

COVID-19 VICTORIA FAQs

METRO MELBOURNE AND REGIONAL VICTORIA | NOV 19, 2021



As we have reached the target of 90% of all Victorians aged 12+ being fully vaccinated, restrictions eased as of 11:59pm Thursday November 18.

Restrictions which have changed are shown in RED:

- **Leaving Home** – There are no longer any restrictions on leaving home.
- **Intrastate Travel** – there are no restrictions on travel within Victoria
- **Masks** – are only required in limited indoor situations including retail, health care, aged care, justice facilities, primary schools, and on Public Transport, taxis or rideshare. It is recommended that face masks be worn if you cannot maintain social distancing, if you have symptoms, or if you are a person vulnerable to COVID-19.
- **Friends and Family** – there are no restrictions on numbers of people who can gather in a private home or in a public place. The government recommends that everyone be fully vaccinated if gathering in a home or public place.
- **Religious gatherings and ceremonies (incl Weddings and Funerals)** –
 - **If everyone present is fully vaccinated**, there are no capacity limits or density limits at places of worship for religious gatherings, weddings or funerals.
 - **If vaccination status is not being checked** these events are restricted to one person per 4sqm up to a maximum of 50 people and refreshments cannot be served. For weddings, this cap does not include the marrying couple, celebrant or photographer. For funerals the cap does not include those required to conduct the funeral.
 - **Masks** only required if social distancing cannot be maintained, especially if vaccination status is not being checked for all attendees aged over 12yrs.
- **COVID check-in marshals** are still required to ensure that everyone in attendance checks-in and, if an event is being held for the fully vaccinated, that everyone aged over 12 years and 2 months is either fully vaccinated or medically exempted from vaccination requirements (see p4).
- **Work** – All workplaces must have a COVID-safe plan and keep records of everyone attending using the Services Victoria App (QR Code). All workers must be fully vaccinated to attend the workplace. This applies to paid staff and to volunteers.
- **Schools, Childcare and Early Learning Centres** are open to all ages. Masks must be worn indoors at primary schools by all staff, visitors and students in year 3 and above.
- **Adult/Higher Education** is open for fully vaccinated students.
- **Childcare and Early Learning** – Open
- **Pubs/Restaurants/Cafes/Entertainment venues:** are all open for the fully vaccinated with no capacity limits or density requirements. People who are not fully vaccinated may not enter these premises. Vaccination requirements do not apply for food and drink venues which are operating only takeaway services.
- **Retail goods and services** – open for the fully vaccinated. This includes non-essential retail (books, clothing, toys, jewellery etc) and personal services (hair and beauty etc). Vaccination requirements do not apply to essential retail (supermarkets, post office, pharmacy etc).
- **Community Facilities** – open for the fully vaccinated, with no capacities or density quotients. If vaccination status is unknown, community facilities may host public support groups, support services and health services in limited numbers (30 max).
- **Hospital Visitors:**
 - Two visitors at one time (a group may exceed the “two visitors at a time” rule if dependents of a visitor are in the group and care for the dependents cannot be arranged).
 - Do not have to be from the same household.
 - No time limits.
 - No more than two visitors per day. (No daily visitor limit for end-of-life or life-threatening illness.)
 - All visitors are required to wear face masks.

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- **Aged Care Visits** – Residents can have up to five visitors, including dependents, per day for any reason. The government strongly recommends that all residents and visitors are fully vaccinated.
- **Exercise and Sport** – The fully vaccinated may attend sporting and recreational facilities (eg sports grounds, gyms, pools) and sporting events. Anyone who is not fully vaccinated cannot enter these facilities or events. Vaccination requirements do not apply to people in community sport, or using facilities for essential medical care.

THESE COVID FAQs are prepared with great care, based on the best available advice at the time they are written. As Victoria emerges from lockdown, we endeavour to navigate sometimes conflicting advice. Wherever possible we base guidance from multiple authoritative sources. However with the rapidity of change, sometimes the fine detail is either absent or made available at a later date. Where detail is missing, we deliberately err on the side of caution.

For further information visit: <https://www.coronavirus.vic.gov.au>. Should you have any further questions please email Synod's Crisis Management Team.

MULTI-LINGUAL RESOURCES

Where can I find the current government guidelines in other languages?

Victorian Multi-cultural Commission Coronavirus (COVID-19): In-language advice and information at <https://www.multiculturalcommission.vic.gov.au/coronavirus-language-advice-and-information>.

