

COVID-19 Support Information and Resources *for Services, Individuals and Families*

Domestic and family violence supports

Twenty-four hour helplines:

- [DV Connect Womensline](#) - 1800 811 811
Telephone hotline for women, their children and pets experiencing domestic and family violence. Womensline offers emergency transport and accommodation as well as crisis counselling and interventions.
- [DV Connect Mensline](#) - 1800 600 636. Only available 9am to midnight, 7 days a week.
Telephone counselling, referral and support services for men experiencing or using domestic and family violence.
- [1800RESPECT](#) - 1800 737 732
Provides support for people, friends and family experiencing or at risk of experiencing sexual assault, domestic or family violence. Support is also available for professionals supporting someone experiencing or at risk of experiencing sexual assault, domestic or family violence.
- [Kids Helpline](#) - 1800 551 800
Phone and online counselling service for young people aged 5 to 25.
- [Lifeline](#) - 13 11 14
National charity providing all Australians experiencing a personal crisis with access to crisis support and suicide prevention services.
- [Policelink](#) - 13 11 44
Policelink can assist in making a non-urgent report or answer general police enquiries.

Services

- [Domestic Violence Prevention Centre Gold Coast Inc.](#) (DVPC)
Face to face contact with clients is currently suspended until further notice. Phone support available during business hours Monday to Friday 9am – 4:30pm. For support or information email info@domesticviolence.com.au or phone 07 5532 9000
- The [Support Assessment Referral Advocacy](#) (SARA) program - phone 0405 065 544 The SARA Program supports women and their children from culturally and linguistically diverse backgrounds affected by domestic and family violence.
- **THE CENTRE FOR WOMEN & CO.** Beenleigh and Logan crisis Response Team of trained and experienced Domestic and Family Violence Specialists who intimately understand the impact of living in an abusive relationship. Phone (07) 3050 3060 Email BeenleighAdmin@centreforwomen.org.au or LoganAdmin@centreforwomen.org.au
- 99 Steps is based in Logan providing DV services to women from culturally and linguistically diverse backgrounds. **99 Steps CALD Domestic and Family Violence**

Program | Access Community Services Ltd Ph:07 3412 8221 | Mob: 0447 528 399 |
www.accesscommunity.org.au

- **Centacare Family and Relationship Services** - Men's Perpetrator Behaviour Change Program DFV counselling, Men's behaviour change, Support for Aboriginal and Torres Strait Islander peoples, Support for culturally diverse people. For service updates Email address: cfrs.sport@bne.catholic.net.au

Information and Advice

- [Women's Legal Services Qld](#) are also available for statewide helpline assistance via the phone number 1800 957 957, Monday to Friday, 9:00am to 3:00pm.
- The National Domestic Violence Hotline (USA) website has written up some [helpful tips and self-care advice](#) for people experiencing difficulties during this pandemic.

Housing and homelessness

Housing and homelessness services

- [DV Connect Womensline](#) - 1800 811 811
Telephone hotline for women, their children and pets experiencing domestic and family violence. Womensline offers emergency transport and accommodation as well as crisis counselling and interventions.
- [Oneplace](#) - Find help near you. Search over 53,000 Queensland family community services at [oneplace](#). oneplace lists everything you need, from emergency relief to domestic and family violence support services.
- [Homeless hotline](#) – statewide phone information and referral service for people who are experiencing homelessness or are at risk of homelessness. Call 1800 474 753
- [Ask Izzy](#) is a mobile website connecting people who are in crisis with the services they need right now and nearby, including housing and [homeless support](#). They also have a specific [COVID-19 support](#) area.
- [The Deck](#) is a resource hub for the housing and homelessness sector. You can find COVID-19 related housing and homelessness information through their [updates page](#).

