

**Coming Out
of
Lockdown:
Resources
for
Support
Coordinators**

As Australia shifts into this next phase of the pandemic and open borders “living with COVID”, Support Coordinators have a vital role to play in supporting people to manage the associated risks. This resource pack is designed to assist Support Coordinators through this important work, including:

Checklists

- General considerations and thought starters for Support Coordinators
- COVID related hospital admissions
- Mental health checklists
- Safeguards and preparing for life after lockdown: service provider discussions
- Supporting people in isolation

Contact Lists

- Emergency & crisis contacts for NSW, QLD, SA & VIC
- Support for people experiencing domestic and family violence

Templates

- Continuity of care arrangements
- List of staff with multiple employers
- Participant pandemic/disaster risk register
- Positive COVID case tracking
- PPE register
- Worker vaccination status preference forms

These resources were created by an all volunteer team of NDIS Support Coordinators who have freely contributed their time and skills to support the sector, and are not copyright.



Please note these resources are intended to be used as a supportive resource in your practice. They do not replace medical advice and we encourage you to review them and consider any adaptations that may be required to make them most appropriate in your context.

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Support Co-ordination in a Pandemic – a practical checklist/ thought starter

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Contact EVERY client and help them assess their critical needs, supports and ability to manage if/when it all goes pear shaped.

Here are the questions for us to think about and discuss with participants/nominees.

1. Do they know what this is all about – have families/carers explained the current situation and what opening of state/international borders might mean?
2. What is their vaccination status, and do they require all visitors to also be vaccinated? Do they or household members need support to get vaccinated or boosted?
3. Do they understand the risks for them (ie: are they at greater risk – smoker, lung concerns, diabetes, Down syndrome, immunosuppressed for example – not an exhaustive list) – point them to official information sources <https://www.health.gov.au/> and the COVID hotline: 1800 020 080 <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/disability-sector/people-with-disability>
4. Are they considering a level of self-isolating and if so, what preparation has been done?
5. Do they have essential supplies – food, hygiene, cleaning, medications.
6. Do they have a month of prescription medication and over-the-counter medication (don't forget laxatives!)
7. Do they have enough consumables – continence aids, wipes, catheters, feeling tube gear to last a month or so?
8. What are their CRITICAL (could die without) support needs, and do the providers of these supports have a plan in place to support them in case of a covid case in their home or among workers?
9. If they have significant critical support needs, is there a way a worker could move in a self-isolate with them?
10. Can their family/informal supports cover if support workers are no longer available or unvaccinated – what is the back-up plan if they're not available?
11. What are their plans for support if/when day options/ADE/school closes, or if someone in their group home is infected?
12. Have they considered having support workers doing as much work as possible outside with participants, keeping well apart if possible, and have they considered all the ways a support worker can help remotely to reduce risk (obviously this won't be possible for everyone!)
13. Do they have a cleaner and do they want to keep them on – consider only allowing the cleaner to use the participant's cloths, mop, duster and vacuum to reduce the chances of spread.
14. Handwashing – do they understand the protocols, and are they confident to demand this of workers – if self employing or contracting, do they know about the free training on offer - <https://covid-19training.com.au/login.php> and

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<https://training.disabilityservicesconsulting.com.au/products/infectionfree> and, could they put up a poster <https://www.thegrowingspace.com.au/a-sign-for-your-door-or-workplace-covid-19/>, and set up a handwashing station outside to use before anyone even enters the house? (no-one should share the handtowels which should be washed daily in 60deg water, or they could use paper towels)

