



**SouthEast**  
Housing Co-operative Ltd

# *Housing Futures*

*April 2020*



**Special Covid 19 Edition**

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## From the CEO



Dear Members.

To assist you through the current COVID 19 pandemic we have prepared this special edition of Housing Futures. Regardless of our personal circumstances each of us is being affected in some way by the measures that have been put in place to control the spread of this virus. For the co-op's staff it means working remotely to keep the co-op functioning. **For some of our members it has meant loss of employment. If you fall into this category, I urge you to contact Joy (9706 8005) to discuss what this means for your rent payments.** The sooner you do this the sooner we can help you. Some points for all members to note:

- 1. Business as usual (almost).** Whilst we are working remotely, maintenance (limited) is continuing; rent payments are being processed; rent arrears are still being acted upon; the office phone is still being answered; invoices are being paid and mail is being collected. If you phone the office number someone will answer, but it may take a little longer to get through or you might have to leave a message.
- 2. Covid 19 infection.** If you or any of your household test positive to Covid 19 you should advise us. Doing so will give us an opportunity to offer assistance or to put members in contact with support agencies that can help members through the self-isolation process. It will also allow us to comply with our reporting obligations to the Housing Registrar. We will not be providing the Housing Registrar with any of your personal details; merely the number of SouthEast households affected by the virus.

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3. **Influenza Vaccinations.** There is no vaccine for COVID-19, but there is one for the flu. You should get your flu shot when it's available. Getting the flu and COVID-19 at the same time can make you very ill.
4. **May 2020 General Meeting.** This meeting has been cancelled due to the pandemic.
5. **We are here to help.** If you need assistance during this difficult time, please call the office number to discuss your needs with us. If we cannot assist directly there is every chance we know of a support agency that can.

Stay safe everyone,



**Steven Morrissey**  
**Chief Executive Officer**

# COVID 19 SUPPORTS

## Ask Izzy

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more.

It is free and anonymous, with over 370,000 services listed across Australia.

Ask Izzy is also data free on the Telstra mobile network. This means people don't need to rely on having credit or access to free Wi-Fi in order to use the site.

With more than 2.4 million searches on the site since it was first launched in 2016, Ask Izzy continues to connect tens of thousands of people to the help they need.

**Click on this link to access the app on your mobile phone or personal computer**

[https://askizzy.org.au/?gclid=EAlaIQobChMI9fn7xYrJ6AIVQo-PCh15LAecEAAAYASAAEgJ80vD\\_BwE](https://askizzy.org.au/?gclid=EAlaIQobChMI9fn7xYrJ6AIVQo-PCh15LAecEAAAYASAAEgJ80vD_BwE)

Izzy will ask you a few questions such as after clicking on HOUSING it will ask:

**I'm looking for help for:**

- Myself
- A friend or family member
- A client or consumer

If you then click on MYSELF, you will be asked some more questions and you will be provided with list of contact details for every service in your postcode that provides for your particular Housing needs.

**If you need help with using or accessing the Ask Izzy app, then contact Dale Carroll at the SouthEast office on 9706 8005 who will walk you through the steps or conduct a search for you based on your needs.**

## Centrelink Supports

**Am I eligible for Centrelink payments?**

**Household assistance**

For information about the Federal Government's assistance for households, visit [www.treasury.gov.au/coronavirus/households](http://www.treasury.gov.au/coronavirus/households)

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The Australian Government is providing financial assistance to Australians to support them through the Coronavirus.

### **Income support for individuals**

Over the next six months, the Government is temporarily expanding eligibility to income support payments and establishing a new, time-limited Coronavirus supplement to be paid at a rate of \$550 per fortnight. This will be paid to both existing and new recipients of JobSeeker Payment, Youth Allowance Jobseeker, Parenting Payment, Farm Household Allowance and Special Benefit.

### **Payments to support households**

The Government is providing two separate \$750 payments to social security, veteran and other income support recipients and eligible concession card holders. The first payment will be made from 31 March 2020 and the second payment will be made from 13 July 2020. Around half of those that benefit are pensioners. This payment will help to support confidence and domestic demand in the economy. The second payment will not be made to those eligible for the Coronavirus supplement.