Ethnolink have information available in 51 languages at: <http://www.ethnolink.com.au/covid-%2019-coronavirus-translated-resources/>

The Department of Home Affairs has extensive multi-lingual resources available at: <https://Covid19inlanguage.homeaffairs.gov.au/>

The Victorian Multicultural Commission have release multi-lingual resources including:

- Audio messages: <https://cloud.think-hq.com.au/s/m9SX3ntGGqr7Sai>
- Posters (JPG / PDF): <https://cloud.think-hq.com.au/s/m9SX3ntGGqr7Sai>
- Social Media banners: <https://cloud.think-hq.com.au/s/m9SX3ntGGqr7Sai>

GATHERINGS & CHURCH COUNCIL RESPONSIBILITIES

What face-to-face gatherings are permitted at church?

Restrictions easing while there are still COVID-19 cases within the community is something we have not faced previously in Victoria. With an increased likelihood that at some stage an attendee at a gathering will be COVID positive, there are a number of considerations for all Church Councils:

- Have you reviewed and updated your [COVIDSafe Plan?](#)
- Is all COVID signage up-to-date?
- Will your gatherings be for the fully vaccinated? How will your decision be managed and communicated?
- Have you downloaded the updated [COVID Cleaning Guide](#), and considered your cleaning practices or how to deep clean if a Covid-positive person attended?

WORSHIP SERVICES

Religious gatherings and ceremonies

- **If everyone present is fully vaccinated**, there are no capacity limits or density limits at places of worship.
- **If vaccination status is not being checked**, these events are restricted to one person per 4sqm up to a maximum of 50 people and refreshments cannot be served.
- **COVID check-in marshals** must ensure all attendees check-in and, if it is a service for the fully vaccinated, that all attendees over 12 years and 2 months have proof they are fully vaccinated or medically exempt. (see p4)

As of 19/11/2021





Do face masks have to be worn at all times during worship?

Face masks are recommended to be worn indoors only in situations where physical distancing cannot be maintained. This is even more important for events where the vaccination status of all attendees is not known.

As of 19/11/2021

Can we gather for morning tea afterwards?

Yes, providing all attendees are fully vaccinated.

As of 19/11/2021

Can we sing?

Yes.

As of 19/11/2021

Weddings

- **If everyone present is fully vaccinated**, there are no capacity limits or density limits at weddings.
- **If vaccination status is not being checked**, these events are restricted to one person per 4sqm up to a maximum of 50 people plus the marrying couple, the celebrant and a photographer and refreshments cannot be served.
- **COVID check-in marshals** must ensure all attendees check-in and, if it is a service for the fully vaccinated, that all attendees aged over 12 years and 2 months have proof that they are fully vaccinated or medically exempt (see below)

As of 19/11/2021

Funerals

- **If everyone present is fully vaccinated**, there are no capacity limits or density limits at funerals.
- **If vaccination status is not being checked**, these events are restricted to one person per 4sqm up to a maximum of 50 people, plus those necessary to conduct the funeral and refreshments cannot be served.
- **COVID check-in marshals** must ensure all attendees check-in and, if it is a service for the fully vaccinated, that all attendees aged over 12 years and 2 months have proof that they are fully vaccinated or medically exempt (see p. 4)

As of 19/11/2021

I'M PLANNING ON ATTENDING CHURCH. WHAT DO I NEED TO CONSIDER?

Check in advance whether the gathering is for the fully vaccinated only. If vaccination status is not being checked, you may need to book to ensure that the congregation numbers do not exceed 50 people.

If it is a gathering under the numbers permitted only for the vaccinated:

- If you are fully vaccinated against COVID-19, you need to take your proof of vaccination with you.
- If you are medically exempt from vaccination, you need to take your medical certificate with you.
- Children under 16 can attend.

If you are not fully vaccinated against COVID-19, you should contact your church in advance and ask if they are holding gatherings for those whose vaccine status is unknown. If you are not fully vaccinated and are not medically exempt, please consider how your attendance could impact everyone else there. Please be aware that under the Government's Health Directions it is a requirement that services adhere to the numbers and attendance conditions of the Chief Health Officer's Directions.

Is it permitted to provide transport ("give a lift") to people?

