommodation for people living on the streets.
- Helping people travel and gain employment.
- Provided access to food and blankets to people in need.

One key element is that the contact with people is more than the food and coffee – it's about the communication and that can change a person's day.

Where to Now?

The Geelong Outreach Van is continuing to operate via St Joseph's and the Salvation Army South Barwon on Sunday and Wednesday evenings and is greatly appreciated by the many regulars the Van.

The Van has continued to expand its services and now also provides a small range of clothing which has been supplied via The Salvation Army Thrift Shop.

The Geelong Outreach Van continues to have a future as many volunteers from St Joseph's College, The Salvation Army as well as passionate Geelong residents avail themselves to serve others on a weekly basis.

Continuing the Project

The key issues for the continuation of the Outreach Van relate to funding and communicating its services.

The Victorian Homelessness Action Plan 2011 – 2015, under the previous Government, outlined commitments to exploring innovative ways to impact on homelessness and articulated the importance of early contact to help prevent and shorten homelessness. The Outreach Van model is a tangible example of a service that could help achieve these objectives.

The current Government has not committed to funding regional based outreach Teams as reported in the Geelong Advertiser on 20 February 2015. Captain Mal Davies from South Barwon Salvation Army is advocating for Government support and funding of regional street Teams, which the Geelong Outreach Van could be, and continued advocacy on this front with the new Government will be of value.

Continuing to communicate the outreach Van services will remain a challenge. Persistence and possibly linking with other services, such as medical assistance, maybe a further way to ensure the ongoing operation of the service.



Doing it tough on the streets

LEADERSHIP LESSONS

Understand your Team, and work to your strengths

The Team that worked on this Project came with varied skills and experience. One Team member has extensive experience in social work while others had none; some Team members frequently needed to manage risk and compliance, while for others in the Team it was a new concept; and some Team members were social media savvy while others were definitely not. In this Project allocating tasks to match people's strengths was a simple and logical choice made early in the Project life.

The Project Team was also fortunate to have personalities that balanced each other. As an example the "just do it go-getter" personality was balanced by others who needed a more planned approach.

On a number of nights, we ran the Trial without any visitors to the Van. We were lucky enough to be spending time with people whose company we enjoyed. Humour helps a lot!

Project success can come from enabling others as well as direct action

One of the biggest successes of this Project was the partnership and collaboration with St Joseph's College.

When the Team identified that we were working toward a common goal, we were quickly able to identify and resolve some of the issues that had been slowing their progress and by collaboration we were quickly able to double the reach of the Trial.

This collaboration also means that the Geelong Outreach Van can continue operation long after the Project is complete.

Research is Key

There was no expert on Geelong homelessness in the Project Team. We tried to consult as widely as we could with people working in the field before we started the Trial.

This consultation had a number of obvious benefits:

- We increased our knowledge of the issue and refined our plans on how best to run the Trial
- By consulting with other people working in the field, more people knew about the Trial and could assist to promote it
- Consulting with others enabled us to build a support network used at various times in the Trial period

By travelling to Melbourne and experiencing a similar Project firsthand was both informative and inspiring.

Be prepared to try something – if it doesn't work try something else

Early in the Trial a lot of discussion and planning went into identifying the ideal locations to make the Van stops. After a number of weeks' trialing and altering the stops on the fly it was clear that this approach would not work.

A major milestone was when we "locked in" the stops by advertising the times and locations the Van would be stopping.

There is power in partnerships

Being able to have numerous local groups such as St Joseph's College, The Salvation Army, SalvoConnect, a bakery, a motel and others join forces makes a Project so much more powerful.

This takes relational leadership skills as well as appreciating and understanding all who come to the table.

You never know till you give it a go

It is great being in a Team that is able to work quickly and effectively together. It was during the implementation stage that the Team quickly found their place and the Project was launched. It is often not till you enter the doing stage that you discover who can actually deliver and who needs encouraging and who steps into these positions.

This Team was very fortunate to have many varied skills amongst the four members and with great focus and no egos amazing outcomes were achieved in a short space of time.

Longevity speaks volumes

As the Team now reflects on the Project the fact that it continues to this day without us, is an incredible outcome. Most Projects are just an idea that are tried and sadly often forced on a community for a limited amount of time.

