

COVID-19 SERVICES UPDATE 11/09/2020

New, added or updated information from previous edition will be indicated with an asterisk*

Please send your COVID-19 services updates, resources and information to [Karla Collrick](#), Participation & Partnerships Officer, Hume City Council

Anglicare (Broadmeadows)

Group programs have been cancelled but may be offered online, otherwise business is running as normal until further notice.

Therapeutic team – Dolphin FV program for mums and kids where the kids are the client

Growing Connections Program: running one group: Art and Soul therapeutic Art Group – video platform.

Tel: 9301 5200

www.anglicarevic.org.au

Broadmeadows Women's Community House is running all current supported play groups, social support groups and English classes online via the Zoom platform until health regulations permit face to face contact again.

Providing increased one on one phone support and consultations to families and professionals and delivering activity packs and resources to families and community members via mail.

[Helen Slonek](#)

Team Leader, BWCH
9301 5250

ParentZone training for professionals and community parenting programs will be delivered online. Bookings: parentzone.preston@anglicarevic.org.au

[Jo Templeton](#)

Programme Coordinator – ParentZone
Tel: 8641 8900

Arabic Welfare

In response to COVID-19 and in line with advice from the Australian and Victorian governments, Arabic Welfare has implemented some changes to the service delivery to ensure the safety of our staff, clients and community, all Arabic Welfare core services (i.e. casework, counselling) are now being delivered through phone appointments and online.

Given the nature of the COVID-19 situation, at this stage the service is unable to advise when operations will resume as normal. They will keep the community updated of any further changes as they continue to explore ways to enable ongoing delivery of some other support and group work programs.

cont...

Arabic Welfare's priority is to ensure our clients and the Arabic Speaking communities continue to receive the support required and with minimal disruption.

As a result of the devastation in Beirut, Arabic Welfare has allocated dedicated staff to help address the needs of the Lebanese, Syrian and Iraqi community. They are offering counselling, information and other support.

If you are in contact with a community member who is finding it difficult to cope or just needs someone to talk to for information or support, please encourage them to contact [Arabic Welfare](#) or [email us](#) to set up an appointment with one of their bilingual staff.

[Amal El-Khoury](#)

Executive Manager

Arabic Welfare Incorporated

Tel: 9380 9536

ATO

The Australian Taxation Office (ATO)- [Tax Help Program](#) assists low income earners (earning less than \$60,000 annually) to complete their tax returns online using myTax through myGov. The Tax Help Program is a network of ATO-trained and accredited community volunteers who provide a free and confidential service to help people complete their tax returns online using myTax.

Tax Help is available from the end of July to October in all capital cities and many regional areas across Australia.

The Tax Help program for 2020 will be delivered differently. This year volunteers will deliver this service in the following ways:

- Face-to-face from selected Tax Help centres
- Online through virtual assistance
- Over the phone
- [Translated resources](#)

Call the ATO on 13 28 61 for the cost of a local call to:

- check if they're [eligible](#) for help
- find the nearest centre location
- make an appointment
- find out if a volunteer is available for advice in language.

Contact [Robin Steward](#)

Banksia Gardens Community Services

From Tuesday 24 March, Banksia Gardens Community Services at the headquarters in Pearcedale Parade, Broadmeadows will be closed to the public. Some programs and service operations will be on hold for the time being and other programs/services are happening via online delivery.

For a list of programs operating online [here](#)

Berry Street

The **Northern Integrated Family Violence Services (NIFVS)** website has up to date information and resources regarding family violence. NIFVS has developed a COVID-19 family violence information and resources page, this can be accessed [here](#)

Services cannot refer directly to Berry Street NSFVS case management. If another service provide would like to refer a victim survivor for a specialist family violence service response they can provide victim survivors with NSFVS Triage and Response number (9450 4700) to self-refer or assist the victim survivor to call NSFVS Triage and Response. The client will receive a response from a specialist family violence practitioner who complete a risk and needs assessment.

[Suzanne Meharry](#)

Team Leader Community Programs, Northern Specialist Family Violence Service

Tel: 9450 4700

www.berrystreet.org.au

Better Place Australia

Open for business with phone/video counselling.

Child and Youth Counselling (on a case by case basis for young children however support can be provided to parents). Also counselling for adults available.

Intake number: 1800 639 523

Brave Foundation

Brave Foundation is an Australian not-for-profit charity that connects expecting and parenting teens with resources, referral, and education opportunities to facilitate happy, healthy, and skilled families over time.

In the **Support Expecting and Parenting Teens (SEPT) program**, Expecting and Parenting Teens are connected to a mentor who assists the young parent by a developing a pathway plan towards goals , providing practical help around pregnancy and parenting such as attending health-check appointments, providing general support and advice, and connecting the young parents with relevant services and support suited to the E&PT's personalised needs and goals. The SEPT Program is voluntary.

Eligibility criteria:

- Age (under 19)
- Receiving Parenting Payments (started receiving at 19 or under)
- Receiving Income Support Payments (started receiving at 19 or under)
- Meet Geographic eligibility (within Program Service Area)
- Does not meet the above criteria, but under 25 years (may be eligible as a Connecting Participant – meeting quarterly with mentor)

[Service Provider Referral Form](#)

[Self/Family Referral Form](#)

[Email](#) for further information.

Tel: 0448 088 380

Breakthru

Telephone and online teletherapy support services for 0-18 year olds. Still accepting referrals.

Breakthru also works in the NDIS space and support workers are still providing direct support for customers who require face to face support. Also accepting new referrals.

[Paige Zerafa](#)

Brotherhood St Lawrence (BSL)

Connections @ Hothlyn

Business running as normal until further notice. Most workers are working remotely.

Tel: 8339 6500

Carer Links North Services (Merri Health)

Services available via phone and emergency respite is given upon request face to face.

Tel: 9452500 or 1800 052 222

Centre Against Sexual Assault (CASA House)

Open 9-5pm. No Face to face contact.

Tel: 9636 3600

Centre for Multicultural Youth

Staff are working remotely, drop-in access is no longer available at offices, however staff are still available. Contact case workers directly via phone, email and social media channels.

Staff are available to:

- Help young people to understand what support you are eligible for.
- Connect you to the services and supports you need.
- Assist agencies, workers and volunteers to find services or point you in the direction of resources to help you support young people.

All services are free & confidential

Tel: 9340 3770 (8am - 8pm Monday to Friday)

myconnect@cmymy.net.au

www.cmy.net.au

Chin Up Project

Services and workshops will be delivered online [here](#)

[Todd Williams](#) - Director, Chin Up Project

Tel: 0477 874 471

commUnity+

The commUnity+ Skills Reconnect Program is still running and accepting registrations. Registration and support are done remotely via phone, text and email.

The program is free and funded by the Victoria Department of Education. Clients are supported in choosing their study pathway and the RTO they'd like to study with. The program also has brokerage that can be used to pay for the course fee and any other material to support their education.

Eligibility criteria:

- Aged between 17-64.
- Have not attained Year 12 or Cert II certification. (Exemption available for people who had completed Year 12, but had not studied in the last 5 years and have low LLN)
- Have not been employed in the last 12 months. (Exemption available for people who recently lost their job due to Covid-19 and have low LLN)
- Are not currently enrolled in any study.
- Lives in or have strong connection to Hume community.

[Sandra Sandra](#)

Skills First Reconnect Coach and CAIF11 Project Officer

Tel: 0407 944 740

Mon - Thu 9am – 5pm

Court Network

Volunteers taking calls on 1800 number, taking people through the process and referrals. Currently training 30 volunteers statewide to be online support. Also training on identifying family violence and referral pathways. Volunteers are also being trained on going into Court with people.

1800 571 239

www.courtnetwork.com.au

Dallas Neighbourhood House

Currently offering food parcels on Thursdays - by appointments only.
All classes remotely delivered - anyone interested please contact [us](#).

Located: 180 Widford Street Broadmeadows

[Suzelle Allet](#)

Manager, Dallas Neighbourhood House

Tel: 9302 2131

DHHS Housing Office Broadmeadows

Operation as normal however could change. Please call before going to the service.

Tel: 9309 1255

DPV Health

Some programs and services have been suspended or changed. Find updates on the [DPV website](#).

Foundation House (Dallas Office)

Office premises are closed until further notice. Not doing any school visits or home visits. Prefer to do counselling over the phone. This could also include video chat from any of the e-platforms programs. If counselling is required in person, they will have to undergo a questionnaire before coming into contact with Foundation staff.

Running a helpline for Arabic speaking parents needing help with schooling or have concerns about their children.
Tel: 9389 8911 Monday, Tuesday and Thursday.

Working with community leaders to ensure current COVID19 information is disseminated to the Arabic speaking communities.

Referrals can be made on the website [here](#).
Tel: 9389 8899 (office)

Headspace (Orygen Youth Health)

eheadspace is not currently offering over the phone support however online support is still available.

headspace Work and Study (online service) is remaining open. No fax referrals will be received at this time. Contact Paolo:

Paolo Quintanilla
Work and Study Specialist
Tel: 9278 0320
pquintanilla@headspace.org.au

Orygen continues to take new referrals and provide ongoing care to young people and families who are already using the service – most appointments are via phone or video interface, all groups via video interface.
Referrals 1800 888 320.