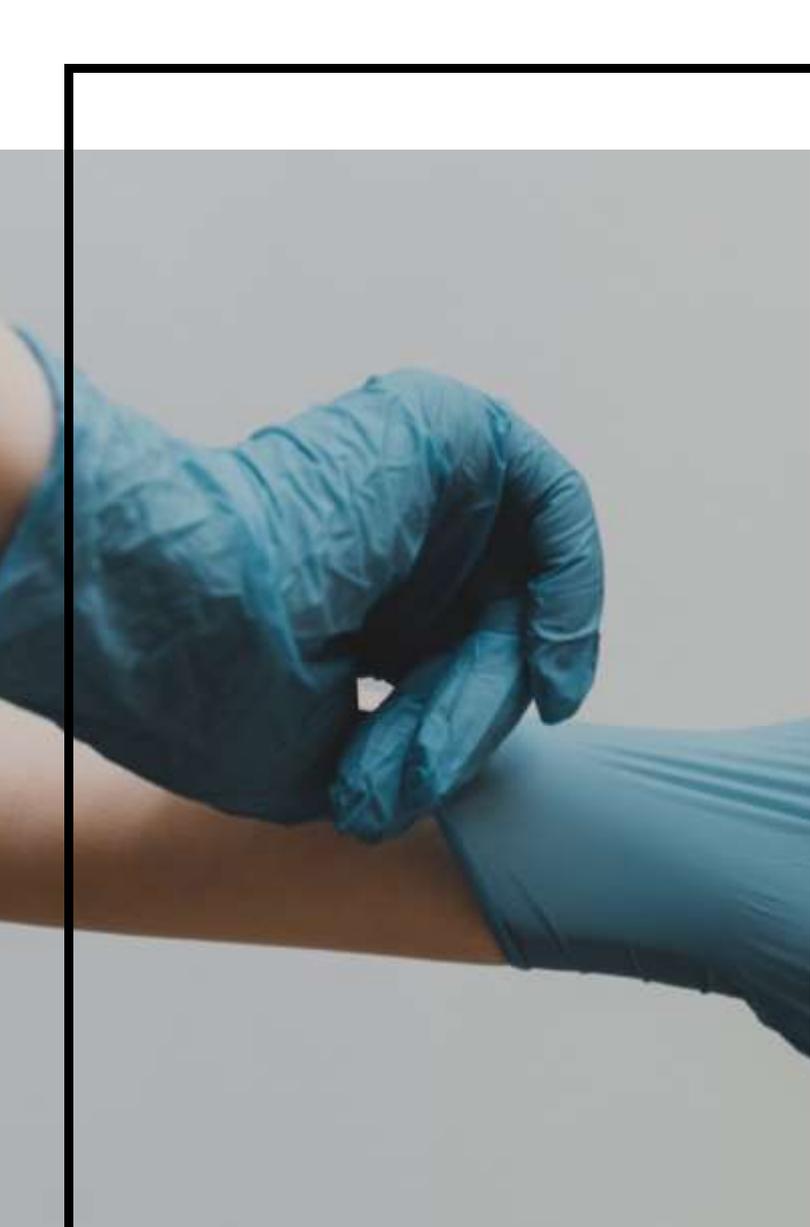
15. NDIS – do they know about the changes – ability to auto-renew plans etc? Make sure you are well across the daily updates at <https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response#faq>
16. Check in on their mental health – this is a very stressful time for many – ask how often they'd like you to check in, and potentially refer/suggest support from mental health professionals
17. Follow up with an email for those for whom it might be useful – outline the stuff they're already doing to prepare, the stuff you talked about that they could action, and the things you're going to do for them, as well as when you will contact them next (this email could likely work as your casenote).

Don't assume you know the answers to above without that direct conversation (where possible).

And don't forget – what is *your* plan for maintaining your mental health, and what is *your* back-up plan if you can't look after your clients yourself?

Support Coordinators are not medical or legal professionals, so don't cross those boundaries – be aware of your limitations and refer out as needed.

All the best during these tough times!