Where possible, treat passengers in your car who are not members of your household as if they were travelling in a taxi:

- Your passenger should sit in the back seat to maintain physical distancing
- Everyone in the car should wear a fitted face mask unless they have a lawful exemption
- Increase ventilation by opening windows wherever possible. Avoid having air-conditioning set to recirculate air.
- High touch surfaces in the vehicle should be cleaned and sanitised regularly (eg door handles, seat belts etc)





FULLY VACCINATED vs STATUS UNKNOWN GATHERINGS

What is meant by 'fully vaccinated'?

This refers to people who are eligible for COVID vaccinations who have received both doses, *OR* hold a medical exemption to vaccination *OR* are aged under 12 years and 2 months.

Are there any exceptions?

In very few circumstances, some people are medically exempt from the requirement to be vaccinated against COVID-19. Their doctor will need to complete an Australian Immunisation Register Medical Exemption Form (AIR form) and upload it to the Australian Immunisation Register. A digital certificate will then be available for the person to download, or to request a printout of the certificate from their doctor. The only other exception is for people aged under 12 years and 2 months.

Who decides if an event is only for those who are vaccinated?

The Church Council should decide in advance if worship services and ceremonies are to be open only to those who are fully vaccinated – thereby allowing more people to attend, or whether they are to be open to everyone, accepting the smaller attendance requirements. You may also wish to consider holding both types of gatherings at different times.

Whether an event is to be open to everyone or only to the fully vaccinated should be clearly communicated in advance and with signage at the event. Signage for both types of event is available [here](#).

What is the simplest way to record this information?

It is recommended that this be done by the Covid Check-in marshal as part of the check-in procedure, by asking to see proof of vaccination (or proof of medical exemption) as a visitor checks-in.

What kind of proof is required?

Having proof of vaccination is going to be a 'way of life' for the immediate future. The most common forms are Digital Vaccination Records (through MyGov or Medicare), Personal Immunisation records, or proof of vaccination cards issued at the time of vaccination, or linked to the Services Victoria (QR Code) Check-in. If someone is medically exempt, an "AIR form" is required (see next item).

How will we know if someone is medically exempt from vaccination?

On 29 October 2021, COVID-19 vaccination exemption rules tightened.

Victorians can no longer rely on an exemption letter from their doctor and will instead need to have their treating practitioner complete an Australian Immunisation Register Medical Exemption Form (**AIR form**) and upload it to the Australian Immunisation Register. A digital certificate will then be available for the person to download, or to request a printout of the certificate from their doctor. Victorians who already hold a medical exemption that is not in the AIR form format will need to obtain from their doctor a completed AIR form and download their digital certificate once processed.

Therefore the only acceptable proof of exemption is now an AIR form, shown either digitally or printed.

What if someone is unable to provide proof?

If they are aged over 12 and 2 months and not able to present any of these (or a certificate of medical exemption), a decision must be made as to whether they can be admitted at this time under the relevant capacity limits for a non-vaccinated event.

Do we need to keep vaccination records?

The Services Victoria (QR Code) will probably link to a person's vaccination status shortly so this will not be necessary for digital check-ins. For paper-based recording of attendance, it is recommended that the kind of proof shown be recorded on the attendance check-in record, which must be kept for 28 days.

Do we need to update records every week?

Once you have recorded that an attendee is fully vaccinated, you should not need to see proof of vaccination from that person each subsequent week. Consider providing the Covid check-in marshal with a list of regular attendees who have provided proof of vaccination.

As of 19/11/2021

See the next section for Vaccination reporting requirements for staff and volunteer workers.





It is now mandatory for all workers (including most volunteers) in Victoria to be fully vaccinated, and to provide proof to their workplace, to be able to work anywhere other than from their own homes.

WHO NEEDS TO SEE AND RECORD THE PROOF OF VACCINATION STATUS?

Should proof be required by Health authorities, it is important that this information be available at the place where the work is done, or from where it is coordinated. Therefore, this information needs to be provided to, and recorded by, **the Church Council** for any authorised work activity on any church property or on behalf of the church. Church councils do not need this information for staff of paid contractors (eg plumbers or garden maintenance companies) as their employer must receive and record this proof.

WHO WOULD THIS APPLY TO AT OUR CHURCH?

Roles which would need to provide proof of vaccination status would likely include the worship leader, cleaner, organist/musician, Covid check-in marshals, those participating in recording/ broadcasting live-streamed services, children's leader, food bank workers and anyone involved with building maintenance or gardening.

DOES THIS REQUIREMENT APPLY TO MINISTERS?