Tenancy information

- Tenants Queensland - statewide advice services for tenants - 1300 744 263. If you are unable to call the 1300 number, or you are outside Queensland, you can call the advice service in Brisbane on 07 3832 9403. Tenants Queensland have also developed a fact sheet on [Information for tenants affected by COVID-19](#).
- Residential Tenancies Authority QLD - [COVID-19 Information for the Queensland residential rental sector](#)

COVID-19 Rental Grant

This grant is only available to Queenslanders who need it the most and have exhausted all other options. The COVID-19 Rental Grant is a one-off payment of up to 4 weeks rent (maximum of \$2000) available to those affected by the COVID-19 pandemic who do not have access to other financial assistance. The grant is **paid directly to your lessor**

<https://www.qld.gov.au/housing/renting/rent-assistance/bond-loan/covid19-rental-grant>

State and Federal Government support

Income support fact sheets

The Australian Government is providing financial assistance to Australians. This assistance includes income support payments, payments to support households and temporary early releases of superannuation. The following [fact sheets](#) provide more information about each of the payments:

- [Income support for individuals](#) - eligibility information about income support payments and the Coronavirus supplement to be paid at a rate of \$550 per fortnight.
- [Payment to support households](#) - information about the two separate \$750 payments to social security, veteran and other income support recipients and eligible concession card holders.
- [Early access to superannuation](#) - individuals affected by coronavirus can access up to \$10,000 of their superannuation in 2019-20 and a further \$10,000 in 2020-21.
- [Providing support to retirees](#) - information about how retirees can manage the impact of volatility in financial markets on their retirement savings by temporarily reducing superannuation minimum drawdown requirements.

State Government relief package

- The State Government announced a relief package giving households \$200 off their utility bills. The \$200 is designed to help alleviate both electricity and water bills. We understand this will be a credit automatically applied through electricity bills, it will not be noted on your water bill. The City is awaiting further details of the State Government initiative to ensure all water customers receive the appropriate benefit.

Parenting support

[Parentline Qld + NT](#) is a valuable resource for parents. The helpline is available seven days a week from 8am to 10pm. Call them on 1300 30 1300.

<https://headtohealth.gov.au/covid-19-support/covid-19>

<https://emergingminds.com.au/resources/supporting-children-during-the-coronavirus-covid-19-outbreak/>

Health and wellbeing

Australian Department of Health

- The [Australian Department of Health](#) is closely monitoring the COVID-19 pandemic, with daily updates, latest news, current facts and figures, travel advice, key contacts and phone numbers.
- The Department of Health has released [self-isolation guidance](#) including who needs to isolate, stay at home or in your hotel, monitoring symptoms, what to do if you get sick, preventing the spread, and much more.
- Coronavirus Health Information Line: Call **1800 020 080** if you are seeking information on coronavirus (COVID-19). The line operates 24 hours a day, seven days a week.
- The Department of Health has released [Information for residents of residential aged care services, their family members and visitors](#).

Queensland Government:

- 13 HEALTH (13 43 25 84) is a confidential phone service that provides health advice to Queenslanders. You can phone and talk to a registered nurse 24 hours a day, seven days a week for the cost of a local call.
- The Queensland Government's [Department of Health](#) has a dedicated COVID-19 page with latest updates, taking action, finding the facts, health professional information, industry and business information and QLD Health response.
- People who have no other means of support can call the [Community Recovery Hotline](#) on **1800 173 349** for assistance. The hotline is for people who have no other means of getting food or essential items.
- Vulnerable community members who are in COVID-19 home quarantine needing essential food or medicines, and who have no other means or mechanisms of support, can call the Community Recovery Hotline on **1800 173 349**.

Urgent health concerns:

- In an emergency, call 000.
- [National Home Doctor](#): For Australia's largest network of home visiting doctors, call **13 SICK (13 74 25)**. You can request an after hours, bulk billed, doctor home visit through this service, which is open from 6:00pm weekdays, 12 noon Saturday, and all day Sunday and public holidays.

Non-urgent health concerns:

- If you have a **non-urgent** health concern, you can call the [healthdirect helpline](#) at any time on **1800 022 222** for free advice and reassurance.

Mental wellbeing:

- [Lifeline](#) is a national charity open to all Australians in a personal crisis. They have 24 hour crisis support and suicide prevention services - call them on **13 11 14**.
- [Headspace](#) is the national youth mental health foundation. They can help young people who are doing through a tough time. Call them on **1800 650 890**. They have produced a guide on [how to cope with stress related to Novel Coronavirus \(COVID-19\)](#).

