

Available support

Coronavirus (COVID-19)

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Hotlines

In Victoria, if an individual suspect they have coronavirus (COVID-19), they should call the dedicated hotline on **1800 675 398**. This line operates 24 hours a day, seven days a week. An interpreting service is also available. Those who need an interpreter should call TIS National on **131 450**.

For business enquiries or to find out more about the support available for businesses, call the Business Victoria hotline on **13 22 15**.

The National Coronavirus Hotline Line provides general information relating to coronavirus (COVID-19) to the community. The line operates 24 hours a day, seven days a week on **1800 020 080**. This hotline provides information on health, physical distancing measures, urgent relief needs (food, outreach, personal care), reporting breaches of directions, information related to businesses and information for people who work in building and construction. NB: Some of these options do not operate 24 hours a day, but rather 8am – 6pm.

Key websites

The Department of Health and Human Services website. This site has up-to-date and in-depth information and advice, including information about symptoms, travel and what to do to reduce the risk of infection: www.coronavirus.vic.gov.au

For information in languages other than English, call 131 450, or visit coronavirus.vic.gov.au/translations

The Australian Government Department of Health website. This site has information on coronavirus (COVID-19) including, symptoms, seeking medical attention and self-isolation: www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19

Ask Izzy is a free and anonymous search engine that lists over 360,000 support services to help people find support services near them including support for housing, meals and food, healthcare, counselling, legal advice and addiction treatment. Those on the Telstra mobile network can access Ask Izzy even when they have no credit balance: askizzy.org.au

Service Seeker is an extensive online directory of community support services providing access to health, welfare and community service records. Services can be searched by suburb name, post code or key word. www.serviceseeker.com.au

Community Information and Support Victoria connects people with local service providers. This website allows people to search for a range of support services and community organisations by suburb, post code and organisation name. www.cisvic.org.au


Victorian Multicultural Commission supports and advocates for culturally and linguistically diverse Victorians.

Food supplies

Options for individuals who are self-isolating or are vulnerable and require information on how to purchase food supplies :

- Immediate food delivery through platforms such as Deliveroo or Uber Eats offers contactless delivery. They offer many food options, can cater to dietary requirements and operating hours are noted against each food premise.
- Phone restaurants in their local area and ask what delivery options are available.

Emergency Relief Packages: The Victorian Government is providing emergency relief packages for those who are in mandatory self-isolation and have no access to food or essential supplies. These can be



accessed by calling Victoria's dedicated coronavirus hotline on **1800 675 398**. The hotline can also refer people to other support services if needed.

Supermarket priority online deliveries, pick up services, and food packs

Woolworths

Home delivery: This service is now available to all customers. Eligible customers, including seniors, people with a disability and those with compromised immunity or who are required to self-isolate can still access a priority home delivery service with dedicated delivery windows. These customers can call **1800 000 610** to seek assistance or register online via

www.woolworths.com.au/shop/discover/priorityassistance

Food and grocery packs: This 'Basics Box' for \$80 helps provide essential products for customers who are currently unable to visit stores and are in genuine need. It helps provide meals, snacks and a few essential items, including toilet paper, and is delivered within approximately two to five business days via Australia Post. They are unable to cater for specific dietary requirements and there is a limit of two boxes per customer, per fortnight.

Community pick-up: This service is available in 700 selected locations to allow Priority Assistance customers to place an order online for someone to pick up on their behalf. This service will be available for over 100 pick-up drive through locations and in 600 stores for pick-up at the service desk.

Coles

Home delivery and click and collect: Normal home delivery and click and collect services are back to business as usual. The Coles Online Priority Service (COPS) provides a delivery service and 'click and collect' option for customers unable to get to a store. Existing Coles Online and FlyBuys customers who are aged over 70 and had registered their date of birth as part of their account details have been invited to join COPS. The service is also available to:

- People over 65 years of age with a My Aged Care number or NDIS number;
- Indigenous Australians over the age of 50 with a My Aged Care number or NDIS number;
- Aged care, disability care and other businesses that support vulnerable members of the community.

