

Coronavirus (COVID-19) Information Directory as of 27th August 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.

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

Coronavirus screening clinics

Locations of Testing Clinics close to Lakemba:

- **Campsie Early Childhood Health Centre**
143 Beamish St, Campsie
Open: 8.30 am - 5 pm, Monday - Friday
Phone: 1800 026 622
- **Canterbury Hospital**
575 Canterbury Rd, Campsie
access via the after-hours GP entrance
Open: 8.00 am - 10.00 pm, daily
- **Roselands Drive-through Clinic**
Roselands Shopping Centre open air car park, Off Roseland Avenue, Roselands, NSW 2196
Open: 8:30am to 4pm, 7 days

Locations of testing clinics close to Bankstown:

- **Bankstown Drive-through Clinic**
Bankstown Central, Lady Cutler Avenue carpark, Bankstown, NSW 2200
Open: 8am to 6:30pm, 7 days
- **Bankstown-Lidcombe Hospital**
Allied Health Outpatient Building, Eldridge Road, Bankstown, NSW 2200
Open: 8am to 6pm, 7 days

GP Respiratory Clinics

These clinics will assess people with mild to moderate respiratory symptoms including fever, sore throat, cough, tiredness and shortness of breath.

Locations of Respiratory Clinics close to Lakemba:

- **Belmore Medical Respiratory Clinic**

481 Burwood Rd, Belmore

10.00 am – 2.00 pm Monday to Friday

Appointment only- Phone: 97403211

- **Lakemba A2Z Medical Centre**

96 Haldon St Lakemba (access from Oneata lane)

Monday to Saturday, 9 am - 5pm

Appointment only- Phone: 97589848

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>

Centrelink Payments

Job Seeker

You may be eligible for Job Seeker if you meet any of the following criteria:

- permanent employees who are stood down or lose their employment
- sole traders, the self-employed, casual workers and contract workers who meet the income tests.
- eligible individuals caring for someone affected by Coronavirus

Applying for Job Seeker Payment

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>

Return of Mutual Obligations

From 4 August 2020, job seekers with employment service providers must:

- participate in at least one phone or online appointment with their provider
- review and agree to a Job Plan
- conduct up to four job searches, monthly
- participate in activities – either online or in person, if available and safe to do so accept suitable paid work.

Penalties for not meeting mutual obligation requirements

Job seekers will not be subject to payment suspensions or financial penalties if they do not complete their mutual obligation requirements, but for one exception. Penalties may apply where a job seeker refuses an offer of suitable paid work without a reasonable excuse.

Read more about the return of mutual obligation requirements on the Department of Education, Skills and Employment website: <https://www.dese.gov.au/covid-19/job-seekers>

For advice on mutual obligation requirements, or if you feel as though you have been treated unfairly contact:

- **Australian Unemployment Workers Union Advocacy Hotline- 1800 289 848**
Phone lines open: 10am-2pm Monday to Friday

Changes to eligibility for some income support payments after 25 September 2020

Income test changes

The income free area for JobSeeker Payment and Youth Allowance for job seekers will increase.

The Coronavirus Supplement isn't counted as income.

There are no changes to the income free area and income test if you get Jobseeker Payment as a principal carer.

Read more about income and assets testing here:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment/how-much-you-can-get/income-and-asset-limits/income-test>

Means tests

From 25 September 2020, means testing will be reintroduced. This includes asset testing for all payments.

We'll also reintroduce the Liquid Assets Waiting Period for new claims.

Partner income testing

There are changes to the JobSeeker Payment partner income test. Your payment will reduce by 27 cents, instead of 25 cents, for every dollar your partner earns over \$1165 per fortnight. If your income is less than \$300 per fortnight, your partner can earn up to \$3086.11 before your payment reduces to zero.

