

Additional support services

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

Do you know someone who needs to isolate or quarantine due to coronavirus (COVID-19)?

Support is available. The below support services are some of those available to Victorians who need food, material aid or assistance and are unable to get help from family or friends.

Urgent food, essential supplies and support

- Call the Coronavirus Hotline on 1800 675 398
 - Select '0' for an interpreter
 - Select '4' and '4' again for support

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>

Financial support

- \$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>>

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>

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