We discovered by stepping out, sharing ideas and resources, and launching the Geelong Outreach Van it has now found a life of its own. When a Project idea turns into bi-weekly essential service for many doing life tough in Geelong, we know our efforts have not been wasted but rather invested into making the world a better place.



There are many people in Geelong who just need someone to talk to

TEAM REFLECTIONS

"The Geelong Outreach Van has been a rewarding and eye opening experience that has helped me understand more about Geelong and the many elements I was not aware of.

I have been amazed at the resilience and resourcefulness of people sleeping rough and the commitment from the huge array of volunteers who are prepared to help those in need.

The Project has tested and consolidated a number of learnings related to leadership and following through with outcomes. Working with the small Project Team was a fantastic experience where lots of different skills and approaches were able to be tested in support of the overall Project outcomes and good fun was had along the way."

Brydon King

"As a Salvation Army officer I have been aware of the many people sleeping rough across Geelong and felt the need for us to act as a local community.

It was so encouraging when I floated the idea of an outreach vehicle to find others with a similar passion such as the staff at the St Joseph's College and others in our Leaders for Geelong group. To then see our Team join forces with St Joseph's do some research, and come up with a plan of how we can share resources and serve those sleeping rough was just a wonderful example of how a caring community can respond.

It's been a privilege to be a part of the formation Team of such an impacting Project that has literally helped local residents upgrade from sleeping on a park bench next to the Barwon River into a bed in a flat in Highton. Who would have thought implementing a Project in a leadership program could change a person's life? Well if you ask 'Tom' you will find it certainly did."

David Collinson

"I feel very lucky to have joined this Project. Not only has the Project stretched my leadership skills it has given me an insight into issues that I have previously never had to consider.

I have finished the Project full of admiration for individuals who make helping others a core part of who they are.

I hope that in the future the Van will continue to operate and I look forward to opportunity to continue to volunteer.

Thanks to Dave, Sheridan and Brydon for having me!"

Mark Vaughan

"The Geelong Outreach Van has been an amazing experience for me both personally and professionally.

I loved the idea that we were actually going to do something, not just write a report that sat on a shelf, but really getting out into the community helping people in need and learning something along the way.

There were many leadership lessons learned including those around resilience, partnerships, research and leading and working within Teams.

Working in a small Team meant we all had to get in and do the work, there was no room to hide or the luxury of not pulling your weight, I loved that everyone did this.

On a personal reflection, my moment was on a cold evening in September at St Helen's Boat Ramp having a coffee with 'Dennis' and he thanked us sincerely for making his day – with a tear in my eye I realised that he had actually made mine."

Sheridan Salmon

APPENDICES

Appendix 1 Risk Assessment Matrix

Category	The risk – what & how	Proposed Mitigation/Contingency	Current Risk assessment	Responsible Person	Expected Resolution Date
Identifying the need	There is no need for a service like this is Geelong.	Consult with existing providers of emergency food relief to determine if there is likely to be a need for an outreach Van.	CLOSED	Group	Complete
Identifying the need	Need is serviced by other providers	Consult with existing providers of emergency food relief to determine if there are other providers of a similar service.	CLOSED	Group	Complete
Identifying the need	Outreach Van stops are not in the right places.	Consult with existing providers of emergency food relief to determine the best locations to Trial this service. Van stops to be consistent timing so that routine becomes known.	LOW	Group	20/06/2014
Securing Resources	Unable to source supplies - Food; Blankets; Hygiene Packs	Initial contact has been made with providers of emergency food relief. Blankets are available through.. Hygiene packs will be sourced from ...	LOW	David Collinson	20/06/2014
Securing Resources	Unable to source Van.	The Belmont Salvation Army Van will be used for the trail.	CLOSED	David Collinson	Complete
Securing Resources	Unable to source volunteers	The Trial only needs a small number of volunteers to staff the Van. During the Trial, likely to be staffed by the LfG Team one night and students from St Joseph's one other.	LOW	Group	20/06/2014
Securing Resources	Unable to source trained social worker	Each time the Van runs during the Trial period we need to ensure there is at least one trained Salvation Army member available. David to develop a schedule.	MEDIUM	David Collinson	20/06/2014
Training and Supervision	Volunteers not suitable trained	Training session for volunteers scheduled with Salvation Army Team from Melbourne CBD- 20/6/14 2-4pm at Salvation Army Belmont	LOW	David Collinson	20/06/2014
Safety	Volunteers not suitable trained	Training session for volunteers scheduled with Salvation Army Team from Melbourne CBD- 20/6/14 2-4pm at Salvation Army Belmont	LOW	David Collinson	20/06/2014
Safety	Sites chosen not suitable	Once proposed sites are chosen conduct a review. Notify police of proposed Van stops	LOW	Group	27/06/2014