### **I've just lost my job or my income. Which payment do I apply for?**

#### **How do I apply?**

You can start your application online. First you need to create a MyGov account if you don't already have one. Then you will need to link your account to the Centrelink service. If you've not received Centrelink payments before, you will need to call Centrelink to get a Customer Reference Number – and this can take a while.

Login into MyGov, select "Link Your First Service" and follow the prompts. You will be asked a series of questions and may need to provide bank details and other information.

Then log back into MyGov, select Centrelink, and make your claim.

Centrelink is now encouraging people to use an **Intent to Claim function** that is available on MyGov. This means you will be back paid to the day you first tell Centrelink you intend to apply for JobSeeker payment, even if you don't complete your JobSeeker payment application that day.

## Emergency Relief Programs

Victorians self-isolating due to coronavirus (COVID-19) with no access to food and essential supplies will receive emergency relief packages under a program introduced by the Victorian Government.

The program will support people in mandatory self-isolation, who have little or no food, and no network of family and friends to support them. Each eligible household will receive a two-week supply of essential goods.

Food packages will include items such as long-life milk, pasta, cereal, canned vegetables and sugar. Personal care packages will also be distributed to eligible households and include soap, toothpaste and deodorant. Additional items may also be provided depending on the needs of the household, such as nappies or baby formula.

The packages will be delivered door-to-door, with other distribution points to be established as required. For people who are not eligible for the emergency relief packages, they are encouraged to be self-reliant and call on the help of family and friends wherever possible during the current pandemic.

**Requests for care packages can be made by calling Victoria's dedicated coronavirus hotline on 1800 675 398.** The hotline can also refer people to other support services if needed.

## Energy providers offer payment relief for struggling households

<https://thenewdaily.com.au/finance/your-budget/2020/03/26/energy-bill-relief/>

**Energy providers promise not to disconnect households who cannot pay their bills.**

Australia's major energy providers have joined the nation's banks in offering payment relief to households struggling to pay their utility bills.

The 23 energy retailers represented by the Australian Energy Council ruled out disconnecting those who cannot pay their bills and said they would waive late payment fees for customers in hardship programs.

The council said its retailers would also support struggling households by offering grants and concessions, payment extensions, advice on how to manage bills, and bill smoothing to "help customers avoid large bills".

"For impacted residential customers who cannot pay their bills as they fall due, retailers will ensure there are no barriers to entering hardship programs, and ensure long-term assistance is readily available on request," the council said.

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“Impacted customers receiving hardship assistance will not be disconnected if they are unable to afford their energy bills.”

The council also said it would pause “any external debt collection and bankruptcy proceedings” for customers in financial hardship programs and roll out additional support measures if the situation required it.

**For list of Victorian Energy retail providers who have published offers click on this link or enter to your internet browser address bar on your phone or home computer.**

<https://compare.energy.vic.gov.au/retailers>

## Food and Supermarkets

### COLES COMMUNITY HOUR

Community Hour is held from Monday to Friday from 7am to 8am in all Coles supermarkets, for the following community members:

**7AM – 8AM TUESDAYS & THURSDAYS** for emergency services and healthcare workers

**7AM – 8AM MONDAYS, WEDNESDAYS & FRIDAYS** for elderly customers, those in need of assistance, as well as carers, friends and neighbours who shop on behalf of vulnerable customers. They simply need to present a government-issued identification card when entering the store^ (carers, friends and neighbours simply need to present one of the cards of the person they are shopping on behalf of).

For elderly or vulnerable people in our community unable to access supermarkets, there are charities throughout the country available to assist. To locate a charity in your area, please visit [www.foodbank.org.au](http://www.foodbank.org.au) or [www.askizzy.org.au](http://www.askizzy.org.au) . **Please note, Foodbank does not supply food and groceries direct to the general public but provides food and grocery relief to 2,400 charity agencies across Australia.**

### Coles Online - 31<sup>st</sup> March 2020

#### HOME DELIVERY WITH COLES ONLINE PRIORITY SERVICE (COPS)

We’ve created COPS for our most vulnerable customers and we’re rolling it out as quickly as we can. This will mean that customers who can’t shop in-store can have groceries delivered to their home.

#### Home Deliveries

We have a selection of 3-hour and 6-hour home delivery windows available. Additionally, we’re offering a free 12-hour delivery window between 8am-8pm.

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As we focus on the safety of our customers and team members, deliveries to the kitchen bench have been suspended and all orders will be delivered to your doorstep.

