



How to access the services you need

How do I get food and the other things I need?

A food box will be provided to you regularly. This food will be free.

You will not need to leave your home to get food – it will be delivered to your door

If you have special dietary or personal needs, want to order your own groceries, or receive food packages from people outside your building, this can be organised for you.

For more information call **1800 961 054**. If you need a translator, first call **131 450**. Both services are available 24 hours a day 7 days a week.

What if I need medical attention?

If you are feeling unwell, please call **1800 961 054** and explain that you need medical help. If you need a translator, please call **131 450** first.

When you call this phone number you will be connected to a doctor or nurse who can give you advice or organise a face-to-face appointment if you need one.

If you have a medical emergency, ring **Triple Zero (000)** and ask for an ambulance.

How can I access medications, alcohol and other drugs services?

Alcohol and other drug services are available for residents. If you have a local provider already, you can contact them directly.

Otherwise, call **1800 961 054** and let them know what you need.

If you need to get more of your medication, this can be arranged by calling **1800 961 054**.

If you are worried about your or a member of your family's alcohol and/or drug use, including prescription drugs, call the onsite supports and services at **1800 961 054**.

I need extra help due to a disability

There is support for you. Please call **1800 961 054**. If you need a translator call **131 450** first. Both services are available 24 hours a day 7 days a week.

I need help with rent money

The Victorian Government has introduced a two-week rental help payment for people living in your building.

This means you do not have to pay rent for two weeks. You do not have to do anything, this will be organised automatically.

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This means you do not have to pay rent for two weeks. You do not have to do anything, this has already been processed for you.

I need help with money

The Victorian Government is providing financial help for people in your building

If someone has a job in your household, you will receive a payment of \$1500.

All other households will receive a payment of \$750.

You do not have to do anything, this will be paid directly into your bank account. Check your bank account on Saturday 11 July 2020 and look for a deposit from "Vic_Housing" called "Housing Hardship".

What happens if I need support for my children?

There is support available. For your children's needs call 1800 961 054. If you need a translator, call **131 450** in the first. Both services are available 24 hours a day, 7 days a week.

You can also talk with someone online or on the phone at [Kids Help Line](https://kidshelpline.com.au/) <<https://kidshelpline.com.au/>> or call **1800 551 800**.

I am worried about my safety

If anyone in your family has done something that makes you or your children feel unsafe or afraid, you can get help. You will not be forced to stay at home. Support is available, in your own language, whatever your situation.

You can call the Housing Call centre on **1800 961 054** or tell health or support staff, or a police officer. They will help you.

You can also get specialist help from safe steps, 24 hours every day, on **1800 015 188** or online at [Safe Steps](https://www.safesteps.org.au/) <<https://www.safesteps.org.au/>>.

In an emergency call the police on Triple Zero (000).

How do I look after my pet?

If you need help with your pet call **1800 961 054**. If you need a translator, please call **131 450** first. Both services are available 24 hours a day 7 days a week.

Can I exercise?

Yes, but you can only exercise inside your home. Exercise is good for your body and mind. Try to include exercises in your daily routine such as gentle push-ups, sit-ups and stretching. You can also stay occupied by playing board games, listening to music, doing puzzles or reading.

What can I do if the restrictions are making me unhappy?

We know this is hard, and we really appreciate you playing your part in helping slow the spread of coronavirus (COVID-19) and helping to save lives.

Make sure you stay connected with friends online or by phone and talk to friends and family also about how you are feeling.

There are social workers and support workers onsite who can help. For more information call 1800 961 054. If you need a translator, first call **131 450**. Both services are available 24 hours a day 7 days a week.

Beyond Blue and Lifeline also have online and telephone support services.

Beyond Blue offers practice advice and resources at [Beyond Blue](http://beyondblue.org.au) <beyondblue.org.au>. The Beyond Blue Support Service offers short term counselling and referrals by phone and webchat on **1300 22 4636**.

Lifeline offers tips, resources and advice, as well as crisis and suicide support.

- Call **13 11 14** (24 hours/7 days)
- SMS **0477 13 11 14** (6pm– midnight, 7 nights)
- Chat online at: [Lifeline](http://www.lifeline.org.au/crisis-chat) <http://www.lifeline.org.au/crisis-chat> (7pm- midnight, 7 nights).

Community support services

The following services are available if you require other help:

- **Maternal Child Health Line: 13 22 29** – advice about the care and health of children
- **Parent Line: 13 22 89** – phone service for parents and carers of children.
- **Family services: 1300 650 172**, providers.dhhs.vic.gov.au/family-services – safety and support for vulnerable children, young people and their families
- **My Aged Care: 1800 200 422**, [myagedcare](https://www.myagedcare.gov.au/) <https://www.myagedcare.gov.au/> – access to aged care services
- **National Disability Insurance Scheme: 1800 800 110**, [NDIS](https://www.ndis.gov.au/) <https://www.ndis.gov.au/> – if you have a disability
- **In an emergency**, call **Triple Zero (000)**.

Where can I find more information?

For further information or support, please call **1800 961 054**. If you need an interpreter, call TIS National on **131 450** first.

To find out more information about coronavirus and how to stay safe visit [DHHS.vic – Coronavirus \(COVID-19\)](http://www.dhhs.vic.gov.au/coronavirus) <www.dhhs.vic.gov.au/coronavirus>

If you need an interpreter, call TIS National on 131 450

For information in other languages, scan the QR code or visit

[DHHS.vic –Translated resources - coronavirus \(COVID-19\)](http://www.dhhs.vic.gov.au/translated-resources-coronavirus-covid-19)

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



For any questions

Coronavirus hotline 1800 675 398 (24 hours)

Please keep Triple Zero (000) for emergencies only

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 if required, or [email Emergency Management Communications](mailto:em.comms@dhhs.vic.gov.au) <em.comms@dhhs.vic.gov.au>.

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Available at: [DHHS.vic – Public housing restrictions: information and support](https://www.dhhs.vic.gov.au/information-and-supports-public-housing-restrictions-covid-19)

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