

Alpine Shire – COVID-19 Community Support

Contents

Support Services.....	1
Mental Health and Wellbeing.....	2
Family and Domestic Violence.....	3
Alcohol and other drug use.....	4
Housing and Homelessness.....	4
Food Relief.....	5
Local Food Retailers.....	6
Pharmacy Retailers.....	8
Financial Support.....	9
Older Community, People with a disability and Carers.....	10
Aboriginal and Torres Strait Islander communities.....	10
Families and Parent Information.....	11

Support Services

The Alpine Shire Council is committed to supporting the social, health and community relief and recovery effort for everyone who lives, works, and studies in our municipality.

Alpine Shire Council has put together a list of key service providers, community organisations and online resources that are available to support people during the pandemic and to provide relief and recovery services to our community.

While every effort has been made to ensure the accuracy of this information, details may change given the rapidly evolving situation. We recommend you contact the organisations directly to confirm their current services, make appointments and understand their processes.

Translating and Interpreting Service (TIS National)	131 450
24/7 Coronavirus Hotline	1800 675 398
National Coronavirus Hotline	1800 020 080
Carers Advisory Line	1800 514 845

Please use 000 for emergencies only.

Official Government Information Websites

[DHHS Coronavirus Website](#)

[DHHS Mask or Face Coverings](#)

[COVID-19 Transmission Reduction Measures](#)

[Coronavirus Translation Resources](#)

[Victorian Department of Health YouTube Channel](#)

[Aust. Government Department of Health and Aged Care](#)

[Aust. Government Dept of Health YouTube Channel](#)

Smartphone Applications

Download the [Coronavirus Australia app](#) for up-to-date information

[COVIDSafe app](#)

[Ask Izzy app](#)

This app helps you to find nearby services. You can search more than 360,000 service providers to find housing, meals, healthcare, counselling, legal advice, addiction treatment and more. If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.

Mental Health and Wellbeing

The outbreak of the coronavirus COVID-19 has impacted people in varying ways on an international scale. It is understandable during times like this that people may be feeling afraid, worried, anxious, and overwhelmed by the constantly changing alerts and media coverage regarding the spread of the virus.

While it is important to stay informed, lifeline.org.au and beyondblue.org.au have some mental health and wellbeing tips and strategies to continue looking after ourselves and each other during these difficult times. The Lifeline telephone, text and webchat services will continue as normal throughout the COVID-19 crisis.

We've compiled a list of online mental health hotlines and websites. Check in and have a chat. They can point you in the right direction for support for yourself or your loved ones.

If you are in an emergency situation, or at an immediate risk of harm to yourself or others, call 000 immediately.

Lifeline	13 11 14 24 hours 7days	Text: 0477 131 114 (6pm – midnight AEDT, 7 nights)	Chat online: www.lifeline.org.au/crisis-chat (7pm - midnight, 7 nights)
Beyond Blue	1800 512 348 24 hours 7days	Email: EMAIL Support Service Response within 24 hours	Chat online: http://www.beyondblue.org.au/get-support/get-immediate-support 3pm - 12am, 7 days
Kids Helpline	1800 551 800	Online: kidshelpline.com.au	Chat online: https://kidshelpline.com.au/get-help/webchat-counselling
Albury Wodonga Health Mental Health Triage Service	1300 104 211 24/7 Triage Line		

More resources:

- [Mental Health First Aid](#) has a range of valuable resources.
- [Advice from Dementia Australia](#) for people caring for someone with dementia at home.
- [Advice and resources for supporting mental health](#)
- [Tips from the Red Cross](#) to help individuals and families maintain wellbeing and manage isolation
- [‘Taking care of yourself in isolation’](#) - a simple series of practical tips

Family and Domestic Violence

If you or someone you know is in **immediate danger**, call **000**. Or if it is safe to do so, contact Safe Steps 24/7 crisis service on 1800 015 188 for help and support.

Safe accommodation and support for family violence is available.

