

# Support services that can help you during COVID-19.

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<p><b>Police, Ambulance and Fire Emergency Services</b></p> <p>If you can't speak English you can call Triple Zero (000) from a fixed line and ask for 'Police', 'Fire', or 'Ambulance'. Once connected you need to stay on the line and a translator will be organised.</p>	<b>000</b>
<p><b>Geelong Police Station</b></p> <p>If you can't speak English call Translating and Interpreting Service (TIS) on <b>131 450</b> and ask to talk to Geelong Police Station on 5225 3100 in the language required.</p>	<b>5225 3100</b>
<p><b>Geelong Taxi Service</b></p>	<b>131 008</b>

## Health

<p><b>Barwon Health Hospital</b></p> <p>Barwon Health is one of the largest and most comprehensive regional health services in Australia, providing care at all stages of life and circumstance. Health services available through Barwon Health cover the full spectrum from primary care, community services, aged care, rehabilitation, mental health, emergency and acute care.</p> <p>With the exception of neurosurgery and transplantation, virtually all other specialties are available through University Hospital Geelong.</p> <p>Barwon Health provides a professional, confidential interpreting service to ensure that you or your family member understands and makes informed decisions regarding care and treatment.</p> <p>Access to interpreters by telephone or onsite are available seven days a week, 24 hours a day. If you require an interpreter please ask a staff member to organise one for you through the Ethnic Health Services department.</p>	<b>03 4215 0000</b>
<p><b>Nurse on Call</b></p> <p>NURSE-ON-CALL puts you directly in touch with a registered nurse for caring, professional health advice around the clock.</p> <p>Call from anywhere in Victoria for free health advice, 24 hours a day.</p> <p>NURSE-ON-CALL provides access to interpreting services for callers not confident with English.</p>	<b>1300 60 60 24</b>

## Counselling

<p><b>Lifeline</b></p> <p>Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline 24/7. Their trained Telephone Crisis Supporters are ready to listen, provide support and referrals.</p> <p>A free interpreting service for people who do not speak English is available for Lifeline. To access this service please:</p> <ol style="list-style-type: none"> <li>1. Call Translating and Interpreting Service (TIS) on <b>131 450</b> and ask to talk to Lifeline on 13 11 14 in the language required.</li> <li>2. TIS will call Lifeline (<b>13 11 14</b>) on behalf of the caller.</li> </ol>	<p><b>13 11 14</b></p> <p>You can talk to Lifeline in another language by calling:</p> <p><b>131 450</b></p>
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<p><b>Beyond Blue</b></p> <p>Give them a call any time of the day or night – select from the voice menu or simply hold on the line to talk with a trained mental health professional.</p> <p>They'll be there to listen, provide information and advice, and point you in the right direction so you can seek further support.</p> <p>People who do not use English as their first language can get free translation support from the Translating and Interpreting Service (TIS):</p> <ol style="list-style-type: none"> <li>1. Call TIS on <b>131 450</b> and ask to talk to Beyond Blue on 1300 224 636 in the language required.</li> <li>2. TIS will call Beyond Blue on behalf of the caller.</li> </ol>	<p><b>1300 224 636</b></p>
<p><b>Switchboard</b></p> <p>Connecting the LGBTIQ+ community. This service is for LGBTIQ+ identifying people and families, friends, teachers and co-workers of LGBTIQ+ people.</p> <p>You are invited to explore any issue including referrals, community connections, thoughts and feelings around sexual orientation and/or gender identity. All conversations are confidential, anonymous and non-judgmental.</p>	<p><b>1800 184 527</b></p>
<p><b>Family Violence</b></p>	
<p><b>The Orange Door</b></p> <p>The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.</p> <p>Tell a worker if you use communication aids or require an interpreter, including Auslan.</p>	<p><b>1800 312 820</b></p>
<p><b>safe steps</b></p> <p>Victoria's 24/7 family violence support service.</p> <p>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.</p> <p>safe steps phone support workers can also offer information and assistance to individuals concerned someone they know is experiencing family violence.</p> <p><b>For non-English speakers</b></p> <p>If you or someone you care about is experiencing family violence and speaks limited or no English, safe steps can help. We have a number of multi-lingual staff or we can arrange for a telephone interpreter to translate calls.</p> <p>All you need to do is call us and tell us:</p> <ul style="list-style-type: none"> <li>• Your phone number</li> <li>• Your language</li> <li>• When it is safe to call</li> </ul> <p>A bi-lingual staff member or interpreter will then call you back.</p> <p>If a woman you know is unable to speak English to give us this information, you can call for them to help arrange a follow-up telephone call.</p>	<p><b>1800 015 188</b></p>
<p><b>1800RESPECT</b></p> <p>National sexual assault, domestic family violence counselling service.</p> <p>Confidential information, counselling and support service open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse.</p>	<p><b>1800 737 732</b></p>

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## COVID19 Health and Emergency Related Resources

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### COVID-19 Hotline (24/7)

If you're concerned you can call the National Coronavirus Helpline for information and advice about COVID-19.

