



Red Cross acknowledges the Traditional Owners of this land, their ancestors and Elders, past and present.



Red Cross Emergency Services Victoria COVID-19 Fact Sheet 15th July 2020

Information regarding Red Cross Emergency Services during COVID-19

For people required to practise self-isolation and social distancing, Red Cross will:

- help them to **maintain social connection in safe ways**, and;
- **support those in our community who are most vulnerable**
- **provide food and practical assistance**

Emergency Relief Assistance in Victoria

Australian Red Cross continues to support community members affected by the COVID-19 social distancing requirements meet their emergency goods and psycho-social needs, and/or to provide ongoing support through connecting to the Community Connector through the **COVID Community Activation and Social Isolation Initiative (CASI)** line.

This work has been in collaboration with various partner agencies including Emergency Management Victoria, Department of Health and Human Services, FoodBank and the Salvation Army. Australian Red Cross will continue to support the state-led response and food relief for those requiring to enter mandatory self-isolation who have no other options.

Councils requiring assistance can reach out to Red Cross via the Divisional Operations Officer or Deputy, or Liaison Officer in your region. Furthermore, you can contact the **Red Cross 24-hour Emergency Services Duty Officer** on **1800 232 969**.

All enquiries and requests from people in Mandatory Self-Isolation for state led emergency food and essential relief packages, including at the local level, should be directed to the **Victorian Government COVID-19 hotline: 1800 675 398**. For further information: www.dhhs.vic.gov.au/coronavirus

Food and Water

- Victorians self-isolating due to COVID-19 with no access to food and essential supplies are receiving emergency relief packages.
- Eligible households will receive a two-week supply of essential goods including food, personal care, and other essential items as required.
- The packages are being **supplied to Red Cross by Foodbank and are being delivered to the door by Australia Post, Victorian Freight Service and Red Cross.**
- Red Cross has pre-positioned a limited number of food packs around the state for rapid access and distribution as required.
- The packages are for those in mandatory self-isolation, who have little or no food, and no network of family and friends to support them.
- Red Cross is supporting the Victorian Government by advocating to ensure food reaches those most in need.
- Council may request support at a local level through the Red Cross Duty Officer 1800 232 969. Red Cross will provide advice and an indication of capability and capacity to meet these requests.



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Psychosocial Support – COVID Community Activation and Social Isolation Initiative (CASI)

Red Cross through the Victorian Government and the Department of Health & Human Services (DHHS) is leading the COVID Community Activation and Social Isolation Initiative (CASI)

CASI is designed to support anyone in the community who needs practical, emotional or social support in the context of the COVID-19 environment. The general public will be able to call the Victorian COVID Hotline and select one of the options to be transferred to our CASI virtual call centre. CASI will operate from Monday 29 June for the rest of 2020 (M-F 8am-6pm). Red Cross' role will be:

- *Critical* food relief is handled by Red Cross on the day of request.
- *Urgent* food relief is FoodBank package by Red Cross and processed for next day delivery
- *Non-urgent* food relief requests and information are conveyed securely by a ShareSafe file/email to the Community Connector to manage within the help seeker's LGA.
- Note that *critical* and *urgent* food are for people in *mandatory isolation* only. Other food relief will be noted and sent in a referral to the CASI Connector.
- The data looks like this in the file to the CASI Connector. The first row has had food sent by Red Cross, the second (if indicated in the associates notes in the row) may need non-urgent food relief.

Bushfire and drought recovery

- Recovery programs continue in bushfire and drought affected areas. The Drought and Recovery teams are working with relevant councils and Bushfire Recovery Victoria to support people in need.
- Work has started to understand the impact of COVID-19 on bushfire and drought-affected communities, who already under significant stress. A 'Covid safe' workplan, in line with Government recommendations is assisting with the continuation and adaptation for social connections in community. Appropriate distancing measures are being considered for the Recovery Hubs to enable all agencies to work together for community renewal.

For all Red Cross enquiries and emergencies not related to the COVID-19 social distancing measures, please call the Red Cross 24-hour Duty Officer hotline - **1800 232 969**.

For all COVID-19 enquiries and requests for relief, please call the COVID-19 hotline – **1800 675 398**.

For emergencies call 000.

This is a regular factsheet. We also provide a regular Situation Report when our Incident Management Team is activated. To be included in the Victoria Emergency Operation Centre SitRep email:

VICEOCCOMMANDER@redcross.org.au