COVID related hospital admissions checklists

All content contributed by



Hospital Passport

[Australian Government Department of Health COVID19 Companion](#)

Passport/form	States/Territories
CID My Health Matters Folder	ALL
Admission to Discharge	NSW (All). QLD, VIC, ACT, SA (some)
Bendigo Health Hospital Passport	VIC (some)
My Health Information for when I go to hospital	SA
Person-Centred-Emergency-Preparedness-Planning-for-COVID-19	ACT
DDWA Hospital Passport March 2020	WA
Julian's Key	QLD

Passports contain information about the following:

- Personal details: name, address, date of birth, emergency contacts, religious and cultural needs, vaccination status (influenza and COVID)
- Informal supports or decision maker details: contact details for decision makers/person who can legally make decisions and give consent for medical procedures and support coordinator if supports need to be paused
- Disability and medical/health conditions.
- Risks the Hospital staff need to be aware of (e.g. dysphagia, sleepwalking, allergies).
- Information about communication needs, reading, writing and comprehension ability. This should include how the participant will let the Hospital staff know how they are feeling or any behaviours they may demonstrate.
- Information about likes, dislikes, fears etc.
- Additional support plans: medication management plan, dysphagia management plan, epilepsy management plan, manual handling plan, continence management plan, positive behaviour support plan, mealtime management plan, communication plan,
- Information about what happens for the participant if their carer/informal support is unable to care for them due to COVID.

Please note that all hospital passports currently published across Australia are brief and could be improved with additional information that relates to the person's disability, health conditions and related needs

Preparation Checklist for Key Supports (Support Coordinators, Informal Supports or Support Staff)

- Most appropriate hospital to request admission to has been identified (e.g. if person needs access to a specific type of support or specialist that is not available in nearest hospital/s).
- Clear plans are in place detailing how the person (and essential medication, dietary, continence aids and equipment eg CPAP) will be transported to hospital and home again once ready for discharge.
- Clear process is in place for advising informal supports that participant has gone to hospital.
- Clear process and responsibilities are in place to get mobility aids to hospital if required – power wheelchair, manual wheelchair, other mobility aid.
- Clear strategy is in place to cancel or continue paid supports if required and everyone involved knows the effect cancellations will have on service agreements and funding.
- Key people know how to gain access to participant's home if required to assist with arrangements – key safe etc...
- Key people are aware of the arrangements that will need to be made if/when participant is admitted (e.g. supports cancelled, child care arranged, pets cared for, deliveries cancelled, COVID clean organised, mail collection etc.) and an action plan is distributed to all involved/allowed parties.
- Escalation process is known if hospital care is inappropriate, discriminatory or insufficient (e.g. "Ryan's Rule" in QLD, "REACH" in NSW, "CARE" in ACT)
- COVID19 policy relating to supports and visitors is known/available (likely to require regular updating)
- Arrangements have been made for assistance with preparing "Go Bag" items, including copies of any support plans, signage etc.
- A Change of Circumstances review request should be considered, particularly if additional respite/STA funds will be required during recovery, if informal support is admitted etc.
- Carer Gateway should be contacted if Carer support is required
- If participant resides in a SIL home and contracts COVID19, the NDIS Quality and Safeguards Commission (NDIS QSC) must be notified immediately. The NDIS QSC will notify the NDIA.

Admission Checklist

- 'Go Bag' is ready.
- Hospital Passport is ready
- Key documents and support plans are ready
- Paid/unpaid supports have been arranged for while participant is in hospital (e.g., communication support, behaviour support, assistance to call family each day, Auslan interpreter, mobility assistance etc.)
- Key people have been informed e.g., Family Members, Carer, Support Coordinator, Legal Decision Maker, Employer, Other NDIS supports (so services can be paused), GP/specialist etc.
- Paid/unpaid supports have been arranged to take care of tasks in the home while the participant is in hospital e.g. COVID clean of residence, care of pets, collection of mail, cleaning and lawn mowing to continue, hot water to be switched off etc.
- Paid supports have been cancelled where required
- Power wheelchair/manual wheelchair/mobility aid has been taken to hospital
- Escalation process is known if hospital care is inappropriate, discriminatory or insufficient (e.g. "Ryan's Rule" in QLD, "REACH" in NSW, "CARE" in ACT)

Hospital 'Go Bag'