**1800 020 080**

If you require translating or interpreting services, call TIS on 131 450 and ask to speak to the COVID-19 Hotline on 1800 020 080 in the language you require.

### COVID19 Emergency Relief Packages for mandatory self-isolation: Coronavirus Hotline

The program will support 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.

**1800 675 398**

Food packages will 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.

### Special supermarket opening hours for older Australians

Woolworths and Coles are opening one hour prior to their revised usual trading hours. You will be asked to present your Australian Government (Centrelink) issued Pensioner Concession Card or Commonwealth Seniors Health Card, or Health Care Card or your state Government issued 'Seniors Cards' or 'Companion card'.

See the times below:

Woolworths: 07:00am to 08:00am on Monday and Wednesday.

Coles: 07:00am to 08:00am on Monday, Wednesday and Friday.

### Woolworths Priority Assistance

To ensure vulnerable customers in the community have access to delivery services at this time, we will be providing a Priority Assistance service with dedicated delivery windows. Eligible customers include seniors, people with a disability and those with compromised immunity or who are required to self-isolate.

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

### Woolworths Basics Box for \$80 including delivery to your door

The Woolworths Basics Box has been created to help provide essential products for customers who are currently unable to visit our stores and are in genuine need.

It helps provide meals, snacks and a few essential items you may need, including toilet paper.

Delivered within approx 2-5 business days via Australia Post.

Eligible for customers over 60 or those who holders of an eligible concession card can buy online.

While some products and brands will vary due to stock availability, we will always aim to provide a similar range of products.

### What's included:

Household Essentials

- Flour 1kg
- Sugar 1kg
- Toilet paper 8 pack
- Soap (or other hygiene products) 1 bar

**You can order over the phone:**

**1800 904 698**

**Or you can buy online.**

**For more information:**

<https://www.woolworths.com.au/shop/page/woolworths-basics-box?icmpid=sm-hp-hero3:other:other:wk39>

(continued)

<p>Breakfast</p> <ul style="list-style-type: none"> <li>• Longlife milk (or a dairy substitute) 2lt</li> <li>• Fruit juice 2lt</li> <li>• Weetbix, oats (or breakfast cereal) 375g</li> <li>• Spread (jam, vegemite, honey or peanut butter) 150g</li> </ul> <p>Lunch &amp; Dinner</p> <ul style="list-style-type: none"> <li>• Pasta (or rice, lentils, noodles, quinoa, couscous) 500g</li> <li>• Pasta sauce (or similar) 500g</li> <li>• Canned tuna (or other canned meat) 4 x 95g</li> <li>• Canned items - 4 x soup, 1 x vegetables &amp; 1 x fruit - approx 400g each</li> <li>• Baked beans (or similar) 420g</li> <li>• Tortilla bread (or similar) 8 pack</li> </ul> <p>Snacks</p> <ul style="list-style-type: none"> <li>• Tea 50 bags</li> <li>• Biscuits (or chocolate wafers, sweet snacks) 175g</li> <li>• Muesli bars (or dried fruits) 5 pack</li> <li>• Crackers (or similar) 185g</li> </ul>	
<p><b>Translated Coronavirus resources</b></p>	<p><a href="https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19">https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19</a></p> <p><b>AND</b></p> <p><a href="https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/translated-coronavirus-covid-19-resources">https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/translated-coronavirus-covid-19-resources</a></p>
<p><b>Multilingual Coronavirus Portal</b></p> <p>Latest Coronavirus developments and news.</p>	<p><a href="https://www.sbs.com.au/language/coronavirus">https://www.sbs.com.au/language/coronavirus</a></p>
<p><b>Home Instead Pen Pal service for elderly</b></p> <p>A national pen pal service to help the elderly stay connected during isolation in which they receive letters from people in the community.</p> <p>If you would like to receive a message in a language other than English or would prefer to receive a visual visit the Home Instead Pen Pal Facebook page and send them a direct message with your request:</p> <p><a href="https://www.facebook.com/penpalshomeinstead/">https://www.facebook.com/penpalshomeinstead/</a></p>	<p><a href="https://www.google.com/amp/s/10daily.com.au/amp/news/australia/a200330rktbg/national-pen-pal-service-launched-to-help-elderly-stay-connected-in-isolation-20200330">https://www.google.com/amp/s/10daily.com.au/amp/news/australia/a200330rktbg/national-pen-pal-service-launched-to-help-elderly-stay-connected-in-isolation-20200330</a></p>

