

# Caring for our Community during Coronavirus



## Care packages for those in need



Mornington Peninsula Shire, in partnership with local Community Support Centres, is offering care packages for our most vulnerable and isolated community members who are impacted by the Coronavirus pandemic on the Peninsula. Care packages will be sent to eligible households through contactless delivery.

**Care packages will include non-perishable food and essential hygiene items.**

### You are eligible to receive a care package if you:

- are being impacted by Covid-19 due to self-isolation
- are considered 'at risk' of getting COVID-19
- have no support locally to access supplies
- are experiencing significant hardship due the current situation.

### How do I register to receive a care package?

**Phone the Shire on 📞 1300 850 600**

If you need the assistance of an interpreter phone 📞 131 450

TTY/voice calls: 📞 133 677

Speak and listen: 📞 1300 555 727

SMS relay: 📞 0423 677 767

If you are deaf or have a hearing or speech impairment contact us through the National Relay Service:

📞 [communications.gov.au](https://communications.gov.au)

# Community Support Centres

Community Information and Support Centres provide a number of programs and services to assist vulnerable individuals, couples and families.

Services provided include fresh food parcels, personal hygiene products and food vouchers. There is also support available for people experiencing financial difficulties and referral information is provided to other health and community agencies.

**There are three Community Information and Support Centres operating on the Peninsula:**

- Southern Peninsula Community Support and Information Centre 📞 5986 1285
- Westernport Community Support Centre 📞 5979 2762
- Mornington Community Information and Support Centre Inc. 📞 5975 1644

## Support services

|                                                   |                                                     |                                                                                                  |
|---------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Coronavirus Health Info Line (24/7)               | 📞 1800 020 080                                      | Advice and information on coronavirus.                                                           |
| Department of Health and Human Services           | 📞 1300 650 172                                      | Services to support the health and wellbeing of Victorians.                                      |
| Lifeline                                          | 📞 13 11 14                                          | People experiencing personal crisis requiring immediate support and suicide prevention services. |
| Beyond Blue                                       | 📞 1300 224 636                                      | Information for people experiencing mental health issues.                                        |
| 1800 Respect (family violence)                    | 📞 1800 737 732                                      | People experiencing family violence and their family/ friends.                                   |
| DirectLine (drug and alcohol)                     | 📞 1800 888 236                                      | People seeking alcohol and drugs info, advice or referral.                                       |
| Headspace                                         | 📞 1800 650 890<br>📞 9769 6419<br>(Frankston office) | Support for young people aged 12-25 years.                                                       |
| Kids Helpline                                     | 📞 1800 55 1800                                      | Kids aged 5-25 years needing support                                                             |
| Maternal Child Health Line                        | 📞 13 22 29                                          | Support to care for children until they start school.                                            |
| My Aged Care                                      | 📞 1800 200 422                                      | Support for people requiring aged care services.                                                 |
| National Disability Insurance Scheme (NDIS)       | 📞 1800 800 110                                      | Support for eligible people with a disability.                                                   |
| Carer's Victoria                                  | 📞 1800 242 636                                      | Carers of people with disability, mental illness, chronic health issue or age-related condition. |
| Nurse on Call                                     | 📞 1300 606 024                                      | Professional health advice from a registered nurse.                                              |
| Gambler's Help Line                               | 📞 1800 858 858                                      | People with gambling problems and those close to them.                                           |
| Wellways Helpline (mental health)                 | 📞 1300 111 500                                      | People experiencing mental health issues.                                                        |
| Child Protection (DHHS)                           | 📞 13 12 78                                          |                                                                                                  |
| South East Centre Against Sexual Assault (SECASA) | 📞 1800 806 292                                      | Victims/survivors of sexual and physical assault                                                 |
| Grief Line                                        | 📞 1300 845 745                                      | People experiencing grief, loss or trauma.                                                       |

**For concerns about Coronavirus call the dedicated hotline or visit the DHHS website.**

📞 1800 675 398 🌐 [dhhs.vic.gov.au/novelcoronavirus](https://dhhs.vic.gov.au/novelcoronavirus)

Please keep Triple Zero ( 📞 000) for emergencies only.