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

Food and grocery pack: The Coles Community Box is \$80 and includes delivery. The box contains nutritious items for breakfast, lunch and dinner, with the contents of the box being enough to support two people aged 65+ for seven days. Available to all eligible Coles Online Priority Service customers. More information: <https://www.coles.com.au/customernotice/community-box>

IGA

Home delivery: IGA is providing a Priority Shop home delivery service to many areas, offering four package options - the Essentials, Pantry Plus, Dog Pack, Cat Pack – available to:

Eligible customers include:

- the elderly (70+)
- people who are immunosuppressed
- Indigenous Australians (50+)
- people with a disability
- and people who are required to self-isolate.

To check eligibility for IGA Priority Shop, please call 1800 018 384 or visit: <https://igashop.com.au/>

Foodworks

Home delivery: Foodworks has partnered with National Disability Insurance Scheme (NDIS) to provide a priority delivery service. You can access this service via this website: <https://foodworks.com.au/ndis>

7-Eleven

Home delivery: 7-Eleven is launching a delivery service in Melbourne for snacks and key essentials with no contact delivery. The service will be available in the coming weeks, customers can find out more on this website: www.7ElevenDelivery.com.au.

Pet food

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. Some useful websites are below:

www.petbarn.com.au/customernotice#latestNews

www.petstock.com.au/c/covid19

www.petbarn.com.au/delivery-information

Supermarket Community Hour

Woolworths

Woolworths Community Hour is available until Sunday 3 May 2020 for customers who are:

- Elderly and people with a disability - **7am - 8am on Monday, Wednesday and Friday**
- Healthcare and Emergency Services workers - **7am - 8am on Tuesday and Thursday**

Customers should take government-issued identification cards, including:

- Pensioner Concession Card
- Companion Card
- Commonwealth Seniors Health Card
- Health Care Card
- Seniors Card
- Disability Card

More information is available at Woolworths [website](#).

Coles

Coles Community Hour is currently available for customers who are:

- Elderly and others in need of assistance, or carers, friends and neighbours of vulnerable customers - **7am - 8am on Monday, Wednesday and Friday**
- Healthcare and Emergency Services workers - **7am - 8am on Tuesday and Thursday**

Customers should show government issued identification cards (as above) or other proof of occupation. Store managers will use sensible discretion and compassion to ensure vulnerable customers who require access are able to complete their shopping during Community Hour.

Economic support

Support for businesses

The [Commonwealth Government](#) and the [Victorian Government](#) have announced economic support packages for businesses impacted by coronavirus (COVID-19) including not for profits and sole traders.

Business Victoria (13 22 15 or business.vic.gov.au) is the best source for advice and assistance on how to access these.

The Business Victoria support and financial assistance [finder](#) also helps businesses find a range of available assistance based on their circumstances.

Commonwealth Government support for individuals and households

A full outline of services available is located at:

www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19

In summary:

- **Supporting individuals and households** - the Commonwealth Government is providing financial assistance to Australians to support them through the coronavirus (COVID-19) pandemic. This assistance includes income support payments, payments to support households and temporary early releases of superannuation. More information is available at: <https://treasury.gov.au/coronavirus/households>
- **People who don't currently get a payment from the Commonwealth Government** – some individuals may be eligible for a payment if they, or their family, are affected by coronavirus (COVID-19) and are unable to work, in isolation or hospitalised, or caring for children. Visit this site for further information: www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-need-payment-coronavirus-covid-19
- **People who already receive a payment from the Commonwealth Government** – individuals who already receive payments can find out information about any changes to their payments at: www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-already-get-payment-from-us-coronavirus-covid-19
- This includes information for:
 - families
 - job seekers
 - older Australians
 - people with a disability
 - students and trainees
 - carers.

