

Coronavirus (COVID-19) Information Directory as of 25th May, 2020

Canterbury City Community Centre understands that this is a difficult time for many in our community and we are working with others to try to provide up to date information on services that can help.

Every effort has been made to ensure the following information is correct at the time of printing, however this is a rapidly changing environment and information is reviewed and added to daily. If you are aware of new information, or of any changes that might need to be made to this Information Sheet, please let us know by email to customerservice@4cs.org.au

The most up to date copy of this document will be kept on our website <https://www.4cs.org.au/about-us/resources> or call us on 9750 9344 and we can post a copy out to you.

Canterbury City Community Centre is currently closed for face to face contact and support but we are still available during our normal hours of business 9 am to 4 pm by phoning us on **9750 9344** or emailing customerservice@4cs.org.au.

If you suspect that you or a family member may have Coronavirus you should call (not visit) your GP or ring the

Coronavirus (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.

Telehealth

From 30th March to 20th September 2020, people can have bulk-billed telehealth (telephone or video) appointments with the following health care providers:

- GPs
- Psychologists
- Midwives
- Nurses
- Psychiatrists
- Pediatricians, speech pathologists, physiotherapists and occupational therapists for services for children with developmental delays
- Aboriginal and Torres Strait Islander Health Practitioners
- Social workers and dieticians for eating disorders

For more information, call your health care provider or:

- Canterbury Community Health Centre - **9787 0600**
- Bankstown Community Health Centre - **9780 2899**
- Services Australia - **13 21 50**
- Medicare Benefits Online
<http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-TempBB>

Coronavirus screening clinics

GP Respiratory Clinics

These clinics will assess people with mild to moderate respiratory symptoms including fever, sore throat, cough, tiredness and shortness of breath. Patients attending clinics must make an appointment.

Locations of Respiratory Clinics close to Lakemba:

- **Belmore Medical Respiratory Clinic**
481 Burwood Rd, Belmore
10.00 am – 2.00 pm Monday to Friday
Appointments can be made via this [this link](#) or by calling **97403211**
- **Lakemba A2Z Medical Centre**
96 Haldon St Lakemba (access from Oneata lane)
Monday to Saturday, 9 am - 5pm
Phone: **97589848** [website here](#)

COVID-19 Testing Clinics

Both children and adults require the same testing (although **non-emergency children** can preferably be taken to the Sydney Children's Hospital or Royal Prince Alfred Hospital for testing)

- **Campsie Early Childhood Health Centre**
143 Beamish St, Campsie
8.30 am - 5 pm Monday - Friday
Phone: 1800 026 622
- **Canterbury Hospital**
575 Canterbury Rd, Campsie
access via the after-hours GP entrance
8.00 am - 10.00 pm daily
- **Hurlstone Park 'Drive-Through'**
Canterbury Hurlstone Park RSL club
20-26 Canterbury rd, Hurlstone Park
8.30 am - 4.00 pm daily
1800 730 622 call if result is not back within 72 hours
no appointment needed/no referral needed

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 am - 6 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 10:30 am - 6:00 pm 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 10:00 am - 8:00 pm daily - access via Building 14B Avoca St, Randwick
- Redfern Health Centre, 103 - 105 Redfern St, 9:00 am - 4:00 pm Monday to Saturday
- St George Hospital 8:00 am - 6:00 pm daily - Gray Street Kogarah.

Coronavirus (COVID-19) Information in Your Language

- Department of Health Website:
<https://www.health.nsw.gov.au/Infectious/diseases/Pages/covid-19-resources.aspx>
- News and Information on Corona Virus (COVID-19) is available in 63 languages on the SBS News Website:
https://www.sbs.com.au/language/coronavirus?cx_cid=edm:gov:200326

Centrelink Payments

Supplementary payments

The government will pay a \$750 one off Economic Support Payment if you're living in Australia. You don't need to do anything you will automatically receive the payment from 31 March, with most getting it by 17 April 2020. Then another payment in July.

This includes everyone who receives a welfare payment and those with a pension concession card, seniors card and veteran gold card. Disability Support Pension.

JobSeeker Payment will be the new working age payment from 20 March 2020.