Category	The risk – what & how	Proposed Mitigation/Contingency	Current Risk assessment	Responsible Person	Expected Resolution Date
Stakeholder Engagement	Community stakeholders not aware that we will be providing this service.	Plan to notify the following stakeholders - CoGG; Police; GFAN?; Christ's Church?; Outpost?....	LOW	Group	20/06/2014
Stakeholder Engagement	Needs and Expectations of potential partner not known or understood.	Meeting with St Joseph's college Team scheduled.	LOW	Mark Vaughan	3/06/2014
Stakeholder Engagement	Clients not aware that we will be providing this service.	Plan to promote the service through	LOW	Sheridan Salmon	27/06/2014
Governance	Volunteers not insured	Volunteers to become Salvation Army volunteers - Salvation Army insurance will cover volunteers.	LOW	David Collinson	20/06/2014
Governance	Volunteers not suitable	Volunteers asked to undergo both a police check and WWC check as part of becoming Salvation Army volunteers.	LOW	Group	20/06/2014
Governance	Formal agreement needed with partner organisation - St Joseph's College.	Formal MOU unlikely to be needed for the Trial - No funding is required; students will be registered as Salvation Army Volunteers and managed via the school.	LOW	Mark Vaughan	3/06/2014

Appendix 2 Training Manual

The following are recommended personnel guidelines:

- Two staff members including at least one trained staff member (Salvation Army) and first aid qualified if possible.
- All volunteers must have undertaken the basic Salvation Army training in and have signed the Salvation Army's volunteer liability forms.

Nightly Procedure

The following set up procedures has been established to ensure consistency in how the Van is set up, what is packed and the service delivery.

- 6.30pm Meet at Salvation Army, South Barwon 180 Francis Street, Belmont.
- Prepare and stock Van, Volunteers should allow 30 minutes to prepare the Van
- 6.45pm depart Salvation Army in Van for first location.
- Proceed through planned routes and timeline
- Return to Salvation Army, South Barwon – unpack and clean up Van.
- Finish approximately 10.30pm.

Van Operation

The following are basic operational procedures when operating the Van.

- Welcome everyone – no question
- One or Two volunteers at back of Van handing out drinks and food
- One volunteer working the line – chatting i.e. footy, picking up if there are any new comers, monitoring, seeing if there are any asking for service info.
- One volunteer monitoring goings on – keeping eye out for difficult situations and recording data.

What is going into the Van?

The following are basic items that need to be packed into the Van.

- Food & Beverages including: Sandwiches, Hot pies and sausage rolls, Snacks such as muesli bars
- Urn with Coffee and Teabags, Sugar, Cup a Soup, Hot chocolate, Milk and Bottled water
- Accessories
 - Disposable cups
 - Spoons / starers
- Blankets
- Hygiene packs



Loading the Geelong Outreach Van



The Salvation Army South Barwon, 180 Francis Street Belmont

Personal Considerations

The following personal considerations and personal safety should always be adhered to.

- Dress warmly!
- Use your first name only.
- Don't give out personal details i.e. address and phone number, social media contacts
- Don't make any promises of money or extra support – direct to SalvoConnect staff
- Don't take money or other valuables with you.
- If approaching someone in their car approach with extreme caution and ensure there are two Approach gently and with caution
- Use a defensive stance – ability to move away quickly
- Call out from a distance "Hi, my name is, I'm from the Salvos, would you like some food?/We're just checking that you're alright?"

Meeting people who are homeless/isolated/experiencing poverty / Some general thoughts to consider

People who are experiencing homelessness or isolation, come in all shapes and sizes, backgrounds and interests.

