

EDITION 65, SPECIAL EDITION 2020

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northerlyaspects

CELEBRATING GEELONG'S NORTHERN SUBURBS

CORIO | CLOVERDALE | NORLANE | NORTH SHORE | ROSEWALL



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**SPECIAL
EDITION**



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The Northerly Aspects Editorial Committee is grateful to its valuable sponsors, who support this important community publication.

In this edition we welcome two new sponsors – Avalon Airport and wdeaworks.

Our much-valued sponsors are:

- Viva Energy
- Baptcare
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- WDEA Works

Support is also provided by:

- Cloverdale Community Centre
- Norlane Community Centre

For more information about sponsorship, contact info@northerlyaspects.org.au or phone 5275-4415.



Important numbers

Emergency (police, fire, ambulance) 000

Police Assistance Line (for non-emergency)
131-444

Lifeline 131-114

Kids Helpline 1800-551-800

Victorian Poisons Information 131-126

Road Safety Hotline 5225-3297

Barwon Family Violence After Hours
1800-662-673

OUR COVER: The cover of this special edition features people who are working for the northern suburbs. They are: City of Greater Geelong councillors Anthony Aitken and Cr Kylie Gryzbek, Barwon Health Northern Area Health Manager Carol Mioduchowski, Norlane Community Centre's Chair Adam Frantantaro and Co-Coordinator Esther Konings-Oakes, Cloverdale Community Centre's Chair Kellie Spark and Manager Liz Bonner, and Member for Lara John Eren.

Editor's letter

Special edition

Welcome to this special edition of Northerly Aspects, which is being delivered to 11,500 homes in Corio, Norlane, North Shore and parts of Lovely Banks.

The Editorial Committee has brought this edition together in a short time as a way of reaching all 3214 households with important information about many aspects of life during the COVID-19 pandemic.

There's no doubt that life has changed for all of us in recent weeks and the impacts of change will be felt in different ways for all of us. This edition aims to give you information that will help you navigate how the situation is impacting your community, including the help available.

The most important thing at this time is to be kind to yourself and be kind to others.

Some things to keep in mind while you're living in isolation:

- Maintain a healthy lifestyle – set up a daily routine, stay active, eat well and stay connected with friends.
- Stay informed – get your information from trusted sources.
- Stay positive and look forward – remember that this will pass; listen to what you're saying or thinking and change negative comments to be more helpful and realistic.
- Access support if you're feeling overwhelmed – this edition contains contact numbers for a variety of places where you can get help.

The information in this edition is current at April 21. Our next edition is due in your letterboxes at the end of June, in time for Term 3. We'll keep talking about staying in touch with you and might publish again before then. In the meantime, the contact details in this edition and the social media pages of local Community Centres are good sources of up-to-date information.

Stay well,

Jeanette Anderson
Editor, on behalf of the Editorial Committee

Northerly Aspects is published quarterly by a voluntary editorial committee comprising community workers and representatives from Cloverdale and Norlane neighbourhood houses, who employ a part-time editor. Each issue is dependent on income from advertising and sponsorship.

If you would like input into Northerly Aspects, call 5275-4415 or email info@northerlyaspects.org.au. Northerly Aspects also has a website – you'll find us at www.northerlyaspects.org.au.

Spreading kindness and support

The Barwon region has joined a world-wide initiative to support community members and spread kindness during the COVID-19 pandemic.

Geelong community services worker Kezz worked with Dr Catherine Barratt, founder of #TheKindnessPandemic, to establish a Barwon region Facebook group.

Dr Barratt started the Australian-based initiative promoting acts of kindness, and the Facebook Group now has more than 565,000 members from around the world sharing acts of kindness. Groups members have posted that the group has restored their faith in humanity and promoted their mental wellbeing.

The Barwon Kindness Pandemic was founded by Kezz, a local resident for more than 40 years and local community services worker. She began the local revolution alongside The Kindness Pandemic, Merrin Wake and Dr Catherine Barratt, because she believed that kindness to ourselves and each other is fundamental, and we don't want to leave anyone behind.

"We love our town and we know with the Barwon Kindness Pandemic we can show the rest of the world just how kind and connected our region can be," Kezz said.