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## Aged Care Services

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<p><b>Diversitat Aged Support</b></p> <p>Social Support Individual: Telephone (e.g. assisting with referrals) and Domestic Assistance (e.g. Unaccompanied Shopping, collecting medications, prescriptions).</p>	<p><b>52227275 or 52606000</b></p> <p><b>Email:</b> info@diversitat.org.au</p>
<p><b>Diversitat Access &amp; Support: Anne Reilly</b></p> <ul style="list-style-type: none"><li>• Delivers intensive, short term, episodic support at key stages of access to services with a maximum involvement of 12 weeks.</li><li>• Provides a bridge between the client/carer and service providers.</li><li>• Promotes understanding of diversity considerations on behalf of particular clients or client groups.</li><li>• Service is free of charge.</li><li>• Works with an Active Service Model focusing on capacity building.</li></ul>	<p><b>0409 633 328</b></p>
<p><b>My Aged Care</b></p> <p>Find and access the government-funded services you need.</p> <p>If you are just starting out on your aged care journey, this is your first step. You can see what services are available to help you stay in your own home, or what to expect in an aged care home. My Aged Care will organise an interpreter if required, simply let them know which language you require.</p>	<p><b>1800 200 422</b></p>
<p><b>Carers Victoria</b></p> <p>Carers Victoria is the statewide voice for family carers, representing and providing support to carers in Victoria. They can assist with respite for carers and carer support groups.</p> <p>If English is not your preferred language you can:</p> <ul style="list-style-type: none"><li>• Contact their advisory line 1800 514 845 and ask them to arrange an interpreter for you</li><li>• Contact the Australian government's Translating and Interpreting Service (TIS) on 131 450 and arrange an interpreter for yourself.</li></ul>	<p><b>1800 514 845</b></p>
<p><b>Barwon Health Carer Support</b></p> <ul style="list-style-type: none"><li>• They provide a range of flexible and innovative support services that respond to the individual needs of carers and the community including respite and carer support groups.</li></ul>	<p><b>4215 7600</b></p>
<p><b>Elder Rights Advocacy</b></p> <p>Older people and their families can contact our Advocacy Team on 1800 700 600 or (03) 9602 3066 for information about any aged care issue, including residential aged care, Home Care Packages and other home-based aged care.</p> <p>Our Advocates listen and support people to advocate for solutions that best meet their needs. This typically involves supporting older people and their families to communicate their needs and have these listened to and acted upon by service providers. Sometimes we need to advocate strongly to an aged care service and challenge them to provide better care.</p> <p>Elder abuse prevention and support and the <a href="#">Community Visitors Scheme (CVS)</a> (an initiative about friendship and companionship) is also offered by Elder Rights Advocacy.</p> <p>Services are free and confidential.</p>	<p><b>1800 700 600</b></p>

<p><b>City of Greater Geelong Community Care</b></p> <p>The CHSP provides a range of support services to people over 65 (50 years or older and identify as an Aboriginal and/or Torres Strait Islander person) who are experiencing difficulties in managing daily tasks, but who wish to continue living at home.</p> <ul style="list-style-type: none"> <li>• Home Care</li> <li>• Personal Care</li> <li>• Respite Care</li> <li>• Delivered meals (formerly Meals on Wheels)</li> <li>• Home Maintenance</li> </ul>	<p><b>5272 4924</b></p>
<p><b>Food Relief and Emergency Relief</b></p>	
<p><b>Feed Geelong</b></p> <p>Visit the Feed Geelong website a current list of 36 food assistance providers (some also offer toiletries) can be found there along with phone numbers, information and/or locations etc.</p> <p>It is recommended that individuals phone first to ensure the provider is still operating.</p>	<p><a href="https://www.feedgeelong.org.au/2020/03/accessing-emergency-food-relief-in-geelong">https://www.feedgeelong.org.au/2020/03/accessing-emergency-food-relief-in-geelong</a></p>
<p><b>Bethany Community Support &amp; Emergency Relief</b></p> <p>Bethany Community Support's Emergency Relief program helps low and fixed-income individuals and families who are in financial crisis and who need immediate assistance for a short period of time. This service may also help clients to work out which community services can best support them into the future.</p> <p>Emergency Relief intake occurs every Monday morning from 9.00am for appointments on a Tuesday and Friday for the current week.</p>	<p><b>03 52788122</b></p>
<p><b>The Salvation Army – Doorways</b></p> <p>Help meeting day to day expenses or paying unexpected bills. We help people in crisis meet their immediate needs, because we believe no one should have to go without the essentials.</p> <p>Doorways provides emergency relief and holistic case management with referral to internal and external support services.</p>	<p><b>5223 9200</b></p>
<p><b>Meals on Wheels</b></p> <p>People may not be able to cook for themselves for a variety of reasons. Sometimes the service is received for a short time, such as after a hip replacement operation. In most cases the meals are provided on an on-going basis for people who for various reasons are unable to prepare food for themselves.</p> <p>If you require meals email <a href="mailto:foodservices@geelongcity.vic.gov.au">foodservices@geelongcity.vic.gov.au</a> or call My Aged Care on 1800 200 422.</p>	<p><b>1800 200 422</b></p> <p><b>Email:</b> <a href="mailto:foodservices@geelongcity.vic.gov.au">foodservices@geelongcity.vic.gov.au</a></p>



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## Financial Services

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### Centrelink Geelong

Responsible for the delivery of advice and high-quality, accessible social, health and child support services and payments.