- Completed Hospital Passport and COVID 19 Companion documents (in plastic sleeves)
- Copies of any support plans
- Emergency contacts in priority order
- List of specialists/health providers with contact details
- Copies of any enduring Power of Attorney document, Guardianship order or Advanced Health/Care Directives and guide to preferred treatments paperwork
- Any relevant letters from Specialists/Doctors. At the very least Health Summary from GP including all disabilities, health conditions, allergies, and medications (this also includes vitamins, supplements or 'off the shelf' medications)
- Medication list – up to date if possible
- Webster pack with medications OR medications in original packaging – this includes, supplements, vitamins and “off the shelf” medications you take
- Photocopied or photographed ID and other relevant cards, including: Medicare, Health Care or DVA cards, Health insurance details/card (if relevant) Drivers Licence or Proof of Age card Taxi subsidy scheme voucher card or book
- Disability specific items or aids (clearly labelled) – mobility aids, communication aids, feeding aids, PEG/feeding equipment/consumables
- Any specific dietary requirements/supplements (clearly labelled)
- Chargers for power wheelchair, PEG pump or disability other equipment
- Communication guide or plan - information about who speaks for the participant if they cannot communicate with hospital staff.
- Signage for the hospital room. This might include brief (no more than 5 points) of information the participant wants people to know about them. Examples might include:
 - Hard of Hearing and will need an Auslan interpreter,
 - Vision impaired and need people to introduce themselves and explain what they are doing when they enter the room,
 - Cannot breathe when on stomach,
 - Aboriginal or Torres Strait Islander,
 - Communicate using PECS, but if more information is required, this can be gained by calling.....
- Personal care kit e.g. tissues, hair brush/comb, toothbrush and toothpaste, soap, shaving kit (preferably electric) etc.
- Comfortable, loose fitting sleepwear, underwear and day wear, including a dressing gown and non-slip slippers/footwear. 3 days' worth is usually sufficient.
- Device/s (such as mobile phone or tablet) and chargers in a zip-lock bag.
- A personal comfort item, such as a teddy bear, photo, book or similar.

Mental Health Checklist

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Mental Health Checklist

Date Completed:

Name:

Sex:

Age:

Do you have dependent children (please list ages):

Marital Status: Single De Facto/Married Divorced/Separated
Widowed

Living Arrangements: Live alone Live with family/friends Other (please describe)

Do you speak/understand English both written and verbal?

Language spoken at home?

Over the past week have you been?

Eating regular meals?	Never	Sometimes	Most of the time	Always
Showering every day?	Never	Sometimes	Most of the time	Always
Taking your daily medication as prescribed?	Never	Sometimes	Most of the time	Always
Having trouble sleeping?	Never	Sometimes	Most of the time	Always
Getting outside for fresh air on a daily basis?	Never	Sometimes	Most of the time	Always
Exercising regularly?	Never	Sometimes	Most of the time	Always
Feeling easily annoyed or irritable?	Never	Sometimes	Most of the time	Always
Feeling sad or upset?	Never	Sometimes	Most of the time	Always
Experiencing suicidal thoughts or making plans to suicide?	Never	Sometimes	Most of the time	Always
Self-harming, or feeling a need to self-harm?	Never	Sometimes	Most of the time	Always
Using drugs or alcohol to cope with your feelings?	Never	Sometimes	Most of the time	Always
Experiencing domestic violence?	Never	Sometimes	Most of the time	Always

(If yes, frequency, how recently etc.)

Have you ever thought about suicide (or ending your life)? Yes No

Have you attempted suicide in the past? Yes No

Have you self-harmed or been treated for self-inflicted injuries previously? Yes No

Have you made any plans to suicide? Yes No

(If yes, discuss what the plan is and resources at hand to carry this out i.e. access to weapons/medication etc.)