"The Barwon Kindness Pandemic was established to ensure that all of our community is supported. Our focus is accessible kindness. It's about showing our community that we are in this together.

"Our page has grown to more than 680 members and is bringing local



Barwon Kindness Pandemic >

PUBLIC GROUP · 688 MEMBERS



Announcements

Watch party

Photo:

organisations and community groups to work together to spread kindness far and wide. The vision is to encourage local organisations and groups to help with that support also, so that there is a safe space for everyone, with kindness, a laugh and support."

For more information on the Barwon Kindness Pandemic, contact Kezz on 0411-341-087 or Merrin on 0422-208-776 or barwonkindnesspandemic@gmail.com. The Facebook page is: <https://www.facebook.com/groups/592985828321999/>



What's happening at Cloverdale?

The doors are temporarily closed at Cloverdale Community Centre, but staff are working just as hard offsite to find new ways to support not just our participants, but the broader community.

Here are some of the things we're doing:

Learn Local: Our pre-accredited learning programs are on hold at the moment. This include Getting Started With Computers, Developing Computers, Maths For Real Life, Introduction to Kitchen Operations and Tell My Story. Staff are busy working on developing ways to deliver some of our courses online.

Getting Ahead: Our new round of Getting Ahead will begin as soon as we are back on site at Cloverdale. Getting Ahead is a 15-week program to help you learn about how to look at your life now and how to plan for the future. It is Job Active-approved and runs from 9.30am until noon, two days a week.

Family Learning Partnership: As part of our Family Learning Project, we're offering Life Skills, a series of 10, two-hour online workshops designed to create real change in the way you manage yourself and your interactions with other people. The program teaches you to take responsibility for the parts of your life that are unfulfilling and provides powerful, easy-to-use skills for positive change, in an informal, fun and supportive online environment.

Programs: You can tune in via Facebook to join live or catch up with some of our activities. This includes:

- Yoga: Kellie Spark is running classes every Thursday at 7pm.
- Cloverdale Singers: Hannah Reeves is running singing activities every Tuesday at 10am.
- Our Fit 'n' Balanced trainer Dee is conducting sessions, often with manager Liz Bonner as her 'student'. Keep an eye on the Facebook page for updates and activities.

Wellbeing: The Wellbeing team is working hard Monday to Friday to support our community in many ways. They are available to help with issues including housing, court, domestic violence, mental health and welfare. Clinical psychology is still available. To access their services or for more information, phone 0487-542-082 or go to: www.cloverdalecommunitycentre.org.au



What's happening at Norlane Community Centre?

We are currently closed, but while we may not be physically at the centre the staff, board and volunteers are still hard at work behind the scenes learning about new ways of doing things and keeping the centre functioning in different ways.

We miss you all and would love to hear from you. The challenge to our groups and centre users is to send in photos or videos about what you have been doing at home. Please let us know if we can have permission to share these with the community so they can get inspired by what you all are doing.

We have set up a mobile service that will be answered during business hours 0458-286-175 so please give us a call. If you don't have access to internet at home, you are welcome to call on the mobile and we can look up information for any essential services you require. If you can't call our mobile, leave a message on our regular number 5275-8124 and we can call you back - this is checked weekly.

Please remember to stay home, be safe and look after yourself and others.

We look forward to when we can open our doors again and see you all again in person.
For the moment, this is our current information:

Classes: Our classes are on hold. All participants will be contacted prior to reopening, using their preferred method of contact. Please ensure these are up to date.

We will be posting up links to information and videos on Facebook and our website: www.norlanecc.com.au

Community Garden: The garden is closed to the general public and no new beds will be issued. If you already have a bed and need access, please book in a time by calling our mobile number.

Tool Pool: Closed until further notice.

Northern Futures: The Business Basics and Individual Support classes are online via Zoom. The Engineering Studies course is on hold for now. Please call 0458-286-175 for inquiries or visit <https://www.northernfuturesgeelong.com/>



What's happening at Rosewall Community Centre?

Rosewall Community Centre is temporarily closed. In the meantime, we're working on getting our programs set up online via Zoom, a free online platform that lets you see and talk to others virtually.