Coronavirus Supplement

You will automatically get the supplement if you're getting 1 of the following payments:

- JobSeeker Payment
- Partner Allowance
- Widow Allowance
- Sickness Allowance

- Youth Allowance
- Austudy
- ABSTUDY Living Allowance
- Parenting Payment
- Farm Household Allowance
- Special Benefit

The Coronavirus Supplement of \$550 per fortnight is available until 24 September 2020.

Beyond this date, the Coronavirus Supplement will be available at \$250 per fortnight until 31 December 2020.

Waiting periods for income support

Waiting periods will continue until 31 December 2020 for the following payments:

- Ordinary Waiting Period
- Newly Arrived Resident's Waiting Period
- Seasonal Work Preclusion Period.

Centrelink Payments- claim rejected or having problem getting a payment

If your claim is rejected, you have the right to appeal. Read more information about appealing a rejected claim on Welfare Rights Centre website:

<https://welfare-rights-centre.org.au/covid19#rejected>

For free legal information and advice, or if you feel you have been treated unfairly by Centrelink, contact the:

- **Welfare Rights Centre- 02 9211 5300**
Phone lines open Monday 9:30am-12:30pm and Wednesday: 9:30 am - 12:30 pm

Legal Information, advice, and representation:

For all other legal information, advice and representation contact:

- Legal Aid Bankstown - 02 97074555
- Law Access NSW - 1300 888 529
- Salvos Legal - 02 8202 1500

Justice of Peace

- **Office of Jihad Dib**
Shop 21, 1 Broadway Plaza, Punchbowl
Tuesday & Thursday 10am- 4pm
By Appointment Only Ph: 9759 5000
- **Office of Tony Burke MP**
Shop 29, 1 Broadway Plaza, Punchbowl
Monday to Friday 10am to 4pm
By Appointment Only Ph: 9750 9088
- **Pharmacy 4 Less**
10/49 The Boulevard, Lakemba
Tuesday and Wednesday 5pm- midnight
Ph: 9740 5719
- **Services NSW Bankstown**
Bankstown Central Shopping Centre
350/351 North Terrace Bankstown
Hours and days change- call 13 77 88 to check availability.

To find a Justice of the Peace go to: <http://www.justice.nsw.gov.au>.

Renting

For free advice and advocacy for renters in every community, contact:

- **Southern Sydney Tenants Advice and Advocacy Services- 02 9787 4679**
Phone line hours: Monday to Friday 10am-2pm to 3pm-5pm.

Emergency 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
- **Sydney Homeless Early Intervention Scheme (SHEIS) - 1300 029 202 (free call, 24 hours)**
Offering remote assistance to single clients aged over 18 years, who are at risk of homelessness.

- **Find a Bed- 02 7202 6588**

Community group of volunteers who find suitable short or long term accommodation for people during crisis's. Read more on their website:

<https://findabed.com.au/about/>

Find-a-Bed is has listings of empty homes which can be used for self-isolation purposes: https://www.facebook.com/Findabedau/?hc_location=ufi

Specialist Services

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

Elderly Support Services

- **My Aged Care** – 1800 200 422
- **Older Person's Advocacy Network (OPAN)** – 1800 700 600
Phone Line Hours: 6am-10pm, 7 days a week
- **Canterbury Meals on Wheels** – 9718 3093
- **Bankstown Food Services** - 9707 9646
- **Inner West Meals on Wheels** - 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-formigrants-in-transition>

International Students

- **Study NSW International Students Support Welfare Hub:**
<https://www.study.sydney/programs/covid-19-response-and-resources>

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

- **National Disability Insurance Scheme (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/covid19/psychological-tips>
- **Red Cross 'Look After Yourself'**- <https://www.redcross.org.au/gethelp/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** - 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 (free call, 24 hours)
- **Legal Aid Domestic Violence Unit**- 9219 6300
- **MensLine** - 1300 789 978 (free call, 24 hours)
- **Aboriginal Family Domestic Violence Hotline** - 1800 019 123 (free call, 24 hours)
- **Muslim Women's Association** - 9750 6916
- **Linking Hearts Multicultural Family Services** - 9786 4404

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.