Mental health secondary consultation available to any workers working with young people where there are mental health concerns.
Call 9966 9100 and ask for a secondary consultation.

Website and social media are regularly updated with information for young people, families, friends and workers.

headspace Glenroy continues to take new referrals and provide ongoing care to young people and families who are already using the service – most appointments are via phone or video interface. Group programs also online.
Referrals 1300 880 218

Tel: 9304 1011
info-headspaceGlenroy@orygen.org.au

cont...

headspace Craigieburn continues to take new referrals and provide ongoing care to young people and families who are already using the service – most appointments are via phone or video interface.

Group programs also online. Referrals Tel: 8338 0919

Headspace has created a [great toolkit for a healthy headspace](#) and [how to cope with stress related to COVID-19](#).

For more information and resources regarding headspace National please follow the link to their website <https://headspace.org.au/>

Orygen is inviting parents of young people (aged 12-25 years) living in north-west Melbourne to take part in free online suicide alertness training. The training will improve parents' capacity to support young people at risk of suicide, by providing them with the skills to identify indicators of suicidal thoughts, ask about suicide, and make referrals to helpful resources. Take part [here](#).

Contact [Jo Robinson](#) or [Alison Clarke](#) with any questions you may have.

Hume City Council

Information on Council services can be found on the [Hume City Council website](#)

Hume Libraries 100 Stories Lockdown Challenge

This [challenge](#) is part of the 1000 Book Before School Program. The idea is to kick start families sharing stories and keep reading and generate a community driven reading list of picture books. It is open for households who have at least one child aged 5 years or younger. There will be 3 randomly drawn prizes of \$50. **Challenge closes on Wed 16 Sept.**

Hume Multiversity ***NEW**

Hume Multiversity offers free online courses through [Coursera](#) for residents affected by the COVID-19 pandemic. For a limited time, eligible residents will be able to access over 3000 online courses while at home via the Coursera online learning platform.

There are many courses available to choose from in various areas such as Personal Development, Business, Science, Health, IT, Arts & Humanities, Learning English and more.

Interested residents can register their details [here](#). Please note: These courses are available to Hume residents only.

For further information visit the [website](#).

Kangan Institute

Adapted course delivery to now encompass a combination of remote and flexible delivery methods. This includes easy to navigate online tutorials, video conferencing (classroom simulation) as well as face-to-face practical assessments and work placements – where safe and practical to implement. Therefore, prospective students will require access to the internet and a computer to undertake this course.

The flexible model allows students to continue to study in a safe, guided and fully supported manner with continued access to all learning, personal and wellbeing supports.

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Students will be advised by their facilitator on a case by case basis in relation to practical and work placement assessments, as some flexibility will be required during this challenging time.

NEXT STEP

Finding the right course or career path can feel overwhelming and confusing. If taking your NEXT STEP feels like this, Kangan Institute's NEXT STEP team is here to help.

NEXT STEP has helped hundreds of young people to choose the right education and training pathways for them. If you're aged between 15 & 24 and need help in finding your feet, one of the NEXT STEP team will help you discover your options.

Currently conducting appointments via phone or Zoom.

Tel: 1300 289 290 or [email](#)

Skills First – Reconnect

Funded by the Victorian State Government, the Skills First Reconnect program aims to provide disengaged, high needs learners with supports that will help reduce the barriers they face to participating and succeeding in education, training and the workforce. Participants are provided with wrap around support and funding is available to pay for course fees, books, PPE, uniforms, shoes, tools etc.

Eligibility to participate in Reconnect:

- Young people aged 17-19 who are disengaged early school leavers, not currently enrolled in ANY education or training and/or in full-time employment
- Long term unemployed (12 months plus or lost their jobs due to COVID) people aged 20-64 and who are not already in any education & training
- Have not completed year 12 or equivalent (Certificate II or higher)
- Australian Citizens, Permanent Residents and NZ Citizens

Skills First team are continuing to register and support new participants via phone, Zoom, text and email in the LGAs of Hume & Macedon Ranges.

[Larnie Waring](#)

Reconnect Case Manager

Tel: 9098 5971



SKILLS AND JOBS CENTRES

FREE ZOOM WORKSHOPS
Contact: 1300 100 606
skills&jobscentre@kangan.edu.au

JOB HUNTING? GET A HEAD START WITH OUR FREE WORKSHOPS!
Join our FREE ZOOM online Employability Skills workshops where we will help you identify your employability skills! These are designed to help participants to improve their employability skills and their chances of finding their next job. These consecutive workshops build on the skills from the previous session and are designed for participants to undertake each workshop.

PLACES ARE LIMITED AND BOOKINGS ARE ESSENTIAL
<https://realeducation.kangan.edu.au/skills-and-job-centre-workshop-rsvp>

**EVERY THURSDAY
10AM - 12PM**

The flyer features a red and teal background with icons of a smartphone, a magnifying glass over a 'JOBS Find Your Career' document, a coffee cup, and a red highlighter.

Many Rivers

Many Rivers offering Hume residents free Microenterprise Business Support. Online consultations are being offered during COVID restrictions.

[Richard Belford](#)

Tel: 0436 641 329

Migrant Resource Centre North West

Providing phone and video conferencing support until further notice Monday – Friday, 9-5pm

- Settlement case work and group work for Refugee, Humanitarian and family stream entrants who have lived in Australia for under 5 years.
- Case work low/medium referrals and advocacy
- Pro bono legal support
- Filling forms Centrelink/Citizenship/Public Housing etc
- Citizenship preparation course.

[Vicky Fisher](#)

Tel: 0421 289 140

[Sue \(RTO\)](#)

Tel: 0499 901125

[Zeinab Hussein](#) (NDIS/HACP)

Hume Youth Settlement Hub Club

A safe and fun weekly educational space for recently arrived migrant young people aged 16-25. Focus on Australian themes; guest speakers; homework study support; games; sports activities; new friendships; weekly dinner; social activities.

Tuesdays and Thursday, 3.00-4pm, via Zoom

[Laura](#)

Tel: 0423 717 712

www.mrcnorthwest.org.au

[Grace](#)

Tel: 0439 692 875

www.spectrumvic.org.au

Merri Health

Victims Assistance Program *NEW

The Victims Assistance Program provides free practical support and counselling to help people recover from being a victim of violence (against the person). The VAP also provides support to the family members, dependents, and partners of people who have experienced or died as a result of an act of violence.

- Assistance with Criminal Justice tasks
- Practical support and advocacy
- Navigating of the justice system
- Access to Counselling
- Information about potential compensation available for the Victims of Crime Assistance Tribunal (VOCAT)
- Assistance to complete Victim Impact Statements
- Community education

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Victim Support Workers are currently working from home, services will be based over the phone.

Intake Phone: 1300 362 739

Intake [email](#):

Mental Health Service

The [drop-in mental health service](#) provides on-the-spot help and links to further support.

[Jo Seymour](#)

Tel: 9495 2565

Mob: 0404 150 701

merrihealth.org.au

Merri Outreach Support Services (MOSS) – Broadmeadows

Open however some services are minimizing face to face contact, with safety measures in place.

Tel: 9359 5493

www.merri.org.au

NEAMI

Neami provides community-based mental health, homelessness and suicide prevention [services](#).

Partners in Wellbeing Program

The free service offers one-on-one support to help improve wellbeing, develop strategies to cope and provide emotional support. Working with a Wellbeing Coach, you explore what is causing your stress or anxiety and help you gain clarity on your thoughts, feelings and experiences. Conversations will be a safe place for you to talk privately about feeling overwhelmed, unsafe or anxious without judgement.

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To be eligible for this service, you need to be:

- 16 or over
- experiencing increased life stressors and your usual coping strategies are not working
- noticing signs of anxiety and/or depression that have lasted more than a few weeks, such as:
 - low mood/feeling down
 - feeling overwhelmed and unsafe
 - low energy
 - feelings of hopelessness
 - fear, nervousness or worrying
 - avoidance of social situations
 - thoughts of self-harm or harm to others.
 - are not currently using a community mental health psychosocial support service.

Referrals from people who identify as LGBTIQ, culturally diverse, Aboriginal or Torres Strait Islander people, veterans and people experiencing homelessness are encouraged.

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Tel: 1300 375 330

Email [here](#)

[Referral form](#)

More information on the [website](#)

Navigator - Hume/Moreland (Jesuit Social Services)

Referrals are still being received from schools.

[Frances Lyngcoln](#)

Tel: 9084 9095

[Emma Couper](#)

Tel: 7022 2446

Northern Community Legal Centre

Offices are closed, but telephone assistance is available. Suspended face-to-face appointments, community legal education, outreaches and co-located services until further notice. Resources and fact sheets are being developed to support people with their legal rights during the pandemic.

Kimberley Chalmers is a new Mental Health Worker who will be working with lawyers to develop training for staff in working with clients experiencing mental health issues.

Duty Lawyer services is still operating remotely – where possible we prefer to have clients referred prior to the court date but can also assist on the court date via referral to our duty lawyer service.

Call the general number 9310 4376 for information/appointments. Any problems getting through please email message to: admin@northernclc.org.au and a staff member will get in touch.

When it comes to legal issues, the earlier one gets advice, generally the easier the legal issue is to resolve. At the moment, clients can obtain legal advice without even needing to leave home.