We currently have on offer 'Zoom Creatives' including:

- Making Mosaics – beginners and intermediate.
- Pottery for the Passionate, for beginner and intermediate potters.
- Rosewall is organising kits of materials which will be delivered to participants homes.
- We are working on getting English Conversation, Café Skills, Hair and Beauty and other Learn Local courses online, where we can.

Contacting Rosewall:

The best way for people to contact Rosewall is to call or text us on mobile: 0491-757-031, by email: manager@rosewallinc.org.au or Monique.j@rosewallinc.org.au and via Rosewall Facebook Page.

Linking to you:

You can also connect with us from the comfort of your home via Facebook, where we publish free recipes and craft activities that are posted on a weekly basis.

For anyone who would like to connect with us in other ways, staff can set up regular check in phone calls for a social chat and help link you with services that you may need.

Rosewall Volunteers:

Our volunteers are keen to engage in new ways and learn more about what the online world has to offer.

On a positive note with the current situation, many are learning new technology skills, trying out new recipes and hobbies, have more time with their family while connecting in new and novel ways with friends and family who live elsewhere. People have time to go out for a walk, life has slowed down and people are able to reflect and check in with how they are doing.

Give us a call. You are always welcome at Rosewall.



What's happening at Northern Bay College?

School resumed for Term 2 on April 15 across all Northern Bay College campuses, with online learning preferred for families able to educate their children at home.

To best use available resources of the College, on-site supervision is continuing at the Wexford and Peacock campuses during the remote learning period. Students who have been approved for on-site supervision at the Tallis and Hendy campus are now attending either the Wexford or Peacock campus.

Tallis and Hendy staff continue to be part of the on-site supervision of NBC P-8 students. Families can still contact Tallis and Hendy campuses by phone.

Support with devices has been rolling out to ensure that students can continue their learning. Students can't just go to school because they feel like it. Families need to apply giving the reasons why they cannot follow the stay-at-home request. The following arrangements have been made for families:

Teachers have been contacting families about their situation and collecting information about who is attending school and their reasons.

Staff have been creative in many of the support videos and online programs, including consideration of the wellbeing needs of students who are studying remotely.

Families are receiving regular, at times daily, updates via the Compass system.

All at Northern Bay College are aware of the impacts learning from home have on children and parents. Staff remind parents to remember the Department of Education advice:

"When you start to think about helping your child to learn from home, remember that no one expects you to be a subject matter expert or teacher. The most important thing you can do is to continue to provide comfort, support and encouragement to your child. You can help your child to learn from home by working with their school and supporting your child as they undertake the activities provided."

The Department of Education and Training have a support website that is worth a visit and includes a Covid 19 update: <https://www.education.vic.gov.au/parents/learning/Pages/home-learning.aspx>

For more information, contact your child's campus. There are limited staff on site campus offices and families are asked to be patient if they cannot immediately get through.

- Goldsworthy 9-12: 5224-9700
- Hendy P-8: 5228-4200
- Peacock P-8: 5245-3900
- Tallis P-8: 5275-1359
- Wexford P-8: 5273-2600



CORONAVIRUS SUPPORT

www.geelongaustralia.com.au/covid19



The City has established a Coronavirus Support page, which includes information on the impacts to events, facilities and City services across the region.

CORONAVIRUS ALERT

WHAT YOU CAN DO UNDER STAGE 3 RESTRICTIONS



Shopping – groceries and non-exempt goods and services



Going to the doctor or pharmacy



Going to work or education if can't work or study at home



Caring for others



Exercising



Weddings and funerals



NO gatherings

EMOTIONAL SUPPORT

The outbreak of coronavirus disease 2019 (COVID-19) is stressful.

Fear and anxiety about a disease can cause strong emotions in adults and children.

- Beyond Blue: 1300 224 636
- Lifeline: 13 11 14
- MensLine: 1300 789 978
- Mindspot: 1800 614 434
- Suicide call back service: 1300 659 467

FOR YOUNG PEOPLE

- Headspace: 1800 650 890
- Kids helpline: 1800 551 800
- SANE Australia: 1800 187 263
- ReachOut: online at reachout.com.au

EMERGENCY RELIEF

If you are in mandatory self-isolation, have little or no food and no network of family and friends to support you, you are eligible for deliveries of essential food and personal care items under a State Government program.