Unfortunately, mental illness and drug and alcohol abuse is not uncommon for people who are on the street. On the Van we treat every person with dignity and respect at all times, and refrain from judging them or their situation. We listen to their stories, we smile and we welcome.

If the opportunity arises, we encourage them to access services that will assist them to take steps to change their situation.

Vulnerability Assessment

- When meeting a client assess their vulnerability level:
 - Age (younger more vulnerable)
 - Gender (most women more vulnerable)
 - Newly homeless (that night, most vulnerable)
- If someone is so unsafe that you can't leave them i.e. they are unwell or too vulnerable – e.g. young girl, first night on the street and no bed to go to, refer to Salvos worker, contact Geelong Emergency or Salvos Connect.

Conversations

- "What's been going on with you lately?"
- Football/sporting Teams

Emotional Stories

- If clients start telling emotionally difficult stories please interrupt "refer them to see the Salvos workers on the Van who'll refer them to the SalvoConnect workers the next day, explain that that is a better time and place as the Van has to move on soon."

Violence

We have to date not experienced any violence during the Trial period of the Van. However should a violent or threatening situation arise:

- Try "We're not having a fight at the Salvo's Van." Distract and move it on.
 - Pack up and move on
 - When away, call 000 - police

Meeting Van clients when not on the Van

- Show respect, be polite and greet and chat if they greet you (they may not want to acknowledge you if they're with people who don't know they've been on the street – take your guide from them)
- Use your caution to assess their mental state and intoxication level and again take a cautionary but not offensive stance.
- Same rules as above apply – direct to Salvos if they're seeking support
- Don't make promises of support or money

Appendix 3 Food Access & Support in the Geelong Region, City of Greater Geelong

Emergency Food Relief		2 Food Vouchers/ Food Parcels/ Food Rescue	
Name & Address	Description: Food Voucher or Package	Contact	Eligibility
Salvation Army 28 Bellarine St, Geelong, 3220.	Food vouchers available to use at the supermarket organised through appointment. Open five days a week. Monday - Friday, 9.00am - 4.30pm. (except Wednesday, 11.00am - 4.30pm).	Wendy Katsambiris Telephone: 03 5223 2434. wendy.katsambiris@aus.salvationarmy.org www.salvationarmy.org.au/kardinia-network.html	An appointment is needed to obtain a food voucher. Food parcels can be accessed over the counter when in need. Fortnightly.
Geelong Food Relief Centre (GFRC) North Geelong, 8 Freedman St, North Geelong, 3215.	The Geelong Food Relief Centre (GFRC) provides emergency and supplementary grocery supplies via a mini mart and bulk depot at North Geelong. Open to collect food, some toiletries and clearing products. North Geelong: Monday - Friday, 10.00am - 3.00pm.	Rod Gurney Telephone: 03 5278 6588. rod@geelongfoodreliefcentre.org www.geelongfoodreliefcentre.org	Customers have access to a mini mart with vouchers issued by participating charitable organisations, who assess their needs on an individual basis.
Christ Church Anglican Church 57 McKillop St, Geelong, 3220.	Emergency Food Relief. Food parcels given out. Items of food donated by the Lighthouse Foundation, Parishioners and the Community. Contact the Parish Office: Monday - Friday, 12noon - 2.00pm. No vouchers or cash.	Jan McGowan Telephone: 0409 176 409. Parish Office Telephone: 03 5221 8055.	Available to Pensioners and Health Care card holders. Once per month.
Barwon Youth 12 - 14 Halstead Pl, Geelong West, 3218.	Emergency food box as required.	Marina Power Telephone: 03 5221 4466. mpower@barwon youth.org.au www.barwon youth.org.au	Clients to Barwon Youth Voucher - one given every three months. Emergency food given out as needed.

