



# COVID-19 support for our community

Together we thrive

It is a challenging time for everyone. The coronavirus (COVID-19) pandemic is causing hardship, disruption and anxiety in our community. It is important to know that support is available. Please reach out if you are struggling and help others where you can.

Community organisations are working together to keep you safe, informed and connected at this time.

To help and connect our community during the COVID-19 pandemic Mount Alexander Shire Council has created a dedicated COVID-19 support number and email.

For information or referral to a local community organisation or service, call Council on **1800 512 446**



between 8.30am and 5.00pm (Monday to Friday) or email us at [covid19@mountalexander.vic.gov.au](mailto:covid19@mountalexander.vic.gov.au)

To view this flyer online including website links please visit [www.connectmountalexander.com.au](http://www.connectmountalexander.com.au)

## Advice and support for children, young people and families

### Kids Helpline

For children and young people, aged up to 25 years.

 **1800 551 800** (24 hours)  [www.kidshelp.com.au](http://www.kidshelp.com.au)

### Child First

For children, young people and families needing support.


 **1800 260 338**

### Parentline

Parenting counselling support service.



 **13 22 89** (8am to midnight) 7 days a week.

### Child and Adolescent Mental Health Service (CAMHS)

 **1300 363 788** 24 hours for emergency and new referrals.

### CHIRP Community Health

Mount Alexander Family Services supporting families experiencing difficulties. Generalist and children's counselling also available.


 **5479 1000** (business hours)  [www.chirp.org.au](http://www.chirp.org.au)

### Headspace

Visit [www.headspace.org.au](http://www.headspace.org.au) / [ehespace/](http://ehespace/) for free online support and counselling to young people 12-25 and their families and friends.

### Keep in Touch (KIT) App

Kit is a mobile mental health tool kit for young people aged 12-25.

 [keepintouch.org.au](http://keepintouch.org.au)


## Emergency relief

Emergency relief packages are available from the Red Cross if you are in mandatory self-isolation, have little or no food, and no network of family or friends to support you. Call Victoria's Emergency Relief Hotline

 **1800 675 398**


### Local emergency relief services include:

#### Castlemaine Housing Service

 **5479 1000** (business hours)


 [www.chirp.org.au](http://www.chirp.org.au)

#### St Vincent De Paul

 **5470 6091** and leave a message (only staffed on a Wednesday from 12-4)

#### Salvation Army

For case management or financial assistance

 **5470 5389**

#### Red Cross

COVID Connect – A phone call to keep you socially connected. This free service provides support and community connection to people who are feeling socially isolated as a result of COVID-19.

 **1800 733 276**

To register visit  [www.redcross.org.au/get-help/community-services/covid-connect](http://www.redcross.org.au/get-help/community-services/covid-connect)

The following organisations are working together to ensure the Mount Alexander community remains safe and informed throughout the COVID-19 pandemic



### COVID-19 support service

t **1800 512 446** (between 8.30am and 5.00pm, Monday to Friday)

e [covid19@mountalexander.vic.gov.au](mailto:covid19@mountalexander.vic.gov.au)

[www.connectmountalexander.com.au](http://www.connectmountalexander.com.au)





## Family violence support

If you are worried about someone who is experiencing family violence – check in with them. They can leave home to escape harm. Family violence services are still operating. **If you or someone you know is in immediate danger call 000.**

### Centre for Non-Violence

For local support and referral for women and children experiencing family violence.

☎ **1800 884 292** 🌐 [www.cnv.org.au/we-are-here-help](http://www.cnv.org.au/we-are-here-help)

### safe steps Family Violence Response

Counselling and referral to safe accommodation.

☎ **1800 015 188** 🌐 [www.safesteps.org.au](http://www.safesteps.org.au)

### 1800 Respect

Sexual assault and family violence counselling service

☎ **1800 737 732** (24 hours)

🌐 [www.1800respect.org.au](http://www.1800respect.org.au)

### Men's Referral Service

Men's family violence telephone counselling and referral service. ☎ 1300 766 491 🌐 [www.ntv.org.au](http://www.ntv.org.au)



## Financial / legal support and advice

### Centrelink

For information and services to help you if you're affected by COVID-19.

☎ **13 61 50** 🌐 [www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19](http://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19)

### National Debt Helpline

For free financial counselling if you are experiencing financial hardship. ☎ **1800 007 007** (Weekdays)

### No Interest Loan Scheme (NILS)

Castlemaine Community House - To request an appointment call ☎ **5472 4842**

### Loddon Campaspe Community Legal Centre

For free legal advice re: child protection, family violence, parenting arrangements, debt.

☎ **1800 450 909**

### Housing Justice

For free tenancy support. ☎ **1800 450 990**



## Support for older people

Older people currently receive priority access to online and telephone grocery ordering. You can contact the retailers directly to register for priority delivery.

### My Aged Care

If you are not registered with My Aged Care and are aged 65 years or over, registration can be set up quickly without the need for an assessment.

☎ **1800 200 422** (Monday-Friday, 8am - 8pm and Saturday 10am - 2pm)

### Carers Victoria Carer Advisory Line

☎ **1800 514 845** (Monday- Friday, 8.30am - 5pm).



## Support for people living with a disability

People living with a disability currently receive priority access to online and telephone grocery ordering with the large grocery retailers. You can contact the retailers directly to register for priority delivery.

### Disability Information Helpline

For information and referrals for people with disability and their supporters who need help because of COVID-19.

☎ **1800 643 787** (Monday-Friday, 8am-8pm and Saturday and Sunday, 9am-7pm)



## LGBTIQ+ peer support and referral

### Qlife/Switchboard

For Australia-wide anonymous LGBTIQ+ peer support and referral ☎ **1800 184 527** or for webchat

🌐 [www.qlife.org.au](http://www qlife.org.au) (3pm to midnight every day).



## Mental health support

It is now more important than ever to consider ways to look after your mental health. If you feel anxious, talk to a trusted friend or family member, or seek support from one of the services listed below.

### CHIRP Community Health

For local mental health and alcohol and other drug support and counselling.

☎ **5479 1000** (business hours) 🌐 [www.chirp.org.au](http://www.chirp.org.au)

### Mental Health Loddon Mallee Regional Triage Service

A telephone-based crisis assessment and support service. ☎ **1300 363 788**

### LifeLine

For free 24-hour crisis support

☎ **13 11 14** 🌐 [www.lifeline.org.au](http://www.lifeline.org.au)

### Beyond Blue

For help with depression or anxiety

☎ **1300 22 46 36** (24 hours) 🌐 [www.beyondblue.org.au](http://www.beyondblue.org.au)

### Suicide Line

For free 24/7 telephone, video and online counselling

☎ **1300 651 251**



## Staying connected

There are still many ways to stay connected with family and friends including telephone and video calls, and social media. Local groups and organisations have set up Facebook pages as a way to keep in touch and offer help. Our local community houses and libraries are also running initiatives to keep people connected:

**Castlemaine Community House** ☎ **5472 4842**

**Maldon Neighbourhood Centre** ☎ **5475 2093**

**Castlemaine Library** ☎ **5472 1458**

🌐 [www.ncgrl.vic.gov.au](http://www.ncgrl.vic.gov.au)

### COVID-19 support service

t **1800 512 446** (between 8.30am and 5.00pm, Monday to Friday)

e [covid19@mountalexander.vic.gov.au](mailto:covid19@mountalexander.vic.gov.au)

[www.connectmountalexander.com.au](http://www.connectmountalexander.com.au)