

# COVID-19

## Community Information

This information has been put together by the Community Planning and Development Group, Clarence City Council and was up to date at the time of producing- 14 May 2020. We acknowledge and thank the Community Department, Glenorchy City Council for sharing their original layout and format with us, contributing to this resource.

To contact Clarence City Council please phone: 03 6217 9500



### Supermarkets

Coles and Woolworths have special hours for people with disabilities and elderly people. The hours are between 7.00 – 8.00 am, Monday, Wednesday and Friday. Priority delivery assistance may be available. For further information, call:



**Coles** 1800 061 562

**Woolworths** 1800 000 610



### Emergency relief and meal delivery

#### Clarendon Vale Neighbourhood Centre

03 6247 8163

9.00 am - 3.00 pm, Monday-Friday

Hot takeaways Tuesday evening 5.30 - 6.30 pm

#### Risdon Vale Neighbourhood Centre

03 6243 5752

9.00 am - 3.00 pm, Monday-Friday



### **Rokeby Neighbourhood Centre**

03 6247 6778

9.00 am - 3.00 pm, Monday- Friday

### **Warrane Mornington Neighbourhood Centre**

03 6244 6346

Hours: Monday, Thursday 8.30 am - 4.00 pm.

Tuesday Wednesday 8.30 am - 3.30 pm. Friday 9.00 am - 3.00 pm

Food donation drop-offs – Wednesday mornings at 8.30 am

### **Eastern Shore Meals on Wheels**

(Mornington)

1800 696 325 or 03 6244 3925

### **Dawat the Invitation**

03 6245 0186

122 Cambridge Rd 7018 Bellerive

Free Indian food to those going through hard times or want to help others, every Thursday 12.00 - 1.00 pm.

### **Clarence Salvation Army**

03 6244 4615

135 Clarence St, Howrah

Monday, Wednesday, Friday 9.00 am - 1.30 pm

Assessments via phone and packs can be picked up out the front. There is the limited option of no contact delivery for those that are in self-isolation.

**Salvation Army**

03 6228 6274

(call back service)

**St Vincent De Paul**

03 6234 4244

**Waterbridge Food Co-op**

03 6263 6097

**Hobart City Mission**

03 6215 4200



## Centrelink

Some people are eligible for a new or supplementary payment from Centrelink. If you are not connected online and need to find out what may be eligible to receive, call Centrelink 13 24 68 for more information.



## Financial Assistance

**Financial Assistance Hotline - Clarence City Council**  
03 6217 9678

**National Debt Hotline**  
1800 007 007

**No Interest Loans Scheme Tasmania**  
1300 301 650

No Interest Loans Scheme for people with a Health Care or Pension Card. Your local Neighbourhood Centre may be able to help with loan applications.

## Vinnies

03 6234 4244

Emergency Relief is available to individuals or families facing financial hardship. Help can include Food provision, budgeting options and No Interest Loan Scheme options.



## Health

**Tasmanian Public Health Hotline**  
1800 671 738

**Clarence Integrated Care Centre (CICC)**  
03 6166 2300

Opening Hours: Monday- Friday 8.00 am - 5.00 pm

## **Rokeby Neighbourhood Centre**

03 6247 6778

After Hours Doctors are available for phone consultations every Tuesday night. To schedule a phone consultation, call the centre with your name, phone number, and your reason for requiring medical assistance. All information and contact details are deleted once passed on to the doctor.

## **Home Medicines Service – Delivery**

1800 951 285

9.00 am - 8.00 pm - Monday-Friday

Vulnerable people, and those in home isolation, can order their prescriptions remotely and have these items delivered to their homes to reduce their potential exposure to COVID-19.

## **Home Medicines Review**

1800 022 222

You can ask for a free review by a pharmacist to highlight any potential problems and get advice that will help you manage medicines carefully for someone in your care.



## **Older persons and aged care**

### **National COVID-19 Older Persons Information Line**

1800 171 866

A hotline for older people and carers to speak to friendly, specially trained staff from a senior's advocacy organisation.

### **My Aged Care**

1800 200 422 Free Call

Information for older Australians

Monday-Friday 8.00 am - 8.00 pm, Saturday 10.00 am - 2.00 pm

## **Richmond Health**

03 6111 6049

8.30 am - 4.30 pm Monday-Friday

A hotline for people living in Tasmanian residential aged care facilities that may be feeling lonely, isolated, worried or down as a result of the COVID-19 pandemic.



