

# Our COVID Recovery

## Stay safe

COVID-19 has had a profound impact on our lives. The signs are positive that the spread of the disease can be reduced with the right approach. To maintain low case numbers we need to be careful and keep up the good work.

As restrictions ease it remains as important as ever to follow the rules on physically distancing, hand washing and mask wearing. You should also get tested if you display even the mildest of symptoms.

## Financial hardship

These are unprecedented times and we know many people are doing it tough. If you are experiencing financial hardship, please contact us as soon as possible to discuss your options. Payment plans can be tailored to meet your personal circumstances.

You can contact our revenue team by phone on **5261 0600**. You can also apply for a payment arrangement online. Visit **[www.surfcoast.vic.gov.au/about-us/permits-and-forms](http://www.surfcoast.vic.gov.au/about-us/permits-and-forms)** and click on 'Rates'.

## Wellbeing

Living in a pandemic is a new experience for almost all of us. It has brought about all sorts of challenges which is impacting on our mental health and wellbeing.

If you or someone you know is struggling, please ask for help. It is not a sign of weakness, in fact it shows strength to recognise when it's time to reach out. There is a list of support agencies on the back of this brochure.



**DISTANCE**



**HYGIENE**



**COVER UP**



**GET TESTED**

*Let's keep our Surf Coast*  
**COVID SAFE**





# HOW TO GET HELP

## Emergency & food relief

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### **Uniting Barwon – Winchelsea**

p. 0419 535 490

### **Torquay Food Aid**

p. 0409 614 630

e. [torquayfoodaid@gmail.com](mailto:torquayfoodaid@gmail.com)

### **Feed Me Surf Coast**

p. 0422 441 205

e. [feedmesurfcoast@gmail.com](mailto:feedmesurfcoast@gmail.com)

### **SalvoConnect Barwon**

#### **South West**

p. 5223 9200

(Monday to Friday, 9am–3pm)

### **Bethany Community Support**

p. 5278 8122

(Monday to Friday, 9am–5pm)

### **Foodlink Anglesea**

p. 5263 2116

e. [admin@anglesea.org.au](mailto:admin@anglesea.org.au)

## Need help with everyday tasks?

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### **Surf Coast Angels**

p. 0428 563 014

e. [SurfcoastAngels@gmail.com](mailto:SurfcoastAngels@gmail.com)

## Housing and accommodation

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### **SalvoConnect Barwon South**

#### **West (Adult)**

p. 5223 5461

(Monday to Friday, 9am–3pm)

### **Barwon Child, Youth and Family (Youth)**

p. 5226 8900

(Monday to Friday, 9am–5pm)

### **Crisis Accommodation**

p. 1800 825 955

(24 hours/7 days)

## Family violence

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### **The Orange Door**

p. 1800 312 820

(Monday to Friday, 9am–5pm)

e. [barwon@orangedoor.vic.gov.au](mailto:barwon@orangedoor.vic.gov.au)

## The Sexual Assault and Family Violence Centre

p. 5222 4318

(Monday to Friday, 9am–5pm)

e. [reception@safvcentre.org.au](mailto:reception@safvcentre.org.au)

## Safe Steps

p. 1800 015 188

(24-hour phone service)

e. [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au)

## Mental health

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To access local mental health support make an appointment with a GP/doctor.

### **headspace Geelong (Youth)**

p. 5222 6690

(Monday to Friday, 9am–5pm)

### **Beyond Blue**

p. 1300 224 636

(24-hour phone service)

[www.beyondblue.org.au](http://www.beyondblue.org.au)

### **Lifeline Australia**

p. 13 11 14

(24-hour phone service)

[www.lifeline.org.au](http://www.lifeline.org.au)

## Alcohol and other drug support

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### **Barwon Child, Youth and Family**

p. 1300 022 293

(Mon to Fri, 9am–5pm)

### **Direct Line**

p. 1800 888 236

(24-hour phone service)

## Financial hardship

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### **Australian Government support**

[www.services.gov.au](http://www.services.gov.au)

### **Council support**

We have flexible payment options for people experiencing financial hardship. Grants are available for community initiatives to support COVID-19 recovery. For more information and other helpful contacts go to **[www.surfcoast.vic.gov.au/covid19](http://www.surfcoast.vic.gov.au/covid19)**



**COVID-19 HOTLINE**

**1800 675 398**

