



Moreland
City Council

be kind

Moreland

**Support and help available to you
and your family during COVID-19**



We're still here!

Our customer service centres are closed, but we're still here to assist you.

Call us on **9240 1111** or visit [moreland.vic.gov.au](https://www.moreland.vic.gov.au)

Learn about:

Rent relief and housing support

Do you need support with access to food?

Information and Council Services for older people

[moreland.vic.gov.au/be-kind](https://www.moreland.vic.gov.au/be-kind)

Help and support for you and your family during COVID-19

We know that many of you are feeling the impacts of the coronavirus (COVID-19) pandemic – whether that be changes to your working situation, home environment, ability to access food and connect with others.

Here you'll find support services that can help you and useful information on adjusting your lifestyles to self isolation.

Rent relief and housing support



New temporary rental laws

The Victorian Government has introduced new temporary laws during this time – aimed at protecting tenants and landlords during the pandemic.

New rules include:

- A moratorium on evictions
- Rent relief for eligible tenants
- Suspension of rental increases
- Land tax reductions
- Deferrals for landlords
- A new dispute resolution process

Find out more:

Visit consumer.vic.gov.au and search 'Coronavirus (COVID-19) and your rights'

For support and legal advice on any tenancy issues, contact Northern Community Legal Centre on 9310 4376.

Victorian Government Rent Relief Grants

Are you having trouble paying rent due to COVID-19?

You might be eligible for rent assistance from the Victorian Government Rent Relief Grants.

This package provides a one-off grant to help renters maintain safe, secure and stable accommodation.

To be eligible for the grant you will need to have registered your revised rental agreement with Consumer Affairs Victoria or gone through mediation, have less than \$5,000 in savings and still be paying at least 30% per cent of your income in rent.

Your household income must be less than \$1,903 per week. There are no citizenship or permanent residency requirements for applicants.

Find out more:

- Visit housing.vic.gov.au/help-renting/rentrelief
- Phone 1300 650 172

Do you need emergency housing assistance?

You can contact the following organisations for help:

- VincentCare Victoria can assist with short term and longer term accommodation – call 1800 825 955 or visit vincentcare.org.au
- HousingVic is the Victorian Government's department for housing options and assistance – visit housing.vic.gov.au

Support with finances and payments

The Australian Government has announced a number of payment options in response to the coronavirus (COVID-19) pandemic. For the latest information and details on the packages listed below please visit servicesaustralia.gov.au

For those looking for work

JobSeeker is financial help if you're currently looking for work. To be eligible:

- you're between 22 and Age Pension age
- your income is under the test limits
- you meet residence rules.

For more information:

- Visit - servicesaustralia.gov.au and click on the yellow coronavirus ribbon at the top of the website.
- The JobSeeker line is available Monday to Friday 8am to 8pm and Saturday and Sunday 9am to 5pm, call 132 850.

For those who are currently working

The JobKeeper payment is for employers to pass on to their employees. There are a number of criteria for this payment including:

- a current employee of an eligible business
- full time, part time or a casual employee who has been with their employer for at least 12 months as at 1 March 2020
- at least 16 years old
- an Australian citizen, the holder of a permanent visa, or a Special Category (Subclass 444) Visa Holder
- a resident for Australian tax purposes on 1 March 2020.



Your employer will pay you at least \$1,500 a fortnight before tax if they employed you on 1 March 2020. This includes if your employer then stood you down or you stopped working with them and they then reengaged you.

Visit servicesaustralia.gov.au to find out more.

Early release of your superannuation

From 20 April, eligible individuals apply online through myGov to access up to \$10,000 of their superannuation before 1 July 2020 and up to a further \$10,000 from 1 July 2020 until 24 September 2020.

You won't need to pay tax on amounts released and the money you withdraw will not be taken into account under any income or means tests.

Find out more by visiting ato.gov.au

Reducing superannuation minimum drawdown rates

For many retirees, the significant losses in financial markets as a result of COVID-19 are having a negative effect on their account balance of their superannuation pension or annuity.

The minimum drawdown requirements for account-based pensions and similar products have been reduced by 50% for 2019–20 and 2020–21.

Find out more by visiting ato.gov.au

It's normal to feel anxious, stressed or not quite yourself at the moment, and know that you're not alone.

Here are a list of organisations that are here to support you during this time.