Coronavirus Supplement - temporary extra income

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

Mutual Obligations

Centrelink has suspended all mutual obligations for people receiving the Disability Support Pension during COVID-19 Pandemic.

Centrelink Jobseeker Payment

You may be eligible for income support if:

- You have recently lost your job
- You are a casual worker, self-employed or sole business trader earning less than \$1,075.00 per fortnight
- You are a carer for someone affected with COVID-19

Applying for Job Seeker Payment

Waiting periods have temporarily been waived and you do not need to complete a full claim. Please contact Centrelink immediately to register your intent.

Online - MyGov Website: <http://www.mygov.org.au>

Over the phone - Centrelink Contact Numbers

- Jobseekers hotline **132 850**
- Older Australians **132 300**
- Disability Support Pension **132 717**
- Multilingual Phone Service **131 202**

For more information on how to apply, visit:

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

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>

Changes to Payments/Cards

- **Sickness Allowance** - Payment stopped on 20th March, transferred to Job Seeker Payment
- **Partner Allowance** - Payment stopped on 20th March, transferred to Job Seeker Payment.
- **Wife Pension** - Payment stopped on 20th March, changed to either Age Pension, Carer Payment or Job Seeker Payment.
- **Widow Allowance** - Payment stopped on 20th March, changed to Job Seeker Payment
- **Widow B Pension** - Payment stopped on 20th March, changed to Age Pension.

JobKeeper Payment

- If you're a part-time worker or a casual employee that has been stood down or had their hours reduced, you could be eligible to receive a minimum fortnightly payment of \$1,500 before tax from your employer. Casual employees must have worked for their employer for a minimum of 12 months to be eligible. Talk to your employer for more information.

Supplementary Payment Table

Payment/ Card	First Payment (1 x \$750 in mid April)	Second Payment (1 x \$750 in mid July)	Corona-Virus Supplement (\$550 p/fortnight)
Parenting Payment	✓	X	✓
Job Seeker Payment (Previously Newstart Allowance)	✓	X	✓
ABSTUDY (Living Allowance)	✓	X	✓
Youth Allowance	✓	X	✓
Age Pension	✓	✓	X
Disability Support Pension	✓	✓	X
Carer Payment	✓	✓	X
Carer Allowance	✓	✓	X
Farm Household Allowance	✓	X	✓
Pensioner Concession Card (PCC)	✓	✓	X
Commonwealth Seniors Health Card holders	✓	✓	X
Bereavement Allowance	✓	✓	✓
Special Benefit	✓	X	✓
Family Tax Benefit	✓	✓	X
Double Orphan Pension	✓	✓	X
Veteran Service Pension including War Widow(er) Pension and Veteran Payment	✓	✓	X
DVA	✓	✓	X
Veteran Gold Card Holders	✓	✓	X

Emergency Aid

Metro Assist (Bankstown, Campsie and Ashfield)

Assistance with food vouchers, bills, medical costs, clothing and partial assistance short course fees, current priority for people not on Centrelink:

Please call 02 8709 0200 to discuss eligibility and book an appointment. Must bring proof of ID, Receipts/proof of spending, Centrelink statement. Priority is given to people who are **not** receiving Centrelink.

Drop in services have been suspended.

Food vouchers only:

- St Vincent de Paul
Main Phone - 13 18 12
- Salvation Army
Main Phone - 1300 371 288
Campsie - 9718 7933

The Australian Red Cross is offering emergency relief for people in Australia with urgent needs who:

- are not Australian citizens or permanent residents; **and**
- are not eligible for State or Territory funds for temporary visa holders (except those delivered by Red Cross); **and**
- have no income or savings and no access to other support.

More information can be found here:

<https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition>

Prospect Project Australia - Campsie Sydney Help Hub

Assistance with food, clothing, household items and financial aid for people with children under 18 years struggling to get by:

- 34 North Parade
Campsie
Tel: 0402 787 571
E-mail: mail@prosperprojectaustralia.org

Delivery and pick up only. Please call to arrange a time.