Food Vouchers/ Food Parcels/ Food Rescue		3 Emergency Food Relief	
Name & Address	Description: Food Voucher or Package	Contact	Eligibility
St Vincent De Paul 162 Fyans St, South Geelong, 3220.	Emergency food box. Monday - Friday, 9.00am - 2.00pm. Clients interviewed and boxes delivered to home. Telephone to arrange an interview.	Telephone: (Welfare Office) 03 5221 9170. geelong.centre@svdp-vic.org.au www.svdp-vic.org.au	Health Care/ Pension/ Centrelink card holders or on a needs basis. Once per month.
Uniting Care Geelong 2 Balliang St, South Geelong, 3220. 10 Wendover Ave, Norlane, 3214.	Emergency relief appointments available. Food parcels and vouchers for (GFRC). South Geelong. Monday - Friday, 9.30 - 12.00noon. Norlane. Monday - Friday, 9.30 - 12.00noon.	Trevor Schenk (CEO) Rob O'Neil (ER Coordinator) Telephone: (South Geelong Head Office) 03 4210 1100. Telephone: (Norlane Office) 03 5278 8492. admin@ucg.unitingcare.org.au	Health Care/ Centrelink card holders. Emergency need of food. Nine weeks between appointments.
Waterfront Christian Church 35 Corio St, Geelong, 3220.	Provides emergency food packages.	Georgie Faulkner (Youth Pastor) Telephone: 03 5229 5799. georgie@waterfrontcc.org.au	Health Care and Centrelink card holders. Food parcels once per month.
Pathways Rehabilitation & Support Services 61 Pakington St, Geelong West, 3218.	Food vouchers for GFRC and emergency food box to clients. (Support for people experiencing the effects of mental illness)	Raquel Wright Telephone: 03 5229 8295 raquelw@pathways.org.au www.pathways.org.au	Clients to Pathways. Vouchers given as required or available.
Salvoconnect 2A Settlement Rd, Belmont, 3216. <i>*(major assistance for homeless seven days/ nights)</i>	Homeless can drop in and access food, computer, shower and laundry facilities when needed. No vouchers or packages issued. Temporary emergency housing and meals served at accommodation. Monday - Friday, 9.00am - 10.00pm. Saturday - Sunday, 6.00pm - 10.00pm.	Damien Bernasconi Homeless Males Networker. Telephone: 0418 347 617/ 03 5244 9500. damien.bernasconi@aus.salvationarmy.org	Homeless - no restriction.

Emergency Food Relief

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Food Vouchers/ Food Parcels/ Food Rescue

Name & Address	Description: Food Voucher or Package	Contact	Eligibility
Drysdale Food Bank Plus 276 Jetty Rd, Drysdale, 3220.	Provides emergency food parcels, clothing and household goods. Appointments Monday and Tuesday mornings. Food Bank Plus open: Tuesday, 12.30pm - 3.00pm.	For appointment contact: Jake Hogendoorn Telephone: 03 5253 2099. office@dcchurch.org.au	An assessment will be made at the appointment. Points are given and can be used to access food items. Every two weeks.
Salvation Army Northside 92 - 96 Cox Rd, Corio, 3214.	Food Vouchers available Thursday by appointment only (Corio/Norlane residents only). Fruit, Vegetable and bread available in foyer Mondays and Wednesdays. (Supplied by Secondbite) Food Parcels available Monday to Friday 10.00am - 3.00pm (Northern Suburbs residents only).	Joanne Cresswell Telephone: 03 5275 7771. joanne.cresswell@aus.salvationarmy.org www.salvationarmy.org.au/northside	Food Vouchers given once per quarter. Food Parcels once per fortnight. No restriction on produce accessed from the foyer.
The Bridge Op Shop, St Andrews Church 108 Bacchus Marsh Rd, Corio, 3214. <i>(opposite the Corio Shopping Centre)</i>	Emergency food parcels for residents living in the Corio, Norlane and Lara areas. Wednesday, Thursday, Friday, 10.00am - 11.30am.	John Horne Telephone: 03 5275 1599. dhome@vicchariot.net.au	Available to Pension or Health Care card holders who live in the postcode area of Corio, Norlane, Lara, Anakie, Bell Post Hill and Bell Park. No appointments necessary. Four times per year.
Ardoch Youth Foundation - Geelong Northern Bay College, Senior Campus, Goldsworthy Rd, Corio, 3214.	Provides dry and canned foods to partner schools for distribution to those needing support. The food is used by the schools for breakfasts or lunches, and distributed to families to support education for children. Currently working with North Shore PS and St Francis Xavier PS, Corio.	Steve D'Giacoma Telephone: 03 5224 9790. steve.d'giacoma@ardoch.asn.au Jill Rush Telephone: 03 5224 9789. jil.rush@ardoch.asn.au	Available to families and schools with children who require assistance.