Do you have:

(If no, discuss and provide resources)

Someone to talk to who can give you emotional support when you need it	Yes	No
Family/Friends who you see or talk to on a regular basis	Yes	No
A professional you feel comfortable talking to about how you feel?	Yes	No
A list of resources ie. online or phone/after-hours support line that works for you?	Yes	No
Do you have a Mental Health Safety Plan in place?	Yes	No

<https://www.beyondblue.org.au/get-support/beyondnow-suicide-safety-planning>

Safeguards and preparing for life after lockdown: service provider discussion checklist



All content contributed by



Safeguards and preparing for life after lockdown: a checklist for discussion with

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(Advisable to record a separate form for each service provider)

Question	Details	Response
Support related Questions		
<p>What support can this service provide in the event of a COVID outbreak /when restrictions are imposed?</p> <p>Some services may be deemed non-essential or staffing teams may be minimised to reduce the risk of additional exposure. If this occurs, you may consider ways a participant can remain connected with known</p>	<ul style="list-style-type: none"> • What will be considered essential vs non-essential services? Establish the exact supports that will continue • Daily living support – personal care & assistance with other activities • Social and community participation support • If support is considered non-essential or support will be reduced, ask what alternative services can be implemented to maintain contact with the participant? • Will there be a scheduled check in on the person’s welfare? 	

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Question	Details	Response
<p>staff members eg: regular video chats.</p>	<ul style="list-style-type: none"> • If remote support is going to be provided, what are the details of this? • Are staff required to get COVID tested regularly? • Can the service assist with contacting service organising support for a deep clean at home? 	
<p>What support will the service provide when a participant or a member of their household is a primary COVID contact?</p> <p>The participant will likely need to isolate for 14 days if this occurs. Establish if home testing can occur for the participant.</p> <p>If applicable, have you liaised with Allied Health supports for suggestions on diverse ways to</p>	<ul style="list-style-type: none"> • Establish essential supports that will continue • Has a response plan been established for delivering supports in the home? • Can assistance be provided to participant to get tested during the quarantine period? • Is there an emergency response procedure if participant becomes unwell - communication of how a participant is feeling /experiencing and what actions to follow? 	

Question	Details	Response
engage someone who will be challenged by being at home for 14 days. Eg: renting an exercise bike and/or treadmill		
What support will the service provide when a participant tests positive for COVID?	<ul style="list-style-type: none"> • Establish essential services that will continue • Will known staff continue to provide this support? • Has a backup support (other agency) been established if staff test positive for Covid? • What is the emergency response procedure for monitoring the participant's wellbeing? 	
What will the service do when the worker/s who has worked recently and/or closely with the participant tests positive for COVID or	<ul style="list-style-type: none"> • Who will inform the participant? • How will continuity of support be managed? 	

Question	Details	Response
has become a primary contact?		
<p><u>Communication</u></p> <p>Seeking for details about the communication processes and expectations.</p>	<ul style="list-style-type: none"> • Establish the contact for the participant to provide or receive information 1. Primary contact 2. Alternative contact 3. Contact in an emergency (especially if afterhours) • Eestablished time-frame for the communication and response. • Establish what constitutes an emergency. • Establish the process of assisting the participant to maintain external contact with family / close allies when participant is in isolation or quarantine within the group home? 	
What will service (organisation) do to introduce new workers?	<ul style="list-style-type: none"> • How is that communicated to the participant? • What information is passed on to the new worker about the person's support? 	

Question	Details	Response
Additional comments - when participant uses only sole traders/self employs	<ul style="list-style-type: none"> • Is there assistance required from the support coordinator to source and engage back up support options? • Does the support coordinator need to develop a profile of support to ensure there is information available if new and unknown workers need to be introduced to provide support? 	
Personal Protective Equipment related Questions		
What PPE requirements for workers?	<ul style="list-style-type: none"> • Precautionary? • Supporting a person who is COVID positive? 	
What PPE requirements are required of participant?	<ul style="list-style-type: none"> • Participant is COVID positive • Participant is a close contact 	
Funding for the PPE – Is service provider claiming funds from my plan for the PPE?	<ul style="list-style-type: none"> • Confirm on funding arrangement for PPE. 	
Disposal of used PPE	<ul style="list-style-type: none"> • What process to support participant who is COVID positive or has been a 	

Question	Details	Response
	close contact and is currently isolating or in quarantine? - service provider - personal	
<u>Communication</u>	<ul style="list-style-type: none"> • Who to contact for PPE? • Who to contact for clinical waste disposal if required? 	
Vaccination related Questions		
Expectations about vaccination: Supporting the participant to express their expectation and/or preference about vaccination.	<ul style="list-style-type: none"> • What is the participant expectation about vaccination: <ol style="list-style-type: none"> 1. Self (participant) 2. People around him/her 9 like in a group home or family members at home 3. Workers • How to assist participant to convey the information to service provider/s? • How to support participant to acquire their proof of vaccination? 	
Does the service provider have any formal stance about	<ul style="list-style-type: none"> • Ask for vaccination/Immunisation policy/procedure. 	