Centre Against Violence	1800 015 188	Online: centreagainstviolence.org.au
Safe Steps	1800 015 188	Online: safesteps.org.au
Multicultural Centre Against Family Violence	1800 755 988	Online: intouch.org.au
Centre Against Sexual Assault	1800 806 292 (24 hours)	
Child Protection Crisis Line	1300 655 795 (Mon - Fri. 9am to 5pm) or 131 278 (after hours)	
1800 RESPECT	1800 737 732	Online: 1800respect.org.au
Men's Referral Service	1300 766 491	Online: Ntv.org.au
Seniors Rights Victoria	1300 368 821 (Monday, Tuesday, Thursday, and Friday, 10am to 5pm)	Online: seniorsrights.org.au

Alcohol and other drug use

Healthdirect	Provides list of drug and alcohol related services in your local area.	Online: Healthdirect
Direct Line	Free and confidential alcohol and drug counselling and referral in Victoria. Chat live online with a professional counsellor.	1800 888 236 (24 hours, every day) Online counselling44
Harm Reduction Victoria	Online information resources and Pharmacotherapy Advocacy Medication Support (PAMS) service for people who use drugs during COVID-19.	Online: hrvic.org.au

Housing and Homelessness

Beyond Housing	1800 825 955 open 24 hours / 7 days	Online: beyondhousing.org.au
Housing Vic	Emergency Accommodation Support Worker 1800 825 955	Online: housing.vic.gov.au
Junction Support Service – Young people	<p>WANGARATTA Monday to Friday, 9am-5pm 9 Ely Street PO Box 377 Wangaratta, Victoria, 3677 Ph : (02) 6043 7400</p> <p>WODONGA Monday to Friday, 9am-5pm 155 Melbourne Road PO Box 1490 Wodonga, Victoria, 3690 Ph : (02) 6043 7400</p>	Online: junction.org.au

Food Relief

For everything you need to know about COVID-19 food relief in Victoria, head to coronavirus.vic.gov.au.

Below is a list of local community groups that may be able to assist.

Myrtleford		
Myrtleford Neighbourhood Centre		5752 2775
St Vincent De Paul		0400 058 304
The Myrtleford Food Movement	Community meals every Monday 5pm - 6:30pm Uniting Church, Cnr Albert & Myrtle Streets	0432 532 895
Bright		
Anglicare Victoria & St Vinnies	Call Jenny Svarc, Alpine Health to arrange a phone interview & collection	5755 0123
Love Bites' @ Dumu Cafe	Pre-prepared frozen meals available to all community members 4 Ireland Street, Bright (upstairs)	57551489
Mount Beauty		
Mount Beauty Neighbourhood Centre	Foodworks vouchers, Neighbourhood Centre frozen meals & fuel vouchers Collection to be arranged dependant on circumstances	5754 1166

Local Food Retailers

Business	Delivery	Contact
IGA Bright	Email orders only by 12.00 noon Home delivery Thursday only: Bright - \$5 (\$4 Seniors) Buckland Valley - \$8 Wandiligong - \$8 Harrietteville - \$10 Smoko and Freeburgh - \$8	5755 1666 bright_manager@ritchies.com.au
Woolworths Bright	Online orders Click and collect from designated parking bays Fee for home delivery	5732 3900 www.woolworths.com.au
Bright Organics	Online and phone orders available Click and collect only	5750 1199 brightorganics.com.au
Ricardi's Alpine Gourmet Meat, Bright	Phone orders Home delivery within 10km radius Monday to Friday only Click and collect available	5755 1175
FoodWorks, Mount Beauty	Monday to Friday Online orders preferred by 10am same day of delivery Free delivery Mount Beauty, Tawonga and Tawonga South \$10 Pick and Pack fee	5754 1400 mountbeauty.myfoodworks.com.au
Nourish Wholefoods, Tawonga South	Free daily local home delivery View website for other daily delivery destinations Click and collect available	0427 726 228 nourishwholefoods.org
Tawonga South Butchery	Phone orders only, day before delivery Free home delivery Tuesday and Thursday Click and collect available	5754 1888
Vegetation, Mount Beauty	Online orders only Delivery: Monday & Thursday – Bright, Myrtleford and surrounds, Order before 1pm Tuesday and Friday - Harrietteville, Hotham and Dinner Plain, order before 10am	5754 4226 vegetation.com.au

Business	Delivery	Contact
Coles, Myrtleford	Online orders Click and Collect only	5752 1111 shop.coles.com.au
FoodWorks, Myrtleford	Online orders preferred by 10am for same day delivery Deliver Monday – Friday \$10 Pick and Pack fee Free delivery Myrtleford area Click and collect from drive through bottle shop	5752 1575 myrtleford.myfoodworks.com.au
Dales Butchery, Myrtleford	Phone orders Free local home delivery Click and collect available	5752 1526
Waitye's butchery, Myrtleford	Phone orders Free local home delivery Click and collect available	5752 1329
Arnolds online	Online orders only the day prior to delivery. Delivery: Tuesday and Thursday - Porepunkah, Myrtleford and Bright.	02 6024 5211 arnoldsonline.com.au
FoodWorks Falls Creek	Order online via Mt Beauty Store by 10am, for delivery to Falls Creek. Deliveries collected from the Falls Creek FoodWorks. Click and collect available.	5754 1400 mountbeauty.myfoodworks.com.au