There are some instances, however, when NCLC are not able to provide advice, and this can be a source of frustration.

They can assist with:

- Family law matters, including parenting disputes and divorce
- Family violence matters
- Fines and debts
- Centrelink disputes
- Employment entitlements
- Tenancy disputes

They cannot assist with:

- Binding Financial Agreements
- Commercial business disputes
- Conveyancing
- Neighbourhood disputes
- Personal injury

cont...

NCLC factsheets are available on the [website](#) translated into community languages - Arabic, Punjabi, Hindi, and Nepal on the following topics:

renting

- parenting arrangements
- employment rights
- family violence
- financial assistance
- fines and Police powers

Despite the current lockdown in Melbourne, escaping family violence remains a permitted reason to leave the home, and the Magistrates' Court is open for new applications for Family Violence Intervention Orders. People experiencing family violence should be referred for **family violence support and legal advice**, preferably before the date of the hearing. Useful referral information is available [here](#).

NCLC can provide **free training** via video conferencing **for Practitioners that work with women experiencing family violence** on topics including:

- Obtaining a Family Violence Intervention Order;
- Family law and child contact arrangements; and
- Working with women on temporary visas experiencing family violence (including family violence immigration provisions).

Contact: [Tania McKenna](#).

Information about the rent reduction process are available in our **Renting Rights Fact Sheet**, available [here](#).

With support from Moreland Council, we are implementing an **International Student Legal Clinic**. Our dedicated lawyer will be available to provide advice by telephone on common issues experienced including housing and renting rights, employment, managing debt, and accessing financial support.

cont...

Appointments can be made by telephoning (03) 9310 4376 or by email at: admin@northernclc.org.au

Tel: 9310 4376

communications@northernclc.org.au

Facebook: <https://www.facebook.com/NorthernCommunityLegalCentre/>

Twitter: @NorthernCLC

www.northernclc.org.au

Northern Family and Domestic Violence Service (Berry Street)

Face to face contact has been stopped. Counselling service continues via phone call or skype at the moment.

Tel: 9450 4700

Email [intake](#)

www.berrystreet.org.au

North Western Melbourne Primary Health Network (NWMPHN)

CAREinMIND Services

CAREinMIND™ provides free short term psychological interventions for eligible adults with a diagnosed mild to moderate mental illness and for eligible people under the age of 18 with a provisional mental health diagnosis.

cont...

Provides up to 12 sessions of free counselling support with a CAREinMIND™ contracted mental health provider.

Eligibility:

- Adults with a diagnosed (mild to moderate) mental illness and clients under the age of 18 with a provisional diagnosis
- Low income earners (Healthcare Card holders), homeless people, Aboriginal and Torres Strait Islander people, refugees and asylum seekers, people transitioning out of justice/corrections system and people identifying as LGBTIQ
- People who reside within the NWMPHN catchment
- People who are unable to access, or afford, other mental health services e.g. Medicare Better Access.

This service is part of the Mental Health System of Care commissioned by NWMPHN. The system of care promotes a person-centred approach, across a continuum of care, so that support can be matched to the individual according to their specific needs. The range of CAREinMIND services available includes:

- Wellbeing support service (low intensity counselling, 24/7 by phone 1300 096 269)
- Targeted Psychological Support Services (structured psychological therapies)
- Intensive Support Services (mental health nurse support for severe and complex mental illness)
- Suicide Support Service (for people at increased risk of self-harm or suicide. This is not a crisis service)
- Post-vention support (support after suicide)

Families, migrants, asylum seekers and international students who don't have concession, health care or even Medicare cards can access the service. They only need to live in the catchment and have a GP's referral stating that there are financial stresses in order to access up to 12 free sessions.

They can get intensive support if there is suicidal ideation without imminent risk of harm.

CAREinMIND

Tel:9088 4277

careinmind@nwmpfn.org.au

[Referral form](#)

PRACE

English (EAL) classes will continue through home learning. Students are being supplied with PRACE iPads, smartphones, data sim cards and teachers are adapting delivery modes that meet student's needs. At the present time services and classes continue to run remotely with students learning at home. For information about courses still being delivered visit the [website](#).

Tel: 9462 6077 (9am - 5pm, Mon - Fri)

Contact: [Office](#) or [Lauren Rizzacasa](#)

Save The Children

Live and Learn Middle Years program facilitated by Save the Children and Kenley Court Neighbourhood House; currently facilitated through online platforms and hands-on learning and activity packs.

cont...

Supporting education outcomes and socio-emotional support; for children in the first 5 years of settlement; currently accepting new participants.

Also accepting additional participants for youth leadership program called Youth Connect.

Contact: [Yenny Huber](#)

Services Australia (Centrelink, Medicare, Child Support)

Please see Services Australia COVID update document (separate attachment)

Spectrum

Hume Youth Settlement Hub Club runs Tuesdays and Thursdays after school using Zoom in partnership with MRCNW

3 English conversation groups running using Zoom which supports students studying English language. No restrictions.

Virtual Yoga 11am Monday mornings

cont...

Parenting in a New Culture (PINC) Fathers Group only and Fathers and Mothers Group.

Case work is still face to face for the vulnerable. Most people working from home.

Sunbury Community Health Centre

Youth Counselling Service will be operating through a Telehealth format; options of telephone or videoconferencing is available.

Referrals Tel: 9744 4455.

Information about changes to SCH programs and services [here](#).

The Salvation Army

Young Parent Program

- Continuing to provide support to young parent's under 23 years of age.
- Still accepting new clients.
- Some alternate methods of support are provided via phone, email and video calls on varied platforms.
- Continuing to link clients to additional support services.
- The support approach has been modified to meet the current COVID-19 requirements, however outreach is possible for crucial support needs.

[Adela Moreno](#)

Young Parent Program

Worker

Tel:0458 707 644

Reconnect Program and Continuing Care Program

We are committed to working in partnership with young people to address issues contributing to their unique experience. Our goal is to give young people the tools to settle their living arrangements, stay connected and build supportive relationships. Currently in

Hume / Moreland we are supporting young people via primarily online platforms in our Reconnect Program (12-18) and Continuing Care Program (up to 25).

Reception: 9353 1011

Reconnect: Nikita Reynolds: 0407 813 735

Jenna Hegedus: 0407 330 910

Continuing Care Program: Hilary Tobias: 0456 969 659

Uniting

ChildFirst

Deliver services by phone or screen-to-screen where possible or face to face with social distancing measures in place.

Tel: 9302 6100 or 1300 786 433 (toll free)

Employment Services - DES

- Adapted delivery by implementing phone appointments.
- Still taking on new DES participants through Uniting Direct Registrations, for anyone who may have recently lost their job please contact to find out eligibility criteria.

Uniting SLES

- School Leaver Employment Support programs have moved to online delivery.
- Still taking new referrals now and throughout the year for anyone who has SLES in their NDIS Plan.

Vicki Walsh

Business Leader, Uniting Employment Services

Tel: 0403 090 763

www.vt.uniting.org

Lentara Uniting Care - Emergency

- Emergency relief still open.
- Screening is being conducted over phone for other services. Please call to refer clients.
- Step Up Loans – up to \$3,000 to purchase 2nd hand car
- No Interest Loans – up to \$2,000

Tel: 9113 9500

Regen Uniting Care

- Telephone assessment with counselling and CAM recovery programs.
- Telephone Peer Support Group still running with changes to the time (now operating 3 – 4.30pm instead of evening group). For further information and updates please contact Regen direct.

Tel: 1800 700 514

Communities for Children Hume

Communities for Children Hume continues to deliver programs to vulnerable and disadvantaged families with children 0 - 12 years old living in Hume. All 10 of the funded programs are being delivered remotely via telephone and a variety of online platforms.

- Anglicare delivers the Growing Connections Program a therapy programs for mothers and primary school aged children post family violence. During COVID-19 this is being delivered via Zoom. Contact [Margarita Karamitros](#) on 9301 5231.
- Berry Street delivers the Hume Early Years Family Violence Project to support adult-focused and early years services in Hume via secondary consults and training in conjunction with casework to support victim survivors. During COVID-19 most of their work is via telephone or online platforms. Contact [Suzanne Meharry](#) on 9450 4700
- Community Hubs Australia delivers the Hume Playgroup Access and Quality Project in partnership with Hume City Council. This is a capacity building project that supports the playgroups delivered across the Community Hub Playgroups. These are delivered via Zoom, WhatsApp and Facebook during COVID-19. Contact [Anna Boland](#) on 0432 349732
- Hume City Council delivers the Parents as Teacher program to Aboriginal and Torres Strait islander Parents with children under 3 in Hume. The strength-based program involves one-on-one visits, group participation in a playgroup setting, health and development screenings. During COVID-19 the contact with participants is via WhatsApp, Teams and Zoom. Contact [Melanie Budge](#) on 0418 149 521
- Hume Whittlesea Local Learning and Employment Network (HWLLEN) delivers DRUMBEAT, a structured learning program using music, psychology and neurobiology to reconnect through drumming. Training will be delivered online should COVID-19 restrictions continue. Contact [Cynthia Petridis](#) on 9309 5500
- Northern Community Legal Centre (NCLC) facilitates three grassroots women's cultural groups to support gender equity and increase awareness of factors that contribute to violence against women. The three groups are Oorja Women's Group with the Indian community, Didi Bahini Samaj with the Nepalese community, and El Amal with the Iraqi and Syrian community. These groups are delivered predominantly via WhatsApp and other online modalities. Contact [Tania McKenna](#) on 9310 4376
- Spectrum runs two Parenting in a New Culture (PINC) courses to newly arrived parents from culturally and linguistically diverse backgrounds. One of them is specific to fathers only. PINC is delivered via Zoom, WhatsApp or Messenger during COVID-19 depending on the desires of the group. Contact [Brent Serry](#) on 9977 9009
- The Salvation Army runs the Young Parents Connected outreach strength-based program for young parents aged up to 23 with case management and group work. Contact [Chloe Lynch](#) on 0419 543 336
- VICSEG delivers the Peer Led Parenting and Community Strengthening Project. It incorporates the Being a Parent Course for Culturally and Linguistically Diverse Communities as well as bicultural family support mentors who offer individual support and education for parents and carers focusing on vulnerable and socially isolated families.
- Contact [Sayanti Bhatta](#) on 0452 258 173

cont...

