



STAYING SAFE

PROTECT YOURSELF

Face masks will be mandatory from 11.59pm Wednesday 22nd July. Everyone in metropolitan Melbourne and Mitchell Shire over the age of 12 must wear a face mask or face covering when they leave home. **\$200 fines will be given to anyone not following this rule.**

In addition to wearing a face mask or covering, please also:

- Wash hands thoroughly and often with soap and water
- Use alcohol based sanitiser when you can't use soap and water
- Avoid touching your face
- Disinfect surfaces you use often
- Ensure you are ALWAYS 1.5 metres away from others

Some people are at a greater risk of serious illness if they contract COVID-19, including people with disabilities, chronic health conditions, 65 years or older, and Aboriginal and Torres Strait Islander people aged 50 years or older are at a greater risk.

Keeping yourself safe from infection keeps these communities safe as well. Let's all do our part!

EXPERIENCING HARDSHIP

The Victorian Government is offering a one-off \$1,500 hardship payment for people who'll lose their income if authorities order them to self-quarantine because they tested positive for coronavirus or are a close contact of a confirmed case. If this is you, please contact 1800 675 398 to find out more about securing the payment.

COVID-19 INFORMATION

USEFUL NUMBERS

- VIC Coronavirus Hotline: 1800 675 398
- Coronavirus Mental Wellbeing Support Service: 1800 512 348
- Lifeline Australia: 13 11 14
- Safe Steps: 1800 015 188
- Covid Connect Call Service: 1800 733 276
- COVID-19 resources translated: call the Translating and Interpreting Service on 131 450 or visit www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19

If you or someone you have been in close contact with tests positive for COVID-19, you must let us know. Call (03) 8341 8700.

STAGE 3 RESTRICTIONS

As of 8th July 2020, metropolitan Melbourne and Mitchell Shire returned to Stage 3 Stay at Home restrictions. The four reasons to leave home are:

- Shopping for food and supplies
- Medical care and caregiving
- Exercise and recreation
- Study and work – if you can't do it from home

Stay at Home restrictions mean no visitors are allowed in your home unless they are providing care or they are an established partner. House rules regarding visitors still apply.

Fines of up to \$1,652 can be issued for failing to follow these restrictions.





Edition 5, Published 22 July 2020

STAFF SPOTLIGHT

JO HARRISON

Meet Jo, one of our hard-working community housing officers. Hailing from Lymm, a small village outside of Manchester in the UK, Jo came to Australia in 2012 for a three-month holiday and hasn't looked back.



Initially living in Kununurra in WA, Jo made her way to Melbourne in 2016, starting her work with the Y the following year in 2017.

Jo is passionate about her job and loves getting to talk to people from so many different backgrounds. In her spare time, Jo likes to spend time with her friends, binge watch British crime dramas, get her dance on at music festivals and eat...a LOT!

YWCA

WE ARE HERE TO HELP

If you would like assistance accessing support services, understanding the restrictions, or just need someone to talk to, either call your housing officer directly, or call the office on 8341 8700.

If our lines are busy and you can't get through, make sure you leave a message with your name and contact number so we can get back to you as soon as possible.

STAFF CHANGES

YWCA National Housing would like to acknowledge the changes in staff over the past 12 months. We appreciate your patience while we work towards building a dedicated and stable team of housing professionals to provide all our tenants with a high level of service.

Do you have a compliment or complaint? Call 8341 8700 or visit ywcahousing.org.au/feedback-form/

DO YOU SPEAK ANOTHER LANGUAGE?

Please let us know if you or your neighbour would prefer YWCA communication in a language other than English. Call (03) 8341 8700.

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

