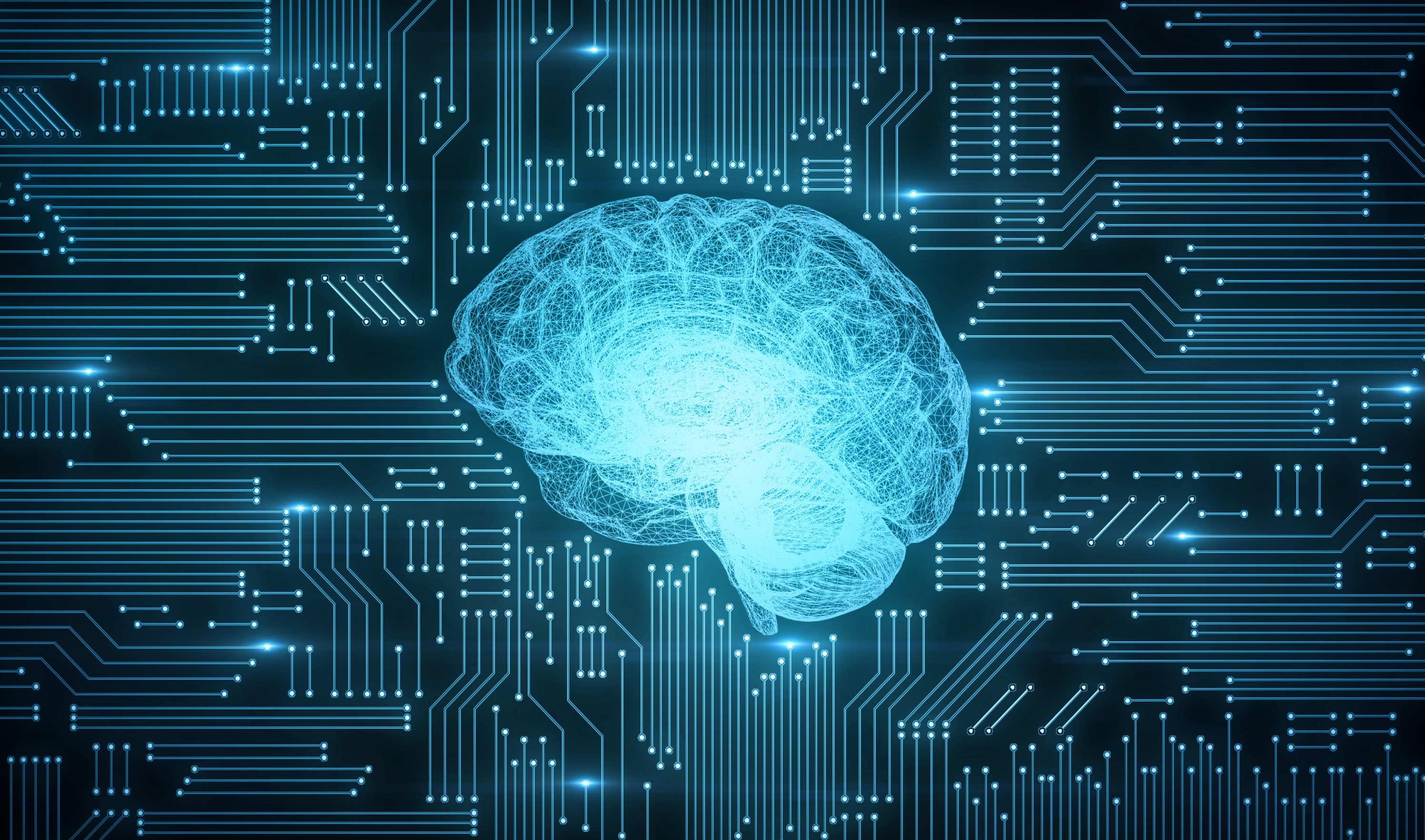


**INFORMATION FOR FAMILIES ABOUT SUPPORT SERVICES**



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| --- | --- | --- |
| Sources of Support | Key Target Areas | Details |
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| Commonwealth Government | * Supporting Individuals and Households (Centrelink, etc) * Support for small business * Supporting the ﬂow of credit (loans) * Support for individuals on Youth Allowance and student support | * <https://treasury.gov.au/coronavirus/resources> * <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19> * <https://www.dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support> |
| NSW State Government | * Payroll tax initiatives * Waiving a range of fees and charges for small businesses * Creating employment opportunities | * <https://preview.nsw.gov.au/news/health-boost-and-economic-stimulus> |
| NDIS | * Other helpful websites * Support, mental health and wellbeing * Providers and workers * General information about coronavirus | * <https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response>​ * <https://www.dss.gov.au/disability-and-carers-programs-services-government-international-disability-reform-council/communique-18-march-2020> * [https://everyaustraliancounts.com.au/emergency-information-for-ndis-participants-and-families-about-the-coronavirus/?utm\_medium=email&utm\_campaign=EAC%20Coronavirus%20Update&utm\_content=EAC%20Coronavirus%](https://everyaustraliancounts.com.au/emergency-information-for-ndis-participants-and-families-about-the-coronavirus/?utm_medium=email&utm_campaign=EAC%20Coronavirus%20Update&utm_content=EAC%20Coronavirus%25) * 20Update+CID\_d4e707132a32bdc36c15fa15d367520f&utm\_source=newsletter&utm\_term=Coronavirus%20page |
| Lifeline | * Support * mental health * wellbeing | * For all ages - 24-hour crisis support telephone service. Lifeline provides 24/7 crisis support and suicide prevention services. * CALL: 13 11 14 24/7 * TEXT: 0477 131 114 6:00PM – Midnight * Crisis Support Chat 7:00PM – Midnight <https://www.lifeline.org.au/get-help/online-services/crisis-chat> |
| Carers NSW | * Support * mental health * wellbeing | * Carer Line offer emotional support, referrals and distribute carer specific resources and information to carers and community members * 1800 242 636 9AM – 5PM Monday – Friday * <http://www.carersnsw.org.au/how-we-help/support/carer-line/> |