Victorian Government support for individuals and households


Jobseekers

- [Working for Victoria](#) helps workers who have lost their jobs as the result of coronavirus (COVID-19) find new short term or casual opportunities. In addition to job placements, the fund can also assist with skills development or help people in obtaining immediate accreditation to commence work.

Creatives

- [Sustaining Creative Workers](#) offers quick response grants for Victorian-based independent creatives and micro-organisations with at least five years of professional experience. Grants of \$5,000 will be

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Please check the relevant source for updates as they occur.



available for individuals, and \$10,000 for micro-organisations and businesses. An additional \$2,500 in access funding will be available for creatives with a disability, and disability-led organisations.

Renters

- New temporary laws exist to protect Victorian tenants, landlords and the rental market from the impact of the coronavirus (COVID-19) pandemic. The new rules cover a moratorium on evictions, rent relief for eligible tenants, suspension of rental increases, land tax reductions and deferrals for landlords, and a new dispute resolution process. Find out more at [Consumer Affairs Victoria](#).

International students

- The Study Melbourne Student Centre provides access to services in the community, free and confidential information, support and practical help. Find out about the latest measures for international students at [Study Melbourne](#).

People experiencing homelessness (inner Melbourne)

- The Victorian Government will use repurposed aged-care sites to provide self-isolation facilities for Victorians experiencing homelessness to help them recover from coronavirus (COVID-19) or avoid infection in the first place. The accommodation will be located at four sites in inner Melbourne and will be operated by Anglicare Victoria, Brotherhood of St Laurence, Launch Housing, Sacred Heart Mission and VincentCare Victoria.

Financial counselling services

There are a number of financial counselling services that offer support services year-round and are providing support to affected workers, businesses and the broader community. Financial counselling is a free and confidential service offered by community organisations, community legal centres and some government agencies. Through the below website you can search for services near you:

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

Rural Financial Counselling Services Victoria provides free, confidential and independent financial counselling to eligible primary producers, fishers, forestry growers, harvesters, and other small rural businesses. Agriculture Victoria can assist finding a local service provider through the following link:

www.agriculture.gov.au/ag-farm-food/drought/assistance/rural-financial-counselling-service/vic

Support for Aboriginal and Torres Straight Islanders

Aboriginal peak organisations and leadership in Victoria are working closely with state, local and Commonwealth Government agencies to ensure the necessary resources, equipment and supplies are available for Aboriginal and Torres Straight Islanders. More information is available at the website below:

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

The National Aboriginal Community Controlled Health Organisation (NACCHO) provides advice for Aboriginal and Torres Straight Islanders:

<https://www.naccho.org.au/home/aboriginal-health-alerts-coronavirus-covid-19/>

As does the **Australian Government Department of Health**:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-aboriginal-and-torres-strait-islander-peoples-and-remote-communities>

and the **National Indigenous Australians Agency**:

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

Support for culturally and linguistically diverse Victorians

The **Victorian Multicultural Commission** supports and advocates for culturally and linguistically diverse Victorians: <https://www.multiculturalcommission.vic.gov.au/coronavirus-support-services>

Study Melbourne is dedicated to supporting international students in Victoria:

<https://www.studymelbourne.vic.gov.au/help-and-support/support-for-students-coronavirus>

Counselling and mental health support

General support options

Lifeline: online and phone mental health support. Phone: 13 11 14 or visit online at lifeline.org.au (24 hours a day, seven days a week)

Beyond Blue: [online](#) and phone mental health support. Phone: 1300 22 4636 (24 hours a day, seven days a week). Beyond Blue also hosts a [coronavirus \(COVID-19\) online forum](#) with advice and tips on how to cope with the pandemic.

Care in Mind: online and phone counselling for people living, working, or studying in Melbourne's northern, central, and western suburbs. Phone: 1300 096 269 (24 hours a day, seven days a week). CareinMIND [online counselling](#).

eheadspace: confidential mental health and wellbeing support for young people (12 - 25 years) and their families, including information, support, and health services. Phone: 1800 650 890 (9am - 1am, seven days a week). eheadspace [online chat](#).