Question	Details	Response
vaccination & related policies?	<ul style="list-style-type: none"> • What is the approach for the sole trader towards vaccination/immunisation? • Communication process about the vaccination status – first dose, second dose etc. 	
<u>Communication</u>	<ul style="list-style-type: none"> • Who does the support coordinator /participant approach at the service for information about vaccination? 	
Vaccination status - what is the worker/s' vaccination status? -what is the housemate/s' vaccination status?	<ul style="list-style-type: none"> • for organisation – communication - how are they going to confirm with the participant about worker's vaccination status? • for sole traders – how will the sole trader confirm with the participant about the worker's vaccination status. • What is the continuity of support within a group home situation if the participant's housemate/s have chosen not to be vaccinated – will one be informed and/or what safeguards are in place. 	

Question	Details	Response
	<ul style="list-style-type: none"> • What is the continuity of support if the regular worker/s are not vaccinated, and participant does not want a worker who is not vaccinated? 	
<p>What are some of the follow-up action on support for participant who is not vaccinated</p>	<ul style="list-style-type: none"> • Will service provider work with a participant who is not vaccinated? • What safeguards are implemented to protect the participant and worker? • What will be the impact on service delivery? 	

Safeguards and preparing for life after lockdown: service provider discussion checklist



All content contributed by



Safeguards and preparing for life after lockdown: service provider discussion checklist

Name of service provider: _____
 (Advisable to record a separate form for each service provider)

Question	Details	Response
Support related Questions		
<p>What support can service provide in the event of a COVID outbreak /when restrictions are imposed?</p> <p>Some services may be deemed non-essential or staffing teams may be minimised to reduce the risk of additional exposure. If this occurs, you may consider ways a participant can remain connected with known staff members eg: regular video chats.</p>	<ul style="list-style-type: none"> • What will be considered essential vs non-essential services? Establish the exact supports that will continue • Daily living support – personal care & assistance with other activities • Social and community participation support • If support is considered non-essential or support will be reduced, ask what alternative services can be implemented to maintain contact with the participant? • Will there be a scheduled check in on the person’s welfare? 	

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Question	Details	Response
	<ul style="list-style-type: none"> • If remote support is going to be provided, what are the details of this? • Are staff required to get COVID tested regularly? • Can the service assist with contacting service organising support for a deep clean at home? 	
<p>What support will the service provide when a participant or a member of their household is a primary COVID contact?</p> <p>The participant will need to isolate for 14 days if this occurs. Establish if home testing can occur for the participant.</p> <p>If applicable, have you liaised with Allied Health supports for suggestions</p>	<ul style="list-style-type: none"> • Establish essential supports that will continue • Has a response plan been established for delivering supports in the home? • Can assistance be provided to participant to get tested during the quarantine period? • Is there an emergency response procedure if participant becomes unwell - communication of how a participant is feeling /experiencing and what actions to follow? 	

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Question	Details	Response
on diverse ways to engage someone who will be challenged by being at home for 14 days. Eg: renting an exercise bike and a treadmill		
What support will the service provide when a participant tests positive for COVID?	<ul style="list-style-type: none"> • Establish essential services that will continue • Will known staff continue to provide this support? • Has a backup support (other agency) been established if staff test positive for Covid? • What is the emergency response procedure for monitoring the participant's wellbeing? 	
What will the service do when the worker/s who has worked recently and/or closely with the participant tests	<ul style="list-style-type: none"> • Who will inform the participant? • How will continuity of support be managed? 	