If you have any questions about these CfC programs please contact [Lilac Limpangog](#) on 0428 034 420 or [Neoma Carey](#) on 9351 3665. Keep an eye on the [Facebook page](#)

VICSEG *NEW

Playgroups are being conducted online via Zoom every week – Arabic , Assyrian, Indian, Mixed Culture and All Talk Playgroups are being facilitated for 30 – 40 minutes online with families of existing playgroup members and new participants joining in each week. Any referrals for new playgroup participants can be emailed to [Sayanti](#).

Learning Together English classes are being conducted online via Zoom and new referrals are still open and can be emailed to [Sayanti](#) for getting connected to the regular online classes.

Family Mentors are working remotely and are able to connect families to services and provide social support via phone, videocalls, Zoom and any other online platform that the families are comfortable in using.

Assyrian Group Pregnancy Care program is operating online via Zoom in collaboration with Northern Hospital, HCC MCH Nurses, Parent Support Worker and VICSEG Bicultural Family Mentor.

[Sayanti Bhatta](#)

Epping office: Tel: 8401 6700

Coburg office: Tel: 9353 5821

Victorian Arabic Social Services (VASS)

Some workers working from home, services will be based over the phone.

Tel: 9359 2861

www.vass.org.au

VincentCare (housing)

Services still operating, but please call first if you are making a referral.

Paediatric OT and Game Master hosting online classes to teach young people how to play Dungeons and Dragons as way to teach social skills, math, creativity and team work and help build a community for young who may be feeling isolated. Running classes for groups age 12-14 and 15-18. Email to register for D&D [here](#).

There is a concern that the lockdown has made women feel that they are unable to seek out support from Services

4,000 people currently being housed in hotels; agency doing outreach with risk assessment procedures although some staff are uncomfortable doing outreach.

PRA support is available to help people getting private rental.

COVID-19 Emergency relief: Criteria: limited or no income, assistance with utilities, vouchers.

Tel: 9304 0100

www.vincentcare.org.au

Youth Law

Not seeing clients in person. Telephone lines are still open for legal advice.

Tel: 9113 9500

www.youthlaw.asn.au/

Youth Projects

Essential services will remain open, and all programs and services remain virtual in the meantime. As at 11:59PM Wednesday 01 July, Head Quarters at Glenroy will be closed to the public and service delivery will be as follows:

Community Health

- [The Living Room](#) remains open with health, medical & crisis support still accessible.
- Basic needs such as showers, laundry facilities and care packages are still available but limited numbers of people are permitted within the drop in space at any one time.
- Throughput of shower and laundry facilities has been reduced to allow for cleaning between use. Screening protocols have been enacted at the front entrance.
- [Night Nurses Outreach](#) nurses still operating on the streets. No longer attending shared accommodation facilities. Screening protocols have been enacted.

Harm Reduction

- We have mobilised a targeted Harm Reduction team, in partnership with other agencies, to deliver a specific response to support people currently in hotel accommodation. This team will continue to adhere to all appropriate guidelines but must remain working to save lives.
- [Fixed Site and Mobile NSPs](#) remain open and accessible. Physical distancing and no-contact measures remain in place.
- [Foot Patrol](#) remains active and accessible in the CBD. Physical distancing measures remain in place.
- [Substance Misuse](#) services remain open and accessible via [The Living Room](#). Screening protocols and physical distancing remains in place.
- [AOD services](#) for young people in the north western and eastern suburbs remain accessible. All face-to-face contacts have ceased – all contact is via phone, video call or email only.

Employment, Training & Social Enterprise

- Employment services continue to operate until otherwise advised by the Department of Health and Human Services (DHHS).
- All face-to-face appointments remain ceased.
- Contact with clients is strictly via phone, video call or email only.
- Crisis support will continue to be co-ordinated by phone, video call and email.
- Our [social enterprise café](#) on Hosier Lane ([Good2Go](#)) will close until the end of the month.
- All training through [Melbourne Training Options](#) continues to be via distance learning – no in-person training until further notice. Students will receive updates from their trainer on study packs and assessments shortly.

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Corporate Support & Head Quarters

- Although our HQ in Glenroy will remain closed, our corporate teams continue to work. All phone lines are open, and in the event a department is not on site, diversions are in place to home offices.

Tel: 9304 9100

enquiries@youthprojects.org.au

www.youthprojects.org.au

Youth Support Service (YSAS)

YSAS is still running and seeing clients remotely.

- Can see clients face to face in emergency situations.
- Working under the emergency worker provisions of lockdown so have ability to provide face to face contact - this has to be outdoors and staff wear PPE including masks and goggles.
- The office in Preston is occasionally staffed during Stage 4 times.
- All calls are being redirected and will be answered by managers/rostered staff.

[Bede Selleck](#) (he/him)

Youth and Families Worker

Tel: 9471 4084

Mob: 0408 399 833

www.ysas.org.au

The YSAS Wilum Program is a Youth AOD Supported Accommodation Program for young people with a history of substance use who require accommodation and support to

achieve their goals of remaining drug free. Intensive support is provided to support young people to develop independent living skills and other important life skills, assisting them to access therapeutic groups and services, and working to encourage reconnection to the wider community through education, employment, training and recreation.

Wilum will soon have vacancies in the northern suburbs of metropolitan Melbourne in a shared property (for single young people), as well as a whole property (for a couple or young family).

During COVID-19 restrictions, the process of referral and intake now involves the following:

- Initial contact with Wilum staff to assess suitability to the program prior to filling out referral form.
- Video calls with a young person (and their worker) to engage with the young person around planning, goal setting and generally getting to know them
- Once a vacancy is available and the young person is accepted into the program, sign up is completed via phone with the relevant Transitional Housing Management Program and Wilum staff assist the young person to move into their new home.

Clients must be between the ages of 18-22 years.

- As a condition of entry to the program, young people must agree to participate in regular phone or video sessions with workers in order to receive support. While a

cont...

flexible and outreach model of care is embedded into the program, COVID-19 brings its own challenges around the provision of intensive support and client engagement. Therefore when considering a referral to Wilum, workers should take into account whether the young person is able to demonstrate that they can communicate regularly with workers via video chat or phone when face to face outreach contact is limited due to COVID-19 restrictions.

- Given that during COVID-19, staff engagement and support is limited, the program currently has less flexibility and therefore referrals will be prioritized where a young person shows a significant level of independence and individual motivation for change. If you are unsure whether a client is suitable for Wilum, please don't hesitate to call one of us to discuss the referral.

[Jackie](#) Tel: 0424 568 354

[Fiona](#) Tel: 0419 532 519

[Click on icon for updates to Victorian government restrictions](#)



[Click on the icon for information & resources for Aboriginal & Torres Strait Islander communities & organisations](#)



Call-to-Test: in-home COVID testing service

This service provides in-home testing for COVID-19, conducted by a clinician, to people who can't easily access other forms of testing. The service is available to people living in metro Melbourne.

The following people are eligible for the in-home testing service:
cont...

- a person with an injury, chronic health issue, or frailty affecting mobility
- a person with moderate to severe physical or psychosocial disability
- a person with moderate to severe mental health or behavioural issues not otherwise classified as a psychosocial disability
- a carer for a person with moderate to severe disability.

People without symptoms may also be eligible if they:

- have been identified as a close contact by DHHS
- have received direction from DHHS to be tested, and
- meet any of the criteria above.

How to access the service

1. Call the hotline: 1800 675 398, then select option 9
2. Talk to a nurse to discuss eligibility
3. Confirm or get a GP referral
4. Receive an appointment

[Find out more about this service here](#)

Updated Community Sector Safe Work Requirements

All staff in community services are now required to wear eye protection, in addition to surgical-grade masks when they are directly working with clients.

If you work in residential care, supported residential services, disability group homes, crisis, homelessness services and other settings and need personal protective equipment (PPE), email CSPPE@dhhs.vic.gov.au to make a request.

The PPE for community services guide, FAQs for community services workers about wearing face coverings and safe working requirements for the community sector have also been updated. [Find out more here](#)

USEFUL WEBSITES AND RESOURCES

Federal Government [health alerts](#)

Victorian government [health alerts](#)

Victorian Chief Health Officer Professor Brett Sutton in a [video message](#) about health screenings.

