



# Community support directory: COVID-19 relief and recovery

Updated September 2020

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## Support services

The City of Melbourne is committed to supporting the social, health and community relief and recovery effort for everyone who lives, works and studies in our municipality.

We know that this is a particularly tough time for people. We've pulled together a list of key service providers, community organisations and online resources that are available to support people during the pandemic and to provide relief and recovery services to our community.

If you're experiencing hardship or doing it tough as a result of the COVID-19 (coronavirus) pandemic, these services may be able to help.

We have been in contact with these organisations to confirm their services during this time. While every effort has been made to ensure the accuracy of this information, details may change given the rapidly evolving situation. We recommend you contact the organisations directly to confirm their current services, make appointments and understand their processes for physical distancing.

## Hotlines

The following hotlines are available 24 hours, every day.

**If you suspect you may have coronavirus, call 1800 675 398.**

Need an interpreter? Call the Translating and Interpreting Service (TIS National) on **131 450**.

**For general information or advice about COVID-19, call 1800 020 080.**

This line can provide information on health, physical distancing measures, urgent relief needs (food, outreach, and personal care), reporting breaches of directions, information related to businesses, and information for people who work in building and construction.

**Please use 000 for emergencies only.**

## Websites about COVID-19

For information on COVID-19, it's best to use official government websites rather than social media or news sources.

### The Department of Health and Human Services (DHHS)

Visit the DHHS [coronavirus website](#)<sup>1</sup> for up-to-date and in-depth information and advice about symptoms, travel and what you can do to reduce the risk of infection. You must wear a [mask or face covering](#)<sup>2</sup> if you leave your home (and are 12 years old or over) and practise COVID-safe hygiene protocols.

For specific information about reducing the risk of infection visit [coronavirus-covid-19-transmission-reduction-measures](#)<sup>3</sup>

For up-to-date information about current restrictions in Victoria visit [coronavirus-covid-19-restrictions-victoria](#)<sup>4</sup>

For information in languages other than English, call 131 450, or visit [coronavirus translations](#)<sup>5</sup>

For the latest video updates from the Department of Health and Human Services, visit [YouTube](#)<sup>6</sup>

### Australian Government's health alerts

To find out how the Australian Government is monitoring and responding to COVID-19, as well as the latest official medical advice and case numbers, visit [novel-coronavirus-2019-health-alerts](#)<sup>7</sup>

For the latest video updates from the Australian Government Department of Health, visit [YouTube](#)<sup>8</sup>

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<sup>1</sup> <http://www.coronavirus.vic.gov.au/>

<sup>2</sup> <https://www.dhhs.vic.gov.au/face-coverings-covid-19>

<sup>3</sup> <https://www.dhhs.vic.gov.au/coronavirus-covid-19-transmission-reduction-measures>

<sup>4</sup> <http://www.vic.gov.au/coronavirus-covid-19-restrictions-victoria>

<sup>5</sup> <http://www.coronavirus.vic.gov.au/translations>

<sup>6</sup> [https://www.youtube.com/channel/UCIV7G\\_xiYLekqOvqkwoVA](https://www.youtube.com/channel/UCIV7G_xiYLekqOvqkwoVA)

<sup>7</sup> <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

<sup>8</sup> <https://www.youtube.com/user/healthgovau/search?query=%22information+from+SBS%22>

## Online community support directories

### Service Seeker

This website is an extensive community support directory that provides access to health, welfare and community service records. Search for services by suburb, post code or using key words. To access the directory, go to [Service Seeker website](https://www.serviceseeker.com.au/)<sup>9</sup>

### Community information and support Victoria

These websites connect people with local service providers. To search for a range of services and community organisations by suburb, post code and name, go to [community information and support Victoria website](http://www.cisvic.org.au/)<sup>10</sup> or [My Community Directory](https://www.mycommunitydirectory.com.au/)<sup>11</sup>

### Apps for smartphones and tablets

Download the Coronavirus Australia app for up-to-date information; go to [coronavirus-australia-app](https://www.health.gov.au/resources/apps-and-tools/coronavirus-australia-app)<sup>12</sup>

### COVIDSafe app

This app from the Australian Government enables people to be contacted if they have had contact with someone who has tested positive for COVID-19. To find out more and download the app, go to [covidsafe-app](https://www.health.gov.au/resources/apps-and-tools/covidsafe-app)<sup>13</sup>

### Ask Izzy app

This app helps you to find nearby services. You can search more than 360,000 service providers to find housing, meals, healthcare, counselling, legal advice, addiction treatment and more. Many services are free and anonymous. If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit. To download the app, go to [Askizzy](https://askizzy.org.au/)<sup>14</sup>

## Support for specific issues

### Mental health

#### Personal support and counselling

Are you feeling worried about COVID-19? It can be difficult to cope during this time of increased uncertainty and rapid change. Whether you're struggling with self-isolation, experiencing financial hardship, working on the frontlines, or simply feeling scared about the future, it's more important than ever to take care of your mental health.

We've compiled a list of online mental health hotlines and websites. Check in and have a chat. They can point you in the right direction for support for yourself or your loved ones.

**If you are in an emergency situation, or at an immediate risk of harm to yourself or others, call 000.**

#### Suicide and crisis support

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<sup>9</sup> <https://www.serviceseeker.com.au/>

<sup>10</sup> <http://www.cisvic.org.au/>

<sup>11</sup> <https://www.mycommunitydirectory.com.au/>

<sup>12</sup> <https://www.health.gov.au/resources/apps-and-tools/coronavirus-australia-app>

<sup>13</sup> <https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>

<sup>14</sup> <https://askizzy.org.au/>

## Lifeline

13 11 14 (24 hours, every day)  
Text 0477 131 114 (from 6pm to midnight AEDT, 7 nights)  
[Lifeline online crisis chat<sup>15</sup>](#) (from 7pm to midnight, 7 nights)

## Suicide call back service

1300 659 467

The Suicide call back service is a national telehealth provider available 24 hours, every day that offers free professional phone and online counselling for people living in Australia affected by suicide, which includes:

- anyone who is feeling suicidal
- anyone who is worried about someone
- anyone who is caring for someone who is feeling suicidal
- anyone who has lost someone to suicide
- health professionals supporting people who are affected by suicide.

