



Edition 1, Published 1 April 2020

COVID-19

YWCA RESPONSE

To ensure our tenants safety during this time, we have taken the following measures.

- All YWCA National Housing staff will be working from home, however will remain contactable via phone during business hours.
- Hand sanitizer will be provided at properties.
- Contracted cleaners will wear Personal Protective Equipment during cleans.
- Contracted cleaning services will provide spray disinfectant and sponges to common areas.
- We will notify all residents, contractors, services and health authorities if someone has been diagnosed.

PROTECT YOURSELF

Why is social distancing so important?

Social distancing is one way we can stop the spread of COVID-19. By ensuring there is at least 1.5 metres between you and anyone around you, you are not only protecting yourself but protecting the community.

- Stay at home unless absolutely necessary.
- Do not shake hands, hug or kiss.
- Avoid using cash.
- Avoid crowds and public gatherings.
- Wash your hands thoroughly and for 20 seconds, frequently.

INFORMATION

HELPFUL RESOURCES

- Download the Federal Government's Coronavirus Australia app on the [Apple Store](#) or [Google Play](#) for the latest up-to-date information.
- [Coronacast](#) is a daily podcast by ABC Radio breaking down the latest news and research

CHANGES TO VISITOR ACCESS

Due to tighter Government restrictions to combat the spread of COVID-19, tenants will no longer be allowed any visitors in their buildings. Failure to comply with this will result in police being called and fines of up to \$1,600.



YWCA are here to help.
Call (03) 8341 8700 or visit
www.ywcahousing.org.au





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EMERGENCY RELIEF

VICTORIA

- South Port Uniting Care, Southbank emergency relief: 9690 1188
- Empower Pantry (Sundays only), 412 City Road Southbank: 9896 7999
- Richmond Emergency Relief, 326 Church St Richmond: 0413 660 260
- Doorways Emergency Relief, 256 Albert St Brunswick: 9388 5500

QLD

- St Vincent de Paul, 4 Julia St Toowoomba: 1800 846 643
- ActsCare Group, Food Assist, 78 Vanity St, Toowoomba: 4638 1939
- NDIS Meal Delivery: 1800 155 255

Did you know that there is a new Facebook group dedicated to YWCA tenants? Join Housing Community: www.facebook.com/groups/1198091700526822/

COMMUNITY SPIRIT

SPREAD SOME KINDNESS

Feeling overwhelmed with what's happening in the world right now? Now more than ever we need to look after our community. Here are a few ideas to help spread some positivity.

- Write a letter to someone you know, or someone you don't know.
- Book swap with your neighbour.
- Play an online game with a friend.
- Have a few extra items you don't need? Share them with someone who may be short.

Do you have an idea for how to help someone you know or maintain connection with friends and family while maintaining a safe distance? Let us know on the email below. We'd love to hear your suggestions.

CONTACT US

Have a question? You can contact us via:

Telephone: (03) 8341 8700

Email: mel-housing@ywca.org.au

Website: www.ywcahousing.org.au