Inquiries via the coronavirus hotline: 1800 675 398

FINANCIAL SUPPORT

The City's COVID-19 Financial Hardship Policy provides businesses and residents who pay rates, rent, fees and / or charges to the City and who are experiencing hardship as a result of the pandemic, the ability to:

- Defer their payments for an agreed period; and
- Create a payment plan for rates.

The City has stopped referring outstanding debts for debt collection and is waiving interest on all debts from **14 March until 31 October**.

Penalties for late payment of pet registration fees will be waived and payment plans are available.

Commercial waste customers can suspend, cancel or amend their collection service without penalty.

Event organisers can be refunded any associated fees or charges paid to the City where the event was cancelled due to the government's Coronavirus directions.

For inquiries, call 5272 5272 or email hardship@geelongcity.vic.gov.au

The Australian Government website has information about special support which has been introduced to assist people who are impacted financially by the coronavirus lockdown measures.

www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19

- Centrelink: 132 468
- National debt helpline: 1800 007 007
- Utility relief grant scheme: 1800 658 521
- Good Shepherd Microfinance: 13 64 57
- Victorian Concessions Information Line: 1800 658 521

FOOD RELIEF

A number of agencies in the region are offering food relief to people who are having financial difficulties. Visit the Coronavirus Support page to find contact details and further information.

www.geelongaustralia.com.au



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CORONAVIRUS SUPPORT

www.geelongaustralia.com.au/covid19

OUR SERVICES

Which City services are still operating?

All essential services are still operational. In some instances, we have changed the way these services are delivered in order to keep them operating. We are working to support our community through this difficult time.

Will my rubbish be collected?

Yes. Rubbish collection is considered an essential service and will continue.

Are family services continuing?

Whilst some groups are temporarily suspended, maternal and child health appointments will continue via phone or skype.

Childcare and kindergarten are continuing currently but please check the Coronavirus Support page for updates as this may have changed.



TAKING CARE
OF BUSINESS

ARE YOU A BUSINESS OWNER NEEDING HELP?

The City has fast-tracked a Business Support Package for COVID-19 impacted businesses within our region. Get all the details on the City's Coronavirus Support page at www.geelongaustralia.com.au/covid19 – click on the Business Support link. Alternatively, call us on 5272 5272.

Our support package includes providing you with free access to expert help in human resources, financial management or digital marketing services, access to an expert mentor in your industry, links for business support from other agencies, plus a central point for webinar training to help you consider different ways of approaching your business.

STAYING IN TOUCH



Via phone 5272 5272 | Mon–Fri from 8.00am to 5.00pm



Via web www.geelongaustralia.com.au



Via email contactus@geelongcity.vic.gov.au



Tourism enquiries 1800 755 611 | visitgeelongbellarine.com.au



Download the Geelong City app for your mobile phone.

Please avoid sending hard copy documents to the City. Where possible, please send documents to us via email.

POLICE ASSISTANCE

If you have concerns about people gathering, please contact Victoria Police on 131 444.

FAMILY VIOLENCE

It is important for anyone experiencing family violence to know that family violence is never ok, no matter the circumstances or situation. Victoria Police has indicated that their family violence response will not change as a result of the COVID-19 pandemic.

- **Call police** on 000 in an emergency.
- **Contact The Orange Door:** 1800 312 820 (people of any age, gender, sexuality, culture and ability welcome), 9.00am to 5.00pm Monday to Friday except public holidays.
- **Contact SAFE STEPS:** 1800 015 188 if you are a woman or women with children experiencing family violence and you are in need of immediate help. This is a Statewide service and operates 24 hours, 7 days a week.

Confidential counselling is also available by contacting **1800Respect:** 1800 737 737

Should you need support to help stop you using violence against your family please contact **1300 766 491**.

CORONAVIRUS SUPPORT: CONNECTING OUR COMMUNITY

We know this is a very challenging time for everybody in our community. We want to understand how the pandemic has impacted people across our community so we know the type of support which is most helpful for you.

Visit our Coronavirus Support page at www.geelongaustralia.com.au/covid19 for helpful links to support for individuals, families, older people, young people and businesses.

You can also provide feedback using the online form at www.geelongaustralia.com.au/covid19 or you can phone us on **5272 5272** to find out about available support or provide us with your insights to help our ongoing response efforts.