If you need an interpreter to help speak with any of the above services, please call the Translating and Interpreting Service (TIS National) on 131 450.

## Other support services and helplines

Organisation	Support offered	Contact
Department of Health and Human Services	General advice and resources for supporting mental health.	<a href="#">Mental health resources for COVID-19<sup>16</sup></a>
Beyond Blue Coronavirus Mental Wellbeing Service	<p>This is a dedicated phone line, staffed by mental health professionals briefed on the pandemic response.</p> <p>They have a dedicated online forum 'Coping during the coronavirus pandemic', which provides a place to connect with others, share your experiences and exchange messages of support.</p> <p>There are also a range of resources designed to help manage your mental wellbeing and support those around you during the pandemic.</p>	<p>1800 512 348 (24 hours, every day) <a href="#">Beyond Blue coronavirus<sup>17</sup></a> Beyond Blue's existing support service will also continue to operate 1300 22 4636 (24 hours, every day) <a href="#">Beyond Blue – Get support<sup>18</sup></a> Online chat: 3pm to 12am AEST (email responses within 24 hours)</p>
Care in Mind	Counselling for people living, working, or studying in Melbourne's northern, central, and western suburbs.	<p>1300 096 269 (24 hours, every day) <a href="#">Care in Mind<sup>19</sup></a></p>
Kids Helpline	Free, private and confidential phone and online counselling service for young people aged 5 to 25.	<p>1800 551 800 (24 hours, every day) <a href="#">Kids Helpline<sup>20</sup></a> <a href="#">Web chat counselling<sup>21</sup></a> <a href="#">Email counselling<sup>22</sup></a> (checked 8am to 10pm daily)</p>
Headspace	Confidential mental health and wellbeing information, support and health services for young people aged 12 to 25 and their families.	<p>1800 650 890 (9am to 1am, every day) <a href="#">Headspace<sup>23</sup></a></p>

<sup>15</sup> <https://www.lifeline.org.au/crisis-chat>

<sup>16</sup> <https://www.dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19>

<sup>17</sup> <https://coronavirus.beyondblue.org.au/>

<sup>18</sup> <http://www.beyondblue.org.au/get-support>

<sup>19</sup> <https://careinmind.com.au/>

<sup>20</sup> <https://kidshelpline.com.au/>

<sup>21</sup> <https://kidshelpline.com.au/get-help/webchat-counselling>

<sup>22</sup> <https://kidshelpline.com.au/get-help/email-counselling/>

<sup>23</sup> <https://headspace.org.au/>

Organisation	Support offered	Contact
MensLine	Support, information and referral service helping men to deal with emotional and relationship problems in a practical and effective way. The online chat service provides 30 minute real time messaging with a professional counsellor. The skype video chat service provides 30 minute virtual face-to-face support with a counsellor.	1300 78 99 78 (24 hours, every day) <a href="http://www.mensline.org.au/">MensLine</a> <sup>24</sup>
GriefLine	Telephone and online counselling services and programs for children.	1300 845 745 12pm to 3am, every day <a href="https://griefline.org.au/">GriefLine</a> <sup>25</sup>
Relationships Australia	Relationship support services for individuals, families and communities. Please note this is not a crisis service.  During COVID-19, they continue to deliver services through telephone, online and videoconferencing, however face-to-face services are currently unavailable. Visit their website to view and download resources with information and tips about the pandemic, free of charge.	1300 364 277 <a href="http://www.relationships.org.au/">Relationship Australia</a> <sup>26</sup>
ReachOut	An online mental health organisation for young people and their parents, providing practical support and tools to help with everyday issues. They also provide specific information for parents to help them support their teenagers.	<a href="https://au.reachout.com/">ReachOut</a> <sup>27</sup>
SANE Australia	Provides a range of services including a hotline, online forums, referrals, workplace resources and advocacy about complex mental health issues.	1800 187 263 <a href="https://www.sane.org/">Sane</a> <sup>28</sup>
Switchboard - Qlife	Counselling, information and referral services for LGBTIQ+ people, their family and friends.	1800 184 527 or online chat (3pm to 12am, every day) <a href="http://www.switchboard.org.au/get-help/">Switchboard</a> <sup>29</sup>
Butterfly Foundation	Support for people experiencing disordered eating or an eating disorder.	1800 334 673 <a href="https://thebutterflyfoundation.org.au/covid-19">The Butterfly Foundation</a> <sup>30</sup>
Enliven	A simple series of practical tips to help take care in isolation.	<a href="https://enliven.org.au/wp-content/uploads/2020/04/Taking-care-of-yourself-in-isolation.pdf">Taking care of yourself in isolation</a> <sup>31</sup>
Dementia Australia	Advice for people caring for someone with dementia at home.	<a href="https://www.dementia.org.au/resources/coronavirus-covid-19-helpsheets/tips-for-people-living-with-dementia">Tips for people living with dementia</a> <sup>32</sup>
Red Cross	Tips to help individuals and families maintain wellbeing and manage isolation.	<a href="https://www.redcross.org.au/stories/covid-19">Red Cross COVID-19 tips</a> <sup>33</sup>

## Mental health frequently asked questions (FAQs)

### I have an existing mental health issue...

<sup>24</sup> <http://www.mensline.org.au/>

<sup>25</sup> <https://griefline.org.au/>

<sup>26</sup> <http://www.relationships.org.au/>

<sup>27</sup> <https://au.reachout.com/>

<sup>28</sup> <https://www.sane.org/>

<sup>29</sup> <http://www.switchboard.org.au/get-help/>

<sup>30</sup> <https://thebutterflyfoundation.org.au/covid-19>

<sup>31</sup> <https://enliven.org.au/wp-content/uploads/2020/04/Taking-care-of-yourself-in-isolation.pdf>

<sup>32</sup> <https://www.dementia.org.au/resources/coronavirus-covid-19-helpsheets/tips-for-people-living-with-dementia>

<sup>33</sup> <https://www.redcross.org.au/stories/covid-19>

If you have experienced mental health issues in the past:

- activate your support network
- acknowledge feelings of distress
- seek professional support early if you're having difficulties.

