

CORONAVIRUS RESOURCES FOR FAMILIES AND SCHOOLS

| General Health | | |
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| Coronavirus Hotline | If you suspect you may have the coronavirus (COVID-19), call this dedicated hotline. Triple Zero (000) is for emergencies only. | 1800 675 398 24 hours, 7 days https://www.dhhs.vic.gov.au/coronavirus |
| healthdirect | Australian government-funded service providing quality, approved health information and advice. | 1800 022 222 https://www.healthdirect.gov.au/ 24 hours, 7 days |
| National Coronavirus Helpline | Call if you are seeking information on coronavirus. | 1800 020 080 24 hours, 7 days |
| NURSE-ON-CALL | Puts you directly in touch with a registered nurse for caring, professional health advice. | 1300 60 60 24 24 hours. |
| Crisis Support | | |
| Beyond Blue | Beyond Blue's new COVID-19 Mental Health Support Service is working around the clock to build a dedicated COVID-19 Mental Health Support Service | 1300 22 4636 Telephone: Mon – Sun: 24 hours https://coronavirus.beyondblue.org.au/ |
| Lifeline | A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff. | 13 11 14 Telephone: Mon – Sun: 24 hours https://www.lifeline.org.au/ |
| Suicide Callback Service | Free professional phone and online counselling for anyone affected by suicide. | 1300 659 467 24 hours. https://www.suicidecallbackservice.org.au/ |
| Mental Health Psychiatric | (Frankston/Bayside) | 1300 369 012 |

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| Emergency Triage Services | | |
| Mental Health | | |
| Crisis Assessment Team (C.A.T) | (24 hours) | 1300 792 977 |
| Mental Health Foundation Australia – Mental Health Helpline | A free and confidential service providing support to individuals, families, friends and carers, as well as professionals, students and the general community. Provides mental health information, support, referral and professional counselling for people in distress. | 1300 643 287 9.00am-11.00om, 7 days |
| SANE Australia | Provides assistance and support to those living with a mental illness. | 1800 187 263 info@sane.org https://www.sane.org/ Mon – Fri: 10am – 10pm |
| Wellways Helpline | A peer-led, volunteer support and referral service that provides information to people experiencing mental health issues, as well as their families and friends. | 1300 111 400 Mon-Fri: 9am – 9pm (AEST) https://www.wellways.org/our-services/helpline-1300-111-500 |
| Young People | | |
| Department of Health and Human Services (DHHS) | Contact if there are significant concerns that a child is at risk of significant harm as a result of abuse or neglect. | 1300 65 57 95 Offices in Frankston, Dandenong and Cheltenham Mon – Fri: 8.45am – 5.00pm After hours Child Protection Emergency Service 13 12 78 |

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| | | <p>5.00pm – 9.00am Mon – Fri, and 24 hours on weekends and public holidays</p> <p>https://services.dhhs.vic.gov.au/child-protection-contacts</p> |
| eheadspace | <p>A free confidential telephone and online service for young people aged 12-25. Qualified youth mental health professionals provide support to young people worried about their mental health or experiencing issues such as depression, bullying and isolation. Support is also available to concerned parents or carers.</p> | <p>1800 650 890</p> <p>Mon-Sun: 9am – 1am (AEST)</p> <p>https://headspace.org.au/eheadspace/</p> |
| Kids Helpline | <p>Provides confidential telephone and online counselling services to young people aged 5-25 years old for any reason.</p> | <p>1800 551 800</p> <p>Telephone: Mon – Sun: 24 hours</p> <p>https://kidshelpline.com.au/</p> |
| Youth BeyondBlue | <p>Provides information and confidential telephone and online counselling for young people aged 12-25 years old, who may be experiencing anxiety, depression or suicidal ideation.</p> | <p>1300 224 636</p> <p>Telephone: Mon – Sun: 24 hours</p> <p>Online counselling available Mon – Sun: 3pm – 12am (AEST)</p> <p>https://www.youthbeyondblue.com/</p> |
| Relationship Support | | |
| Family Relationship Advice Line | <p>Provides information on family relationship issues and advice on parenting arrangements after separation. It is for anyone – including step-parents, young people and friends – affected by family relationship or separation issues. Referrals to local services are also offered.</p> | <p>1800 050 321</p> <p>Mon-Fri: 8am - 8pm (AEST) Sat: 10am- 4pm (AEST) (excluding national public holidays)</p> <p>https://www.familyrelationships.gov.au/</p> |