Ask for a translator when you call if needed.

**13 62 40**

### Diversitat Financial Counselling

Financial counselling services are free and confidential to anyone experiencing financial difficulties. They will:

- Provide an independent assessment of your financial situation
- Help you prioritise your bills and debts
- Provide information on laws about your payment obligations
- Advise your rights in relation to what creditors can and can't do in relation to your debts and assets including property
- Assist you in negotiating with creditors and make payment plans
- Provide referrals to other specialist services
- And much more.

**5260 6000**

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## Housing

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### Diversitat Tenancy Assistance and Advocacy Program

The program can provide advice and assistance in relation to private residential tenancy matters and can also provide advocacy at VCAT for low income earners and victims of family violence.

**5260 6000**

### SalvoConnect - Housing and Homelessness

- Men, Women and Children's Homelessness Support
- Family Violence Services and Packages
- Private Rental Brokerage
- Housing Establishment Funds
- Access to crisis, transitional and long term housing

**5223 9220**

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## Legal Services

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### Barwon Community Legal Service

BCLS provides free legal advice, education and support to people who live in the Geelong, Bellarine Peninsula, Surfcoast and Colac Otway regions.

**1300 430 599**

### Victoria Legal Aid

Free information and help about the law. They have lawyers who can talk to you about how the law applies to your legal problem.

If you can't afford a lawyer to run your case, you can apply for a grant of legal assistance to help you pay for a lawyer.

Speak to them in your language by calling Legal Help on 1300 792 387 and asking for an interpreter.

If they don't have one that speaks your language phone the Translating and Interpreting Service on 131 450 and ask to be put through to Victoria Legal Aid's Legal Help on 1300 792 387.

**1300 792 387**

## Aged Care Services

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<p><b>Barwon Health Carer Support</b></p> <ul style="list-style-type: none"> <li>• They provide a range of flexible and innovative support services that respond to the individual needs of carers and the community including respite and carer support groups.</li> </ul>	<p><b>4215 7600</b></p>
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<p><b>City of Greater Geelong Community Care</b></p> <p>The CHSP provides a range of support services to people over 65 (50 years or older and identify as an Aboriginal and/or Torres Strait Islander person) who are experiencing difficulties in managing daily tasks, but who wish to continue living at home.</p> <ul style="list-style-type: none"> <li>• Home Care</li> <li>• Personal Care</li> <li>• Respite Care</li> <li>• Delivered meals (formerly Meals on Wheels)</li> <li>• Home Maintenance</li> </ul>	<p><b>5272 4924</b></p>
<p><b>Disability</b></p>	
<p><b>National Disability Insurance Scheme (NDIS)</b></p> <p>The NDIS provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability. Early intervention supports can also be provided for eligible people with disability or children with developmental delay.</p> <p>The NDIS gives all Australians peace of mind if they, their child or loved one is born with or acquires a permanent and significant disability, they will get the support they need.</p> <p>The types of supports that the NDIS may fund for participants include daily personal activities, transport, workplace help, therapeutic supports including behaviour support, home modification design and construction, mobility equipment, vehicle modifications and more.</p>	<p><b>1800 800 110</b></p>
<p><b>Disability Rights &amp; Advocacy Service Barwon Region</b></p>	<p><b>5221 8033</b></p>
<p><b>Aboriginal and Torres Strait Islander Services – Wathaurong Aboriginal Cooperative</b></p> <p>Their services provide Aboriginal families living or in transit in Wathaurong's traditional boundaries with assistance, increased and improved access to a range of culturally appropriate health, housing, education, employment and cultural services; contribute to improvements in community wellbeing; and build the capacity of the community to control its own affairs and achieve self-determination.</p>	<p><b>5277 0044</b></p> <p><b>Email:</b> admin@wathaurong.org.au</p>
<p><b>Settlement and Community Services</b></p>	
<p><b>Diversitat Settlement and Community Services</b></p> <p>The Humanitarian Settlement Program (HSP), Settlement Engagement and Transition Support (SETS) and Diversability can be contacted on the Northern Community Hub contact number from 9am – 5pm Monday through to Friday.</p>	<p><b>5260 6000</b></p>