- [Beyond Blue](#) is a national non-profit organisation working to address issues associated with depression, suicide, anxiety disorders and other related mental disorders. Call them on **1300 224 636** - 24 hours a day, seven days a week. There is also online chats, forums and email support available. They have also produced a guide on [looking after your mental health during the coronavirus outbreak](#).
- [Kids Helpline](#) is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25. Call them on **1800 55 1800** or [webchat](#) with a counsellor or [email](#) a counsellor.
- [MensLine Australia](#) is a telephone and online counselling service for men with emotional health and relationship concerns. Call **1300 78 99 78** for 24 hour support.
- Red Cross Australia have produced a guide on [looking after your mental wellbeing during the COVID-19 pandemic](#).
- [Life in Mind](#) have compiled a list of mental health supports available in Australia for people affected by COVID-19.

Department of Aboriginal and Torres Strait Islander Partnerships

[Sorry business and funerals during coronavirus](#)

The federal government has banned large indoor and outdoor gatherings to prevent the spread of coronavirus (COVID-19), and this includes sorry business and family gatherings. [Read more](#).

Legal

Court processes (Subject to ongoing changes in relation to COVID-19 restrictions)

For upto date information and court processes please contact the registry for the respective court:

- The best email contact for Southport M-Southport-DV@justice.qld.gov.au
- Coolangatta Court courthouse.coolangatta@justice.qld.gov.au
- Beenleigh courthouse.beenleigh@justice.qld.gov.au

Court Advocacy and support

- DVPC are still open for business and can provide over the phone support services to women via phone support. Court Advocacy Program – phone 5532 9000 or mobile 0439 723 412

Legal Aid

- We are continuing to provide legal advice to clients by phone rather than face-to-face.
- We are still assessing applications for legal aid. Applications can be [downloaded](#) or emailed out to you. Visit <http://www.legalaid.qld.gov.au/Get-legal-help/Get-a-lawyer-to-represent-you> for more information.
- Completed applications can be scanned and emailed to: submit.application@legalaid.qld.gov.au. Please read the instructions on the back of the application form before submitting your application.

Free Legal advice

- [Women's Legal Services Qld](#) are also available for statewide helpline assistance via the phone number 1800 957 957, Monday to Friday, 9:00am to 3:00pm.
- The Gold Coast Community Legal Centre. Please call or email during business hours Monday to Friday 9am – 3pm for service delivery updates. Phone [07 5532 9611](tel:0755329611) email office@gcclc.org.au
- My Community Legal, an accredited Community Legal Centre based in Gold Coast. Phone support only. Call, email or visit their website to book an appointment. Phone 0423 466 286; Email office@mycommunitylegal.org.au ; Website <https://www.mycommunitylegal.org.au/>

Legal information

- [COVID-19 and your everyday legal issues](#)
- [COVID-19 and the legal consequences of failing to self-quarantine](#)
- [COVID-19 and family law issues.](#)

Financial Hardship

National Debt Helpline - 1800 007 007

If in debt, call the [National Debt Helpline](#). This is a free, independent service. This service can provide advice over the phone and, if necessary, refer you to a financial counsellor. A financial counsellor may assess your financial situation, give advice, directly advocate with financial and utility companies, SPER, Buy Now Pay Later companies (including payday lenders) and consumer lease companies, and give general advice options.

Emergency relief

The Logan Emergency Relief COVID-19 hotline is now open to help people who can't get essentials. Call 38261599 or email loganresponse@yfs.org.au to see how we can help. 9am to 4pm Monday to Saturday. *Please note this service is not available in person, just by phone or email.*

Hardship programs

Many utility companies and financial services have hardship programs to assist people experiencing difficulties paying their bills. All energy retailers and telecommunications providers must have a hardship program. They vary in what services they provide but often assist customers to manage their debt and stay connected to the service. To access these programs, or get help from a financial counsellor, call the service provider and ask for their hardship team.