For those already managing a mental health issue, continue with your treatment plan and monitor for any new symptoms.

### **I want to find a psychologist or counsellor...**

Australian Psychological Society's 'Find a Psychologist' service lists fully qualified, independent practitioners. For more information, visit [Australian Psychological Society](http://www.psychology.org.au/)<sup>34</sup>

Psychotherapy and Counselling Federation of Australia 'Find a therapist' provides a search function to help you find a registered counsellor or psychotherapist. Visit [PACFA](https://www.pacfa.org.au/)<sup>35</sup> and click on 'Find a Therapist'.

Many mental health professionals are now providing counselling services online. If you're unsure of what might work best for you, speaking to your GP (doctor) is a good place to start.

### **I want Medicare rebates on counselling sessions...**

To receive Medicare rebates on counselling sessions, you'll need to set up a mental health care plan with your doctor. With a mental health care plan, you're entitled to Medicare rebates for up to 10 individual and 10 group appointments each calendar year with some allied mental health services such as psychologists and social workers.

Note: The Australian Government will provide 10 [additional](#) Medicare subsidised psychological therapy sessions for people subjected to further restrictions in areas impacted by the second wave of the COVID-19 pandemic.

To get a mental health care plan, book an appointment with your doctor and ask for a mental health care plan assessment. Your doctor can give you a referral to a service in your area, or you can ask for a referral to someone you have selected yourself.

## **Family violence**

If you or someone you know is in immediate danger call 000.

Or if it is safe to do so, contact Safe Steps 24/7 crisis service on 1800 015 188 for help and support.

You can leave home if there is family violence, or violence by another person in the home, and you are at risk, regardless of restrictions in your area, including outside of curfew hours. If you are stopped by police, tell them you are feeling unsafe at home and they will help you. Safe accommodation and support for family violence is available.

<b>Organisation</b>	<b>Support offered</b>	<b>Contact</b>
Victoria Police	Report family violence if you are experiencing violence or are concerned for friends, family or neighbours. The 000 operator can connect you with an interpreter if needed.	To report an emergency call 000 or visit a <a href="#">police station</a> <sup>36</sup>
Department of Health and Human Services	Advice about family violence and sources of help.	<a href="#">Getting support for family violence during COVID-19</a> <sup>37</sup> <a href="#">Family violence crisis response and support during COVID-19</a> <sup>38</sup>
Multicultural Centre Against Family	Help in languages other than English.	1800 755 988 (Monday to Friday, 9am to 5pm)

<sup>34</sup> <http://www.psychology.org.au/>

<sup>35</sup> <https://www.pacfa.org.au/>

<sup>36</sup> <http://www.police.vic.gov.au/family-violence>

<sup>37</sup> <http://www.dhhs.vic.gov.au/getting-support-family-violence-covid-19>

<sup>38</sup> <http://www.dhhs.vic.gov.au/family-violence-crisis-response-and-support-during-coronavirus>

Violence		<a href="#">Information for women</a> <sup>39</sup>
Safe Steps Family Violence Crisis Response Centre	Assists women and their children experiencing family violence through a phone line and specialist support services. Helps family violence survivors to overcome trauma and thrive in lives free from violence.	1800 015 188 (24 hours, every day) <a href="#">Family violence response phone line</a> <sup>40</sup>
1800respect	Confidential information, counselling and support services available to support people impacted by sexual assault, domestic or family violence and abuse. Support is also available for individuals who are at risk of, or are experiencing homelessness.	1800respect/1800 737 732 (24 hours, every day) <a href="#">1800respect</a> <sup>41</sup>
Centre Against Sexual Assault	Support for people who have been sexually assaulted.	1800 806 292 (24 hours, every day)
Child Protection Crisis Line	If you're concerned that a child is at risk of significant harm as a result of abuse or neglect, you should contact the child protection intake service that serves the area where the child lives.	1300 664 977 (Monday to Friday, 9am to 5pm) After hours on 13 12 78 (Monday to Friday, 5pm to 9am. Weekends and public holidays 24 hours, every day)
Seniors Rights Victoria	Elder abuse is a form of family violence and includes any act which causes harm to an older person and is carried out by someone they know and trust such as a family member or friend. The abuse may be physical, social, financial, psychological or sexual and can include mistreatment and neglect.  Seniors Rights Victoria provides information, support and advice. Services include: a Helpline, specialist legal services, short-term support and advocacy for individuals.	<b>1300 368 821</b> (Monday, Tuesday, Thursday and Friday, 10am to 5pm) <a href="http://www.seniorsrights.org.au">www.seniorsrights.org.au</a> <sup>42</sup>

## Alcohol and other drug use

Organisation	Support offered	Contact
Healthdirect	Provides list of drug and alcohol related services in your local area.	<a href="#">Healthdirect</a> <sup>43</sup>
Direct Line	Free and confidential alcohol and drug counselling and referral in Victoria. Chat live online with a professional counsellor.	1800 888 236 (24 hours, every day) <a href="#">Online counselling</a> <sup>44</sup>
Harm Reduction Victoria	Online information resources and Pharmacotherapy Advocacy Medication Support (PAMS) service for people who use drugs during COVID-19.	<a href="#">Harm reduction Victoria COVID-19 information</a> <sup>45</sup>  128 Peel Street, North Melbourne

## Housing and homelessness

Organisation	Support offered	Contact
Launch Housing	Organisation based in Melbourne that offers emergency shelter, crisis accommodation, specialist	1800 825 955 <a href="#">Launch Housing Homelessness</a>

<sup>39</sup> <http://www.intouch.org.au/information-for-women>

<sup>40</sup> <http://www.safesteps.org.au/our-services/services-for-women-children/247-family-violence-response-phone-line>

