



EASTERN COMMUNITY
LEGAL CENTRE

COVID 19 INFORMATION AND SUPPORT



CONTENTS



PAGE 2

General Information
and Health Resources



PAGE 7

Worker's Rights
and Tenancy Issues



PAGE 4

Financial Support



PAGE 8

List of Organisations



GENERAL INFORMATION AND HEALTH RESOURCES

National Coronavirus Helpline – Call 1800 020 080 for Government information on COVID-19 (available 24/7).

Victorian Coronavirus Hotline – Call 1800 675 398 for all COVID-19 related questions and issues. (available 24/7).

COVID-19 Latest Updates and [Frequently Asked Questions](#)

COVID-19 [health advice](#)

Box Hill Hospital COVID-19 [Screening Clinic](#) - A screening clinic has been set up in the Transit Lounge area of Box Hill Hospital (accessible via Thames St) and is open from 10am to 8pm daily. If someone has mild symptoms they can first call Infection Prevention and Control for advice on **03 9895 3764**, or complete the e-screening survey [here](#): (the code is R44XXAYK4). After completing the survey, respondents will receive an email or phone call informing them whether they need to go to hospital.

COVID-19 [visual resources](#): A selection of helpful images and videos provided by health direct - Australian health advice.

The Family Relationship Advice Line – PH: 1800 050 321. A free and confidential telephone service that helps families affected by relationship or separation issues.

[Headspace](#) (PH: 1800 650 890) has developed a resource to help young people affected by the stress of COVID-19.



GENERAL INFORMATION AND HEALTH RESOURCES

COUNSELLING:

(All services listed below are free, confidential, and available 24 hours a day, 7 days a week)

Lifeline - 13 11 14 or lifeline.org.au

Beyond Blue - 1300 224 636 or beyondblue.org.au

Suicide Call Back Service - 1300 659 467 or suicidecallbackservice.org.au

Kids Helpline - 1800 55 1800 or kidshelpline.com.au

REFUGEE AND MIGRANT-SPECIFIC MENTAL HEALTH SUPPORT:

[Victorian Refugee Health Network](#)

[The Royal Children's Hospital Immigrant Health Service](#)

[South East Melbourne Primary Health Network](#)

COVID-19 TRANSLATED RESOURCES:

[Settlement Council of Australia](#)

[SBS](#)

[Department of Health](#)

[Health Translations](#)

[Red Cross](#)



FINANCIAL SUPPORT

National Debt Hotline – free confidential, independent financial counselling service.

PH: 1800 007 007 (9:30–4:30pm Mon–Fri)

EACH – Community Health **PH: 1300 00 3224**

Social Security Rights Victoria – provides legal information, advice, casework and representation services in relation to Centrelink matters and financial counselling services.

PH: 0419 793 652

Department of Social Services Support Line – If you've lost income due to COVID-19, call the support line to find out what support you can access.

PH: 1300 653 227

Business Victoria Coronavirus hotline: To find out how your business is affected by the COVID-19 restrictions, and to seek business advice and support please contact **13 22 15**.

A Business Support Fund has been established. To be eligible for the \$10,000 grant, a business must employ people; been subject to closure or highly impacted by the new social distancing restrictions; have a turnover of more than \$75,000; have a payroll of less than \$650,000; hold an ABN (and held on 16 March 2020); and have been engaged in carrying out the operation of the business in Victoria on 16 March 2020.

Job Seeker Payment Program - for employees and businesses that do not employ people.

Victorian Small Business Commission – If you are experiencing an issue with a landlord, agent, or tenant, please call or email the Commission's mediation service at **13 8722** or email enquiries@vsbc.vic.gov.au.



FINANCIAL SUPPORT

Centrelink financial assistance: information regarding what to do if you require Centrelink financial assistance.

How to register to make a claim

More financial support announced: For people on eligible income support payments.

Please note: A one-off Crisis Payment is also available for people experiencing severe financial hardship, and who are either self-isolating or caring for someone who is self-isolating. This payment represents one week of the person's base income support payment rate.

EARLY RELEASE OF SUPERANNUATION:

The government is allowing individuals affected by COVID-19 to access up to \$10,000 of their superannuation in 2019–20 and a further \$10,000 in 2020–21. Individuals will not need to pay tax on amounts released and the money they withdraw will not affect Centrelink or Veterans' Affairs payments.

From mid-April eligible individuals will be able to apply online through myGov to access up to \$10,000 of their superannuation before 1 July 2020. They will also be able to access up to a further \$10,000 from 1 July 2020 until 24 September 2020.