Unattended delivery is still available when placing your order. Our team member will try to locate a safe, discreet, weather-proof area to leave your order. You can also choose to leave a specific instruction when checking out.

All orders will be delivered in Coles Better Bags, which are reusable or can be recycled. Standard bagging fee applies (\$0.15 per bag).

## **Woolworths – 31<sup>st</sup> March 2020**

**To apply for Priority Assistance delivery, customers need to complete the form at [woolworths.com.au/priorityassistance](http://woolworths.com.au/priorityassistance) or call 1800 000 610 to find out more.**

Priority Delivery Hubs will operate reduced opening hours from 9am - 6pm, Monday to Sunday (ex-WA). The additional hours the store is not open to customers, will be used to pick online orders, with a focus on meeting the increased demand from 'Priority Assistance' customers including the elderly, people with disability, those with compromised immunity and people in mandatory isolation.

Please note that due to this change, Community Hour will no longer be available at these stores.

Available for \$80, the 'Woolworths Basics Box' will contain meals, snacks and a few essential items. The price also includes contactless doorstep delivery by Australia Post within an estimated time of two to five business days of order. Woolworths will not be profiting from providing this service.

Once an order has been placed, customers will receive updates on the delivery from Australia Post via text message and email.

## **JOBS**

**Scores of Aussies are losing their jobs as coronavirus ravages the economy. But there are some companies offering workers a lifeline.**

**[Alex Turner-Cohen. News.com.au. APRIL 2, 2020](#)**

Here are some of the companies amid a hiring blitz right now.

### **COLES**

**How to apply:** Applications can be made in person at a local Coles or online through [Coles Careers](#).

### **DOMINO'S**

**How to apply:** [Click here](#) to begin the process.

### **CENTRELINK**

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**How to apply:** IT staff have been working “24/7” to build the new system that lets you [register your intent to apply](#).

#### **WOOLWORTHS**

**How to apply:** [Click here](#) for information.

#### **TELSTRA**

**How to apply:** [Click here](#) for more information.

## **Jobs Hub**

<https://www.dese.gov.au/covid-19/jobs-hub>

**The Jobs Hub helps you find advertised vacancies.**

In these rapidly changing jobs market, the Australian Government is supporting businesses and those Australians looking for work.

While many businesses have been adversely affected by COVID-19 and are reducing their workforces, there are some areas of the economy which have an increased demand for workers.

This includes jobs in health and care sectors, transport and logistics, some areas of retail, mining and mining services, manufacturing, agriculture and government sectors, among others.

### **Connections**

- **Employers with multiple job opportunities**
- **Search jobs by location**
- **Australian Government jobs**
- 

## **Telehealth**

**How has telehealth been expanded with the coronavirus pandemic?**

The federal government has [unveiled a \\$2.4 billion plan to combat COVID-19's spread](#) here in Australia. \$100 million of this has been put towards establishing [a new Medicare telehealth consultation service](#). At present, this is a temporary six-month measure.

Currently, this bulk-billed service is available to anyone who is in home quarantine as a result of [current national coronavirus isolation criteria](#). **It's also available to people who have been identified as being at high risk from the virus even if currently healthy, including:**

- People over 70.
- Indigenous people over 50.
- People with chronic conditions or immunocompromised systems.

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- Parents with new babies.
- Pregnant people.

There is no restriction on what platform can be used for the consultation, with phone, FaceTime, and Skype being listed as examples. You can contact any health professional if you are in quarantine or isolation for COVID-19, but otherwise if only vulnerable must contact someone you've seen face-to-face in the past 12 months to be eligible for bulk billing.

### **Where do I go to find Telehealth providers?**

Since Telehealth is a new government development, it's a good idea to call your local health centre or medical clinic to enquire if they are providing Telehealth services (that is, if the reception staff don't offer the Telehealth option first when you call up).

If you don't have a regular medical professional to reach out to, check out the following Telehealth providers:

#### **Who: HealthEngine**

What: This service connects patients with medical professionals from different fields - including doctors, dentists, physiotherapists and more.

Where: [Make an appointment with them online here](#) or download The HealthEngine App from the app-store.

#### **Who: Healthdirect**

What: This provider allows patients to speak with a GP or Registered Nurse using a smartphone, tablet, laptop or computer.