## **Disability Support**

### **Disability Information Helpline**

1800 643 787

Information and referrals for people with disability who need help as a result of coronavirus. Live chat available.

The Helpline is available Monday-Friday 8.00 am - 8.00 pm and Saturday-Sunday 9.00 am - 7.00 pm

### **NDIS National Disability Insurance Scheme**

1800 800 110

### **Mission Australia**

Local Area Coordination South East

03 6212 6802

### **National Relay Service (TTY users)**

Standard and overseas calls 133 677

1800 calls 1800 555 677

Emergency calls 106



## **Transport**

### **Clarence Community Volunteer Service**

03 6217 9630

### **CTST (Community Transport Service Tasmania)**

1800 781 033

**Metro 13 22 01**



## Social supports

See all Neighbourhood Centre contact details

**Anglicare** 1800 243 232

**Karadi Aboriginal Corporation** 03 6272 3511

**Working It Out** 03 6231 1200



## Housing and Homelessness

**Housing Connect** 1800 800 588

**Colony 47** 1800 265 669

**Mission Australia** 1800 269 672

**Rosny Park Office** 03 6212 6850

**Mission Australia Housing (Rokeby)** 1800 269 672

**Salvation Army** 03 6278 2817



## Volunteering

### Clarence Community Volunteer Service

Volunteers welcome to assist clients to stay in their own homes by providing support with shopping assistance, transport, light gardening and similar tasks.

03 6217 9630

### Volunteering Tasmania

1800 677 895 Free Call



## **Alcohol, Drug and Addiction Support**

### **Alcohol and Drug Information Service**

1800 811 994

A 24-hour service providing information, advice and referral on any matter in relation to drugs and alcohol. Services whole of Tasmania.

### **Quitline**

13 78 48



## **Business and Employment**

### **Business East**

03 6244 8005

Support for small and medium enterprise development on the Eastern Shore and beyond.

### **Business Tasmania**

1800 440 026

Advice, updates and support for businesses responding to COVID-19 impacts.

### **Centrelink**

13 24 68

### **MAX employment**

Bellerive

1800 625 350

### **Workskills**

03 6262 5400



## Arts and Culture

**Rosny Farm Arts Centre**

03 6217 9607



## Children, Youth and Families

**Children's Services**

Outside school hours and holiday care

03 6217 9610

Rosny Child Care Centre

03 6288 8628

**Youth Services**

03 6247 1230



## Multicultural

**Migrant Resource Centre**

03 6221 0999

**Tasmanian Interpreting Service**

131 450

Call and tell them your language



# Mental Health Supports



If you or someone you know needs support with their mental health, there are many face-to-face, telephone and online counselling services available.

## Phone (24/7)

<b>Lifeline Australia</b>	13 11 14	Crisis support and suicide prevention
<b>Kids Helpline</b>	1800 551 800	Free counselling for people aged 5-25
<b>MensLine Australia</b>	1300 789 978	Telephone and online support
<b>Suicide Call Back Service</b>	1300 659 467	Counselling for anyone affected by suicide
<b>Beyondblue</b>	1300 224 636	Free nationwide telephone and online counselling
<b>SANE</b>	1800 187 263	Information about mental health disorders
<b>Butterfly Foundation</b>	1800 33 4673	Eating disorders support service

## **Coronavirus Mental Wellbeing Support Service**

1800 512 348

Practical advice about how to foster healthy mental health and where to go if you need help.

## **Headspace**

1800 650 890 Hobart 03 6231 3908

Help for young Tasmanians.

## **Mental Health Services Helpline**

1800 332 388 24/7

For more immediate support for people experiencing significant mental health problems.



# Protecting yourself from coronavirus

Following this advice and practising hygienic respiratory etiquette can help slow the spread of COVID-19



1 Wash your hands frequently for at least 20 seconds or use an alcohol-based hand sanitizer



2 Cover your cough and sneeze with your elbow or a tissue, then dispose of the tissue in a rubbish bin



3 If unwell, avoid contact with others (stay more than 1.5 metres from people)



4 Clean and disinfect frequently touched surfaces regularly



5 Stay home if you are feeling unwell

Practising good hand and sneeze/cough hygiene is the best defence against most viruses

Coronavirus is most likely spread from person-to-person through direct or close contact

For more information, visit  
[www.health.tas.gov.au/coronavirus](http://www.health.tas.gov.au/coronavirus)