<sup>41</sup> <http://www.1800respect.org.au><sup>41</sup>

<sup>42</sup> <http://www.seniorsrights.org.au>

<sup>43</sup> [https://www.healthdirect.gov.au/australian-health-services/results/melbourne-3000/tihcs-aht-10870/drug-and-alcohol-treatment-services?pageIndex=1&tab=SITE\\_VISIT](https://www.healthdirect.gov.au/australian-health-services/results/melbourne-3000/tihcs-aht-10870/drug-and-alcohol-treatment-services?pageIndex=1&tab=SITE_VISIT)

<sup>44</sup> <https://www.directline.org.au/online-counselling>

<sup>45</sup> <https://www.hrvic.org.au/covid19-you>



	supports, and rough sleeping services for those at risk. Access points in Collingwood, St Kilda or Cheltenham for an assessment, housing information and accommodation assistance.	<a href="#">Services</a> <sup>46</sup>
Salvation Army	Breakfast, lunch and dinner from the Lighthouse Cafe are served as takeaway from the serving window on Westwood Place. Food and personal care packs can also be collected from 69 Bourke Street, Melbourne.  Showers are available on request, and there is access to community member storage.  St Vincent's nurses are on-site at allocated times and no appointment is required.  CoHealth mobile health clinic operates on-site on specified days.	1800 266 686 Day cafe (7am to 1pm) Twilight cafe (4pm to 11pm) Nurses on-site (Monday to Thursday, 9am to 1pm) CoHealth mobile clinic (Monday and Wednesday, 10.30am to 12.30pm)
Frontyard Youth Services	Accommodation program for young people aged 16 to 25. Services are now offered by appointment only to reduce the number of people in shared spaces.	9977 0077 or 1800 800 531 <a href="mailto:frontyard@mcm.org.au">frontyard@mcm.org.au</a> <a href="#">Frontyard</a> <sup>47</sup>
Cohealth – Central City	Offers referrals to launch housing, a mobile health clinic and a nurse outreach program. Available for urgent and chronic care only. Everyone will be screened at the front door. There is reduced access to showers and laundry facilities due to cleaning requirements.	9448 5536 <a href="#">CoHealth - Central City</a> <sup>48</sup> (Monday to Friday, 10am to 4pm)
Living room	Primary health service providing free healthcare and support to improve the physical, mental and social wellbeing of individuals who are, or at risk of, experiencing homelessness.	9945 2100 1800 440 188

## Food relief

Service	Support offered	Contact
Emergency relief packages	The Victorian Government is supporting people in mandatory self-isolation, who have little or no food, and no network of family and friends to support them. Each eligible household will receive a two-week supply of essential goods, delivered door to door. Food packages include items such as long-life milk, pasta, cereal, canned vegetables and sugar. Personal care packages will also be distributed to eligible households and include soap, toothpaste and deodorant. Additional items may also be provided depending on the needs of the household, such as nappies or baby formula.	1800 675 398 <a href="#">Emergency relief packages for Victorians who need it most</a> <sup>49</sup>
Delivered meals from the City of Melbourne	The City of Melbourne offers an in-home, meal delivery service for older people and people with a disability. Meals cost \$8.10 each. Contact us to find out if you're eligible.	9658 9658
Mecwacare	Mecwacare offers an in-home, meal delivery service for older people and people with a disability. Meals cost \$10.50 each.	8573 4650
Lentil as anything	Providing healthy and accessible food to those who are vulnerable, at risk or need it. Offering food delivery	<a href="#">Lentil as anything</a> <sup>50</sup>

<sup>46</sup> <https://www.launchhousing.org.au/homelessness-services>

<sup>47</sup> <http://www.mcm.org.au/homelessness/frontyard>

<sup>48</sup> <https://www.cohealth.org.au/locations/central-city-2/>

<sup>49</sup> <https://www.premier.vic.gov.au/emergency-relief-packages-victorians-who-need-it-most>

<sup>50</sup> <https://www.lentilasanything.com/coronavirus-response>

	online, Uber eats delivery, restaurant take away, long-life vacuum packed. All meals are pay as you feel.	
Community Food Guide by the City of Melbourne	The City of Melbourne has created a resource with information on how to access affordable, fresh healthy food, food banks, parcels, vouchers, community meals, food education, community gardens, food rescue, markets, food delivery and shopping support.	<a href="#">Community Food Guide</a> <sup>51</sup>
Supermarkets and convenience stores	Contact your local supermarket to learn how to access home delivery, click and collect, food and grocery packs, and community pick up services.	<a href="#">Coles</a> <sup>52</sup> <a href="#">Foodworks</a> <sup>53</sup> <a href="#">IGA</a> <sup>54</sup> <a href="#">Woolworths</a> <sup>55</sup> <a href="#">7-Eleven</a> <sup>56</sup>
Farmers markets	Some markets are still operating in various locations around Melbourne. Visit the website to discover which markets are closed due to COVID-19 restrictions.	<a href="#">mfm.com.au</a> <sup>57</sup>
What's On Melbourne guide to local restaurants, cafes and delivery services	What's On Melbourne blog has a list of food businesses across Melbourne offering take-away and / or home delivery. This includes food delivery services through platforms such as Deliveroo and Uber Eats.	<a href="#">Melbourne restaurants that will deliver to your door</a> <sup>58</sup>

## Medical services

If you require emergency medical care call triple zero (000).

You can leave your house for medical care, if you feel unsafe or in an emergency regardless of the restrictions, including outside of curfews.

Service	Support offered	Contact
Home Doctor	If your local GP (doctor) is closed and you or someone you know needs medical care on weeknights or weekends, call for a bulk billed, after hours doctor home visit. Doctors are available on weeknights from 6pm, on Saturday from midday and all day Sunday and public holidays. This service covers the Melbourne region. Use the online suburb locator to confirm if it is available in your area.	13 74 25 <a href="#">Home Doctor</a> <sup>59</sup>
Medicines and prescriptions	Australia Post has partnered with Pharmacy Guild of Australia to deliver medicines via a contactless pharmacy home delivery service. Pharmacies can offer customers free monthly delivery of less than 500 grams of medication and other essential supplies using Australia Post.	Contact your local pharmacy to ask about this service.
Homes Medicines Service	Established to support people during the coronavirus pandemic. It supports: <ul style="list-style-type: none"> <li>- people isolating at home on advice of their medical practitioner, in accordance with home isolation guidance issues by Australian Health Protection Principle Committee for confirmed COVID-19 cases</li> <li>- people who meet the current national triage protocol criteria for suspected COVID-19 infection after consultation with COVID-19 hotlines (National</li> </ul>	Contact your pharmacy or doctor to learn if you are eligible for this service.