UNICEF – how to [talk to your child about COVID-19](#)

Ask Izzy Services Directory

[Ask Izzy](#) can help you to find the services you need, now and nearby. It is free and anonymous, and you can search over 360,000 services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more. If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.

Multicultural support

Information to support [International Students](#)

Ethnolink language services [COVID-19 \(Coronavirus\) Multilingual Resource Library](#)

Multicultural Commission – [Corona Virus supports](#)

SBS has launched the [SBS Multilingual Coronavirus Portal](#) with information on Coronavirus in 63 languages. It's a dedicated online information hub for multicultural communities to easily access accurate and trusted news and information about COVID-19 in [their language](#).

Victorian government [translated resources](#)

[Videos](#) about coronavirus in community languages.

Multicultural Centre for Women's Health [radio sessions](#) on COVID-19 and health in Arabic, Burmese, Croatian, Dari, Karen and Tamil

Greater Shepparton City Council (created by Uniting Shepparton) COVID-19 [audio clips](#) in Arabic, Hazaragi, Kinyarwanda/Rwandan, Dari, Pushto and Kiswahili/Swahili

The Victorian Multicultural Commission is running a [survey](#) to understand and develop recommendations to support multicultural young people transitioning into employment following COVID-19.

Centre for Multicultural Youth COVID-19 [Resources Hub](#)

Mental Health and Wellbeing

Beyond Blue has created a great resource on [keeping active](#) and looking after your [mental health during COVID-19](#).

Kids Helpline - [Coronavirus resources by and for young people](#)

Australian Childhood Foundation - [A range of resources to support children during isolation](#)

Headspace – [how to cope with stress related to COVID-19](#)

eMHprac [Metal health resources](#)

'Taking care of yourself in isolation' - a simple series of [practical tips](#)

The Federal Government has announced that all Victorians and any other residents in lockdown areas will be offered up to [20 Medicare subsidised sessions with a psychologist](#), commencing on Friday 7 August 2020 until 31 March 2021. The additional Medicare subsidised sessions will allow people in eligible areas who have used their 10 sessions to continue to receive mental health care from their psychologist, psychiatrist, GP or other eligible allied health worker.

Telepractice in parenting support [resources](#)

Ways to Check In With Your Friends – [conversation starters](#)

[5 Ways to Wellbeing](#) introduces five simple and effective ways to improve psychological and emotional health that are based on extensive international research. This website provides practical tools and resources about how to make the 5 Ways part of daily wellbeing

Online programs

Open Parachute - [Online school wellbeing programs for Australian students, parents and teachers](#)

YMCA Australia - [Children and young people: Resources and Information about Coronavirus](#)

Canine Comprehension- [Try Animal Assisted Education online!](#)

Chin Up Project- [mentoring programs available online](#)

Youth Work eLearning Partnership [Youth Work in the Digital World](#)

Beyond Blue [Educator Resources](#) for Children and Young People

Practice your daily meditation and mindfulness exercises from any device. [Smiling Mind](#) is a unique tool developed by psychologists and educators to help bring balance to your life.

JobCo Mock Interview Lockdown Project – MILP helps to prepare and practice answers to 4 common job interview questions, participate in a mock interview and a post interview self-assessment.

Contact [Liza](#) at JobCo on 0439 010 349

Satellite CONNECT

A free program for young people 17—23yrs (approx) who have a parent/carer with a mental illness.

Monday evenings 6.30 - 8.30pm

21st Sept - 26th Oct

Visit [website](#) to download an application form.

Tel: 0425 712 786 (Rose)

Email [Sylvie](#) for information

Climate Adaptation Requires Youth Action (CARYA)

CARYA is a program run by Banksia Gardens Community Services, bringing together a group of diverse and dynamic young people who will be meeting weekly for training sessions to learn about environmental challenges and possible solutions.

CARYA is a 10-week training program starting in mid-October, followed by a youth-led project driven by the group and supported by Banksia Gardens. ARYA is open to 18-29 year olds (or mature 16-17 year olds!)

- Your commitment involves weekly training sessions, most likely on Thursday evenings (dinner will be included if Covid restrictions are lifted and we are able to meet in person at Banksia Gardens)
- Participation in CARYA is free and any travel costs are covered.
- Applications for selection are open now. These are composed of 3 stages:
 - Complete the Expression of Interest form.
 - If chosen for the next phase of the selection process, applicants will submit a creative element that shares applicants interest in climate and environmental issues.
 - An informal interview before the training begins.

[Taryn D'Costa](#)

Tel: 9309 8531

Mob: 0431 134 103

www.banksiagardens.org.au

Financial hardship due to COVID-19 & Grants

- Justice Connect - [Free legal advice for those who have fallen behind with rent](#)
- Optus is offering customers the option of suspending their current plan if they do not require the service, while temporarily waiving late payment fees and suspending disconnection and credit collection activities. Click [here](#)
- Australia Council for the Arts are directing approximately \$5 million to the [2020 Resilience Fund](#) to provide emergency relief to support the livelihoods, practice and operations of Australian artists, groups and organisations during the COVID-19 pandemic.
- St George Foundation are providing [community grants](#).
- The Victorian Government has acknowledged the problem with insecure work and has today announced that they will extend the **coronavirus worker support payment** as follows:
 - A \$300 payment for workers as soon as a person is tested.
 - A \$1,500 payment for workers who test positive and are unable to work during their isolation.

The payment is for workers who have no other income, such as paid sick leave or COVID leave and eligibility conditions do apply. [Find out more here](#)

- The [Youth Employment Program](#) in the Victorian Public Service will create more employment opportunities for unemployed young people.

The Youth Employment Program (YEP) is a government initiative to employ 400 to 800 unemployed youth. Entry level roles are being created throughout the public service and can vary between 6 – 12 months fixed term – all necessary accredited training will be provided to the young person. Successful candidates can then apply for other roles advertised internally within the public service if they wish to stay on beyond the contract expiry.

These jobs are open to people:

- who are unemployed; and or underemployed (e.g. 10 hours casual shift per week)
- are eligible to be employed by the Victorian Government; and
- are aged between 17 and 29 years at the time of their application.

Opportunities are listed and filled via [Sidekicker](#), an online platform and an application which you can download on your phone. Once registered candidates will need to complete their profile and set their parameters on distance and types of roles they want.

- [Dear Landlord](#) can help you to take early, proactive steps if you've been affected by COVID-19 and you are struggling to pay rent. Simply answer a few questions and Dear Landlord will help determine the best way forward, whether that's helping you draft a rent reduction letter to your landlord, contacting Consumer Affairs Victoria to help negotiate a rent reduction, getting tips for mediation or for appearing at VCAT.
- The [VicArts Grants program](#) invests in the creative endeavours and professional practice of Victoria's artists and smaller arts companies. The program is open to new ideas, new modes of practice and new approaches to delivery of the arts that will build on Victoria's position as a cultural leader. Funding between \$5,000 and \$60,000. Solo projects up to \$20,000.
- The [COVID-19 Aboriginal Community Response and Recovery Fund](#) has been established by the Victorian Government to support Aboriginal Victorians to deliver community-led initiatives to respond to the impacts of coronavirus (COVID-19) within their local area or community. **Closes: 30 November 2020.**
- The [Cherish Fund](#) is in response to the COVID-19 pandemic and the disruption experienced by the First Nations arts and cultural sector and community. The Cherish Fund has been informed by the First Nations Roundtables and the sector discussions and consultations in which the emergent themes have focused on the priorities and needs analysis through the COVID-19 phases of disruption, recovery, rebuild, reimagine and reignite.
- Volunteering Victoria [2020 Supplementary Volunteer Grants](#) are available to organisations involving volunteers to support building stronger, more resilient communities. Grants of between **\$1,000 to \$5,000** can be used by volunteer involving organisations and community groups to support the efforts of their volunteers and encourage and increase participation in volunteering.

The grants can be used for:

- Small equipment items
- Transport costs of volunteers with a disability
- Fuel costs incurred by volunteers

- Training for volunteers
- Background screening checks of volunteers
- Documentation requirements
- Post COVID-19 re-engagement activities for volunteers
- Adapting practices to support volunteers safety in relation to COVID-19

Applications close **20 September 11:59pm**

- **Community Sport Sector COVID-19 Short-term Survival Package** *NEW
The \$40 million [Community Sport Sector Short-term Survival Package](#) provides grants to support the operational viability of community sport and active recreation organisations impacted by the coronavirus pandemic.

Applications close **Mon 21 Sept 2020**

- The [3064 Community Support Fund Grants](#) have been established to respond to community need and reduce barriers to access and/or engagement for people residing in Craigieburn and surrounds that have the postcode 3064.

Applications can be made by incorporated not-for-profit organisations and community groups (including schools) who are supporting an individual or family.

Examples of local community needs include: mobility aids; assistive technologies; support for participation in local community based social, educational, leisure; health and wellbeing programs or activities.

- **HEY Grants** *NEW
The COVID-19 pandemic has caused significant stress for LGBTIQ+ young people, with social isolation, changes to services, insecure work and housing.

The 2020 round of the [Healthy Equal Youth \(HEY\) Grants](#) provides \$10,000 of support for initiatives aimed at supporting LGBTIQ+ young people's mental health and wellbeing through COVID-19 and beyond.

