



COVID-19 INFORMATION SHEET

As at May 7

Please note that whilst every effort has been made to include accurate information, in this rapidly evolving environment information may change daily

Accommodation

- Link to Home 1800 152 152 (free call, 24 hours)
Temporary accommodation for those experiencing homelessness. Housing are providing additional resources for those who need to self-isolate or who are in a domestic and violence situation.
- Rental Arrears Haymarket Foundation - Sydney Homeless Early Intervention Scheme (SHEIS) is offering remote assistance to single clients aged over 18 years, who are at risk of homelessness. If you would like to refer a client who is at risk and requires support, please call 9197 9720.
- Find a Bed https://www.facebook.com/Findabedau/?hc_location=ufi
They are compiling a list of empty homes which can be used for self-isolation purposes.

Centrelink Payments

Supplementary payments

The government will pay a \$750 one off Economic Support Payment if you're living in Australia and currently receive a welfare payment or those with a pension, concession card, Senior's card and veteran gold card.

This will be an automatic payment from 31 March, with most getting it by 17 April 2020. Then another payment in July.

From March 20, 2020 JobSeeker Payment will be the new Working Age Payment.

Coronavirus Supplement - temporary extra income

The supplement is worth \$550 a fortnight (\$275 a week) on top of the income support you already receive. Payments will begin on April 27 and will be available for at least six months.

Reporting for current income support recipients

Presently, reporting for payment is still mandatory but alternative arrangements have been made with how you can report. Please contact your individual job network to find out more and continue adhering to your individual job plan.

If you cannot meet mutual obligation requirements due to self-isolation or quarantine, please call Centrelink who can grant a Major Personal Crisis exemption, without having to provide evidence such as a medical certificate.

Centrelink Jobseeker Payment

If you have recently lost your job and need to apply for income support, please contact Centrelink immediately. Waiting periods have temporarily been waived.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment/how-claim>

Step-by-step how to apply for Centrelink videos:

https://www.youtube.com/watch?v=Gz_Uu40YisA&list=PL3zxsbzVCpwnNAtL8nCscwKZrSuL_OWIV

Centrelink Contact Numbers

Jobseekers hotline 132 850

Older Australians 132 300

Disability Support Pension 132 717

Multilingual Phone Service 131 202

Tutorials

Tutorials and YouTube videos are available on this website which can assist customers with their enquiries

<https://www.servicesaustralia.gov.au/individuals/subjects/self-service>

General Assistance (groceries and social support)

- For Newtown and Erskineville residents in need of help with basic groceries: Newtown and Erskineville Anglican Church – 9557 2043.
- Foodbank NSW & ACT – 9756 3099
Works in partnership with charities and schools to distribute the food to where it's needed most. They can also help you find a charity in your area that can support you.
- Addison Road Food Pantry (affordable groceries)
Hut 1, 142 Addison Rd, Marrickville
Tel: 9569 7633

Monday (vegetables)	12pm-4pm
Tuesday	12pm-4pm
Wednesday	12pm-4pm
Thursday	12pm-4pm
Friday	12pm-4pm

Home delivery service available, \$5 boxes plus free fruit/veg and bread. Cooked meals available regularly for \$2. Please contact Food Pantry.

<https://addiroad.org.au/buy-a-food-box/>

- The Staples Bag (affordable groceries)
449 Canterbury Rd, Campsie
Tel: 9787 6832
- Rozelle Neighbourhood Centre

Peninsula Cares is a support network for all who live in and around Balmain, Rozelle, Birchgrove, Balmain East and Lilyfield. They are able to assist with picking up shopping/chemist items, posting mail, phone call check ins.

To access support:

- Call our Helpline 9556 9550 to talk to our volunteers
- Send email to peninsulacaring@rozellecentre complete online request for help:
<https://www.cognitoforms.com/Rozellecentre/RequestsForHelp>

- Newtown Neighbourhood Centre
Information and Referral Service by phone 10am – 2pm (Monday to Thursday) on 9564 7333 or email communitystrengthening@newtowncentre.org
- Exodus Foundation
180 Liverpool Road Ashfield, 2131
Tel: 8752 4600
8am – 4pm Monday to Friday 8am – 3pm – weekends

Clinic and Drop-In Centre still open for front of house triage only. Available: food hampers, showers, after hours meals, coffees, phone and computer access (for now). Case worker available by phone only.

General Assistance (groceries and social support) cont...

- **Wayside Chapel**
29 Hughes Street, Kings Cross
Tel: 9581 9100
The Community Service Centre is open between Mon – Sun 9:30am-1pm, with limited access to provide core services including: practical assistance including showers, emergency clothing packs, phone charging, blankets; telephone based care-coordination including crisis accommodation referral, medical and Centrelink referrals, assessment for home visits; and takeaway breakfast and lunch to be served from an area outside in order to meet physical distancing requirements. (Note Café and seating area will be closed to the public).
- **Mission Australia**
(02) 9357 1144 - Food hampers and vouchers.