Food Vouchers/ Food Parcels/ Food Rescue

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Emergency Food Relief

Name & Address	Description: Food Voucher or Package	Contact	Eligibility
Lions Club - Ocean Grove and Barwon Heads PO Box 229, Ocean Grove, 3226.	The Lions Clubs provides food boxes consisting of non-perishable foods, cleaners and some toiletries.	Ed and Win Telephone: 03 5250 1523. edandwin@bigpond.com	
Food Rescue - Second Bite Geelong	Food Rescue - redistributes healthy fresh foods to agencies and community food programs. Second Bite is committed to making a positive difference to people by identifying sources of nutritious, surplus fresh food and produce that might otherwise go to waste and facilitating its safe and timely distribution to agencies and people in need. Now delivering to Colac and Winchelsea on Tuesdays.	Ben Hill Food Program Coordinator, Geelong. Telephone: 0478 414 869. ben@secondbite.org www.secondbite.org	Not for profit emergency food providers.
Torquay Food Aid 100 Surf Coast Hwy, Torquay, 3228. <i>(Rear of Surf Coast Medical Centre)</i>	Torquay Food Aid is a voluntary community organisation established by the Torquay Churches to support families and individuals in need in the area.	Graeme Daws (President) Telephone: 03 5264 8441. grahamandloisgil@gmail.com	Referral from Social Worker/ Churches.
Manifold Heights Baptist Food Service Cnr Shannon Ave and Volum St, Manifold Heights, 3218.	Provides fortnightly canned and fresh foods along with weekly bread supplies to families within the area in need.	Tom (Coordinator) Telephone: 03 5278 2503. tomvon@ncable.net.au	
Holy Trinity Anglican Church Cnr Flinders Ave and Curletts Rd, Lara, 3212.	Food items are donated by the church's congregation and volunteers put food parcels together. Persons needing a food parcel are required to contact either Shirley or Dawn and will be invited to a meeting. An appointment is needed to access a food parcel.	Rev. Shirley Littras (Vicar) Telephone: 03 5282 1273. Dawn Teesdale (Op Shop) Telephone: 0403 500 426.	By appointment.

Emergency Food Relief

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Food Vouchers/ Food Parcels/ Food Rescue

Name & Address	Description: Food Voucher or Package	Contact	Eligibility
Urban Seed Norlane Baptist Church, 4 Spruhan Ave, Norlane, 3214.	People's Pantry Wednesday 2.00pm - 3.00pm. The people's pantry is a cooperative model. Participants pay \$10 for 6 months and agree to volunteer once a month to assist in the set up and distribution of food. Participants then have weekly access to the wide range of food available.	Hannah Reeves Telephone: 0417 574 115.	Health Care card holders.
Diversitat Settlement Services - Northern Community HUB 24 - 41 Arunga Ave, Norlane, 3214. Belmont Office 33 Mt. Pleasant Rd, Belmont, 3216.	Food Relief for newly arrived Refugee Communities.	Taniya Clifford Telephone: 0439 397 268. Taniya.clifford@diversitat.org.au Norlane Telephone: 03 5260 6000. Belmont Telephone: 03 5244 0070. www.diversitat.org.au	
The Hunger For Knowledge Geelong Foodbank Inc. 104 Tanner St, Breakwater, 3219.	Hunger for Knowledge Inc. (HFK) is an independent not for profit, emergency relief organisation operating in good faith. HFK acquires food or purchases food products and receives donations of food products from food manufacturers (suppliers). HFK then supplies the food to agencies to be distributed at no cost or charge to clients.	Jonathon Clarke Telephone: 0425 712 240. Jonathon.clarke@hungerforknowledge.org.au www.hungerforknowledge.org.au	