<sup>51</sup> <https://www.melbourne.vic.gov.au/community/health-support-services/health-services/Pages/community-food-guide.aspx>

<sup>52</sup> <https://shop.coles.com.au/a/national/content/priority-service-information>

<sup>53</sup> <https://foodworks.com.au/ndis>

<sup>54</sup> <https://igashop.com.au/>

<sup>55</sup> <https://www.woolworths.com.au/shop/discover/priorityassistance>

<sup>56</sup> <http://www.7eleven.com.au/>

<sup>57</sup> <https://mfm.com.au/>

<sup>58</sup> <https://whatsonblog.melbourne.vic.gov.au/melbourne-restaurants-that-will-deliver-to-your-door/>

<sup>59</sup> <https://homedoctor.com.au/locations/melbourne>

	<p>or State), a registered medical or nursing practitioner, or COVID-19 trainer health clinic triage staff</p> <ul style="list-style-type: none"> <li>- people aged over 70</li> <li>- Aboriginal and Torres Strait Islander people aged over 50.</li> <li>- people with chronic health conditions or who are immunocompromised</li> <li>- parents with new babies and women who are pregnant.</li> </ul>	
Medication	<p>Some pharmacy chains support remote dispensing of prescriptions using a combination of mail, fax or email or electronic transfer of prescriptions technology. Pharmacists can also supply prescription medications without a prescription for one month in emergency circumstances except for Schedule 8 medicines.</p>	Contact your local pharmacy to ask about this service.
COVID-19 testing	<p>There are a variety of testing sites around Victoria. Check the DHHS website to find out the closest testing site to you.</p>	<a href="#">Where to get tested</a> <sup>60</sup>
COVID-19 in-home testing	<p>DHHS will be assisting vulnerable Victorians in metropolitan Melbourne with in-home testing to help slow the spread of COVID-19.</p> <p>The <a href="#">Call-to-Test</a><sup>61</sup> service enables some of our most vulnerable to get tested for COVID19 at home with a qualified health clinician. The service provides access for people who cannot leave home due to injury, mobility or other eligible reasons.</p> <p>The service will be available to individuals who have COVID19 symptoms and meet the following criteria:</p> <ul style="list-style-type: none"> <li>• People with an injury, chronic health issue or frailty affecting mobility.</li> <li>• People with moderate to severe physical or psychosocial disability.</li> <li>• People with moderate to severe mental health or behavioural issues not otherwise classified as a psychosocial disability.</li> <li>• Carers for a person with a moderate to severe disability.</li> </ul> <p>People need to call a GP for a referral (if they think they are a vulnerable person) for a COVID19 test to access the service to show they are not able to leave the home to get existing testing sites, for example through family or community supports.</p>	<p>Call the Victorian COVID-19 hotline on 1800 675 398 and select option 9 to find out if you are eligible for the service.</p>

## Financial and legal support

### Support from the Australian Government

The Australian Government is providing financial assistance to support Australians through COVID-19. This assistance includes income support payments, payments to support households and temporary early releases of superannuation. For more information go to the following:

- [The Treasury](#)<sup>62</sup>

<sup>60</sup> <https://www.dhhs.vic.gov.au/where-get-tested-covid-19>

<sup>61</sup> <https://www.dhhs.vic.gov.au/call-to-test-covid-19>

<sup>62</sup> <https://treasury.gov.au/coronavirus/households>

- [Australian Taxation Office](#)<sup>63</sup>
- [Services Australia](#)<sup>64</sup>

The table below provides further details on some of the specific support payments from the Australian Government.

Service	Support offered	Contact
People who don't currently receive payments from the Australian Government	Some individuals may be eligible for a payment if they, or their family, are affected by coronavirus and are unable to work, in isolation or hospitalised, or caring for children.	<a href="#">For individuals affected by coronavirus</a> <sup>65</sup>
People who already receive payments from the Australian Government	Individuals who already receive payments may be affected by changes to their payments. This includes families, job seekers, older Australians, people with a disability, students and trainees and carers.	<a href="#">For individuals already receiving a payment</a> <sup>66</sup>
JobSeeker payment	The JobSeeker payment is a supplement of \$550 per fortnight for people aged 22 to retirement ages, who are unemployed or temporarily unable to work, and not receiving the JobKeeper payment from an employer. Residence conditions and a means test apply. Assets tests have been suspended for this benefit and several others.	<a href="#">Jobseeker payment information</a> <sup>67</sup>
Special support payments to Centrelink beneficiaries	Two \$750 Economic Support Payments for people receiving some Centrelink payments, including recipients of JobSeeker and Youth Allowance. The first provided in March and the second due in mid-July.	<a href="#">Fact sheet - Payments to support households (PDF 200 KB)</a> <sup>68</sup>
Supplements for Centrelink beneficiaries and other income support	New and existing JobSeeker recipients and people receiving some other Centrelink payments will receive a six-month supplement of \$550 a fortnight, with no asset test or waiting periods. Eligibility for JobSeeker Payment and Youth Allowance has been expanded to include permanent employees who have been stood down or lost their job, sole traders, self-employed, casuals or contract workers whose income has reduced, and those caring for someone affected by coronavirus. Refer to the Treasury website for further information, as well as general income support, working from home and access to superannuation.	<a href="#">Fact sheet - Income support for individuals (PDF 253 KB)</a> <sup>69</sup>

## Support from the Victorian Government

The table below provides further details on some of the specific support payments from the Victorian Government.