| Banks and other Financial Institutions | * Emergency COVID-19 relief packages * Financial hardship assistance (mortgage and loan relief) | * https://www.ausbanking.org.au/campaigns/ﬁnancial-hardship/ * https://mozo.com.au/home-loans/articles/guide-to-australian-banks-emergency-coronavirus-relief-packages |
| Insurance Companies | * Insurance claims * Financial hardship assistance | * https://www.afca.org.au/news/signiﬁcant-events/coronavirus-covid19-declared-an-insurance-catastrophe/ |
| Energy Companies | * Financial hardship plans | * https://www.ﬁnder.com.au/energy-ﬁnancial-hardship-programs * Origin Energy: https://www.originenergy.com.au/coronavirus.html * AGL: <https://www.agl.com.au/coronavirus> * Energy Australia: https://www.energyaustralia.com.au/home/help-and-support/faqs/how-to- reach-us-during-covid-19-situation |
| Telecommunications Companies | * Bonus data provisions Financial hardship assistance | * Telstra: https://www.agl.com.au/coronavirus * Optus: <https://www.optus.com.au/for-you/support/answer?id=20065> * Vodafone: <https://www.vodafone.com.au/media/keeping-customers-connected> |
| Anglicare | * Food hampers | * (02) 9624 8600 * <https://www.anglicare.org.au/contact-us/> |
| St John’s Park Anglican Church | * Mobile Community Hampers (Mondays) | * 0400 774 238 * <http://www.psfans.org.au/portfolio-item/st-johns-food-hampers/> |
| Salvation Army | * Food hampers * Store vouchers * Help with utility bills * Financial counselling | * (02) 9773 4107 Panania * [https://www.salvationarmy.org.au/panania/](https://www.salvationarmy.org.au/panania/contact-us/) * (02) 9790 7665 Bankstown * <https://www.salvationarmy.org.au/bankstown/> |
| Migrant Resources Centre | * Vouchers * Help with bills | * (02) 9649 6955 Auburn * <http://www.adsi.org.au/> * (02) 8778 1200 Western Sydney * <https://wsmrc.org.au/> |
| St Vincent De Paul | * Food hampers | * (02) 9823 1222 * <https://www.vinnies.org.au/page/Get_Involved/Fundraise/NSW/Have_your_own_Fundraising_Idea/Clothing_Drives_Toy_Hampers_and_Food_Drives/> |
| CORE Community Services | * Grocery vouchers | * (02) 8787 0600 * <https://corecs.org.au/> |
| Community First Step | * Fresh food hampers | * (02) 9727 4333 * https://www.cfs.asn.au/ |