To apply for early release, you must satisfy any one or more of the following requirements: You are unemployed; you are eligible to receive a job seeker payment, youth allowance for jobseekers, parenting payment (which includes the single and partnered payments), special benefit or farm household allowance; on or after 1 January 2020, either: you were made redundant, your working hours were reduced by 20% or more, or, if you are a sole trader, your business was suspended or there was a reduction in your turnover of 20% or more.



FINANCIAL SUPPORT

GRANTS FOR ARTISTS AND CREATIVE ORGANISATIONS:

The City of Melbourne has announced \$2 million in [grants for artists and creative organisations](#) affected by COVID-19.

[The Australian Tax Office](#) has implemented a series of administrative measures to assist people experiencing financial hardship due to COVID-19. For more information.

Emergency relief packages: People in mandatory self-isolation who are running out of food and essential supplies and don't have friends and family to assist them can call the Coronavirus Hotline (**1800 675 398**) to access an emergency relief package. This package represents a two-week supply of essential goods, and will be delivered to the person's door.

The Global Hindu Association for Reform and Sustainable Society is also offering free meals to people in self-isolation in metropolitan Melbourne. There is a maximum of 4 portions per family, per day. Call **0434 470 095** or email team@ghars.org. Please allow 48 hours' notice for food orders.

St Vincent de Paul's also offers food assistance. Call **1800 305 330**.

The Salvation Army can provide emergency relief, including food and essential supplies, as well as a free, confidential financial counselling service. Call **1300 371 288**. For financial counselling, click on [this link](#) to search for the counsellor located closest to you.



WORKER'S RIGHTS AND TENANCY ISSUES

Migrant Worker's Centre - For advice about an employment or workplace issue.

Information is available in Chinese, English, Italian, Spanish, and Tamil. They've also developed some helpful resources for checking in on your neighbours, available [here](#).

Young Worker's Centre - If you have questions about your employment rights, or simply need employment-related advice, please call **1800 714 754**. They also have a page with Frequently Asked Questions regarding worker's rights, which is available [here](#).

Jobwatch - Employment Rights Legal Centre is a community legal centre that specialises in employment-related matters. Call **(03) 9662 1933**, or if in country Victoria, **1800 331 617**.

Tenants Victoria provides information, advice and legal representation to protect the rights of Victorians who rent their homes.

Fair Work Ombudsman – fact sheet about Coronavirus and Australian workplace laws.

Justice Connect an information page full of important information for renters.



LIST OF ORGANISATIONS

Australian Government Department of Health - <https://www.health.gov.au/>

Australian Tax Office - <https://www.ato.gov.au/>

Australian Red Cross - <https://www.redcross.org.au/>

Beyond Blue - beyondblue.org.au

Business Victoria - <http://www.business.vic.gov.au/>

City of Melbourne - <https://www.melbourne.vic.gov.au/Pages/home.aspx>

Department of Health and Human Services - <https://www.dhhs.vic.gov.au/>

Department of Social Services - <https://www.dss.gov.au/>

EACH Community Health - <https://www.each.com.au/>

Fair Work Ombudsman - <https://www.fairwork.gov.au/>

Family Relationships Online - <https://www.familyrelationships.gov.au/>

Headspace - <https://headspace.org.au/>

Healthdirect - <https://www.healthdirect.gov.au/>

Health Translations - <https://healthtranslations.vic.gov.au/>

Jobwatch - Employment Rights Legal Centre - <http://jobwatch.org.au/>

Justice Connect - <https://justiceconnect.org.au/>

Kids Helpline - kidshelpline.com.au

Lifeline - lifeline.org.au



LIST OF ORGANISATIONS

- Migrant Worker's Centre - <https://www.migrantworkers.org.au/>
- National Debt Hotline - <https://ndh.org.au/>
- Premier of Victoria - <https://www.premier.vic.gov.au/>
- Royal Children's Hospital Melbourne - <https://www.rch.org.au/home/>
- The Salvation Army - <https://www.salvationarmy.org.au/>
- SBS (Special Broadcasting Service) - <https://www.sbs.com.au/>
- Settlement Council of Australia - <http://scoa.org.au/>
- Services Australia - <https://www.servicesaustralia.gov.au/>
- St. Vincent de Paul's - <https://www.vinnies.org.au/>
- Social Security Rights Victoria - <http://www.ssr.org.au/>
- South Eastern Melbourne Primary Health Network - <https://www.semphn.org.au/>
- Suicide Call Back Service - suicidecallbackservice.org.au
- Tenants Victoria - <https://www.tenantsvic.org.au/>
- Victorian Refugee Health Network - <https://refugeehealthnetwork.org.au/>
- Victorian Small Business Commission - <https://www.vsbv.vic.gov.au/>
- Young Worker's Centre - <http://www.youngworkers.org.au/>