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Question	Details	Response
<p>positive for COVID or has become a primary contact?</p>		
<p><u>Communication</u></p> <p>Seeking for details about the communication processes and expectations.</p>	<ul style="list-style-type: none"> • Establish the contact for the participant to provide or receive information <ol style="list-style-type: none"> 1. Primary contact 2. Alternative contact 3. Contact in an emergency (especially if afterhours) • Eestablished time-frame for the communication and response. • Establish what constitutes an emergency. • Establish the process of assisting the participant to maintain external contact with family / close allies when participant is in isolation or quarantine within the group home? 	
<p>What will service (organisation) do to introduce new workers?</p>	<ul style="list-style-type: none"> • How is that communicated to the participant? • What information is passed on to the new worker about the person's support? 	

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Question	Details	Response
Additional comments - when participant uses only sole traders/self employs	<ul style="list-style-type: none"> • Is there assistance required from the support coordinator to source and engage back up support options? • Does the support coordinator need to develop a profile of support to ensure there is information available if new and unknown workers need to be introduced to provide support? 	
Personal Protective Equipment related Questions		
What are PPE requirements for workers?	<ul style="list-style-type: none"> • Precautionary? • Supporting a person who is COVID positive? 	
What PPE requirements require of participant?	<ul style="list-style-type: none"> • Participant is COVID positive • Participant is a close contact 	
Funding for the PPE – Is service provider claiming funds from my plan for the PPE?	<ul style="list-style-type: none"> • Confirm on funding arrangement for PPE. 	

Question	Details	Response
Disposal of used PPE	<ul style="list-style-type: none"> • What process to support participant who is COVID positive or has been a close contact and is currently isolating or in quarantine? <ul style="list-style-type: none"> - service provider - personal 	
<u>Communication</u>	<ul style="list-style-type: none"> • Who to contact for PPE? • Who to contact for clinical waste disposal if required? 	
Vaccination related Questions		
<p>Expectations about vaccination:</p> <p>Supporting the participant to express their expectation and/or preference about vaccination.</p>	<ul style="list-style-type: none"> • What is the participant expectation about vaccination: <ol style="list-style-type: none"> 1. Self (participant) 2. People around him/her 9 like in a group home or family members at home 3. Workers • How to assist participant to convey the information to service provider/s? • How to support participant to acquire their proof of vaccination? 	

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Question	Details	Response
<p>Does the service provider have any formal stance about vaccination & related policies?</p>	<ul style="list-style-type: none"> • Ask for vaccination/Immunisation policy/procedure. • What is the approach for the sole trader towards vaccination/immunisation? • Communication process about the vaccination status – first dose, second dose etc. 	
<p><u>Communication</u></p>	<ul style="list-style-type: none"> • Who does the support coordinator /participant approach at the service for information about vaccination? 	
<p>Vaccination status - what is the worker/s' vaccination status? -what is the housemate/s' vaccination status?</p>	<ul style="list-style-type: none"> • for organisation – communication - how are they going to confirm with the participant about worker's vaccination status? • for sole traders – how will the sole trader confirm with the participant about the worker's vaccination status. • What is the continuity of support within a group home situation if the participant's housemate/s have chosen not to be vaccinated – will one be 	

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Question	Details	Response
	<p>informed and/or what safeguards are in place.</p> <ul style="list-style-type: none"> • What is the continuity of support if the regular worker/s are not vaccinated and participant does not want a worker who is not vaccinated? 	
<p>What are some of the follow- up action on support for participant who is not vaccinated</p>	<ul style="list-style-type: none"> • Will service provider work with a participant who is not vaccinated? • What safeguards are implemented to protect the participant and worker? • What will be the impact on service delivery ? 	