Low Cost/ No Cost Community Meals

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Community Meals

Name & Address	Description	Contact	Eligibility
Adra Share Kitchen 6 Little Myers St, Geelong, 3220.	Two course vegetarian meal is provided. Bread, rolls and muffins available to take home. Tuesday nights, 4.30pm - 6.30pm.	Mary Merritt Telephone: 03 5222 1153. mmerritt@yahoo.com.au	All welcome.
Salvation Army Northside 92 - 96 Cox Rd, Corio, 3214.	A nutritious lunch for all members of the community offered three days a week. Tuesday, 12noon - one course meal. Wednesday, 12noon - one course meal. Thursday, 12noon - two course meal.	Joanne Cresswell Telephone: 03 5275 7771. joanne.cresswell@aus.salvationarmy.org www.salvationarmy.org.au/northside	All welcome.
Outpost Inc Cnr Clare and Transit Pl, Geelong, 3220.	For homeless and underprivileged. Provides meals, coffee, tea, referrals and support. Encourages people to meet in a safe place and share a meal or simply have a conversation when times get tough. Lunch: Monday - Friday, 11.00am - 2.00pm. Dinner: Everyday, 7.00pm - 10.00pm.	Paul Kimber Telephone: 0409 949 289/ 03 5223 1201.	Homeless/ all.
Norlane Baptist Church 4 Spruhan Ave, Norlane, 3214.	Long Room Dinner - Monday, 5.00pm. Sit down and share a healthy meal. Families welcome. Long Room Lunch - Wednesday, 1.00pm. Drop in at 11.00am for a cuppa and morning tea, share common work time through gardening, cooking or crafts. GrowCookEat: Friday, 10.30am - 1.00pm. Growing Group: Come along and help grow the food we use to cook on Monday nights and Friday lunches. Cooking Group: Come along and learn some easy, quick and tasty meals for you and your family.	Simon Reeves Telephone: 0408 299 981/ 5278 6171. simon.reeves@urbansseed.org	All welcome.

Community Meals

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Low Cost/ No Cost Community Meals

Name & Address	Description	Contact	Eligibility
Christ Church Anglican Church 57 McKillop St, Geelong, 3220. <i>(Parish Hall)</i>	Cooked breakfast every day of the year. Monday - Sunday, 7.30am - 9.00am. Evening meals. Monday and Wednesday, 5.00pm - 6.30pm.	Jan McGowan Telephone: 0409 176 409.	All welcome.
Café Meals - Time For Youth Old Post Office. 83 Rylie St, Geelong, 3220.	Youth with a 'Café Meals' card can obtain a subsidised meal from a participating café within the Geelong and Colac region - <i>(they pay \$3 for a meal up to the value of \$12).</i> Other things Café Meals club does; support, competitions and information through the Café Meals facebook page, promotion of other food relief services, free lunches if with youth worker, broader health promotion events and activities <i>(ie: festival presence, school presentations)</i> , frozen meals provided by Fare Share, cooking lessons, dietary consults and shopping trips.	Cass Langdon Telephone: 03 5246 7500 cassandra@timeforyouth.org www.timeforyouth.org	Youth aged 15 - 24 years. Referral form filled out with youth/health worker and assessed by Café Meals or contact Time For Youth. Arranged for young people who are engaged with Time For Youth.
One Care 61 Candover St, Geelong West, 3218.	Community Meal Program - Supports community members with a nutritious midday meal once a week. Thursday, 12noon - 1.30pm. Participants are able to take home a meal as well. St Johns Lutheran School students involved in serving up the meal.	Dale Tampion Telephone: 0400 460 340/ 5229 2133. dale@moolapbc.org.au info@onecaregeelong.org.au	Available to anyone in need.
Bellarine Living and Learning Centre 20 Worden Ct, Whittington, 3219.	Free two course lunch. <i>*Bookings essential.</i> Monday, 12noon - 1.00pm (during school terms). Supported by Moolap Baptist Church and Foundation 61.	Julie George (BLLC) Telephone: 03 5248 1926. blco@iprimus.com.au	All in 3219 area welcome.
Senior Citizen Clubs Aged and Disability City of Greater Geelong. 103 Corio St, Geelong, 3220.	Senior Citizen clubs provide a relaxed environment where people can enjoy the company of others and participate in a wide range of activities. Many seniors clubs offer a regular low cost meal as part of their social activities.	Grant Hawkins Senior Citizens Club Telephone: 03 5272 4169. ghawkins@geelongcity.vic.gov.au	Need to be member of a club and over 55.