Community Pantries and Food Parcels

- Foodbank NSW & ACT - 9756 3099
Works in partnership with charities and schools to distribute the food to where it's needed most. They can help you find a charity in your area that can support you.
- Metro Assist Campsie
Level 2/ 59-63 Evaline Street
Campsie
Tel: 9789 3744
Food parcels are available Tuesday and Fridays only. Please call to discuss eligibility and book an appointment.
- Addison Road Community Organisation - The Mamma Penny Initiative
Belmore Youth Resource Centre (free food parcels)
38 - 40 Redman Parade, Belmore
Tel: 0423 207 530
Hours: Friday 9:30 am - 11:00 am
- Human Appeal Australia (food parcels)
119 Haldon Street Lakemba
Tel: 9750 3161
Please call to check eligibility
- Lighthouse Community Support (free food parcels)
Tel: 1300 794 490
Please call to arrange pick up or delivery time.
- Mountaha's Helping Hand (free food parcels)
2/15-17 Gartmore Avenue
Bankstown
Tel: 0405 610 693
Hours: Thursday and Saturday, 9:30 am - 12 noon
Please call to check eligibility
- Greenacre Area Community Centre
87 Waterloo Road
Greenacre
Tel: 9750 7982
Pick up food parcels available Friday 12pm onwards by appointment only. Parcels cost \$2 and you must live in Canterbury-Bankstown Area and show Centrelink Card. Priority is given to people with large families or single parent families.

Please call to check availability and make an appointment.

- All Saints Belmore
Corner Isabel and Cecilia Streets, Belmore, NSW 2192
Tel: 0407 356 929
Please call to check availability and make an appointment.
- Riverwood Community Centre (free food parcels)
151 North Belmore Road
Riverwood
Tel: 9533 0100
Please call to check availability and make an appointment.
- Asylum Seekers Centre
43 Bedford Street
Newtown
Tel: 9078 1900
Please call to check availability and make an appointment.

Low Cost Groceries

- Addison Road Food Pantry
\$5 and \$10 food boxes
Hut 1/142 Addison Road, Marrickville
Tel: 02 9569 7633
Hours: Monday- Friday 12noon- 4pm

People can order \$10 food boxes online, and those that cannot collect can request free delivery: <https://addiroad.org.au/buy-a-food-box/>

- The Staples Bag (affordable groceries)
449 Canterbury Rd, Campsie
Tel: 9787 6832
Hours: Monday - Friday 9:30 am - 4:30 pm

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: <https://www.coles.com.au/customernotice>

Bill Help

Electricity Vouchers are by appointment only. Please call the organisation to arrange a time.

- Anglicare Bankstown
Tel: **9796 7258**
- Burwood Community Welfare Services
Tel: **9744 1866**
- Exodus Foundation Ashfield
Tel: **8752 4633**
- Muslim Women Association Lakemba
Tel: **9750 6916**
- Wesley Mission Community Services Ltd- All of NSW
Tel: 4723 9277

Energy & Water (EWON)

The Energy & Water Ombudsman NSW (EWON) 1800 246 545 - is continuing people who are experiencing difficulties with their electricity, gas or water providers. EWON can help resolve billing, metering, hardship, network issues and problems of an energy and water nature.

Tel: 1800 246 545 or go to website www.ewon.com.au

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.

Renting

- Southern Sydney Tenants Advice and Advocacy Services
Tel: **02 9787 4679**

Hours: The Tenancy Advice Line has extended hours of operation during Covid19 Pandemic.

New operating hours are between Monday to Friday 10am-2pm to 3pm-5pm.

Specialist Services

Most organisations receptions are still operating, with services moved from face-to-face to email, phone or Skype where possible.

Elderly Support Services

- My Aged Care – 1800 200 422
- Older Person's Advocacy Network (OPAN) – 1800 700 600 6am-10pm 7 days a week
- Canterbury Meals on Wheels - 02 9718 3093
- Bankstown Food Services - 02 9707 9646
- Inner West Meals on Wheels - 02 8745 0086

Migrants, Asylum Seekers and Refugee Support

- Telephone Interpreter Service - 132 450
- Asylum Seekers Centre - 9078 1900
- Immigration Advice and Rights Centre - 8234 0700
- Migrant Employment Service - 8002 1203
- Redcross - Assistance for people on temporary visas
<https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition>

Families and Children

- Parent Line - 1300 130 052
- Kids Help Line - 1800 551 800
- Sydney Local Health District Campsie - 9515 0030