Service	Support offered	Contact
Worker support payment	A one-off payment of \$1500 is available to workers who are unable to work during their isolation, have no income during this period, and are not entitled to any paid sick leave, special pandemic leave or other income support.  The scheme will also ensure that as soon as a person is tested, they will be eligible for a \$300 support payment from the Victorian Government – as long as they meet	<a href="#">Worker support payment</a> <sup>70</sup>

<sup>63</sup> <https://www.ato.gov.au/General/COVID-19/Support-for-individuals-and-employees/>

<sup>64</sup> <https://www.servicesaustralia.gov.au/individuals/news/more-financial-support-people-affected-coronavirus>

<sup>65</sup> <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>

<sup>66</sup> <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-already-get-payment-from-us>

<sup>67</sup> <https://www.servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment>

<sup>68</sup> [https://treasury.gov.au/sites/default/files/2020-03/Fact\\_sheet-Payments\\_to\\_support\\_households\\_0.pdf](https://treasury.gov.au/sites/default/files/2020-03/Fact_sheet-Payments_to_support_households_0.pdf)

<sup>69</sup> [https://treasury.gov.au/sites/default/files/2020-04/Fact\\_sheet-Income\\_Support\\_for\\_Individuals.pdf](https://treasury.gov.au/sites/default/files/2020-04/Fact_sheet-Income_Support_for_Individuals.pdf)

<sup>70</sup> <https://www.dhhs.vic.gov.au/covid-19-worker-support-payment>

	the eligibility of the existing scheme.	
Jobseekers	Working for Victoria helps workers who have lost their jobs as the result of coronavirus to find new short-term or casual work opportunities. In addition to job placements, the fund can also assist with skills development or help people obtain immediate accreditation to commence work.	<a href="#">Working for Victoria</a> <sup>71</sup>
Help paying for electricity, gas or water	The Utility Relief Grant Scheme provides eligible Victorians with Pensioner, Health Care or Veterans Gold cards who are facing financial hardship or high rental costs, with payments of up to \$650 for each utility type across a two-year period, or \$1300 for people with a single source of energy.	<a href="#">Utility Relief Grant Scheme</a> <sup>72</sup>

## Support from the other organisations

The table below provides further details on some of the other financial and legal support available.

Service	Support offered	Contact
Personal loan payments (including housing loan repayments)	Some banks have eased conditions of loan repayments for customers in financial hardship, including deferring or restructuring home loan repayments.	<a href="#">COVID-19 Customer FAQs</a> <sup>73</sup>
Housing tenants and people at risk of homelessness	Residential tenants or people living in a rooming house, social housing, a caravan park or specialist disability accommodation, may apply to break a lease early in the event of financial hardship. Landlords may not evict tenants who wish to stay, except in the event of damage to property, criminal activity, serious violence or if a tenant can pay rent but refuses to do so. Tenants cannot be listed on a residential tenancy database or blacklist if they are unable to pay rent due to COVID-19.	<a href="#">Consumer Victoria – COVID-19 and your rights</a> <sup>74</sup> <a href="#">Tenants Victoria - Rent arrears and COVID-19</a> <sup>75</sup>
Phone and internet discounts	Ask your phone and internet providers if they are providing discounts or assistance due to COVID-19. Optus offers customers the option to suspend their current plan if they do not require the service. Also temporarily waiving late payment fees and suspending disconnection and credit collection activities.	<a href="#">Telstra COVID-19 support</a> <sup>76</sup> <a href="#">Optus COVID-19 Support</a> <sup>77</sup>
Financial counselling	A number of financial counselling services offer support services year-round and provide support to affected workers, businesses and the broader community. Financial counselling is a free and confidential service offered by community organisations, legal centres and some government agencies. Search 'Money Smart' to find services near you.	<a href="#">Moneysmart financial counselling information</a> <sup>78</sup>
Rural financial counselling services	This service provides free, confidential and independent financial counselling to eligible primary producers, fishers, forestry growers, harvesters, and other small rural businesses. Agriculture Victoria can assist in finding a local service provider.	<a href="#">Rural financial counselling service</a> <sup>79</sup>

<sup>71</sup> <http://vic.gov.au/workingforvictoria>

<sup>72</sup> <https://services.dhhs.vic.gov.au/utility-relief-grant-scheme>

<sup>73</sup> <https://www.ausbanking.org.au/wp-content/uploads/2020/03/COVID-19-Customer-FAQs.pdf>

<sup>74</sup> <https://www.consumer.vic.gov.au/resources-and-tools/advice-in-a-disaster/coronavirus-covid19-and-your-rights>

<sup>75</sup> <https://www.tenantsvic.org.au/advice/coronavirus-covid-19/rent-arrears-and-covid-19/>

<sup>76</sup> <https://www.telstra.com.au/covid19>

<sup>77</sup> <https://www.optus.com.au/about/media-centre/coronavirus-support#get-in-touch>

<sup>78</sup> <https://moneysmart.gov.au/managing-debt/financial-counselling>

<sup>79</sup> <http://www.agriculture.gov.au/ag-farm-food/drought/assistance/rural-financial-counselling-service/vic>

## Support for specific groups of people

### Older people, people with a disability and carers

Organisation	Support offered	Contact
Carers Victoria	Short-term counselling, emotional and psychological support services for carers and their families. While their office is closed to visitors and face-to-face contact is temporarily suspended, they can still support carers with: emotional support and service advice, telephone or online counselling sessions, in-home respite and other staffed essential services to come to your home, delivered goods and equipment, equipment that may help you through the social isolation and online supports and education.	1800 514 845 (Monday to Friday, 8.30am to 5pm) <a href="#">Carers Victoria</a> <sup>80</sup>
Victorian Government	The Victorian Government provides carers with medical advice, further support, and tips for keeping healthy.	<a href="#">Information for people with disability and their carers while in self-isolation (Word 64 KB)</a> <sup>81</sup>
National Disability Insurance Scheme (NDIS)	NDIS has specialist information for people with a disability on service changes and available supports on their COVID-19 page. Contact the NDIS to request a plan review.	1800 800 110 (Monday to Friday, 8am to 8pm) <a href="#">NDIS COVID-19 information</a> <sup>82</sup>
Commonwealth Home Support Program	Entry level support for older people who need help to stay at home	1800 200 422 (My Aged Care) <a href="#">My Aged Care</a> <sup>83</sup>
Home and Community Care Program	Mecwacare provides support for people with a disability aged under 65 whose capacity for independent living is at risk. Services include domestic assistance, personal care, food services delivered meals, social support, home maintenance and respite.	8573 4650
Travellers Aid	Travellers Aid provides mobility support and equipment hires and companion services at Flinders Street and Southern Cross Stations.	<a href="#">Travellers Aid</a> <sup>84</sup>
Able Australia - Ablelink	Able Australia is still open and continues to provide disability services, including deafblind support, and community supports for seniors.	1300 225 369 <a href="#">Able Australia</a> <sup>85</sup> <i>Please note that Ross House (home to Ablelink Office) is currently closed.</i>