Grants of \$10,000 are available for projects and initiatives aimed at improving the mental health and wellbeing of LGBTQIA+ young Victorians. There's a special grant category for youth-led initiatives too.

For anyone interested in applying is encouraged to attend a free workshop on 17 September to cover how to write a good HEY Grant application and which category of HEY Grant to apply for. Register [here](#)

- **Youth Action Project Grant Scheme (YAPGS)** *NEW
This grant is available to projects that support young people (15-24 years) as they navigate and recover from the impact of the Australian bushfires, COVID-19 pandemic and the ongoing challenges with employment, mental health and transportation.

The Youth Action Project Grant Scheme (YAPGS) is an initiative of the Australian Government Department of Health and FYA providing grants between \$5,000 and \$20,000 (a total of up to \$950K inc. GST) to projects that support young people (15-24 years) as they navigate and recover from this period.

All projects supporting young people will be considered however, there will be a particular focus on employment, mental health, transportation, and the impacts of COVID-19 and the Australian Bushfires.

Applications close **Wed 7 Oct 2020**. Apply [here](#)

- **Hume City Council Defibrillator Grants *NEW**

One-off grants designed to support community organisations and community groups to purchase defibrillators that may assist in saving the life of an individual during cardiac arrest. [Applications for Defibrillator Grants](#) are sought from community organisations or community groups that can demonstrate a need for a defibrillator.

Grant amount: Up to \$2,000 (Applications are accepted throughout the year until funds are exhausted)

Projects that support the following are encouraged:

- Aboriginal and Torres Strait Islander people
- Families and children
- Multicultural groups
- People with a disability
- Senior citizens
- Young people (0-24)
- Arts and culture
- Community health, safety and wellbeing
- Social inclusion
- Health promotion
- Healthy ageing and seniors
- Environmental sustainability
- Leisure and recreation
- Learning and skill development
- Sport and exercise

- **Reimagining Health: A VicHealth Grant *NEW**

VicHealth is offering grants of up to \$3K, \$10K or \$50K for local organisations who can support young people (aged 0-25 years) or Victorians experiencing disadvantage, by creating meaningful social connection, providing opportunities for physical activity or by addressing food security issues. The total funding pool is up to \$2.5 million.

Any organisation that is an incorporated body, or Victorian Local Government is eligible

Applications close **Tues 27 Oct 2020**

Apply [here](#)

Maternal Child Health

The Victorian Government Department of Health and Human Services has published a new [FAQ document](#) providing guidance to Maternal and Child Health (MCH) services. The document has been developed to answer questions received from the MCH workforce and provides links to regularly updated information.

Emergency relief support

- RMIT - [The university has expanded its existing Student Hardship Assistance and Equity Scholarship funds to support students directly impacted by COVID-19.](#)
- [Vinnies Welfare assistance line](#) (Mon – Fri 10am – 3pm)
Tel 1800 305 330
- [CareWorks SunRanges](#) (Operating 9am - 3pm but call before arriving)
34 Macedon Street Sunbury.
Tel: 9740 5061
info@careworks.com.au
- COVID-19 care packages and support for [Aboriginal and Torres Strait Islander people](#).
- Study Melbourne Student Centre [support for international students](#)
- Australian Government [students and trainees information](#), and [one-off support payment](#)
- [Moneysmart](#) provides general advice on making good financial decisions during COVID-19, including accessing superannuation, and contacting utility providers
- Victorian Government [grants](#)
- Victorian workers can apply for a \$450 [Coronavirus Test Isolation Payment](#) that provides financial support while they self-isolate to wait for the results of a COVID-19 test. A further [\\$1,500 payment](#) is available to workers who have been instructed by DHHS to isolate if they test positive to coronavirus or are in close contact with a positive case.
- **Meals and welfare support for ATSI community *NEW**
[Hume City Council](#) is partnering with [Charcoal Lane](#), [Mission Australia](#), [VAHS](#) and [VACCA](#) to deliver nutritious meals to Aboriginal and Torres Strait Islander community members in need during COVID-19. 100 meals/week will be delivered by [VAHS](#) and [VACCA](#) over the next 5-weeks and it is also a great opportunity for their staff to check on people's welfare given the social isolation we are all experiencing. Click on this [link](#) to register for meals.

Contact: [Corey Williams](#)
Tel: 0478 890 298

Family Violence

- [Northern Community Legal Centre](#)
Tel: 9310 4376
[Email](#)
[Facebook](#)
- [Berry Street Northern Specialist Family Violence Service](#) (NSFVS) Triage and Response Tel: 9450 4700 phone based support Mon – Fri (9am-5pm)
Email [intake](#)

- [Kildonan Uniting Integrated Family Violence Program](#)
Tel: 9302 6100 phone based support Mon-Fri (9am-5pm)
- [InTouch Multicultural Centre Against Family Violence](#)
Tel: 9413 6500 Statewide phone based support Mon-Fri (10am-4pm)
- [safe steps 24/7 family violence](#)
Tel: 1800 015 188 or [email](#)
- [1800RESPECT](#) the National Sexual Assault, Family & Domestic Violence Counselling Line. Tel: 1800 737 732
- [W/Respect](#) Specialist LGBTIQ family violence service
Tel:1800 LGBTIQ (1800 542 847)
- [Lookout](#) has a Family Violence service directory page.
- [Aboriginal Family Violence Prevention and Legal Service](#)
Workshops (Sisters Day Out, Dilly Bag, Young Luv and in the Koori Women's Place), are postponed until 31 May. Continue to offer legal service by phone and provide representation in court matters. Limited capacity to accept new clients at this time, but a referral will be offered.
Tel: 1800 105 303
- DHHS advice about family violence and sources of help. Click [here](#) and click [here](#)
- [Resources for young people experiencing family or domestic violence during COVID-19 lockdown](#)
- [What to do if you're experiencing family and domestic violence: a guide for young people](#)
- WithRespect have created a [resource for LGBTIQ+ people who may be experiencing family and domestic violence](#) as a result of COVID-19.
- [Djirra Family Violence Support](#) for ATSI community
- Women's Health in the North (WHIN) has resources to get Family Violence help in [Arabic, Farsi, Hindi, Punjabi, Simplified Chinese, Sinhala, Turkish, Urdu and Vietnamese](#)

Health & Hygiene

- [Stay Clear, Stay Clean, Stay Kind](#) is a resource that may be useful for pre-school children. It's not specific to Covid19 but explains in simple terms the importance of handwashing and how germs travel through the air onto surfaces. It is available in multiple languages and is free to download and print.
- [How to make a cloth face mask](#)
- [Find out more about how to properly wear masks from the World Health Organisation](#)

Aboriginal Services

- [Victorian Aboriginal Health Service counselling](#)
- [Free posters with COVID-19 health tips](#)
- [VACCHO Coronavirus Hub](#)
- Koorie Heritage Trust Kids Club – [ideas for children's activities](#)
- [Djirra Family Violence Support](#) for ATSI community
- [Aboriginal Family Violence Prevention and Legal Service](#)
Workshops (Sisters Day Out, Dilly Bag, Young Luv and in the Koori Women's Place), are postponed until 31 May. Continue to offer legal service by phone and provide representation in court matters. Limited capacity to accept new clients at this time, but a referral will be offered.
Tel: 1800 105 303
- [The National Centre for Australian Children's Literature launches Aboriginal and or Torres Strait Islander Resource.](#)
The free database of children's books by and about Aboriginal and or Torres Strait Islander Peoples includes over 300 Australian children's books suitable for young people from birth to 12 years. The books are annotated, with subjects, curriculum links and teaching resources along with database features that offer varied uses for different interests.
- **Meals and welfare support for ATSI community *NEW**
[Hume City Council](#) is partnering with [Charcoal Lane](#), [Mission Australia](#), [VAHS](#) and [VACCA](#) to deliver nutritious meals to Aboriginal and Torres Strait Islander community members in need during COVID-19. 100 meals/week will be delivered by [VAHS](#) and [VACCA](#) over the next 5-weeks and it is also a great opportunity for their staff to check on people's welfare given the social isolation we are all experiencing. Click on this [link](#) to register for meals.

Contact: [Corey Williams](#)
Tel: 0478 890 298

Arts

- [Mountain Goat Mountain](#) is an audio-led theatre experience for families to do in their home together. With guided activities that help families set up, and step into their own imaginative world, Mountain Goat Mountain is a unique experience for adults and children to do together that provides space for creative connection through play and imagination. Perfect for families with children aged 5+.
- The [Split Second Youth Film Competition](#) encourages young Victorian film-makers aged between 18 and 25 to tackle distracted driving. Aspiring young filmmakers have the chance to bring their ideas to the screen in a short film featuring actor Firass Dirani as part of a Victorian Government and Transport Accident Commission competition to cast a spotlight on road safety.

The winner will receive a \$50,000 production budget to make their film and \$5,000 in prizemoney. Their film will feature during Village Cinema screenings across Victoria.
Competition closes 23 September 2020.

