

## WHERE CAN I GET HELP?

**If you've been affected by a lockdown or restrictions there's support available.**

### **Financial assistance**

- Services Australia (Centrelink) website or 136 240
  - COVID 19 disaster payments
  - Pandemic leave
- Service NSW check website or call 13 77 88 - 24 hrs 7days
  - Financial assistance for those impacted by disaster.
  - Energy Accounts Payment Assistance (EAPA) Scheme- \$50 towards household energy bill
  - Seniors Energy Rebate for electricity bills for Commonwealth Seniors Health Card holders.
  - Residential Tenancy Support Package - A 60 day freeze on evictions and assistance for landlords who reduce rent. For eligible COVID-19 impacted tenants.
- Energy & Water Ombudsman
  - support for electricity and water bills website or call 1800 246 545

### **Housing**

- Compass Housing - Homelessness Access Program - 1800 718 207 accommodation to assist those sleeping rough or experiencing homelessness to self-isolate during the COVID-19 pandemic.
- Link2home - 1800 152 152 - assistance to people who are homeless or at risk of being homelessness
- Carrie's Place - 02 4934 2585 (office hours) or 02 4933 1960 (after hours) domestic violence and homelessness services
- Hunter Tenants Advice and Advocacy Service Advice line - 02 4969 7666 or 1800 654 504
- There is currently an eviction moratorium for rental arrears for residential tenants in place until 11 September 2021.
- Residential landlords who decrease rent for impacted tenants can apply for a grant or land tax reductions depending on their circumstances.

### **Food relief and assistance**

- Cessnock Samaritans Information & Neighbourhood Centre - 02 4993 3400 financial assistance, food and utilities vouchers. Call for assessment.
- Food War Inc. Cessnock - (02) 4966 2987 Low cost groceries for Concession Card holders. Open 9.30-3pm Tuesday to Friday.
- Foodcare Weston- 0481 102 632 Low cost groceries for Concession Card holders. Currently open.
- Soupz on - Free meals for the homeless, needy and lonely in the Cessnock area. Friday / Saturday night from 7pm, TAFE Park, Darwin St Cessnock. Check Facebook page. Currently operating.
- Northern Coalfields Community Care Association - (02) 4019 9700 Meals on wheels and home care support services. Currently operating.
- Lower Hunter Transport Service - (02) 4019 9700 Currently operating for essential transport needs.

- Salvation Army - 1300 371 288  
Emergency assistance such as food items.
- Kurri Kurri Community Centre - 02 4937 4555  
Food and household goods at low cost to those who hold a health benefit card, receive a pension/benefit from Centrelink, or are in genuine need. Not currently open

### **Domestic violence**

Remember support is still available during the COVID-19 lockdown.

You can leave your home to get help for domestic and family violence.

- If you need assistance call 1800 RESPECT 24/7 - 1800 737 732  
24-hour phone and online service providing confidential sexual assault and domestic & family violence counselling, information & referrals.
- Carrie's Place - 02 4934 2585 (office hours) or 02 4933 1960 (after hours)  
Carrie's Place provides domestic violence and homelessness services.
- Mensline Australia - 1300 789 978  
Telephone and online counselling, information and referral service for men (24h)
- Aboriginal DFV Hotline -1800 019 123  
24-hour phone service for Aboriginal victims of crime.

### **Mental Health and well-being**

- Lifeline - 13 11 14  
Lifeline provides free, 24-hour telephone crisis support services.
- Mental Health Line - 1800 011 511  
For assessment and referral to mental health services.
- Suicide Call Back Service - 1300 659 467  
Telephone and online support service for those at risk of suicide
- Disability Information Helpline - 1800 643 787  
Information and referrals for people with disability who need help during COVID-19.
- Kids Helpline - 1800 55 1800  
Free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.