While we provide some direct services, we can also help link you with other organisations that can help support you across many different areas. We look forward to hearing from you – online or by phone. We're here to help.

Stay home.

Stay safe.

For yourself, your family and your community.



Barwon Health North's lead role

The following message is from Carol Mioduchowski, Northern Area Health Manager, Barwon Health ...

With the emergence of COVID-19, health services play a vital role in responding to the health and wellbeing of our community at this time. Barwon Health is in regular contact with the Victorian Department of Health and Human Services and is receiving updates as the situation develops.

With your support, Barwon Health is leading the fight against COVID-19 in our region, and our staff continue to deliver essential services with compassion and an unwavering commitment to your care.

Locally, our community has shown resilience and adaptability in the face of unprecedented challenges brought about by COVID-19. We thank those who continue to support efforts to control the spread by practising good hand hygiene, physical distancing and staying up-to-date with the latest advice from the State and Federal governments.

To prepare for COVID-19, Barwon Health has postponed non-urgent elective surgery consistent with public health measures to avoid leaving home and help maintain social distancing, and we have moved to using Telehealth (video calls) to support clients with their appointments. The former Geelong Private Hospital site has also been re-commissioned to provide more hospital beds for patients who need vital care.

Visitor restrictions are in place for all on-site appointments and we ask patients to attend alone where possible to ensure we can practise physical distancing.

Barwon Health North in Norlane has taken a lead role in responding to the fight against COVID-19, and is the site of a dedicated drive through COVID-19 by appointment screening clinic, located next to the main building.

Barwon Health North continues to provide services with safety measures in place to protect vulnerable patients and staff. The Urgent Care Centre remains open for people who need treatment for minor illnesses and injuries. Barwon Medical Imaging continues to provide imaging services and our purpose-built renal service is operating at the site. More details on services and opening hours can be found on our website.

We thank our northern suburbs community for your support and we encourage you to continue to prioritise your health by following the guidelines set out by the Victorian Department of Health and Human Services.

If you have symptoms of COVID-19 such as fever, or cough, sore throat or shortness of breath use our online assessment tool on our website www.barwonhealth.org.au/coronavirus or phone the Barwon Health COVID-19 Screening Clinic on 4215-4445.

For general patient enquiries, Barwon Health North can be contacted on 4215-8000. In an emergency, go to the University Hospital Geelong Emergency Department or call 000.

Useful links

- Barwon Health COVID-19 microsite: www.barwonhealth.org.au/coronavirus/
- Victorian Department of Health and Human Services: www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19
- Australian Government: www.health.gov.au

Providing help with food

Feed Geelong exists to address hunger and immediate food insecurity in the Geelong region. It aims to raise awareness of the food insecurity crisis on our doorstep, while raising valuable funds to assist the region's emergency food relief system which is working on a daily basis to helping the men, women and children in our community who are struggling to put three nutritious meals on the table each day.

The Feed Geelong website (www.feedgeelong.org.au) provides information about options for help with access to food:

ADRA Share Kitchen: Prepared Meals available as takeaway only. 6 Little Myers Street, Geelong. Thursdays from 4.30pm. Food parcels and vouchers available (with limits). Phone 5222-1153 for parcels; 0404-919-633 for vouchers.

Bethany Community Support – Emergency Relief: Help for low and fixed-income individuals and families in financial crisis and needing immediate, short-term assistance including food relief in the form of vouchers. Phone 5278-8122.

Catholic Care – Geelong Family Resource Centre: Offers financial or material aid including food vouchers (grocery store). Phone 0428-898-645, Tuesday Noon-4pm and Friday 9am-1pm.

Norlane Community Initiatives – People's Pantry: Food pantry parcels for collection by members, who must be 3214 residents. \$15 fee and volunteering duties required for 6-month membership. 4-8 Spruhan Ave, Norlane. Phone 5278-6171. Wednesday 2-3pm. Also, prepared Meals available as takeaway only, Monday from 4pm.

OneCare Geelong: Prepared Meals available as takeaway and pantry item parcels. 61 Candover St, Geelong West. Phone 0481-445-057. Tuesday and Thursday 10am-Noon for pick up. If you would like a meal but are unable to attend the Centre to pick up, text your name, address and numbers of people in your household to arrange delivery.