While there appear to be some exemptions under certain circumstances from the requirement to gather this information from Ministers and other faith leaders, it is strongly recommended that Vaccination Status information be requested from Ministers to ensure compliance in **all** situations.

WHAT IF THE PROOF IS NOT PROVIDED?

An employer of a worker must not permit a worker who is unvaccinated to work for that employer outside the worker's ordinary place of residence, unless that person is medically exempted from vaccination requirements. If an employer does not hold vaccination information about a worker, the employer must treat the worker as if the worker is unvaccinated.

WHAT INFORMATION IS REQUIRED?

The Vaccination register must record the name of all staff and volunteers working onsite.

Beside each, it must show

- ▶ For fully vaccinated (2 doses)– the date of the 2nd dose, the vaccination document number and the type of vaccine received
- ▶ For partially vaccinated (1 dose)- the date of the 1st dose, the date due for 2nd dose and the type of vaccine received
- ▶ For excepted (medically exempt) – as of Oct 29 a treating practitioner must complete the Australian Immunisation Medical Exemption Form (AIR form) uploaded to the Australian Immunisation Register. A digital certificate can then be downloaded by the person, or by their practitioner. An AIR form, either digital or print, is now the only acceptable proof of a medical exemption to vaccination.

HOW SHOULD THE INFORMATION BE RECORDED?

The Synod of Victoria and Tasmania has produced a simple form to assist all Church Councils to meet the above obligation. [This form can be found here](#)

WHO WILL HAVE ACCESS TO THIS INFORMATION?

Synod's Crisis Management Team is recommending that no more than two people at any location have access to that location's staff vaccination records. It may be required at some point that authorised staff from either the Synod or Presbytery be able to verify compliance. At any time, this information may be requested by an Authorised Health Official.





Physical distancing signs

All church buildings must display signage showing the maximum number of people who can be accommodated in any space which hosts, or may host, any activity where the vaccination status of every attendee is not known. Once you have calculated the maximum numbers for each space, you may take advantage of the templates created to make your signage.

These are available at: <https://victas.uca.org.au/all-you-need-to-know-answers-to-your-frequently-asked-questions/>

As of 09/08/2021

ATTENDANCE RECORD KEEPING

All venues in Victoria must now record visitor information through the Services Victoria app (QR code). This includes churches, restaurants and even supermarkets and shops. There is a \$1,652 on-the-spot fine for non-compliance.

QR codes are unique for each venue, but will look something like this:



Please note that QR codes have recently been updated. If you have received your new QR code from Services Victoria earlier in October, you must update your QR check-in signage.

How do we get a QR code and how do they work?

1. Register for a FREE QR code service from the government at <https://www.coronavirus.vic.gov.au/register-to-use-vic-gov-qr-code-service>
2. Once you have your QR Code, you will need to display this prominently, eg at all entry doors. You will find a POSTER link in the email confirming your QR code registration. This unique poster is generated automatically with your QR code.

3. Everyone entering the building can then scan this QR Code using the camera on their smartphone or tablet device. This automatically opens the registration app, which knows that they are registering at your building.
4. They will then be asked to enter their name, phone number and residential postcode, and have the option of providing details of other individuals in their party.
5. A 'greeter' will be required on every door by which the public can enter. Their role is to ensure that everyone entering the building registers via the QR code.

For attendees who do not have a smart phone or tablet device, the greeter will need to register them on the greeter's smartphone or tablet.

The substantial benefit of the use of the Services Victoria app is to assist timely contact-tracing in the event of community transmission of Covid-19.

What if we have a substantial number of visitors who are unable to use the QR code system?

"Kiosk check-in" can be set up on any device (ie Computer, smart-phone, tablet) which will allow a designated person to enter the names and contact phone numbers on behalf of all visitors. For further details or to download check-in kiosk:

www.coronavirus.vic.gov.au/checking-qr-codes

If absolutely necessary, names and contact phone numbers may be recorded manually at the time of entry, but must then be recorded into the Services Victoria app on behalf of those people. This should be done within 24 hours.

However, all venues are required to display the QR code and encourage all visitors to use this. The use of manual recording of visitors should not be seen as an option to replace the QR code self-checkin.

As of 10/06/2021

Face to Face Gatherings away from church

There are no limits on the number of people who may gather in a private residence or public place. The government strongly recommends that all visitors to your home or who gather in a public place are fully vaccinated.

As of 19/11/2021





CHURCH/COMMUNITY HALLS

Under what circumstances can Community/Church Halls be used?