Books

- [List of Coronavirus books for children](#)
- The Melbourne Writer's Festival is running a [free program for primary and secondary school students](#) and teachers.
- [Free picture stories and illustrated guides to support people with learning disabilities and autism, through the coronavirus pandemic. Can also be useful for CALD groups](#)
- **Hume Libraries 100 Stories Lockdown Challenge**
This [challenge](#) is part of the 1000 Book Before School Program. The idea is to kick start families sharing stories and keep reading and generate a community driven reading list of picture books. It is open for households who have at least one child aged 5 years or younger. There will be 3 randomly drawn prizes of \$50. **Challenge closes on Wed 16 Sept.**

Research / Reports / Resources

Employment

- [COVID-19, employment stress and student vulnerability in Australia](#) – Kate Noble, Peter Hurley & Sergio Macklin

Families

- [Families in Australia Survey: Life during COVID-19](#) – Kelly Hand, Jennifer Baxter, Megan Carroll & Mikayla Budinski
- [COVID-19 and mortgage and rental payments: May 2020](#) – Nicholas Biddle, Ben Edwards, Matthew Gray & Kate Sollis
- [ARACY Newsletter](#) – July 2020
- The Department of Health and Human Services has just updated its [guidance for COVID-19 planning in the community services sector](#). The new guidance includes tools to assist organisations with COVID-19 planning, such as:
 - Key considerations to apply when determining how to deliver services safely
 - Tools to help organisations identify risks of coronavirus transmission and develop strategies to respond to those risks while working to transition to normal service delivery.
- Australian Institute of Family Studies [publications](#)
- [COVID-19: Impact on vulnerable Victorians](#)
Mike Davis shares findings from TaskForce's demographic survey which shows how COVID-19 has prompted growing demand for drug and alcohol counselling services and led to a rise in the number of people facing unemployment, economic disadvantage and poorer mental health.
- [Menzies Centre report recommends economic supports for ECEC should remain – The Sector](#)
A new report, released late last week by the Menzies Centre for Health Governance, has examined the health equity implications of the 156 policy measures that were introduced by the Australian Federal and State/Territory governments in response to

the global COVID-19 pandemic, recommending that the temporary supports put in place to support the early childhood education and care (ECEC) sector should continue, and that access to free childcare should be retained for socially disadvantaged households.

- [ACOSS report uncovers rampant inequality in Australia pre-COVID](#) *NEW
The top 20 per cent of Australian households have 90 times the wealth of the bottom 20 per cent, according to new research that shows inequality has widened in recent years.
- <https://pfsc.psychology.uq.edu.au/covid19-resources> *NEW
- <https://pfsc.psychology.uq.edu.au/parentinginapandemic> *NEW
- <https://pfsc.psychology.uq.edu.au/parentinginapandemic/tv> *NEW

Family Violence

- [Responding to the 'shadow pandemic': Practitioner views on the nature of and responses to violence against women in Victoria, Australia during the COVID-19 Restrictions](#)

Children and Young People

- COVID-19, child protection and you – [legal information](#)
- [YouthInsight](#) Survey series – 'Here's what young people think about coronavirus.'
- [Young Australians in shared housing some of the hardest hit during COVID-19, survey finds – Domain](#) - People living in shared houses have been one of the hardest-hit groups during the pandemic, with almost three in four losing their jobs or losing hours, new research shows. One in five share-house residents skipped meals to afford necessities and about half reported reduced mental health, [a University of Melbourne survey](#) found.
- [Backyard studios help overcrowded families and prevent youth homelessness during lockdown – ABC](#) - Not-for-profit organisation Kids Under Cover provides small studios for backyards. The studios help prevent youth homelessness by alleviating overcrowding in homes. The COVID-19 lockdowns have driven demand for the studio program.
- [Young men are more likely to believe COVID-19 myths. So how do we actually reach them? – The Conversation](#) – Young men and people aged 18-25 and people from a non-English speaking background are more likely to believe COVID-19 myths. We need to involve young people in the design of COVID-19 messages to get the delivery right, if we are to convince them to socialise less and follow prevention advice. We need to include them rather than blame them.
- [Minus18 Digital Events Guide for LGBTIQA+ young people](#)
When COVID-19 hit, Minus18 completely re-imagined their youth support for a digital world by asking 244 young Australians what they wanted to see in order to feel connected and supported. Since then Minus18 have delivered digital events to over 2,500 LGBTIQA+ young people all over the country.

The Digital Events Guide includes:

- The results from our consultation with young people about digital events
- A step-by-step guide for services to host amazing digital events, now and beyond the pandemic.
- [How young people are experiencing the social and economic impacts of COVID-19](#)
- [Five Challenges Facing Children and Young People](#)
World Vision Australia recently published a statement by children and young people who met to reflect on the status of children's rights in Australia and the Pacific, 30 years after the United Nations Convention on the Rights of the Child (CRC) was established.

The Child and Youth Statement identifies COVID-19, climate change, Indigenous children's rights, citizenship and mental health as issues of concern to children and young people. In the statement children and youth position themselves as agents for change. They consider themselves part of the solution and want a smart partnership with adults and policy makers to help resolve the problems facing society.
- The National Youth Commission Australia (NYC) [discussion paper](#)
This paper looks at the future needs for young people as they transition to sustainable livelihoods and a successful career. With the national unemployment rate for people aged 15 to 24 consistently double the average national rate for people between 25 and 64, the NYC is concerned about the erosion of traditional employment pathways that have led to a sharp decrease in the number of young people in full-time work.
- COVID-19 Resources for LGBTIQ+ young people and carers
Healthy Equal Youth (HEY) has put together this [guide](#) to the COVID-19 restrictions in Victoria, for workers and young peers who are going to provide care for LGBTIQ+ community members who are struggling with mental health concerns or family violence.
- [Play critical to teenage health and wellbeing new report finds - SA Commissioner for Children and Young People Media Release](#)
This report examines the findings of a survey of 500 South Australian young people aged 13 – 18 on the importance of play in their lives. While much research focuses on the importance of play for young children, rarely is the importance of play for teenagers examined.
- [How we can improve mental health services for CALD communities and young people](#)
***NEW**
- [No festivals, no schoolies: young people are missing out on vital rites of passage during COVID](#) ***NEW**

Education

- [Transitioning back to school: a guide for parents of primary schoolers](#)
- [Transitioning back to school: a guide for parents of adolescents](#)
- [How teachers can help students transition to school](#)
- [Victoria's Year 12 students are worried about how special consideration will impact their grades – SBS](#)

A recent national survey of Year 12 students by tutoring service Cluey Learning found 80 per cent of school leavers have anxiety about their ATAR score and 62 per cent believe COVID-19 will have a negative impact on the outcome. Cluey Learning CEO Dr Selina Samuels said students also have another concern – their parents. In 2019 ARACY produced [Please just say you're proud of me](#) – a report on how young people would like their families to support them in their high school years.

Disability

- [Left Out and Locked Down](#) Report - The experiences of people with disability and their families during COVID19
Every Australian Counts surveyed more than 700 National Disability Insurance Scheme participants and their families in May-June about the early impact of COVID-19 and the ensuing lockdown. Almost a third (32 per cent) of respondents said their costs had gone through the roof, leaving them feeling stressed, anxious and stretched almost to breaking point.

Aboriginal & Torres Strait Islander community

- COVID-19 Impact on NCIE (National Centre of Indigenous Excellence) Community [Report](#) and [digital story book](#) *NEW

Webinars / podcasts

- **The Dad Train - a podcast for dads**
This [podcast](#) is hosted by an Anglicare Carer – Scott Davison and his experiences of being a father and foster carer.
- COVID-19 and its impact on the family violence legal and service system [webinar](#)
- **Helping Australian schools understand, monitor & improve student wellbeing**
ARACY is working with school systems across Australia, to 'operationalise' their wellbeing framework, the Nest, through a student wellbeing app called EI Pulse. EI Pulse gathers weekly data on the wellbeing of students based on ARACY's The Common Approach® program. The Common Approach is a method of speaking with young people and their families to understand their strengths, and the challenges they face across the domains of the Nest. In this webinar they described how we define wellbeing; how EI Pulse works and an overview of The Common Approach. [Watch the webinar free of charge.](#)
- **Information Sessions - Racism, understanding your rights and taking action**
These interactive sessions will provide information to better understand and exercise rights if you or someone you know experiences racism, religious discrimination, or racial or religious vilification. Attendees will also learn how to recognise racism, how to report it and where to seek advice and support. Participants will be encouraged to contribute in a safe and confidential environment.
 - What does discrimination, vilification and victimisation mean?
 - Where to get help and advice
 - How to report racism
 - Why reporting racism is important
 - How to take action against racism

Māori and Pasifika communities

Mon 14 Sept

6-7.30pm

[Register now](#)**Multicultural youth**

Tues 15 Sept

5.30-7pm

[Register now](#)**Muslim women**

Wed 16 Sept

6-7.30pm

[Register now](#)**Communities of Myanmar**

Sat 19 Sept

1.30-3.30pm

[Register now](#)**General session (all welcome)**

Tues 22 Sept

6-7.30pm

[Register now](#)

- **Lloyd Cox Memorial Lecture – Webinar** *NEW

The Robinson Research Institute invites you to attend the 2020 Lloyd Cox Memorial Lecture. Professor Jonathan Carapetis AM (Director, Telethon Kids Institute, Perth) will present this year's lecture on: *The New Closing the Gap Agreement - Implications for Research*.