### Culturally and Linguistically Diverse and accessible information on COVID-19

Organisation	Support offered	Contact
Victorian Multicultural Commission	Supports and advocates for culturally and linguistically diverse Victorians.	<sup>86</sup> <a href="#">COVID-19 information</a> <sup>87</sup>
Embrace Multicultural Mental Health	A national platform for multicultural communities and Australian mental health services to access resources, services and information in a culturally-	<a href="#">Embrace Mental Health</a> <sup>88</sup>

<sup>80</sup> <https://www.carersvictoria.org.au/>

<sup>81</sup> <https://www.dhhs.vic.gov.au/people-disability-and-carers-home-isolation-coronavirus>

<sup>82</sup> <https://www.ndis.gov.au/coronavirus>

<sup>83</sup> <https://www.myagedcare.gov.au/>

<sup>84</sup> <https://www.travellersaid.org.au/>

<sup>85</sup> <https://ableaustralia.org.au/>

<sup>86</sup> <https://www.multiculturalcommission.vic.gov.au/coronavirus-support-services>

<sup>87</sup> <https://www.multiculturalcommission.vic.gov.au/coronavirus>

<sup>88</sup> <https://embracementalhealth.org.au/>

	accessible format.	
Victorian Government	Written information about COVID-19 in more than 40 community languages, including: Burmese, Chinese, Dari, Hazaragi, Khmer, Pasto, Persian, Turkish, Urdu and Vietnamese.	<a href="#">Translated resources about COVID-19<sup>89</sup></a>
Australian Government	Videos are available with translated information about COVID-19.	<a href="#">Australian Government COVID-19 information videos in various languages<sup>90</sup></a>
Ethnolink	A selection of written and spoken information in community languages, from the Australian Government and Victorian Government.	<a href="#">Ethnolink COVID-19 translated resources<sup>91</sup></a>
SBS	COVID-19 information videos in over 60 languages.	<a href="#">COVID-19 information videos<sup>92</sup></a>
Health translations	Translated information about COVID-19 is provided by 'Health Translations' in various languages.	<a href="#">Health Translations<sup>93</sup></a>
Victorian Government Department of Education	Advice about learning from home in a variety of community languages.	<a href="#">Home learning translated advice<sup>94</sup></a>

## Aboriginal and Torres Strait Islander communities

Organisation	Support offered	Contact
Victorian Aboriginal Community Controlled Health Organisation	Specific advice, medical support, information about COVID-19 and support services for Aboriginal and Torres Strait Islander communities.	<a href="#">VACCHO COVID-19 information and support<sup>95</sup></a>
Victorian Government – Department of Health and Human Services	Information about physical distancing, access to food and essential supplies, and other advice, emphasising cultural respect.	<a href="#">COVID-19 information for Aboriginal communities<sup>96</sup></a>
National Indigenous Australians Agency	A coordinated effort to protect against the serious threat to Indigenous Australians, with an immediate focus on those in remote areas and maintaining food security.	<a href="#">NIAA COVID-19 information<sup>97</sup></a>

## Families with children

Organisation	Support offered	Contact
City of Melbourne's Family Services	Maternal and child health, immunisation, childcare, parent support and counselling	9340 1422 <a href="mailto:familyservices@melbourne.vic.gov.au">familyservices@melbourne.vic.gov.au</a>
Victorian Government	Resources for parents of infants, toddlers, pre-schoolers and school-age children on play, health and learning at home, learning-from-home advice in community languages	<a href="#">Education resources<sup>98</sup></a> <a href="#">Educational services for parents<sup>99</sup></a>
Parent Helpline	Crisis support for parents	13 22 89 (8am to midnight, every day)
Newy with kids	Fun activities for parents and children at home	<a href="#">Family fun and social distancing<sup>100</sup></a>

<sup>89</sup> <https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>

<sup>90</sup> <https://www.youtube.com/user/healthgovau/search?query=%22information+from+SBS%22>

<sup>91</sup> <https://www.ethnolink.com.au/covid-19-coronavirus-translated-resources/>

<sup>92</sup> <https://www.sbs.com.au/language/coronavirus>

<sup>93</sup> <https://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/PresentEnglishResource?Open&x=&s=Coronavirus>

<sup>94</sup> <https://www.education.vic.gov.au/parents/learning/Pages/home-learning-translated-advice.aspx>

<sup>95</sup> <http://www.vaccho.org.au/about-us/coronavirus-information/finding-support/>

<sup>96</sup> <https://www.dhhs.vic.gov.au/coronavirus-information-aboriginal-communities>

<sup>97</sup> <https://www.niaa.gov.au/indigenous-affairs/coronavirus-covid-19/information-individuals>

<sup>98</sup> <https://www.education.vic.gov.au/parents/Pages/default.aspx>

<sup>99</sup> <https://www.education.vic.gov.au/parents/services-for-parents/Pages/default.aspx>

<sup>100</sup> <https://newywithkids.com.au/family-fun-social-distancing-coronavirus/>

Learning library	Learning resources for children during school closures	<a href="#">Educational resources</a> <sup>101</sup>
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## Young people and students