Community premises (including halls, libraries, creative arts premises) may open with no maximum capacities or density requirements if all attendees are fully vaccinated.

If vaccination status is unknown, community facilities may host essential public support groups, support services and health services in limited numbers (maximum 30 people).

Every venue must have a COVID-safe plan in place. All physical distancing, hygiene and QR code requirements must be met, with appropriate signage displayed.

Record keeping is not required in relation to essential support groups and health services if confidentiality is typically required.

As of 19/11/2020

RENTED & HIRED FACILITIES – Who is responsible for ensuring properties are COVID compliant?

- If you rent hire or licence out property to more than one organisation or group on a casual or non-exclusive basis (eg support groups, community groups, classes) using our standard Hire Agreement (Victoria) whether one-off or recurring, the Responsibility for maintaining all COVID-19 compliance, including cleaning to standard before and after every use, remains with the congregation as the responsible body. However, you may pass on the reasonable additional cost of cleaning or other necessary Covid-19 safety measures to the Hirer if you notify them in advance of the additional cost.
- If you rent out property to one organisation or group on an exclusive use basis (under a Lease or Licence), the responsibility for maintaining all COVID-19 compliance falls to the tenant.
- If in doubt, seek advice from your presbytery or contact uca.legal@victas.uca.org.au

As of 24/06/2021

COVID-SAFE PLANS

Do we need to complete a CovidSafe plan and/or UCA Covid Recovery Action Checklist?

If you have completed the [Covid Recovery Action Plan Checklist](#) and are keeping this up-to-date, this can be your Covid-Safe Plan.

HOLY COMMUNION

How can Holy Communion services reflect COVID safe practices?

Careful consideration should be given to how Holy Communion can be conducted appropriately, including maintaining distance, hygiene and not sharing communion ware. At gatherings for which vaccination status is unknown, there is an increased need to minimise any possible transmission of Covid-19.

For congregations livestreaming worship, the Assembly guidelines remain in place until 30 November 2021 and can be found at: <https://www.assembly.uca.org.au/news/item/3163-temporary-arrangements-for-holycommunion>

For some thoughts on how to conduct Holy Communion in a COVID-safe manner read Rev Dr Sally Douglas' November 2020 article at <https://victas.uca.org.au/how-can-we-keep-holy-communion-covid-19-safe/>.

As of 19/11/2021

SAFE (DIGITAL) MINISTRY

What safety measures should be adopted for ministry within the digital space?

The Culture of Safety Unit has prepared some guidelines for leaders and communities, offering commentary and interpretation of how our existing Child Safety resources and policies, and the Uniting Church Code of Ethics, continue to shape our digital ministry practices. To view the guidelines visit:

<https://victas.uca.org.au/safe-digital-ministry/>

As of 07/04/2020





MINISTERS IN HIGH RISK GROUPS

Ministers in high-risk groups should discuss with their medical practitioners, presbytery and Church Councils the appropriateness of their involvement in services where the vaccination status of attendees is not known.

High risk groups include people who are:

- aged over 70,
- over 65 with chronic health conditions,
- immune-compromised, or
- Indigenous people over 50 with chronic health conditions

As of 28/10/2021

WORSHIP RESOURCES

Where can I access worship resources to help me keep connected?

Our worship resources page, which caters for all people across our Synod, is updated each week.

Available at: <https://victas.uca.org.au/resources/covid-19-worship-resources/>

As of 06/04/2020

ZOOM VIRTUAL MEETING LICENCES

What does it cost for a Zoom meeting licence?

If you plan on using Zoom frequently and/ or require full functionality, Synod Ministries and Operations along with other Synods have negotiated with Zoom to purchase a bulk deal. As such we are able to provide Zoom licences for a cost of just \$7.93 per month.

If your presbytery or congregation is interested, please contact: George.Delice@victas.uca.org.au

You will need to provide: Number of licences required and the details of the contact person (including their email address)

As of 08/07/2020

OP SHOPS

How do we keep our Op Shop Covid-safe?

Op Shops run by Uniting VicTas must follow guidance issued by Uniting.