Where: Call them for free on 1800 022 222.

#### **Who: HealthNow**

What: This provider is available across Australia. You can call to book an appointment, and a Telehealth coordinator will arrange your consultation. A doctor, psychologist or specialist will call back at the requested appointment time.

Where: Call them on 1800 870 711.

## Coronavirus: New Bulk-Billed Health Services for At Risk Australians

[https://creakyjoints.org.au/news-and-features/coronavirus\\_bulk-billed\\_telehealth\\_for\\_at-risk\\_australians/](https://creakyjoints.org.au/news-and-features/coronavirus_bulk-billed_telehealth_for_at-risk_australians/) by Rosemary Ainley.

**Vulnerable Australians at risk of contracting COVID-19 can now access prescription medications and bulk-billed telehealth consultation services from home.**

### About the New Bulk-Billed Items Related to COVID-19

The measures are outlined on the Medical Benefits Schedule (MBS) Online website: [The new 13 March 2020 MBS items can now be claimed, and the MBS software files are available to download](#)

The MBS items will continue to be updated as the situation evolves. As of the time of publication, the new bulk-billed items will include:

Video-conference or telephone consultation services, which can be provided by GPs and selected health professionals for certain vulnerable people

Pathology services to test for COVID-19 and relevant respiratory viruses

Health professionals who can supply some or all of these services include (but may not be limited to):

- General practitioners
- Medical specialists
- Consultant physicians
- Nurse practitioners
- Consultant psychiatrists
- Psychologists and clinical psychologists
- Occupational therapists
- Social Workers

### Who Can Access the New Bulk-billed Consultation Services?

The new services will be available to patients at risk of COVID-19 virus who meet one or more of the following criteria. The person:

Has been diagnosed with COVID-19 virus but who is not a patient of a hospital

Has been required to isolate themselves in quarantine in accordance with home isolation guidance issued by the Australian Health Protection Principal Committee

Is considered more susceptible to the COVID-19 virus due to being one or more of the following:

- At least 70 years old
- At least 50 years old or over if of Aboriginal or Torres Strait Islander descent
- Pregnant

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- A parent of a child under 12 months
- A person under treatment for chronic health conditions or who are immune compromised

### **How Will Patients Access Prescription Medications Electronically?**

This will allow participating doctors to create electronic prescriptions that patients can then forward to their pharmacy. Participating pharmacies can then dispense the medication and possibly even deliver it to the patient's home.

### **What is the Potential or Known Limitations of These Services?**

Not all appointments can be done effectively over the phone or via video conference. There will always be people that require physical examinations or care regardless of whether they are in a high-risk group or not.

People in these high-risk groups who require telehealth services for a non-coronavirus matter can only seek an appointment with a healthcare provider they have seen in person during the previous 12 months. This could be an issue for patients who do not have a regular healthcare provider or if their regular healthcare provider is not available.

People who have difficulty accessing or using electronic devices may not be able to take advantage of the video conferencing services available. It is also possible that some healthcare providers might be ill-equipped or unwilling to provide consults via telehealth.

At the time of publication, the new MBS items are only applicable to the patients and health professionals outlined in the categories above. Therefore, people who are not included in these categories and who need to see a health professional will still have to have their appointments face-to-face (or pay a fee for telehealth consultations if available). This restriction may change over the coming weeks.

There has been some concern raised on social media about the appropriateness and security of various communication platforms used for video conferencing services. You may want to discuss these concerns with your healthcare provider before agreeing to use a service like this.

It is important to call your healthcare provider prior to arranging any appointment to discuss your available options. Don't just turn up as they may not be able to see you.

## Government Contacts

### **Australian Government Department of Health web site**

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Switchboard [02 6289 1555](tel:0262891555) Freecall [1800 020 103](tel:1800020103)

### **National Coronavirus Helpline**

Call this line if you are seeking information on coronavirus. The line operates 24 hours a day, seven days a week.

[1800 020 080](tel:1800020080)

### **Victorian Department of Health and Human Services (DHHS)**

#### **Coronavirus hotline**

If you suspect you may have the coronavirus disease (COVID-19) call the dedicated coronavirus hotline on 1800 675 398.

Please keep Triple Zero (000) for emergencies only.

#### **Telephone enquiries**

For all general enquiries to the Department of Health and Human Services phone: 1300 650 172 (local calls free within Victoria, except mobile phones).