MensLine: professional phone and online support and information service for Australian men. Phone 1300 78 99 78 (24 hours a day, seven days a week). [MensLine online counselling](#).

Mindspot: free phone and [online](#) service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression and can help find local services. Call 1800 61 44 34 (8am - 8pm, Monday - Friday; 8am-6pm, Saturday).

Suicide Call Back Service: mental health support, call back service: 1300 659 467 or online at suicidecallbackservice.org.au (24 hours a day, seven days a week)

Youth focused mental health and support services

Headspace: Contact headspace on 1800 650 890 or online at www.headspace.org.au

Kids Helpline: Call 1800 55 1800 or www.kidshelpline.com.au

ReachOut: Online at www.reachout.com.au

SANE Australia: Call 1800 187 263 or online at www.sane.org

Specialist areas

Directline: confidential alcohol and drug counselling and referral service. Phone: 1800 888 236 (24 hours a day, seven days a week). [Directline online counselling](#).

Switchboard Victoria: phone and web counselling, information, and referral service for LGBTIQI people. Phone: 1800 184 527 (3pm - 12am, seven days a week). [QLife Webchat](#).

1800Respect: Confidential counselling, information and support for people impacted by sexual assault, domestic or family violence and abuse via phone or online chat. Phone: 1800 737 732 (24 hours a day, seven days a week). Online chat available 24 hours at www.1800respect.org.au/

Family violence

safe steps Family Violence Response Centre

Victoria's first response service for women, young people and children experiencing family violence.

The safe steps response phone line connects women (this includes anyone who identifies as female including trans and gender diverse individuals) and their children with specialist support workers who can help them explore their options, develop a safety plan and access supports that allow them to live safe from family violence.

safe steps phone support workers can also offer information and assistance to individuals concerned someone they know is experiencing family violence.

To talk to a safe steps support worker, call 1800 015 188. The safe steps phone line is open 24 hours a day, seven days a week, every day of the year including public holidays. More information is available online at:

www.safesteps.org.au/understanding-family-violence/seeking-safety-during-covid-19/

Medication

Some pharmacy chains currently support remote dispensing of prescriptions using a combination of mailed prescriptions, faxed/emailed prescriptions or electronic transfer of prescriptions (ETP) technology.

Pharmacists can also supply prescription medications without a prescription for one month in emergency circumstances except for Schedule 8 medicines.

Pharmacy Guild of Australia

Australia Post has teamed up with Pharmacy Guild of Australia to deliver medicines via a contactless pharmacy home delivery service.

Pharmacies will be able to offer customers free monthly delivery of under 500 grams of medication and other essential supplies using Australia Post.

Contact your local pharmacy to access this offer.

Homes medicines service

The homes medicines service has been established to support the response to the coronavirus (COVID-19) pandemic. Vulnerable people have access to this service through participating pharmacies or their treating doctor.

This six-month measure will protect the most vulnerable members of our community and is available to:

- people isolating themselves at home on the advice of a medical practitioner, in accordance with home isolation guidance issued by the Australian Health Protection Principle Committee for confirmed coronavirus (COVID-19) cases,
- people who meet the current national triage protocol criteria for suspected coronavirus (COVID-19) infection after consultation with either the national coronavirus (COVID-19) hotline, state coronavirus (COVID-19) hotlines, a registered medical or nursing practitioner, or coronavirus (COVID-19) trained health clinic triage staff
- people aged over 70
- Aboriginal and Torres Strait Islander people aged over 50
- people with chronic health conditions or who are immunocompromised
- parents with new babies and people who are pregnant.



Information for hotels and hotel staff

Information for hotel management and staff about coronavirus (COVID-19):

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotels-and-hotel-staff>

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