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| MensLine Australia | A telephone and online support service for men with family and relationship concerns. MensLine is staffed by professional counsellors who are experienced in men's issues. | 1300 789 978 Telephone: Mon – Sun: 24 hours https://mensline.org.au/ |
| Sexual Assault and Family Violence | | |
| 1800RESPECT National Sexual Assault Domestic Family Violence Counselling Service | Supports people impacted by sexual assault, domestic or family violence and abuse. | 1800 737 732 https://www.1800respect.org.au/ 24 hours. |
| Mens Referral Service | Offers a confidential telephone service provided for men by men. For men who want to stop their violent or abusive behaviour towards their family members. Women can also seek information and help for their male partner, husband, relative or friend. | 1300 766 491 Mon-Fri: 8am – 9pm (AEST) Sat-Sat: 9am – 5pm (AEST) https://www.ntv.org.au/ Service is available 24 hours in Tasmania and New South Wales. |
| safe steps | The safe steps response phone line connects women and their children with specialist support workers who can help them explore their options, develop a safety plan and access supports that allow them to live safe from family violence. | 1800 015 188 https://www.safesteps.org.au/ 24 hours, 7 days |
| Grief | | |
| Australian Centre for Grief and Bereavement | Provides support for bereaved and grieving Australians. Free service. Staff are working remotely by telehealth or telephone. | 253 Wellington Road, Mulgrave, 3170 (03) 9265 2100 https://www.grief.org.au/ACGB/ |

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| | Free resources available on website. | |
| Griefline | Phone counselling provided free of charge by trained volunteers to individuals and families experiencing loss and grief. | 1300 845 745 https://griefline.org.au/ Midday to 3am (AEST), 7 days a week |
| The Compassionate Friends | Supports bereaved parents and siblings. Free service. | (03) 9888 4944 or 1300 064 068 https://www.compassionatefriendsvictoria.org.au/ 24 hours |
| LGBTQI | | |
| Qlife | A national service supporting LGBTQI communities. | 1800 184 527 3pm – midnight (AEST) Online chat: 3pm – midnight (AEST) https://qlife.org.au/ |
| Respite | | |
| Commonwealth Respite and Carelink Centres | Aim to contribute to the support and maintenance of caring relationships by facilitating access to information, respite care and other support appropriate to a carer's needs and circumstances, and the needs for the people they care for. | 1800 052 222 (during business hours) 1800 059 059 (emergency respite support outside of standard business hours) |
| Uniting | Provide a range of respite services for parents and carers of adults and children with disability. | (03) 9662 2355 admin@wesley.org.au https://unitingwesley.org.au/ |
| Financial Supports | | |
| Centrelink | Information and services to help you if you are affected by COVID-19. | 13 24 68 Phone lines open Mon – Fri: 8am – 5pm https://servicesaustralia.gov.au |

Local Supports

Services

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| <p>The Orange Door</p> | <p>A free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.</p> | <p>60-64 Wells Street, Frankston 3199</p> <p>1800 319 353</p> <p>bpa@orangedoor.vic.gov.au</p> <p>https://orangedoor.vic.gov.au</p> <p>In person or over the phone, 9am-5pm Mon – Fri.</p> |
| <p>Peninsula Health</p> | <p>Offers a range of services, including COVID-19 screening clinic.</p> | <p>12 Hastings Road, Frankston VIC</p> <p>10-am – 8pm</p> |
| <p>Positive Psychology</p> | <p>Telehealth consultations available.</p> <p>Obtain a mental health care plan from General Practitioner (able to do this via an online consultation). Book an extended consultation for a Mental Health Care Plan. The doctor can fax/email the referral to the practice. Can receive 6 sessions plus another 4 if needed, per calendar year.</p> <p>Concession rates available for low income health care card holders or fulltime students.</p> | <p>883 Nepean Highway, Mornington VIC 3931</p> <p>1392 Nepean Highway, Mt Eliza VIC 3930</p> <p>1300 995 636 for any clinic</p> <p>https://positivepsychology.net.au/</p> <p>Mon – Fri: 9am – 6pm Sat: 9am – 4pm</p> |
| <p>SouthSafe</p> | <p>An online resource for Family Violence workers and general workers in the Bayside Peninsula Area. Provides information on family violence services in this area.</p> | <p>https://southsafe.com.au/</p> |

Local Material Supports

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| Crisis Accommodation | (24 hours) | 9792 0750 |
| Bk 2 Basics (food relief) | <p>Assist struggling families to keep food on the table and help ensure everyone has a healthy meal.</p> <p>No Health care Card or evidence of financial hardship required. ID registration of some kind is required to ensure equity of supports to those in need.</p> | <p>4/54-60 Vesper Drive, Narre Warren VIC 3805</p> <p>0401 050 732</p> <p>Pantry hours: 10am – 4pm, daily</p> <p>https://bk2basicsmelbourne.org/</p> |
| Community Support Frankston | <p>Assesses your current needs and discusses how to provide Emergency Relief and essential supports. Provides services including emergency food, grocery vouchers, help with utility bills, referrals and advocacy for people who live, or work in the City of Frankston.</p> | <p>(03) 9783 7284</p> <p>csf@frankston.net</p> |
| Mornington Peninsula Shire | <p>Care packages are offered for the most vulnerable, disadvantaged and isolated community members for the impacts of Coronavirus on the Peninsula.</p> <p>The Shire has packing and distribution centres in Rosebud, Mornington and Hastings run by Shire staff and community volunteers.</p> <p>Care packages will be sent door-to-door to eligible households through contactless delivery. There will be two essential packs with a variety of non-perishable (i.e. pasta, canned goods etc.) and hygiene items (males and females).</p> | <p>To register to receive a package phone 1300 850 600</p> <p>If you need the assistance of an interpreter phone 131 450</p> <p>TTY/voice calls: 133 677</p> <p>Speak and listen: 1300 555 727</p> <p>SMS relay: 0423 677 767</p> <p>If you are deaf or have a hearing or speech impairment contact us through the National Relay Service: communications.gov.au</p> <p>For those in mandatory self-isolation, the state government have Emergency Relief packages you can access by calling the Coronavirus hotline on 1800 675 398.</p> |