St Andrew's Foodshare: Emergency Food Parcels for the Corio community and surrounding suburbs. One parcel per household per month, 12 per year. 108 Bacchus Marsh Road, Corio. Phone 0451-095-881 or 5275-4597. Tuesday-Friday, 10am-3pm.

Sikh Community of Greater Geelong Food Relief Program: Cooked vegetarian only meals for seniors, international students and those who have self-isolated. 25 Arunga Ave, Norlane. Text name, address, phone number with food quantity needed (please mention any special dietary requirements) prior to 1pm to 0423-069-194 for delivery between 6-8pm that evening.

The Aviary Café: Social Enterprise offering Pantry Staples Boxes (\$20) and prepared meals for purchase (for example, Small dinner (feeds 2) \$10, Large dinner (feeds 5) \$20). 45-49 Robin Ave, Norlane. Order online or PM via Facebook page. Place your order before 3pm Monday to Thursday for delivery (NO pick-up available) between 3pm-5pm the following day (or Monday if ordered Friday).

The fOrT Youth Centre: Cooked and packaged meals for young people ages 12-25 to take away. Corner St Georges Road and Princes Highway, Corio. Phone 5274-9074. Monday and Thursday 4-5pm.

The Salvation Army – Northside Geelong Community Centre: Food Vouchers, food parcels and other support, 92-96 Cox Road, Corio. Phone 5275-7771. Monday-Friday, 9am-Noon or 1pm-3pm. Call to arrange an appointment or food pick-up.

Uniting Barwon – Norlane: Food Vouchers (redeemable at Geelong Food Relief Centre) and other support. 10 Wendover Avenue, Norlane. Phone 5278-8492, Monday, Tuesday, Thursday and Friday, 9.30am-Noon.

Where can I get support?

The following phone-accessible services are available to support you ...

National and State-wide:

Telephone Number	Open Time	Organisation	Description of Organisation/Service Available
000	All Hours 24/7	Australian Government	For all Fire, Ambulance and Police Emergencies.
1300-606-024	All Hours 24/7	NURSE-ON-CALL	Puts you directly in touch with a registered nurse for caring, professional health advice around the clock.
1800-675-398	All Hours 24/7	Department of Health and Human Services	For people who have concerns about COVID-19. GPs are usually the first contact point or they may call the Department of Health and Human Services hotline.
1300-224-636	All Hours 24/7	Beyond Blue	Free, immediate, short-term counselling, advice and referrals to anyone in Australia via telephone.
1800-512-348	All Hours 24/7	Beyond Blue Coronavirus Mental Wellbeing	Whatever you are feeling through these challenging times, you can talk it through with a counsellor.
13-11-14	All Hours 24/7	Lifeline	Crisis support and suicide prevention services.
1800-551-800	All Hours 24/7	Kids Help line	Australia's free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.
1800-015-188	All Hours 24/7	Safe Steps	Family Violence Support service.
1800-806-292	All Hours 24/7	Sexual Assault Crisis line	Confidential, telephone crisis counselling service for people who have experienced sexual assault.
1300-659-467	All Hours 24/7	Suicide Call Back Service	Counselling and support for people at risk of suicide, carers and bereaved.
1300-789-978	All Hours 24/7	MensLine Australia	Telephone and online support for men with emotional health and relationship concerns.
1800-737-732	All Hours 24/7	1800RESPECT	Counselling, information and referrals for sexual assault, domestic and family violence.
1800-011-046	All Hours 24/7	Open Arms	Support for current and ex-serving ADF personnel and their families.
1800-858-858	All Hours 24/7	Gambling Help Online	Free, confidential telephone help service for anyone affected by gambling.
1300-657-380	9am-5pm, Monday-Sunday.	Blue Knot Foundation	Supporting adults affected by complex trauma and childhood trauma and those who support them.
1800-334-673	8am-Noon, every day.	Butterfly Foundation	Support for eating disorders and body image.
1300-845-745	Noon-3am, every day.	Griefline	Telephone and online counselling service for people experiencing loss or grief.
1800-184-527	6pm-10pm every day.	Qlife	LGBTI peer support for people wanting to talk about sexuality, identity, gender, bodies, feelings, relationships.
9421-7640	Monday-Friday 9am-5pm	Support after suicide	Education, counselling, group support and an online community website for people bereaved by suicide.
1800-825-955	24 hrs - weekend 9-5 Mon-Friday	Housing Vic	If you are experiencing homelessness or are at risk of homelessness.
13-72-58	8am-8pm Mon-Friday 9am-5pm, Sat.	Salvation Army	Emergency relief services (state-wide).

