

Macedon Ranges COVID-19 Community Support Information

The COVID-19 pandemic is causing hardship, disruption and anxiety in our community. Support is available. Please reach out if you are struggling and support others where you can.

Macedon Ranges residents can contact the Council if you need any assistance or information, want to offer assistance, or put forward recovery ideas and suggestions relating to the COVID-19 pandemic. Call 5422 0237 or email: recovery@mrsc.vic.gov.au for the COVID-19 Recovery Operations Centre.



MENTAL HEALTH SUPPORT

It is now more important than ever to consider ways to look after your mental health. Try to maintain routines that include regular physical activity, healthy meals and connecting with others via phone or online. If you feel anxious, talk to a trusted friend or family member, or seek support from one of the services listed below.

For local support call **Cobaw Community Health** on 5421 1666 during business hours.

Call **Lifeline** for free 24-hour crisis support on 131 114 or visit www.lifeline.org.au.

Call **Beyond Blue** for help with depression or anxiety on 1300 22 46 36 (24 hours) or visit www.beyondblue.org.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.

Call **Centre for Non-Violence** on 1800 884 292 for local support and referral for women and children experiencing family violence or visit www.cnv.org.au.

Call **safe steps Family Violence Response** on 1800 015 188 (24 hrs) for telephone counselling and referral to safe accommodation or visit www.safesteps.org.au.

Call **1800 Respect** on 1800 737 732 (24 hours) for sexual assault and family violence counselling or visit www.1800respect.org.au.

Call **Men's Referral Service** on 1300 766 491 for men's family violence telephone counselling and referral or visit www.ntv.org.au.



ADVICE AND SUPPORT FOR CHILDREN, YOUNG PEOPLE & FAMILIES

Call **Kids Helpline** on 1800 551 800 (24 hours) or visit www.kidshelp.com.au for email and web counselling for children and young people, aged up to 25 years.

Call **Child First** on 1800 260 338 for children, young people and families needing support.

Visit **eheadspace** at www.headspace.org.au/eheadspace for free online support and counselling for young people 12 - 25 and their families and friends.

SUPPORT FOR OLDER PEOPLE



For those aged over 65, there are supports to help you keep well and remain independent. Services include support with meals, shopping, remaining socially connected, transport to urgent appointments, help in your home, caring for others and allied health services. Some grocery stores are offering priority access to online and telephone ordering – you can contact your local store to ask about this.

Contact **My Aged Care** on 1800 200 422 (Mon-Fri, 8am-8pm and Sat 10am-2pm) or <https://www.myagedcare.gov.au> to discuss your individual support needs. My Aged Care will refer you to services and supports in the Macedon Ranges.

Call **Carers Victoria Carer Advisory Line** on 1800 514 845 (Mon-Fri, 8.30am-5pm) for information, emotional support, planning and referral for carers.

SUPPORT FOR PEOPLE LIVING WITH A DISABILITY



Some grocery stores are offering priority access to online and telephone ordering – contact your local store directly to ask about this.

Call **Disability Information Helpline** on 1800 643 787 (Mon-Fri, 8am-8pm and Sat and Sun, 9am-7pm) for information and referrals for people with disability and their supporters who need help because of COVID-19.

Call **Intereach** on 1300 488 226 to link to the National Disability Insurance Scheme or find out about community information and support.

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LGBTIQ+ SUPPORT

For local support call **Cobaw Community Health** on 5421 1666 and ask for **CLIP (Country LGBTIQ+ Inclusion Program)** for LGBTIQ+ adults (over 25) or **WayOut** for young people who identify as LGBTIQ+ their families and support networks.

Call **Qlife** on 1800 184 527 or for webchat visit [www.qlife.org.au](http://www qlife.org.au) (3pm - midnight every day) for Australia-wide anonymous LGBTI peer support and referral.



EMERGENCY RELIEF

Emergency relief packages are available 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 on 1800 675 398**.

For people who are not eligible for the emergency relief packages please see the Food banks and community support section below.



FINANCIAL SUPPORT AND ADVICE

Call **Centrelink** on 13 61 50 for information and services to help you if you're affected by COVID-19 or visit www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19

Call **National Debt Helpline** on 1800 007 007 (Mon-Fri. 9:30am to 4:30pm) for free financial counselling if you are experiencing financial hardship.



HOUSING SUPPORT AND ADVICE

For local support call **Cobaw Community Health** on 5421 1666 if you are homeless or at risk of homelessness.

Call **Housing Justice** on 1800 450 990 for free tenancy information and advice on your rights and responsibilities.



LEGAL SUPPORT AND ADVICE

Call **Loddon Campaspe Community Legal Centre** on 1800 450 909 for free legal advice.



FOOD BANKS AND COMMUNITY SUPPORT

Kyneton Caring Community provides a free foodbank, emergency relief service (clothing and household items, etc.) and a need assessment and referral service to other agencies and service providers in the local area. Call 5422 1163 (10am-3pm) or 0420 473 041 (after hours) or visit www.kynetoncc.org.au.

Kyneton Community House is matching up those in need with others in the community who can assist via its Online Community Care Register. Visit www.kynetoncommunityhouse.org.au/help or call 5422 3433

Gisborne Community Care Foodbank provides fresh fruit and vegetables, baked goods, pantry items and general household items for individuals and families in need within our Macedon Ranges community. Call 0492 850 520 or email gisborneccf@gmail.com.

Gisborne Helping Hands is a local initiative of volunteers to support older people with shopping or having a chat. Call 5428 2079 or 0418 468 327.

The **Lancefield and Romsey Neighbourhood Houses** are coordinating deliveries of paid orders from local businesses, phone support and emergency food relief. Call 0491 243 996.

Woodend Neighbourhood House is matching up those in need with others in the community who can assist with phone support, deliveries of paid orders from local businesses and other relief options. Visit www.woodendnh.org.au/help or call 0458 480 218.

Contact **Malmsbury Coronavirus Community Support** on 0472 721 798 or email malmsburyhelpers@mrsg.org.au if you are a Malmsbury resident who need help with picking up food and prescriptions, having meals dropped off or are able to be a helper.

This resource was produced by the Macedon Ranges Health & Wellbeing Partnership and the information was correct as of 1 June 2020.