All UCA Op Shops should be regarded as any other non-essential retail store, all of which remain subject to restrictions including:

- **Since October 15 all staff, including volunteers, must have received at least one dose of COVID vaccine, unless medically exempt, and must have provided proof of their vaccination status**
- All customers and all staff must wear facemasks unless legally exempt
- All customers and all staff must wear facemasks unless legally exempt
- All retail stores must now use the Services Victoria app (QR code) to record all staff and customer details, even if in the shop for less than 15 minutes.
- UCA Op Shops, as church workplaces, are required to complete sections A and B of the Recovery Action Plan Checklist to ensure that they are Covid-compliant and a copy sent to elnura.dulakovic@victas.uca.org.au
- Gloves should be worn when handling cash and any donated goods.
- Donated goods should be received contactless where possible. Donations should be stored in a location where workers won't have contact with them for a period of up to 72 hours. All items should be cleaned in line with COVID cleaning practices as soon as practical. Hands should be washed regularly whilst, and immediately after, handling any donated items. It is also recommended that WARNING signs should be displayed to ensure all staff and volunteers adhere to these precautions.
- In line with social distancing requirements, the number of persons in an Op Shop at any one time should be limited, using a rule of one person per 4sqm, including staff and volunteers, and people should remain a distance of 1.5m apart wherever possible. It may be helpful to mark this distance on the floor near service counters as a reminder to visitors.

As of 28/07/2021

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VOLUNTEERS:

Since October 15 volunteers must have received at least one dose of COVID vaccine before they can attend any workplace outside their own home, unless they are medically exempt from vaccination. As of November 26, the requirement will be to be fully vaccinated (two doses) unless medically exempt. They must also provide evidence of their current vaccination status to the 'employer' before attending the workplace.

Even with a face mask, you should keep at least 1.5 metres between yourself and others at all times and practice good hygiene. If you are in a high-risk group, you can volunteer, however, consider minimising the number of different people you interact with. High-risk groups include people aged 70 years and over, people aged 65 years and over with chronic medical conditions, people with compromised immune systems and Aboriginal and Torres Strait Islander people over the age of 50.

As of 08/07/2021

MARKETS

Can we hold garage sales and/or markets?

Markets may operate, within same guidelines as retail stores:

- The market operator is responsible for ensuring the density quotient is applied to indoor spaces.
- Customers should keep 1.5 metres in between them and other people who are not part of their household.
- Facemasks must be worn in indoor markets at all times.
- Use of the Services Victoria app (QR code) to record details of all visitors.
- We recommend that you have a process for orderly flow of people (eg everyone goes in one direction; entrance and exit points; and a total number limit) to ensure the social distancing requirements can still be safely met.

As of 24/06/2021

FIRST AID PRECAUTIONS

In the event of someone needing first aid treatment, are there any additional precautions required?

Anyone administering first aid should use general droplet and contact precautions, namely a face mask for the person they are treating which they should encourage the person to apply themselves, a face mask and gloves for the first aider, and goggles for the first aider (if available).

In the event that a first aider has a reason to suspect a person is infected with COVID-19, they should try to limit their contact with that person as much as they can, meaning they should avoid physical contact (e.g. checking pulses and performing physical assessments) unless absolutely necessary, such as performing CPR or putting people in a recovery position if they are unconscious and/or struggling to breathe.

As of 11/06/2020

SYNOD MINISTRIES AND OPERATIONS STAFF

Most staff continue to work from home but will shortly be returning to office work, either at Wesley Place in Lonsdale Street, or CTM in Parkville on or around Monday November 29, 2021. All staff can be contacted via email or mobile phone as usual. Please note that any 9251 telephone numbers are no longer valid, as these related to the old Synod offices in Little Collins Street. If you need to contact someone from Synod Ministries and Operations whose phone number starts with 9251, please call Wesley Place UCA Reception on (03) 9116-1400.





WELLBEING

During this time it is important that we all take care of ourselves and of each other. Sometimes we may need help to do this. Below are just some of the places you can turn to if you, or someone you know, may need some assistance coping with COVID restrictions:

- Lifeline** ph **13 11 14**
- Beyond Blue** ph **1300 22 4636**
- Kids Helpline** ph **1800 55 1800**
- 1800RESPECT** ph **1800 737 732**
(Domestic & Sexual Violence)
- SafeSteps** ph **1800 015 188**
(support & planning to escape domestic violence)
- LGBTQIA** ph **1800 184 527**
(peer driven support)

FINANCIAL HARDSHIP

Centrelink online financial resources for existing customers: <https://www.servicessaustralia.gov.au/individuals/help-emergency>

- Centrelink Crisis Payments** ph **132 850**
- Uniting Vic Tas**
<https://www.unitingvictas.org.au/contact-us/>