Where can I get support?

The following phone-accessible services are available to support you ...

Council/Municipality-wide:

Telephone Number	Open Time	Organisation	Description of Organisation/Service Available
5222-6690	Monday-Friday 8.30am – 5pm	Headspace-Geelong	Supports young people, from 12-25, who are going through a tough time. Mental & sexual health & GP.
5278-8122	Monday-Friday 9am – 5pm	Bethany	Free financial counselling service, housing, support for families, disability, family violence and a contact service.
5260-6000	Monday-Friday 8.30am – 5pm	Diversitat	Free financial counselling all residents, migration agent, Diversability program, NDIS and CALD services.
5223-5400	Monday-Friday 9am – 5pm	Salvation Army Housing Barwon	Adult entry for housing (25yrs +) Mental Health Services.
5275-7011	Monday-Friday 9am – 5pm	Geelong Withdrawal Unit	Help for people engaging in substance abuse.
5229-8829	Monday-Friday 9am – 5pm	Geelong NILS	Provider of finance to families on low incomes with access to safe, fair and affordable credit.
1300-770-550	Monday-Friday 9.30am – 4.30pm	Geelong Money	Financial counselling, step up and NILS loans.
5229-8829	Monday-Friday 9am – 5pm	Vinnies No Interest Loans	Access to affordable loans for people receiving Commonwealth Government Welfare payments.
1300-430-599	9am – 5pm Monday-Friday	Barwon Community Legal	Free help with legal advice and information including tenancy matters, family violence, Centrelink, family law, child support and debt.
5222-4318	9am-5pm	The Sexual Assault Crisis Centre	Assistance for people experiencing sexual assault and family violence.
1300-656-007	24/7 *See note Monday-Friday	Barwon Water	*Sewerage related emergency is 24-hour. Bills and other enquires business hours.
5223-9200	9am-3pm Monday-Friday	Doorways	Housing relief.
5221-9170	9am-11.30am	St Vincent de Paul	Food and emergency relief.

Local (3214):

Telephone Number	Open Time	Organisation	Description of Organisation/Service Available
0433-766-340	9am – 5pm Monday-Friday	Norlane Community Initiatives and The Aviary	Economical low-cost prepared meals. Available as takeaway only. Dinner and Breakfast with coffee options
5275-7771	9am – 3pm Monday-Friday	The Salvation Army (Northside)	Emergency food relief (Community Centre is closed) Call for Doorways appointments (12-1 closed for lunch)
5277-2038	9am – 5pm Monday-Friday	Wathaurong Health Services	All health services for Aboriginal and Torres Strait Islander people.
5278-8492	9.30am-Noon Monday, Tuesday, Thursday, Friday	Uniting Barwon –Norlane Office	Food and emergency relief. Call for appointments.

State Government information

The following information is from the office of Member for Lara, John Eren

The State of Emergency in Victoria is extended until May 11 – giving the Government the powers it needs to slow the spread of coronavirus, save lives and give our health system the best chance of managing the virus. Our message is clear: Stay home. Protect our health system. Save lives.

Restrictions in place now include:

- All returning travellers from overseas must self-isolate for 14 days.
- All people with coronavirus must self-isolate.
- The closure of a number of businesses, including pubs, clubs, casinos and restaurants, unless it's takeaway or home delivery.
- All close contacts of people with coronavirus must self-isolate for 14 days.
- All gatherings are restricted to two people, unless for work or education purposes.
- There are only four reasons to leave the house: buying food or other essentials, medical care and caregiving, exercise, and work or education purposes.

A full list of restrictions is available at coronavirus.vic.gov.au. Businesses seeking advice about whether they are affected can also call the Business Victoria coronavirus hotline on 13-22-15. Police have strong powers to enforce these directions and can issue on the spot fines, including up to \$1652 for individuals and up to \$9913 for businesses.