- Family Advocacy and Support Services (FASS) Sydney Family Court
Monday to Friday from 9:30 am - 1:00 pm, and 2:00 pm - 4:00 pm.
Tel: 9287 7505 or slcp@swslc.org.au

Disability Support

- NDIS - 1800 800 110

More information can be found on the NDIS website:

<https://www.ndis.gov.au/coronavirus/participants-coronavirus-covid-19>

The Council of Disability has an Easy to Read guide for Staying Safe from COVID-19:

<https://cid.org.au/resource/viruses-and-staying-healthy/>

Mental Health Support

Managing stress during COVID-19

- Head to Health- <https://headtohealth.gov.au/covid-19-support/covid-19/psychological-tips>
- Red Cross 'Look After Yourself'- <https://www.redcross.org.au/get-help/emergencies/looking-after-yourself>

If you are in distress:

- Mental Health Line - 1800 011 511
- Suicide Call Back - 1300 659 467
- Lifeline - 13 11 14
- Beyond Blue - 1300 22 4635
- Multicultural Mental Health Australia - (02) 6285 3100
- Head Space Bankstown (People aged 15-25 years) - 9393 9669

If you are worried you may harm yourself or someone else or need immediate help for someone else in this situation, please call 000.

Women's Health Centre's

- Bankstown Women's Community Health Centre - 9790 1378
- Leichhardt Women's Community Health Centre - 9560 3011

Domestic Violence Support

- Domestic Violence Line- 1800 656 463 (24 hours)
- Legal Aid Domestic Violence Unit- (02) 9219 6300
- MensLine - 1300 789 978
- Aboriginal Family Domestic Violence Hotline - 1800 019 123
- Muslim Women's Association - 9750 6916
- Linking Hearts Multicultural Family Services - 9786 4404

Legal Advice

- Legal Aid Bankstown - 02 97074555
- Law Access NSW - 1300 888 529
- Salvos Legal - 02 8202 1500
- Welfare Rights Centre NSW - 9211 5300
- Marrickville Legal Centre - 9559 2899

Justice of Peace

- Service NSW has Justice of Peace on staff. Call 13 77 88 to make an appointment at your nearest branch.

Online Resources and Groups

- Older Person Advocacy Network COVID-19 Frequently Asked Questions:
<https://opan.com.au/covid-19-resources/>
- Canterbury Bankstown Service Directory <https://cbdvsd.com.au/service-directory/>
- Ask Izzy online database of services supporting people <https://askizzy.org.au/>
- Love in the time of Covid-19 www.facebook.com/groups/680463122494391/

Emergency Numbers

- **1800 Respect: 1800 737 732**
24hr counselling support for victims of sexual assault & domestic violence
- **Domestic Violence Helpline: 1800 656 463**
24hr counselling support and accommodation for victims escaping violence
- **MensLine Australia: 1300 789 978**
24hr counselling support for men experiencing emotional, health, relationship issues
- **Parent Line NSW: 1300 1300 52**
24hr parenting support for families with children aged 0 - 18yrs
- **Tresillian NSW: 1300 272 736**
24hr parenting support for families with children aged 0 - 5yrs
- **Mental Health Access Line: 1800 011 511**
24hr crisis support for families experiencing mental health challenges
- **Your room – Alcohol & other drug support: 1800 250 015**
24hr counselling support around alcohol & substance use
- **Lifeline: 13 11 14**
24hr crisis support for suicide prevention
- **Kids Helpline: 1800 551 800**
24hr support for children 5-25yrs and their carers/parents
- **My Forever Family - Carer support: 1300 782 975**
Support for carers; Mon-Fri - between 9am-5pm
- **Link2Home: 1800 152 152**
24hr support for people at risk or who are homeless
- **Child Protection Helpline: 132 111**
24hr child protection reporting hot line
- **NSW Ageing and Disability Abuse Helpline: 1800 628 221**
Help for aged and people with a disability. Mon - Fri between 9:00 am -5:00 pm
- **Services NSW Hotline: 13 77 88**
24 hour hotline for latest updates on essential services, cost of living assistance, financial support for businesses and rules about social distancing.

Contacting Canterbury City Community Centre

Phone: **9750 9344**

Email: customerservice@4cs.org.au

Website: www.4cs.org.au

Facebook: [@4ccccc](#)