**International, interstate and mobile callers phone: (+613) 9096 9000.**

**For Centrelink enquiries please ring 132 468**

**For NDIS enquiries please ring 1800 800 110**

### **Local Government**

#### **Knox**

03 9298 8000

Contact: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

Web: [www.knox.vic.gov.au](http://www.knox.vic.gov.au)

#### **Casey**

03 9705 5200

Contact: [caseycc@casey.vic.gov.au](mailto:caseycc@casey.vic.gov.au)

Web: [www.casey.vic.gov.au](http://www.casey.vic.gov.au)

#### **Boroondara**

03 9278 4444

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Contact:[boroondara@boroondara.vic.gov.au](mailto:boroondara@boroondara.vic.gov.au)

Web:[www.boroondara.vic.gov.au](http://www.boroondara.vic.gov.au)

## **Yarra Ranges**

Phone:1300 368 333

Contact:[mail@yarraranges.vic.gov.au](mailto:mail@yarraranges.vic.gov.au)

Web:[www.yarraranges.vic.gov.au](http://www.yarraranges.vic.gov.au)

## **Dandenong**

Phone:03 8571 1000

Contact:[council@cgd.vic.gov.au](mailto:council@cgd.vic.gov.au)

Web:[www.greaterdandenong.com](http://www.greaterdandenong.com)

## **Monash**

03 9518 3555

Contact:[mail@monash.vic.gov.au](mailto:mail@monash.vic.gov.au)

Web:[www.monash.vic.gov.au](http://www.monash.vic.gov.au)

## **Bayside**

03 9599 4444

Contact:[enquiries@bayside.vic.gov.au](mailto:enquiries@bayside.vic.gov.au)

Web:[www.bayside.vic.gov.au](http://www.bayside.vic.gov.au)

## **Frankston**

Phone:1300 322 322

Contact:[info@frankston.vic.gov.au](mailto:info@frankston.vic.gov.au)

Web:[www.frankston.vic.gov.au](http://www.frankston.vic.gov.au)

## Active Minds

Solutions

**Sudoku #595 (Easy)**

9	5	1	3	6	8	4	7	2
2	3	6	4	7	9	8	5	1
4	7	8	1	2	5	6	3	9
5	8	9	6	1	2	3	4	7
6	1	7	5	3	4	9	2	8
3	4	2	8	9	7	5	1	6
8	2	3	7	4	6	1	9	5
7	6	4	9	5	1	2	8	3
1	9	5	2	8	3	7	6	4

**Sudoku #596 (Easy)**

9	1	2	3	4	5	8	7	6
3	7	6	1	2	8	9	5	4
4	5	8	6	9	7	1	2	3
2	8	3	7	5	4	6	9	1
5	4	9	2	1	6	7	3	8
1	6	7	9	8	3	2	4	5
8	9	5	4	6	2	3	1	7
6	3	1	5	7	9	4	8	2
7	2	4	8	3	1	5	6	9

New

**Sudoku #597 (Easy)**

7		3		2			5	
	4			9				1
								4
			6		2			
		1			5			
			4			1		2
			9		7		3	
3		2		5	8		6	
		8		6			1	7

**Sudoku #598 (Easy)**

1		3		6				
5			7		2	9		
	8					2	4	
3	9		5				6	
	6						5	4
			4			3		
				7	9	5	8	
				5		4		
	7						3	2

Additional Sudoku puzzles as well as the solution to these two puzzles can be found at the following web page: <https://www.puzzles.ca/sudoku>

## Contacts and Support

### Maintenance



T: 9706 8005

F: 03 9706 8558

Email: jim@sehc.org.au

### Tenancy



T: 03 9706 8005

F: 03 9706 8558

Email: joy@sehc.org.au

### Management

Steven Morrissey, CEO



T: 03 9706 8005

F: 03 9706 8558

Email: steven@sehc.org.au

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**Privacy:** SouthEast is committed to protecting your privacy and complying with all applicable privacy laws. If you have any questions or comments about our privacy practices, we can be contacted at PO Box 7141, Dandenong 3175, Phone: 03 9706 8005, Fax: 03 9706 8558.

**Publications:** Key publications including tenant policies and procedures can be viewed on the SouthEast website at [www.sehc.org.au](http://www.sehc.org.au).