For more information on these programs:

- Telecommunications – visit the Australian Communications Consumer Action Network (ACCAN) [website](#) for links to all the telecommunication companies' hardship policies.
- Energy – visit the Australian Energy Regulator's [webpage](#) for links to all the energy company hardship policies.
- Banks - If you are struggling with your loan or mortgage repayments ask your lender for a hardship variation to make your loan more manageable. A hardship

variation is a change to the terms of the loan, based on financial hardship. Visit the [Australian Banking Association website](#) for a list of their members' hardship policies.

- The Australian Securities and Investments Commission's (ASIC) MoneySmart website provides guidance on how to approach your lender if you are [struggling with your debts](#).
- Toll company Transurban's Linkt Assist hardship program and team help people who cannot pay their tolls and toll fines. More details can be found on the [Linkt website](#).

Support from phone and internet providers

- Telstra: All consumer and small business customers will receive additional data, and unlimited home phone calls are available for pensioners. Telstra have suspended late fees and disconnections. [See more.](#)
- Optus: Many customers already receive unlimited data on NBN residential and 5G connections, but eligible mobile customers are being offered a one-off additional 20GB of free data. Activate during the month of April, valid for 30 days. [See more.](#)
- Vodafone: All post-paid customers will automatically receive 5GB bonus data at maximum speeds for use over the next month. These allowances will take effect by Friday March 27th. Prepaid customers will receive a once-off 3GB of bonus data with their next recharge, regardless of the recharge value. [See more.](#)
- Aussie Broadband: Providing unmetered data usage between 6:00am-6:00pm for all customers on limited data NBN and ADSL plans. Enabling any of its few remaining customers on 12/1 speed plans to change onto a 25/5 plan to help them work from home if required. Temporarily stopping all service suspensions due to late payments.

Check with your individual provider to see what else they may be offering.

If you are unable to resolve your phone and internet issues with your provider, contact the Telecommunications Industry Ombudsman on 1800 062 058.

Energy rebate

The Queensland Government is providing a \$200 rebate for all Queensland households (including the \$50 Asset Ownership Dividend already announced) to offset the cost of water and electricity bills. The rebate will be automatically applied through household electricity bills.

Support from energy suppliers

Ergon Energy Retail and Ergon Network have stopped disconnecting power for unpaid bills in regional Queensland for households experiencing hardship due to the ongoing impacts of coronavirus.

In South East Queensland, where there are several retailers, Energex has ceased disconnections for one large retailer and is finalising arrangements with the rest.

Energy hardship programs

Energy retailers must have a financial hardship policy to provide individualised support for customers who are experiencing payment difficulty. Depending on the retailer, a hardship

program may include incentive payments, energy efficiency audits or financial counselling advice.

To access this support, ask to speak to the retailer's hardship team. Some retailers provide a dedicated phone line for financial counsellors and community sector support workers to access the hardship team directly. This can help save you time and ensure you can get timely assistance for your client.

For more information on what to do if you can't pay an energy bill and links to retailers' hardship programs visit the [Can't pay an electricity or gas bill](#) page on Community Door.

Home Energy Emergency Assistance Scheme (HEEAS)

The Queensland Government's Home Energy Emergency Assistance Scheme (HEEAS) offers a one-off payment of up to \$720 for Queensland customers who are unable to pay their electricity or gas bill due to a short-term financial crisis. Clients should contact their energy retailer to request the HEEAS application form. Call 13 74 68 or visit the Queensland Government [website](#) for information, or watch our online [webinar](#) for a step-by-step guide on how to access HEEAS.

Support from water suppliers

If anyone is experiencing difficulty in paying their water and sewerage bill, get in touch with your water provider as soon as possible to discuss your situation. Most have a designated hardship program and offer flexible payment plans.

Urban Utilities has provided answers to some frequently asked questions about water and wastewater services [here](#).

For more information on what to do if you can't pay a water bill visit the [Can't pay a water bill](#) page on Community Door.

Support from Australian banks

To support customers through this time of uncertainty, Australian banks are stepping up with more clearly defined financial relief strategies.

ANZ

ANZ's assistance options currently focus on their business customers, but they're also ensuring retail customers can access all their accounts digitally to support social distancing.

Business banking customers can expect:

- Suspended interest repayments
- Early access to term deposits without break fees
- Access to additional credit (subject to approval)
- A 0.25% p.a. decrease in variable interest business loan rates across a range of products

Contact ANZ at 13 13 14.