Coronavirus Mental Wellbeing Support Service – Beyond Blue	Available any time of the day or night – 24 hours, 7 days. <ul style="list-style-type: none"> • 1800 512 348 • coronavirus.beyondblue.org.au/
Lifeline	<ul style="list-style-type: none"> • Lifeline offers tips, resources and advice, as well as crisis and suicide support. • 13 11 14 (24 hours/7 days) • Text: 0477 13 11 14 (6pm – midnight AEDT, 7 nights).
North West Area Mental Health Service	Clinical assessment and treatment. Support service and crisis intervention for seriously mentally ill persons. <ul style="list-style-type: none"> • To be eligible you must be aged between 16 – 64 years • 9355 9700
Headspace	Headspace Glenroy offers psychologists, counsellors, general practitioners, psychiatrists and a mental health nurse. <ul style="list-style-type: none"> • To be eligible you must be aged between 12-25 years • 2A Hartington Street, Glenroy • 1300 880 218 • headspace.org.au/headspace-centres/glenroy/
Kids Helpline	<ul style="list-style-type: none"> • Call 1800 551 800 • kidshelpline.com.au/
FriendsLine	FriendLine is for anyone who needs to reconnect or just wants a chat. All conversations with FriendLine are casual and anonymous and friendly volunteers are ready to talk about anything and everything. <ul style="list-style-type: none"> • 1800 424 287 • friendline.org.au

Gambler's Help support services available

With gambling venues closed, some Victorians may be feeling anxious, stressed or bored.

Some people may turn to other forms of gambling to cope. Gambler's Help support services remain available for anyone who might be affected by gambling issues.

Gambler's Help is available on 1800 858 858, 24 hours a day, seven days a week. Online support is also available at gamblinghelponline.org.au

Do you need support with access to food?

Emergency relief packs	<ul style="list-style-type: none"> • If you are self-isolating due to the COVID -19 pandemic, you may be eligible for a care or a food package from the Victorian Government. • Call the Victorian Government COVID 19 hotline on 1800 675 398.
Council delivered meals	<ul style="list-style-type: none"> • Available to provide short-term support to people aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people), and for people aged 50 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people) who are on a low income, are homeless or at risk of homelessness. If you, or someone you know requires meals support please contact on 9240 2338.

For more information email foodsecurity@moreland.vic.gov.au or call 9240 1111.
For a full list of food relief providers in Moreland visit moreland.vic.gov.au/food-relief

Important message for international students and people on temporary visas

International students:

If you're an international student, you could be eligible to receive a relief payment of up to \$1,100.

To find out more visit studymelbourne.vic.gov.au

Those on temporary visas:

The Red Cross is delivering funds for people who are currently on a temporary visa and who have no way of supporting themselves during the COVID-19 pandemic, and need urgent support.

This support is for:

- people who cannot afford basics like food and medicine
- families with young children, people with a disability, people who are experiencing harm, people who are vulnerable to COVID-19, and people with physical or mental health issues



- people who cannot access Centrelink, Medicare or other services
- people with no income, savings or other financial support

To find out more and to check if you are eligible visit redcross.org.au and search for 'Help for migrants in transition'

You can also call the Red Cross on 1800 733 276.

For information about visa conditions please visit covid19.homeaffairs.gov.au/staying-australia



Everyone has the right to feel safe at home – there is never an excuse for violent behaviour.

Family violence includes any actions where a family member threatens, intimidates, controls, stalks or harms another person within a family or household.

If you or someone you know doesn't feel safe at home, here are organisations you can contact:

Triple Zero (000)	<ul style="list-style-type: none"> If someone has been, or is about to be, injured, property is damaged, or other criminal acts that need a response immediately please call 000.
Berry Street Family Violence Support	<ul style="list-style-type: none"> Call 9450 4700 (business hours)
Safe Steps Response Centre	<ul style="list-style-type: none"> Call 1800 015 188 (available 24 hours 7 days a week)
Djirra (Koori Women's Place – support and legal advice for women)	<ul style="list-style-type: none"> Call 1800 105 303 (business hours)

For more information about help and support around family violence visit our website at moreland.vic.gov.au/family-violence

You can still access our library services

You might not be able to visit our libraries in person – you can still access their wonderful services online or over the phone.