Free Meals

These organisations will offer free takeaway meals for those experiencing homelessness or at the risk of:

- Exodus Foundation (take-away only) 180 Liverpool Road Ashfield, 2131
Tel: 8752 4600
8am – 4pm Monday to Friday 8am – 3pm – weekends
Food vans are running as normal.
- Newtown Mission Jordan's Café (take-away only) 280A King Street, Newtown
Tuesday, Wednesday, Thursday and Friday: 1 – 3 pm
- Saint Constantine & Helen Greek Orthodox Church (take-away) 378 King Street, Newtown
Tel: 9519 7868
Lunches 12pm – 2pm
- Lentil As Anything (pay what you can afford, take-away delivery) 391 King Street, Newtown
Tel: 8283 5580
<https://www.lentilasanything.com/order-online-links?fbclid=IwAR3DNaVzvhtKNii-M4jtxf9ngRN96d-ji8dFo38uDnh65zbNIBYYH1wmDPo>
- Parliament of King – 632 King Street, Newtown
Soup kitchen every Friday and Saturday night.
From 5.00 pm until 8.30 pm
- Wayside Chapel
29 Hughes Street, Kings Cross
Mon – Sun 9:30am-1pm –takeaway lunch and breakfast. Tel: 9581 9100

Free Meals cont...

- Canice's Kitchen
28 Roslyn Street Elizabeth Bay
Takeaway lunch from April
Wednesday 11am – 12pm, Thursday 11am – 12pm, Friday 11am – 12pm
- The Station
82 Erskine Street Sydney
Take away meals at breakfast from 9am and lunch from midday.

Emergency Aid

- Vinnies – 13 18 12
Assistance with food, clothing, household items and financial aid for people struggling to get by.
- Salvation Army - 13 72 58
Emergency vouchers for food and financial assistance.
- Mission Australia - (02) 9357 1144
Provides food hampers and vouchers to those in need.
- Anglicare Summer Hill 02 8624 8600
Financial assistance vouchers
- Red Cross – financial and material assistance for migrants and asylum seekers
1800 733 276

Supermarkets

- Woolworths Priority Assistance Service offers dedicated delivery windows to eligible customers including seniors, people with a disability and those with compromised immunity or who are required to self-isolate. Register here: <https://www.woolworths.com.au/shop/discover/priorityassistance>
- Coles Online Priority Service – launching soon
<https://www.coles.com.au/customernotice>

Legal Advice

- Inner City Legal Centre (ICLC) - 9332 1966
- Redfern Legal Centre
<https://rlc.org.au/contact>
- Marrickville Legal Centre - 9559 2899 <https://www.mlc.org.au/contact/>
- Legal Aid Domestic Violence Unit - 9219 6300
- Homeless Persons Legal Service at Newtown Mission - Fridays, 1:30 – 2:30 by phone - 9519 9000.

Food Donations

These local organisations have requested food donations so they can continue supporting their clients:

- Exodus Foundation
- Newtown Mission
- Anglicare Summer Hill

Examples include:

Instant noodles, cans of tuna, cans of spaghetti / baked beans, toilet paper(!) for emergency food hampers. And, to keep our takeaway meals going for Newtown Mission: UHT (longlife) milk and loaves of sliced bread (preferably white sliced).

- Asylum Seeker Centre
<https://asylumseekerscentre.org.au/food-and-toiletry-donations/>
- Lou's Place for Women
182 Victoria St, Potts Point. Ph: 02 9358 4553
We are cooking in bulk ready-made meals for our women so they can try and stay home as much as possible.
- Newtown Neighbourhood Centre 1 Bedford Street, Newtown
Free food pantry outside centre for people to leave grocery or toiletry donations or to take as needed.

Online Resources

- Love in the time of Covid-19
<https://www.facebook.com/groups/680463122494391/>
- Online form if you require assistance:
https://docs.google.com/forms/d/e/1FAIpQLSdfEvyqFWTrk3G0Dg2s4igEH_D2GsGenDR06_kBSZ0Oa_ziyQ/viewform
- Covid-19 Inner West Sydney Mutual Aid
<https://www.facebook.com/groups/142634903715594/>
- Online Medical Advice and Prescriptions: <https://www.qoctor.com.au/>