Emergency Relief Packages: The emergency relief program supports people in mandatory self-isolation, who have little or no food, and no network of family and friends to support them. The program is co-ordinated by the Red Cross in partnership with Foodbank Victoria and under the direction of the State Relief Co-ordinator. Call the Coronavirus Hotline on 1800-675-398.

Supporting tenants: Legislation brought before Parliament to support tenants and landlords includes introducing a temporary ban on evictions; pausing rental increases for six months; providing land tax relief for landlords and rent relief for tenants experiencing financial hardship.

Remember: The best way people can protect themselves and others is to wash their hands with soap and water regularly and practice cough etiquette. If you are unwell stay at home and avoid contact with others.

Now more than ever, it's important to get information from official sources. I'll provide the latest information on my social media about how the Victorian Government is responding to COVID-19. You can also download the Australian Government's 'Coronavirus Australia' app from the App Store.

My office can be contacted on 5275-3898, or you can email me at john.eren@parliament.vic.gov.au.

Funded from the Parliamentary Budget

Hon. John Eren MP

State Member for Lara

Level 1, Corio Shopping Centre,
Bacchus Marsh Road, Corio 3214.
Phone: 5275-3898.

What's happening in the community?

The following information relates to what's happening at sponsors and supporters of Northerly Aspects ...

MatchWorks: Is open and onsite at Corio Central shopping centre, Monday to Friday from 9am to 5pm. All appointments are currently being conducted by phone. Staff have lots of training modules available on line to assist people. To comply with government advice, we are not seeing clients in the office face-to-face, but are still available and open for people to come in should they need to. To contact the office, phone 5275-8212.

Barwon Community Legal Service is available Monday to Friday from 9am-5pm, phone 1300-430-599. Offering free help with legal advice and information including tenancy matters, family violence, Centrelink, family law, child support and debt.

WDEA Works: Our doors are closed but the WDEA Works teams is working remotely with regular hours of Monday-Friday from 9am-5pm. We are still here to assist new and existing jobseekers as well as working with employers. We are communicating through phone and video in the first instance. We are part of the Corio and Geelong communities and are supporting people with disabilities, injuries, mental health or other barriers. Connecting jobseekers with meaningful employment is our highest priority. We encourage jobseekers and employers to call and discuss their current circumstances and needs. Phone 5292-1640 or email geelong@wdeaworks.org.au.

Department of Health and Human Services: To minimise the risk of spreading COVID-19 through physical contact, Department of Health and Human Services are available through telephone and online support. DHHS reception staff will continue to connect you with the right staff to respond to your query. Phone 5226-4540, 8.45am to 5pm, Monday to Friday. www.dhhs.vic.gov.au

Public Housing: The Department of Health and Human Services has developed online services to increase the ways in which public housing tenants can communicate with the department. Go online to Department of Health and Human Services' HousingVic online services: www.housing.vic.gov.au

Keeping in Touch: This free and confidential service is available to public housing tenants aged 75 years and over who live by themselves. Tenants are phoned once a week to check if they are okay. To register, call 1800 269 250 (free call) Monday to Friday, 9am to 5pm (except public holidays).

Child Protection: If you have concerns that a child is at risk of significant harm as a result of abuse or neglect you can call the West Division intake line during business hours: 1800 075 599. If someone is in immediate danger ring Victoria Police: 000. To report concerns about the immediate safety of a child after hours (5pm-9am Monday to Friday, 24 hours on weekends and public holidays), call the After-Hours Child Protection Emergency Service: 13-12-78.

Support Services: If you are escaping harm or are at risk of harm from family violence, you can leave your home. You will not be fined if you are leaving a dangerous situation. www.dhhs.vic.gov.au/family-violence-crisis-response-and-support-during-coronavirus

The Orange Door: The Orange Door continues to operate during the coronavirus outbreak. Geelong: 1800-312-820 (9am to 5pm, Monday to Friday) www.orangedoor.vic.gov.au. Services offered: Women, children and young people's family violence services; child and family services; Aboriginal services; men's family violence services.

Safe Steps: You can call Safe Steps for family violence help and support: 1800- 015-188 (24 hours a day, 7 days a week) www.safesteps.org.au.

