

# Working with COVID Relief and Community Support

Relief and Community Support is part of the Readiness, Response and Emergency Management Division, Department of Families, Fairness and Housing

COVID Relief and Community Support provides relief and support to people isolating in their homes

## Working with RCS

Contact us as you become aware of a community member needing support while isolating at home.

A person or family may be eligible for support if they are:

- COVID positive
- a primary or secondary close contact
- awaiting the outcome of a COVID test.

Self-isolation creates difficulties for some people who may need assistance, such as disability supports including personal care; caregiving arrangements; immediate food and essential items; mental or physical health needs.

- RCS provides and facilitates referrals to urgent relief if required.

Community members should first be encouraged to draw on their community or family networks and use readily available delivery services such as UberEats or supermarket deliveries. Refer to RCS where people cannot access these and/or need relief support.

- RCS facilitates Care Coordination support for the isolation period for those with complex and/or challenging needs is provided by our funded community service partners.
- RCS with cohealth delivers post-COVID recovery support to culturally and linguistically diverse families who experienced serious disruption due to COVID.

## RCS in-scope supports



People self-isolating in the community



Personal care



Health care



Essentials



Food



If in doubt about whether a person is eligible contact RCS via email.

We run a 7 day roster, from 8am to 10 pm, including public holidays

## Contact RCS

- Referral for food relief and essential items: [reliefCS@dffh.vic.gov.au](mailto:reliefCS@dffh.vic.gov.au)
- Referral for self-isolation support: **Do one of the following:**
  - complete online referral <https://iiatsreferral.justice.vic.gov.au/iiatsreferral>
  - call Integrated Intake Assessment and Triage Service (IIATS) [1800 365 100](tel:1800365100)
  - email [IIATS@justice.vic.gov.au](mailto:IIATS@justice.vic.gov.au)
- Referral for post-COVID support for CALD families: [frp@cohealth.org.au](mailto:frp@cohealth.org.au)

To escalate - Director Verna Fisher | [0436 929 312](tel:0436929312)

## Not in-scope for RCS



- Accommodation managed by COVID Quarantine Victoria, including quarantine hotels
- Accommodation models where there is associated welfare support, e.g.:
  - disability accommodation
  - family violence refuges
  - homelessness hotels