Tues 15 Sept, 4– 5pm

[Register](#)

- **Career Options in Arts, Media & Community** *NEW

Hear from employers about their own career paths, their industry insights and opportunities for students and graduates in their sector. Learn about what skills and attributes employers look for in graduates and where your degree could take you.

Speakers:

- Banyule City Council: Kate Baker, Inclusive Employment and Volunteering Team Leader
- HotHouse Theatre: Karla Conway, Artistic Director
- Kearney Group: Zoe Croucher, Graduate (LTU Alumni)
- Northern Health: Ana Asanovic, Communications Advisor (LTU Alumni)
- Northern Mallee Community Partnership: Jane McCracken, Executive Officer

To get the most from these sessions, research employers in advance as there will be time to ask questions.

Who should attend?

- Undergraduate and postgraduate students from all years.
- Students who want to expand their knowledge of this area and the opportunities available

Tues 22 Sept 2020

12 – 1.15pm

Register [here](#)

- **CREATE 2020 Webinar Series**

7 Oct 2020: CREATE Project Snapshot – The major outcomes from the CREATE-ing Pathways to Child Wellbeing Project

15 Oct 2020: CREATE Futures – Future directions for community-based prevention utilising CREATE Project tools, resources and methodologies

On 7 Oct, the webinar will summarise the major outcomes from the project with the CREATE Project Snapshot and on 15 Oct the webinar will discuss the future directions for community-based prevention.

[Find out more/register.](#)

- **YACVic Youth Participation 101 webinar**

Youth participation acknowledges that young people are the experts in their own lives. Do you need guidance to boost your youth groups, programs and advocacy? Does your team need to re-engage their passion and/or fill up their toolbox for effective youth participation?

At our Youth Participation workshop, we'll talk about the successes you're having and unpick the barriers you may be encountering to increase your confidence in working alongside young people.

Fri 2 Oct 2020

9:30am - 12:30pm

On Zoom

YACVic Members - \$60; Non Members - \$80

Register for the event [here!](#)

- **Code of Ethical Practice Workshop *NEW**

If you work with young people, you will often face ethical dilemmas: situations where you have to decide the right thing to do. This session with Sam Champion, Participation and Development Coordinator at YACVic, looks through the agreed values and principles that drive youth work in Victoria.

Fri 23 Oct 2020

9:30am-12:30pm

\$60 YACVic Members, \$80 Non-Members

On Zoom

[Register now](#)

- [Responding to Family Violence During COVID-19](#)

Women's Health in the North presents a free 75 minute pre-recorded session will support practitioners across Victoria to:

- Identify family violence in the COVID-19 context
- Develop strategies to establish safety using technology
- Partner with victim survivors to undertake effective safety planning
- Explore and undertake self-care
- Stay up to date with changes in the service system.

- **YACVic watch our previous podcast events** on Child Safety Online, COVID-19 and Young People's Rights at Work, and How to Access Income Support

Payments on [Facebook](#) and [YouTube](#) *NEW

- **Autism Explained Online Summit *NEW**

The Summit is a week-long online event, featuring 25 sessions from highly respected experts from all over the world. Each day will focus on a different theme, ranging from understanding autism, family life, transitions and strategies, through to creating a supportive environment.

A FREE TICKET gets you access to ALL 25 SPEAKER PRESENTATIONS, with replays available to watch on demand for 48 hours following each session.

21-25 Sept 2020 (5 sessions scheduled each day during the week)

Register at [Eventbrite](#)

- [Podcast: Learning to be vulnerable while Leading Generous Teams](#) *NEW
Podcast series dedicated to improving the mindset, resilience and mental health of people working in the social sector during the challenges of COVID-19.
- **Kids Health – What to do when a little one is sick webinars** *NEW
Children from Hume area, aged 0-4, have been presenting to nearby Hospital Emergency Departments with non-urgent illnesses at exceptionally high rates. (Compared to state average).

This could be due to:

- a perceived urgency or seriousness of condition
- belief that the condition requires resources that can be offered by a hospital
- the condition is too complex or difficult to be managed by a GP
- a lack of understanding of the local health care system and which services are available nearby

In response to this, this series of webinars for parents and caregivers of 0-4 year olds has been developed to:

- Introduce ways to identify common childhood illnesses
- Provide information on possible interventions, or hospital avoidance, ideas (as appropriate)
- Raise awareness of available health services and resources within the local area
- Create a legacy piece, ensuring this information is available after the sessions are held

Webinars run Sept- Oct 2020. Dates and registration details [here](#)

Facebook page [here](#)

Information: [Teresa](#) or [Vaishali](#)

Awards, competitions and opportunities

- [The HESTA Impact Awards](#) recognise people working in health and community services who are committed to creating a better future. These awards recognise the dedication and professionalism of those working in health and community services in Australia e.g. in nursing, midwifery, aged care, hospitals, community services, disability services, early childhood education & care or allied health settings.

Categories:

1. Team innovation
2. Individual distinction.
3. Outstanding organisation

Suitable nominees are those that go above and beyond the everyday demands of their role are eligible for a share of a \$30,000 price pool.

- **Hume Libraries 100 Stories Lockdown Challenge**
This [challenge](#) is part of the 1000 Book Before School Program. The idea is to kick start families sharing stories and keep reading and generate a community driven reading list of picture books. It is open for households who have at least one child

aged 5 years or younger. There will be 3 randomly drawn prizes of \$50. Challenge closes on **Wed 16 Sept 2020**.

- **[Playgroup Stories Campaign: Share your playgroup story and invite others to share theirs](#)**

Many organisations have long experience delivering quality playgroups for families and children. Playgroup Australia invites you to share your stories about them by participating in the Playgroup Stories Campaign. The campaign seeks to build the evidence about the value of playgroup through collecting stories from providers and participants. Stories can be submitted as drawings, photographs, videos, written word and audio, to capture what playgroup means to the Australian community.

[Share your playgroup story here.](#)

- **A Seat at the Table *NEW**

YACVic is supporting young people to meet their local MP to discuss young people's experiences of COVID-19. This is an opportunity for young people aged 12–25 who are interested in having their voice heard and making sure the Victorian Government makes the right decisions for young people. Expressions of interest [here](#)

- **CMY's Mental Health Literacy project *NEW**

The Project will design and develop in partnership with young people and broader community a range of resources (audio and visual) to improve mental health literacy of young people and their families from *Arabic, Vietnamese, Karen, South Sudanese* and *Pasifika* backgrounds in the *North West Melbourne* area.

CMY are seeking 10 younger (18-30 year olds) community members to volunteer to be a part of our Community Leadership Group in the Mental Health Literacy project. More information about the program and volunteer opportunities can be found on our [website](#). Applications for the Community Leadership Group can be submitted [here](#).

Contact: [Jess Case](#)

Tel: 9340 3700

- **Free online VCE Study Support sessions *NEW**

In partnership with Edmund Rice Community and Refugee Services, CMY is delivering free online VCE Study Support sessions on Tuesday and Thursday afternoons, 4pm – 6pm, starting in the September school holidays.

Student and volunteer applications are now open. We're looking for volunteers who can commit a couple of hours a week until December, and who are comfortable tutoring in VCE subjects.

The program is open to all VCE students who do not have access to learning support outside school, including students from refugee and migrant backgrounds. Student and volunteer application forms, on the [website](#).

Contact: [Ursula Cliff](#)

Tel: 9340 3700

- **Victorian Multicultural Awards for Excellence *NEW**

These Awards recognise the outstanding achievements of people and organisations who strengthen multiculturalism across 15 categories.

- Premier’s Award for Community Harmony
- Youth Leadership
- Media
- Business
- Police
- Emergency Services
- Local Government
- Education
- Community Innovation
- Community Response and Recovery
- Refugee Advocacy
- Sport
- Arts
- Health
- Justice

Nominations close **Sun 11 Oct 2020**

Apply [here](#)

- **Financial Literacy video for young people *NEW**
Bill education with a cause: Young Australians can find out how to educate themselves on bill payments while also improving financial literacy within Indigenous communities, thanks to an unlikely collaboration between BPAY, First Nations Foundation and drag queen Leasa Mann.

BPAY has released a video tutorial starring Mann that explains BPAY features like choosing which bank account to pay bills from, scheduling bill payments when it suits you and managing your bills. For every unique, completed view of the video, BPAY will donate \$1 to First Nations Foundation (FNF) up to a maximum of \$30,000.

The money will go towards FNF’s financial literacy training program “My Money Dream”. FNF works within Indigenous communities to empower and instil confidence in individuals, and is driven to establish financial prosperity through education, training and information. View the tutorial [here](#)

- **Blak Design Program:** Koorie Heritage Trust is calling all Aboriginal and Torres Strait Islander artists living in Victoria, who are 18 years of age and over, to participate in the inaugural [Koorie Heritage Trust Blak Design program](#). The program provides mentoring in design, production, and small business skills to nurture long-term sustainable design practices.

Applications close **13 Oct 2020**.

Good News ♥

The Royal Australian Mint has launched the world’s first [Donation Dollar](#) – a one dollar coin designed to be donated – that advocates believe has the potential to deliver millions of dollars in additional funding to the charities sector each year.

Source: Pro Bono News



Please send your COVID-19 services updates, resources and information to [Karla Collrick](#), Participation & Partnerships Officer, Hume City Council.

Updated 11 September 2020