Pharmacy Retailers

Bright Pharmacy	<p>Phone orders and scripts sent via email or fax by doctor or patient. Credit card payment over phone.</p> <p>Medication deliveries only Delivery Monday to Friday, Bright residents only. Order by 1pm for same day delivery</p>	<p>Ph: 5750 1122</p> <p>Fax: 5755 1029</p>
Mount Beauty Guardian Pharmacy	<p>Phone orders and scripts sent via email or fax by doctor or patient. Delivery Monday to Friday: Free local delivery for vulnerable patients.</p>	<p>Ph: 5754 4224</p> <p>Fax: 03 9005 2906</p>
Chemist King, Myrtleford	<p>Pre-order for in store pick-up Home delivery to vulnerable people in township.</p>	<p>5751 1222</p>
Myrtleford Pharmacy	<p>Phone orders and scripts sent via email or fax by doctor or patient.</p> <p>Free delivery to vulnerable people in township. Click and collect available</p>	<p>5752 1288</p>
Mount Hotham Medical Centre	<p>Winter services only Contact Bright Medical Centre</p>	<p>5750 1000</p>
Falls Creek Medical Centre	<p>Winter services only Contact Mt Beauty Medical Centre</p>	<p>5754 3400</p>

Financial Support

People who don't currently receive payments from the Australian Government	<p>Some individuals may be eligible for a payment if they, or their family, are affected by coronavirus and are unable to work, in isolation or hospitalised, or caring for children.</p>	<p>If you need payment during coronavirus Covid-19</p>
JobSeeker payment	<p>JobSeeker payment is a supplement of \$550 per fortnight for people aged 22 to retirement ages, who are unemployed or temporarily unable to work, and not receiving the JobKeeper payment from an employer. Residence conditions and a means test apply. Assets tests have been suspended for this benefit and several others.</p>	<p>Jobseeker payment information</p>
Support from the Victorian Government	<p>Financial support and emergency relief</p>	
Help paying for electricity, gas or water	<p>The Utility Relief Grant Scheme provides eligible Victorians with Pensioner, Health Care or Veterans Gold cards who are facing financial hardship or high rental costs, with payments of up to \$650 for each utility type across a two-year period, or \$1300 for people with a single source of energy.</p>	<p>Utility Relief Grant Scheme</p>
Australian Government Financial Support	<p>The Australian Government is acting decisively in the national interest to support households and businesses and address the significant economic consequences of coronavirus.</p>	<p>Coronavirus and Households</p>
Business Support	<p>Council has a dedicated Coronavirus Business Support page, which is regularly updated with information, opportunities for support and important resources.</p>	

Older Community, People with a disability and Carers

People with disability	Information about COVID-19 for people with disability and people caring for them	coronavirus & people with disability
Carers Advisory Line	1800 514 845 (Mon-Fri 8:30am-5pm)	carersvictoria.org.au
National Disability Insurance Scheme (NDIS)	NDIS has specialist information for people with a disability on service changes and available supports on their COVID-19 page. Contact the NDIS to request a plan review.	1800 800 110 (Monday to Friday, 8am to 8pm)

Aboriginal and Torres Strait Islander communities

COVID-19 Aboriginal and Torres Strait Islander communities	Victorian Government Information and resources for Aboriginal and Torres Strait Islander Victorians and Aboriginal Community Controlled Organisations	Information and Support
Victorian Aboriginal Community Controlled Health Organisation	Specific advice, medical support, information about COVID-19 and support services for Aboriginal and Torres Strait Islander communities.	Vaccho Covid-19 Resources
National Indigenous Australians Agency	A coordinated effort to protect against the serious threat to Indigenous Australians, with an immediate focus on those in remote areas and maintaining food security.	NIAA Covid-19 Information

Families and Parent Information

Parent Helpline	13 22 89 (8am to midnight 7 days a week)	
Newy with kids	Fun activities for parents and children at home	Family Fun at Home
Victorian Government Parents, carers and guardians	Advice for parents about education services that are affected by COVID-19.	Parents Carers and Guardians Information
Emerging Minds	Many parents and carers may be wondering how to talk with their child or children about COVID-19 and what information to share. Emerging Minds has a resource designed to help parents and caregivers to prepare for these conversations.	Communicating with your child about covid-19