Home delivery

During the COVID-19 closure, Moreland City Libraries are continuing to deliver library books to residents who are elderly, frail or have a disability.

Please call 9389 8600 Monday-Friday 9am-5pm to register your interest in this service.

Become a library member and access great resources online

Your library membership gives you access to a wealth of eBooks, eAudiobooks, eMagazines, eMovies, eMusic as well as our online learning platforms Lynda.com and Mango Languages.



We can assist you in accessing our library resources on your computer, phone or tablet. Call or email us and we will guide you through it.

- Call 9389 8603 Monday – Friday 9am-5pm
- Email learnmore@moreland.vic.gov.au
- Visit moreland.vic.gov.au/elibrary

Information and Council Services for older people



Our home care service

We are still providing home care during this time, including meals and grocery shopping for our elderly residents. We're taking all of the relevant safety precautions to keep our residents and staff safe.

If you or anyone you know needs support during this time please call 9240 2302 to discuss eligibility.

COVID-19 explained clearly for older people

If you would like clear and relevant information about COVID-19 and older people, COTA Victoria are here to help you.

Phone 1300 19 50 90, between 9.30am-4pm on weekdays

Help and support from Merri Health



At Merri Health, your health and wellbeing is very important to us which is why we continue to support you through this time. For now, some of our services are being delivered a little differently. These actions are to reduce the transmission of the virus.

Mental health group activities:

while our groups are on hold, we will be offering a wellbeing program over-the-phone. If you have an NDIS plan and are interested in finding out more email: Intake.CMH@merrihealth.org.au

Health and therapy services: we continue to provide these services however they are now offered as telehealth: over-the-phone or video conferencing.

Support for older people: if you are aged 50+ and experience anxiety and/or social isolation, get in touch with our Living Well, Ageing Well team. If you or someone you know is aged 65+ and is experiencing stress, loneliness, or going through a difficult time, get in touch with our Stepped Care for Older Adults team. A health professional will provide one-on-one support tailored to your needs. We can see you in your own home, in

one of our centres, or speak to you via the phone or video call. The program is free and confidential.

For both services, call 1300 637 744 or email service.access@merrihealth.org.au. Our teams will identify how we can best support you during this time.

Allied health: our team of occupational therapists, physiotherapists, exercise physiologists, podiatrists, speech pathologists and dietitians are available to help you keep living at home and active in the community. To access this, call My Aged Care on 1800 200 422 and let them know you would like a referral to Merri Health.

If you need any support accessing services, including an interpreter, contact our access and support officer on 1300 637 744

Drop-in support: is now available as over-the-phone support, Monday to Friday between 1pm and 3pm. Call 1300 637 744 to access.

NDIS services: we continue to provide these services as telehealth: over-the-phone or video conferencing.

Where essential, some face-to-face appointments are still running and we are practicing social distancing measures. To find out more, call 1300 637 744 or email ndis@merrihealth.org.au

Victims Assistance Program: this service is being offered over-the-phone. It helps people who have experienced violence, by helping you manage and recover from the effects of crime. We help you with 'legal talk', finding support services and helping you feel safe again. To access, call 1300 362 739 or email vapintake@merrihealth.org.au.

Community wellbeing: our team is still available to support you during this time. If you are from the Aboriginal and Torres Strait Islander community and would like to chat with someone about any problems or troubles you are having with getting services, call 1300 647 744 and ask to speak to the Koorie Community Engagement Officer.

If you would like to take part in consultations about what you, your family or community needs at this time, call 1300 647 744 or email community.wellbeing@merrihealth.org.au.

Looking for work? Moreland Council and Working for Victoria have opportunities now available!

The new jobs will focus on providing important services across the Moreland municipality. It is funded via Working for Victoria grant from the Victorian State Government. Recruitment has begun, with all jobs offered as six-month contracts.

The roles will span a range of activities including outdoor land management

and revitalisation works, cleaning services, food and meal delivery services, digital communications, maintenance and improvement works to council facilities, local business and community advisory and recovery services and supervisory and human resources roles. Prospective employees will need to sign up to the Working for Victoria recruitment platform.

The platform will be used to match up job seekers with their local council.

Register for a job at www.vic.gov.au/workingforvictoria

Booking to get help to register: Moreland residents can ring 9353 4000 (Monday to Friday 9am to 5pm) to book a time for a library staff member to call them back for assistance with registering.