Commonwealth Bank

CommBank have extensive options set up for their business customers, and are assisting other customers on a case-by-case basis for home loan, credit card and personal loan repayments.

Other business support includes:

- Deferring repayments and fee waivers for various products (including repayments on business loans and overdrafts for 90 days)
 - Waiving merchant terminal fees for 90 days
 - Deferring repayments on vehicle and equipment finance loans, and tailoring restructuring options
 - Waiving early redraw fees on business term deposit accounts (including Farm Management Deposit accounts)
 - Waiving establishment fees and excess interest on temporary excess products
- Call the Business Financial Assistance Team on 13 26 07 or the Financial Assistance Team on 13 30 95 for other account holders.

NAB

NAB also has a primary business customer focus, early on announcing measures to support these customers as tourism and regular spending screeches to a halt and cash-flow hits a wall.

These include:

- Deferral of business loan repayments and extension of business loan terms (both up to 3 months), based on individual circumstances
- Support to restructure existing business loans, including equipment finance
- Business credit card deferred repayments.

They suggest all customers experiencing hardship reach out to their banking manager, or give the general enquiry line a call on 13 22 65.

Westpac

Business customers at Westpac will have a range of support measures to consider in the wake of Coronavirus, while the bank suggests any other customers negatively affected should go through the standard financial hardship support process. Businesses banking with Westpac can consider:

- Fee-free redraws on loans
- Business loan deferred repayments by up to 3 months
- Options to extend business loan terms by up to 3 months
- Restructuring and consolidating loans
- Access to term deposit funds without reduction in interest rates
- Deferred payments for business credit cards
- Access to business finance counselling

Check your business or personal eligibility for assistance by ringing 1800 067 497.

[Visit the Mozo website](#) to see the full guide to Australian banks' emergency Coronavirus relief packages.

Resources in languages other than English and Easy-English guides

Coronavirus information in your language

This [portal by SBS](#) offers news and information about coronavirus (COVID-19) in 63 languages.

NDIS Covid-19 Update (Auslan)

Watch this [NDIS Australia video](#) in Auslan, which shares important information about coronavirus for NDIS participants.

Easy English guides (from Scope Australia)

- [What is Coronavirus?](#)
- [What do I do?](#)
- [COVID-19 - Look for the signs](#)
- [COVID-19 - Look after yourself](#)

Advice in languages other than English

Translated resources for COVID-19 coronavirus are available on the Australian Government's website in Simplified Chinese, Farsi, Korean, Italian, and many more languages. [Click here to access them.](#)

In addition, Ethnolink Language services are maintaining a list of materials curated from all government departments. [Check their lists here.](#)

People who speak other languages can also access the Translating and Interpreting Service (TIS National) through these links. For information on engaging and working with interpreters find out more [here](#).

- [简体中文 \(Chinese Simplified\)](#)
- [繁體中文 \(Chinese Traditional\)](#)
- [Italiano \(Italian\)](#)
- [မြန်မာ \(Burmese\)](#)
- [دری \(Dari\)](#)
- [Thuɔŋjäŋ \(Dinka\)](#)
- [Nederlands \(Dutch\)](#)
- [ཇོ་མོ་གླང་མ \(Dzonghka\)](#)
- [Hakha Chin](#)
- [हिन्दी \(Hindi\)](#)
- [ကညီကျိင် \(Karen\)](#)
- [Ikirundi \(Kirundi\)](#)
- [Bahasa Melayu \(Malay\)](#)
- [Gagana Samoa \(Samoa\)](#)
- [Soomaaliga \(Somali\)](#)
- [Swahili](#)
- [தமிழ் \(Tamil\)](#)
- [ไทย \(Thai\)](#)
- [ትግርኛ ቊዳል \(Tigrinya\)](#)
- [lea faka-Tonga \(Tongan\)](#)
- [English](#)
- [العربية \(Arabic\)](#)
- [Français \(French\)](#)
- [Bahasa Indonesia \(Indonesian\)](#)
- [日本語 \(Japanese\)](#)

[Русский \(Russian\)](#)[Español \(Spanish\)](#)