Volunteer Opportunities

- Food Bank NSW
<https://www.foodbank.org.au/support-us/volunteer-with-us/?state=nsw-act>
- Meals on Wheels
<https://nswmealsonwheels.org.au/Volunteer/Volunteer>
- Exodus Foundation
Looking for volunteers to help prepare takeaway meals in the kitchen.
<http://www.exodusfoundation.org.au/volunteer/>
- Lentil As Anything
Looking for volunteer drivers to deliver meals.
<https://www.lentilasanything.com/coronavirus-response>
- Vinnies
Looking for volunteers to help do deliveries etc.
https://www.vinnies.org.au/page/Get_Involved/Become_a_volunteer/NSW/Register_to_Volunteer/

Assistance for International Students and Temporary Visa Holders

- Red Cross – 1800 733 276
Emergency relief and casework support for temporary visa holders

You may be eligible for Red Cross Safety Net support if you:

- are in Australia on a temporary visa
- are in urgent financial hardship
- cannot access Centrelink, Medicare or similar services
- have no income, savings or other financial support (including from family overseas).

Specialised Services for Women

- Family Advocacy and Support Services (FASS) Sydney Family Court
FASS social support is available on Mondays to Fridays from 9:30am – 1pm, and 2 – 4pm. Tel: 9287 7505 or slcp@swslc.org.au
FASS social support is available on Mondays to Fridays from 9:30am – 1pm, and 2 – 4pm. On Monday to Thursday, please contact Tangee: • Mobile: 0431 253 289 • Email: tangee@swslc.org.au
On Friday, please contact Evelyn: • Mobile: 0431 114 123 • Email: evelyn@swslc.org.au
- Leichhardt Women’s Community Health Centre Ph: 9560 3011
Reception is continuing to open during our normal hours, but most appointments (including GPs, naturopath, counsellor, and nurse) are being moved from face-to-face to telehealth via phone or Skype.
- Lou’s Place (For Women)
Free takeaway meals from 12:30pm Mon- Fri 182 Victoria St, Potts Point
Ph: 02 9358 4553

General Assistance

Mon, Wed, Thurs & Fri 8:30 - 3:30pm and Tues 8:30-2pm

Over the phone case management

Support calls program

Face-to-face case management for immediate/crisis (please call first max of 4 people in service)

10am Q&A with staff (teleconference) and 2pm relaxation session with staff (teleconference)

Youth Services

- Youth Off The Streets
Able to provide emergency aid and food to 18-24 year olds. Intake Line - 02 82174700
- Launchpad
Can provide support over the phone to youth's who are experiencing homelessness or at risk of.
(02) 9557 2810
- Oasis Youth Support Network – SOS Case Management Team
16 – 25 years who are disadvantaged, homeless or at risk of homelessness.
Phone 9331 2266 to speak with Case Management Team.

Drug and Alcohol Phone Services – all 24 hours a day

- Alcohol and Other Drugs Information Service (ADIS) telephone services 1300 368 186
- Stimulant Treatment Line (STL) (02) 9361 8088
- Family Drug Support (FDS) - 1300 368 186

Coronavirus Screening Clinics

Coronavirus (COVID-19) screening clinics are also in operation at several hospitals across the region:

- Royal Prince Alfred Hospital 8.00 am - 10.00 pm daily
- Concord Hospital, 8.00 am - 6.00 pm daily - across road from ED in Sports Institute Building
- Canterbury Hospital, 8.00 am - 10.00 pm daily - access via the After Hours GP entrance
- St Vincent's Hospital 10.30am - 6.00pm daily. Enter via main hospital entrance and follow the green line to the Flu Assessment Clinic. (*All non-emergency presentations for testing of children should go to Sydney Children's Hospital or Royal Prince Alfred Hospital)
- Sydney Eye Hospital Emergency Department, 8 Macquarie St, Sydney, is now offering testing.
- Prince of Wales Hospital 10.00am - 8.00pm daily - access via Building 14B
- Avoca St, Randwick
- Redfern Health Centre, 103 – 105 Redfern St 9.00am – 4.00pm Monday - Saturday
- St George Hospital 8.00am - 6.00pm daily - Gray Street

Emergency Numbers – 24 hours

- Police, Ambulance, Fire: 000
- COVID-19 National Hotline: 1800 020 080
The Coronavirus Health Information Line provides general information relating to coronavirus (COVID-19) for the general community. The line operates 24 hours a day, seven days a week.
- NSW Health Direct: 1800 022 222
- Suicide Call Back Link: 1300 659 467
- Domestic Violence Line: 1800 656 463
- Mental Health Line: 1800 011 511
- 1800 Respect (victims of sexual assault): 1800 737 732
- Men's Line Australia: 1300 789 978
- Parent Line NSW: 1300 1300 52 (24 hours)
- Lifeline: 13 11 14
- Beyond Blue: 1300 224 636
- Kids Helpline: 1800 551 800
- NDIS: 1800 800 110
- My Aged Care: 1300 536 707