Organisation	Support offered	Contact
Study in Australia (Australian Government)	Information and support for international students.	1300 981 621 (Monday to Friday, 9am to 5pm) Email: <a href="mailto:international.students@des.gov.au">international.students@des.gov.au</a> <a href="#">Student support</a> <sup>102</sup>
Study Melbourne (Victorian Government)	International students can receive a relief payment of up to \$1100 as part of a Victorian Government emergency support package that will help tens of thousands of people across our state	<a href="#">International student emergency relief fund</a> <sup>103</sup>
The Venny	Located in JJ Holland Park and running for 30 years, The Venny provides a play space along with meals and snacks for children aged 5 to 18 years and their families. During this time the communal play space for children, located in JJ Holland Park, is closed. Instead they are offering online play dates on Tuesday, Fridays and Saturdays at 1pm.	9376 0589 Email: <a href="mailto:info@thevenny.org.au">Info@thevenny.org.au</a> <a href="#">The Venny</a> <sup>104</sup>
The Drum	Delivers youth services in Carlton, Kensington, North Melbourne, central city and in public housing estates in Richmond and Collingwood. During this time it continues to provide counselling, case work and parenting support online or via telephone sessions. All groups and seminars have also changed to an online platform.	9663 6733 <a href="#">The Drum</a> <sup>105</sup>
Frontyard Youth Services	Accommodation program for young people aged 16 to 25. Services are now offered by appointment only to reduce the number of people in shared spaces.	9977 0077 or 1800 800 531 Email: <a href="mailto:frontyard@mcm.org.au">frontyard@mcm.org.au</a>
Youth Projects (CBD)	Specialist primary health services, GP consultations, counselling, Opioid Replacement Therapy (ORT), brief intervention support, Hepatitis C and Liver Clinic, referrals for other health services, support and treatment options.  Outreach, mobile Needle and Syringe program, overdose prevention and safer-use advice, free naloxone and overdose response training, counselling, post-incident care, peer support.	The Living Room 9945 2100  Youth Projects Foot Patrol 0412 155 491 or 1800 700 102
Headspace – Youth Mental Health Service	Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time. In response to COVID-19, some headspace centres are adjusting their service delivery to incorporate online and phone counselling.	1800 650 890 <a href="#">Headspace</a> <sup>106</sup>
ReachOut	Online mental health organisation with free information for young people and their parents. Includes a collection of health and wellbeing apps called the toolbox	<a href="#">ReachOut</a> <sup>107</sup> <a href="#">The toolbox</a> <sup>108</sup>
Kids Helpline	Free, private and confidential phone and online	1800 55 1800

<sup>101</sup> <https://www.education.com/resources/>

<sup>102</sup> <https://www.studyinaustralia.gov.au/English/student-support>

<sup>103</sup> <https://www.studymelbourne.vic.gov.au/help-and-support/support-for-students-coronavirus/international-student-emergency-relief-fund>

<sup>104</sup> <http://www.thevenny.org.au/>

<sup>105</sup> <https://thedrum.ds.org.au/contact/>

<sup>106</sup> <http://www.headspace.org.au/covid-19/>

<sup>107</sup> <https://au.reachout.com/>

<sup>108</sup> <https://au.reachout.com/sites/thetoolbox>



	counselling service for young people aged 5 to 25 years.	(24 hours, every day) <a href="#">Kids Helpline</a> <sup>109</sup> <a href="#">Web chat counselling</a> <sup>110</sup> <a href="#">Email counselling</a> <sup>111</sup>
Youth Beyond Blue – brave program	Cognitive behavioural therapy program to help young people aged 8 to 17 with anxiety	<a href="#">Brave 4 you</a> <sup>112</sup>
Mood gym	An online cognitive behavioural therapy program to help young people aged 12 to 25 with depression	<a href="#">Mood gym</a> <sup>113</sup>
Playing with anxiety	EBook for kids and teens	<a href="#">Playing with anxiety</a> <sup>114</sup>

## Visa holders

Organisation	Support offered	Contact
Australian Government	Information about immigration arrangements and obligations during COVID-19.	<a href="#">Immigration and border arrangements during COVID-19</a> <sup>115</sup>
	Information about visa entitlements to remain in Australia available in various languages.	<a href="#">Visa entitlements and staying in Australia</a> <sup>116</sup>
Fair Work Commission	Information for workers who are migrants or visa holders. Translated information is also available.	<a href="#">Migrant worker and visa holder information during COVID-19</a> <sup>117</sup>

## Pets

Organisation	Support offered	Contact
City of Melbourne animal management services	The City of Melbourne provides animal management services including registration, investigation and education about responsible pet ownership.	9658 8816 <a href="#">Animal management services</a> <sup>118</sup>
Pet food stores	Pet food can be ordered online from pet stores such as Pet Stock, Pet Barn, My Pet Warehouse, or contact local pet stores to check if they offer delivery.	Useful websites include: <a href="#">Petbarn</a> <sup>119</sup> <a href="#">Petstock</a> <sup>120</sup> <a href="#">My pet warehouse</a> <sup>121</sup>

<sup>109</sup> <https://kidshelpline.com.au/>

<sup>110</sup> <https://kidshelpline.com.au/get-help/webchat-counselling>

<sup>111</sup> <https://kidshelpline.com.au/get-help/email-counselling/>

<sup>112</sup> <https://brave4you.psy.uq.edu.au/>

<sup>113</sup> <http://www.moodgym.anu.edu.au/welcome>

<sup>114</sup> <http://www.playingwithanxiety.com/>

<sup>115</sup> <https://covid19.homeaffairs.gov.au/>

<sup>116</sup> <https://covid19.homeaffairs.gov.au/staying-australia>

<sup>117</sup> <http://www.fairwork.gov.au/find-help-for/visa-holders-migrants/migrant-worker-and-visa-holder-information-during-coronavirus>

<sup>118</sup> <https://www.melbourne.vic.gov.au/residents/pets/animal-management-services/Pages/animal-management-services.aspx>

<sup>119</sup> <http://www.petbarn.com.au/>

<sup>120</sup> <http://www.petstock.com.au/c/covid19>

<sup>121</sup> <https://www.mypetwarehouse.com.au/>