Low Cost/ No Cost Community Meals

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Community Meals

Name & Address	Description	Contact	Eligibility
Innovative Cuisine & Community Café @ Rosewall <i>(Rosewall Neighbourhood House)</i> 36 Sharland Rd, Corio, 3214.	Community Café offers low cost nutritious meals to eat in or takeaway. Also offers a catering service and hospitality training such as; Introduction to Hospitality, Food Handlers Certificate, Espresso Coffee Making, Workplace Hygiene Procedures and Café Skills.	Karen Williams Telephone: 03 5275 7409. training@rosewallinc.org.au	All welcome.
Breakfast Club @ Whittington PS Worden Ct, Whittington, 3219.	Monday - Friday, 8.00am - 8.50am.	Social Inclusion Programs Officer Red Cross - 49 Mercer St, Geelong, 3220. Mark Campbell Telephone: 03 5223 8700. mxcampbell@redcross.org.au	All students.
Breakfast Club @ Northern Bay College Hendy St and Tallis St Campus. <i>(formerly Corio PS and North Shore PS)</i>	Monday - Friday both campuses, 8.00am - 8.50am. <i>* NBC - Tallis St Campus. * NBC - Hendy St Campus.</i>	Social Inclusion Programs Officer Red Cross - 49 Mercer St, Geelong, 3220. Mark Campbell Telephone: 03 5223 8700. mxcampbell@redcross.org.au	All students.
Breakfast and Lunch @ Oberon South PS Tintinara Cres, Belmont, 3216.	Breakfast: Monday - Friday. <i>(provided by organisations and agencies outside of the school environment)</i> Free Lunch: Monday - Friday. <i>(Hot meal served 3 times per week, sandwiches provided 2 times per week)</i> <i>Food is prepared in the school's kitchen and volunteers from the school community help with the preparation and serving of meals.</i>	Oberon South Primary School Telephone: 03 5243 2997/ 0407 351 389. oberon.south.ps@edumail.vic.gov.au	All students.
Breakfast Club @ Portarlington PS Newcombe St, Portarlington, 3223.	Monday - Friday, 8.00am - 8.50am. Sponsored by Bendigo Bank and run by school volunteers.	Portarlington Primary School Telephone: 03 5259 2572. portarlington.ps@edumail.vic.gov.au	All students.

Community Meals

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Low Cost/ No Cost Community Meals

Name & Address	Description	Contact	Eligibility
The Foundation 61 Rehabilitation Facility For Men. 470 Williams Rd, Mt Duneed, 3216.	<i>Residential accommodation available for up to six men.</i> Meals provided seven days/ nights as part of the men's accommodation stay.	Bill Telephone: 03 5264 1517. bill@foundation61.org.au	
Waterfront Christian Church 35 Corio St, Geelong, 3220.	Grovedale breakfast program. Free breakfast to all community members. Friday, 9.00am - 11.30am. Grovedale Centre, Heyers Rd, Grovedale.	Georgie Faulkner (Youth Pastor) Telephone: 03 5229 5799. Steve Fisher info@waterfrontcc.org	All welcome at free meal at Outpost and youth at Friday night group.
The Lunch Box First Response The Reform Presbyterian Church. Cnr Little Malop and Fenwick St, Geelong, 3220.	Saturday meals program. Open to disadvantaged families, homeless and individuals. Saturday, 12noon - 3.00pm.	Andrew Barkley Telephone: 03 5222 3378/ 0417 310 197. abarkley5@gmail.com	All welcome.
Diversitat Youth Old Geelong Post Office. 83 Ryrie St, Geelong, 3220.	Breakfast for SWEET and Express Youth Students.	Telephone: 03 5223 3222. www.diversitat.org.au	Youth enrolled in SWEET & Express Youth Programs.
Diversitat Aged Support 9 - 15 Clarence St, Geelong West, 3218.	Monthly Community Meal. Every second Friday of the month. Two course meal for \$7.00. Bookings are essential.	Telephone: 03 5222 7275. www.diversitat.org.au	
Diversitat Wholefoods 2 Baylie Pl, Geelong, 3220.	Soup Kitchen for newly arrived refugee groups. Every Tuesday from 12noon.	Telephone: 03 5221 5421. www.diversitat.org.au	