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| | <p>You are eligible to receive a care package if you:</p> <ul style="list-style-type: none"> • are experiencing short term issues due to COVID-19 • are unwell • are considered 'at risk' of getting COVID-19 • have no support locally • are experiencing significant hardship <p>Priority is based on stock availability.</p> | |
| Mums Supporting Families in Need | <p>A fully-volunteer run organisation, providing quality material aide to struggling Victorian families in partnership with community support and welfare organisations.</p> <p>Do not directly assist the public. Need to be referred through an agency or support service. A list of agencies is available on the website.</p> | <p>Warehouse Address: 2/7 Sir Laurence Drive, Seaford VIC 3198</p> <p>https://www.msfin.org.au/</p> <p>Email contact is preferred. contact@msfin.org.au</p> <p>Mon, Tue, Thu and Fri between 10am and 3pm</p> |
| St Kilda Mums | <p>Recycle nursery equipment including cots, prams and car seats, as well as clothes and other baby essentials.</p> <p>Need to be referred by Child First or a social worker or maternal child health nurse.</p> | <p>14 Winterton Road, Clayton VIC 3168</p> <p>1300 789 509</p> <p>https://www.stkildamums.org/</p> |

Online Resources

Coronavirus Information

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| Australian Government | Daily updates, answering your questions about the latest news, current facts and figures, | https://www.health.gov.au/ |
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| Department of Health | travel advice, key contact and phone numbers. | |
| Department of Health and Human Resources | Coronavirus (COVID-19) updates | https://www.dhhs.vic.gov.au/ |

COVID-19 Resources for Parents to Support their Children/Adolescents

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| Emerging Minds | <p>Supporting children during the Coronavirus (COVID-19) pandemic.</p> <p>A curated selection of resources which will assist parents and carers to best support their children and reduce worry and distress. It contains a video, factsheets and tips about what you can expect and how you can help children cope.</p> | https://emergingminds.com.au/ |
| eSafetyCommissioner | COVID-19: an online safety kit for parents and carers. | https://www.esafety.gov.au/ |
| KidsHealth | A variety of articles available, which cover the basics on Coronavirus. This includes how to talk to your child about coronavirus, social distancing with children, how to prepare your family, etc. | https://kidshealth.org/ |
| Phoenix Australia | <p>Tip sheet: Coronavirus (COVID-19) Tips for Self-care and Families</p> <p>Taking care of yourself and your family during infectious disease outbreaks</p> | https://www.phoenixaustralia.org/wp-content/uploads/2020/03/Coronavirus-Families-tip-sheet.pdf |
| Raising Children Network | <p>Provides information on the following:</p> <ul style="list-style-type: none"> • Coronavirus (COVID-19) and children in Australia | https://raisingchildren.net.au/ |

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| | <ul style="list-style-type: none"> • Talking with children about physical distancing and self-isolation • Physical distancing and family wellbeing • How to manage physical distancing or self-isolation • Coronavirus (COVID-19) and pregnancy • Talking with teenagers about physical distancing and self-isolation | |
| REACHOUT.com | Supporting your teenager during coronavirus | https://au.reachout.com/ |
| World Health Organization (WHO) | Helping children cope with stress during the 2019-nCoV outbreak | https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf?sfvrsn=f3a063ff_2 |

Resources for Schools/Educators

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| beyou | <p>Coronavirus (COVID-19): Supporting educators, children and young people. Provides information on the following:</p> <ul style="list-style-type: none"> • Educator self-care • What schools can do in supporting the mental health of children • Understanding stress <p>Other beyou resources:</p> <ul style="list-style-type: none"> • Mental Health Continuum • BETLS (behaviour, emotions, thoughts, learning and social relationships) observation tool by Kevin Hung – a chart for gathering and documenting information and | https://beyou.edu.au/ |
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| | observations about a child or young person. | |
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Isolation Activities for Children and Adolescents

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| Phoenix Australia | Tip sheet: Coronavirus (COVID-19) Simple activities for children and adolescents | https://www.phoenixaustralia.org/wp-content/uploads/2020/03/Coronavirus-Evacuation-activities-for-children-and-adolescents.pdf |
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Apps

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| MyGrief | Free app. Designed to support bereaved individuals and their family and friends. | Available through the Apple App store and Google Play |
| Smiling Mind | Free mindfulness meditation app developed by psychologists and educators. Can be used by adults and children. | Available through the Apple App store and Google Play https://www.smilingmind.com.au |