

# Support available for residents of 110 Elizabeth Street, Richmond

Information about accessing support for residents who need to isolate or quarantine due to COVID-19

The Victorian Government is committed to protecting the health, safety and wellbeing of all residents at 110 Elizabeth Street during this latest coronavirus outbreak. We are working hard to keep you and your loved ones safe.

We will make sure that testing, cleaning, food and any other help required is available for residents. We are working with residents, community organisations, local support groups and community and faith leaders to build strong partnerships and act on your feedback.

Our support team has been undertaking door to door visits. Our support team can deliver any specific supports you require at your door. Additionally, door-to-door visits from our support team will allow residents to ask for any specific support they require during this time.

The coronavirus hotline number is 1800 675 398, press 0 if you need an interpreter. This service is available 24 hours a day, 7 days a week.

## How will residents of 110 Elizabeth Street who need to isolate or quarantine be supported during this outbreak?

We will make sure you have the help you need if you need to isolate or quarantine safely, including:

- food delivered that meets your dietary or cultural requirements
- delivery of essential supplies, like medicine
- access to financial and personal support to help you while you isolate
- support if you need to move to different accommodation to isolate
- support to get any documentation you may need to provide your work, school or other places
- mental health and wellbeing support
- community and translation support.

## Financial Support

Financial support is available if you have to isolate:

- \$450 Coronavirus (COVID-19) Test Isolation Payment: provides support to Victorian workers who are waiting for test results: <https://www.coronavirus.vic.gov.au/450-coronavirus-covid-19-test-isolation-payment>
- Pandemic Leave Disaster Payment: a one-off payment to help Victorian workers who have been directed to self-isolate or quarantine for 14 days, or care for someone who has been directed to self-isolate or quarantine: <https://www.servicesaustralia.gov.au/individuals/services/centrelink/pandemic-leave-disaster-payment-victoria>

## What if I have coronavirus (COVID-19) or I need to self-isolate because I am a close contact but can't stay at home?

If you have tested positive for COVID-19 or are a Tier 1 close contact of someone with COVID-19, you will be relocated from the tower to alternative quarantine accommodation to ensure the safety of all residents. Primary close contacts who cannot isolate safely may also be required to quarantine elsewhere.

Hotel quarantine accommodation is provided free of charge and includes all meals – including the delivery of cultural and dietary specific meals.

## Food supplies and other supplies

If you need food, it will be provided to you regularly for the period you need to isolate. This food will be free.

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

Contact the coronavirus hotline on 1800 675 398, press 0 if you need an interpreter. This service is available 24 hours a day, 7 days a week.

## What about my laundry?

The laundries at 110 Elizabeth Street are currently closed to help stop the spread of COVID-19 and to keep you safe. We will reopen them when it is safe to do so. Contact the coronavirus hotline on 1800 675 398, press 0 if you need an interpreter. This service is available 24 hours a day, 7 days a week.

## What if I need medical attention?

If you are feeling unwell, please call the coronavirus hotline on 1800 675 398, press 0 if you need an interpreter. This service is available 24 hours a day, 7 days a week.

When you call this phone number you will talk to a doctor or nurse who can give you advice. They can also 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 alcohol and other drugs services?

If you need access to alcohol and other drug support services and already have a service provider, you can contact them directly.

If you need more support with substance use or are worried about a family member, contact the coronavirus hotline on 1800 675 398, press 0 if you need an interpreter. This service is available 24 hours a day, 7 days a week.

## What if I or a member of my family need extra help due to a disability?

If you or your family member is an NDIS participant and have a support coordinator, you should contact them to talk about what essential disability support you require. If you are an NDIS participant and do not have a support coordinator you contact **NDIS on 1800 800 110**.

If you need disability support and are not an NDIS participant, please contact the coronavirus hotline on 1800 675 398, press 0 if you need an interpreter. This service is available 24 hours a day, 7 days a week.

Disability support staff like personal carers should only enter your home if it is absolutely essential. It is strongly recommended that support staff entering residences of primary close contacts are fully vaccinated.

Essential support staff should wear tier 3 Personal Protective Equipment.

## I am worried about my safety

Help is available if you or children feel unsafe or afraid in your home. You will not be in trouble or be fined if you need to leave your home because you feel unsafe. You can tell your health concierge or support staff, or a police officer. They will help you.

If you're in immediate danger, call Triple Zero (000). For help and support with family violence, call Safe Steps anytime on 1800 015 188 or email [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au). Web chat support is available at [safesteps.org.au](http://safesteps.org.au) from Monday to Friday, 9am to midnight.

Men concerned about their own behaviour can contact the Men's Referral Service on 1300 766 491.

You can also contact The Orange Door ([www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)), a free service for family violence and child and family wellbeing support.

More information about help and support for family violence during coronavirus is available on the Victorian Government website [www.coronavirus.vic.gov.au/family-violence-crisis-response-and-support-during-coronavirus](http://www.coronavirus.vic.gov.au/family-violence-crisis-response-and-support-during-coronavirus).

## Will Victoria Police be on site in this outbreak response?

Victoria Police is not managing the outbreak response at 110 Elizabeth Street. Victoria Police is not part of the team supporting residents.

You may see Victoria Police officers on or around the estate as part of other operational responses that aim to keep residents and the wider community safe.

## How do I look after my pet?

If you need help with your pet contact the coronavirus hotline on 1800 675 398, press 0 if you need an interpreter. This service is available 24 hours a day, 7 days a week.

## What if I am feeling anxious or am worried about my mental health or the mental health of a family member?

There are social workers and support workers onsite at 110 Elizabeth Street who can help if you or a family member feels anxious or is worried about mental health.

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

Beyond Blue offers practice advice and resources at [Beyond Blue](http://www.beyondblue.org.au) <www.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) <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](http://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](http://myagedcare.gov.au) <www.myagedcare.gov.au> – access to aged care services
- **National Disability Insurance Scheme: 1800 800 110**, [NDIS](http://www.ndis.gov.au) <www.ndis.gov.au> – if you have a disability
- **In an emergency:** call **Triple Zero (000)**.

### Support coordination for people with complex needs

- Call the Integrated Intake Assessment and Triage Service (IIATS) on 1800 365 100
- Email IIATS <IIATS@justice.vic.gov.au>

### Case management recovery support for multicultural families

- Call the Family Recovery Program on (03) 9448 6845
- Email the Family Recovery Program <frp@cohealth.org.au>

### Mental health support – Lifeline Australia

- Call Lifeline Australia on 13 11 14
- For an interpreter, call TIS National on 131 450
  - Say your language
  - Say Lifeline 13 11 14

## More information

For more information on extra help and support available for people who need to isolate or quarantine due to coronavirus (COVID-19), visit the [coronavirus website](https://www.coronavirus.vic.gov.au/isolation-and-quarantine-extra-help-and-support) <<https://www.coronavirus.vic.gov.au/isolation-and-quarantine-extra-help-and-support>>

To receive this document in another format, [email the Department of Families, Fairness and Housing Relief and Community Support team](mailto:rcs@dffh.vic.gov.au) <[rcs@dffh.vic.gov.au](mailto:rcs@dffh.vic.gov.au)>

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Families, Fairness and Housing, August 2021