

# COVID-19 Community Support Information

## Financial supports: Macedon Ranges

It is a challenging time for everyone. 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 Shire (MRS) residents can contact the COVID-19 Recovery Operations Centre on 5422 0237 or email [recovery@mrrsc.vic.gov.au](mailto:recovery@mrrsc.vic.gov.au) for local information and support.

### A RESOURCE FOR PEOPLE WITHOUT INTERNET ACCESS



#### Government support

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.

Under the JobKeeper Payment, businesses or not-for-profits impacted by the Coronavirus are able to access a subsidy from the Government to continue paying their employees. Affected employers will be able to claim a payment of \$1,500 per fortnight per eligible employee until 27 September 2020. Call 13 28 61

Job seeker provides financial help if you're between 22 and Age Pension age and looking for work. It's also for when you're sick or injured and can't do your usual work or study for a short time. Call Centrelink 136 240 (7/24)

If you need support engaging with Centrelink for government payments contact Cobaw on 1300 026 229

Working for Victoria job scheme helps workers who have lost jobs as a consequence of COVID-19, and other Victorians seeking work, to find new opportunities in critical roles supporting the community. The government will pay each worker's salary plus on-costs for six months. Contact local COVID information and support line - 5422 0237



#### Access to food relief

Victorians in mandatory self-isolation running short on food and unable to have any dropped-off by friends are now eligible for a "food and personal care package", with a two-weeks supply of items like long-life milk, pasta, canned fruit, cereal and sugar, as well as some personal care items. People wishing to request a pack should call Victoria's dedicated Coronavirus hotline on 1800 675 398.

Free Foodbank provides people in need with access to a range of food and household items, including toiletries at no cost.

- KynetonCaring Community provides a free foodbank, emergency relief service (clothing and household items, etc.) Call 5422 1163 (10am-3pm) or 0420 473 041 (after hours)
- Gisborne Community Care Foodbank provides fresh fruit and vegetables, baked goods, pantry items and general household items. Call 0492 850 520

Meals on Wheels, along with other Aged Care services, aim to assist the elderly and those with disabilities to remain living independently for as long as possible. Contact your local council to see if you are eligible.



#### Local Financial aid/counselling

- Anglicare Bendigo Financial Counselling: free and confidential. Call 1800 244 323
- Catholic Care Sandhurst call 54381300
- Mount Alexander Macedon Ranges (MAMR) NILS (No Interest Loan Scheme): 03 5427 4842 (Wednesdays 9 – 3 pm)



#### House hold bills

Talk to your local bank to negotiate and manage your loan repayments

Macedon Ranges Shire Council has ceased debt collection activities and charging interest on late rates and animal registration payments until 30 Sept 2020. Call 5422 0237

The Victorian Government has a framework that means energy companies must support anyone who has difficulty paying their bill. These are:

- flexible payment options
- Debt repayments put on hold for six months
- No disconnection or debt collection for electricity or gas customers who receive bill assistance

Give your service provider a call to discuss.



#### Emergency Relief

Emergency relief provide emergency relief and short-term assistance to help with immediate basic needs for individuals and families in times of crisis. This includes: food vouchers, petrol vouchers, assistance to pay utility bills and referrals to support services as required.

Macedon Ranges Shire: north eg Kyneton & Woodend

- Haven Home Safe: 0436 950 096
- Catholic Care: 5438 1300
- The Salvation Army: 5440 8410
- Uniting: 5443 4927
- Bendigo Family and Financial Services: 5441-5277

Macedon Ranges Sire: south eg Macedon, Riddels Creek

- Salvation Army: 9744 2095
- Uniting: 9351 3600
- Epping: 8468 1305
- Community Information & Support Moreland: 9350 3737
- Whittlesea Community Connections: 9401 6666



#### Housing Support

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