Supporting people in isolation: Support Coordinator Checklist

All content contributed by



Supporting people in isolation: Support Coordinator Checklist

- Make contact with Participant, plan nominee or legal guardian – find out immediate (and on-going needs for the isolation period) needs of the participant (including support provision, other appointments, medical contacts, food requirements – including PEG feeds, PPE gear (if necessary), continence aids, medication, cleaning or finding alternative accommodation to isolate – if required)
- Make contact with service providers/service – ensure services are set up to support the participant over the time of the isolation – including alternative supports (over tele-supports- if available/appropriate). If service providers are not able to provide supports, find alternative supports based on the need. This includes needing to order necessary PPE equipment if necessary. Check to see if the participant qualifies for other covid related supports – such as meal delivery, PPE, extra money for SIL – check NDIA website for up to date information - <https://www.ndis.gov.au/coronavirus/providers-coronavirus-covid-19>
- Support participant to contact Centrelink (if required)
- Provide participant, plan nominee or legal guardian contacts for local medical supports and mental health support numbers (if necessary) as well as contacts to the state Covid health line (if necessary).
- If the participant requires visuals or easy read instructions/supports – contact appropriate service provider to get these resources or access free online resources appropriate to the visual/easy read that is required – especially pertaining to hand washing, hygiene, social distancing, isolation, need for PPE etc
- Contact NDIA/LAC – and consider need for a possible Change of Circumstances request for a review.
- Monitor state Covid website/media announcements regarding Covid related concerns in your state, to stay up to date with the information pertaining to the participants you are supporting.
- Monitor participant during the time of the isolation through preferred communication methods.
- If there are barriers to service provision that are negligent or reportable – contact the [NDIS Commission](#) and report the concern.

Support for people experiencing domestic or family violence



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Support for people experiencing domestic or family violence

Service Name	Contact details	Hours	Description	State
24/7 crisis intervention services	<p style="text-align: center;"> dvline@community.nsw.gov.au http://www.facs.nsw.gov.au/domestic-violence/helpline 1800 656 463 </p>	24 hours	Referred by Self, advocate or professional. provides counselling and referrals to women experiencing domestic and family violence.	National
Family Safety Pack	<p style="text-align: center;"> https://www.dss.gov.au/family-safety-pack </p>		The Australian Government's Family Safety Pack, available in 22 community languages, has information on Australia's laws regarding domestic and family violence, sexual assault, forced marriage and Partner Visas.	National
<p style="text-align: center;">1800 RESPECT</p> <p>National Sexual Assault,</p>	<p style="text-align: center;"> Home 1800RESPECT 1800 RESPECT 1800 737 732 </p>	24 hours	1800 Respect is a confidential online and telephone counselling, information and referral service to support people experiencing the impacts of sexual assault, domestic or family violence	National

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Family & Domestic Violence Counselling Line				
Mensline Australia	MensLine.org.au 1300 78 99 78	24 hours	Free help, support, referrals & counselling for men	National
LifeLine	www.lifeline.org.au 13 11 14	24 hours	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support, Abuse and trauma and suicide prevention services.	National
Relationships Australia	www.relationships.org.au 1300 364 277	Monday - Friday : 9:00 am - 5:00 pm	Provides: counselling, family dispute resolution (mediation) and education programs.	National
Kids Help Line	www.kidshelpline.com.au 1800 551 800	24 hours	Kids Helpline is a free, counselling service for young people aged 5-25 years. Counselling is offered by phone, email and over the web.	National

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Daisy app	Daisy is an app that provides information about support services in your local area	24 Hours	Daisy is 1800RESPECT's app to connect people experiencing violence or abuse to services in their local area	National
Translating and Interpreting Service (TiS)	131 450	24 hours	provides immediate and pre-booked phone interpreting, and on-site interpreting	National
Sunny app	https://apps.apple.com/au/app/sunny/id1442762235	24 Hours	Sunny is 1800RESPECT's app for women with disability who have experienced violence and abuse. Sunny has been co-designed with women with disability. If you are a woman with disability who has experienced violence and abuse, Sunny can support you to: Tell your story Understand what has happened Know your rights Find people who can help Understand what abuse is Learn about different types of abuse	National

Child Protection Helpline	132 111	24 Hours	state-wide call centre staffed by professionally qualified caseworkers to receive and screen all reports on suspected abuse or neglect of	National
Yarrow Place	www.yarrowplace.sa.gov.au (08) 8226 8777 1800 817 421	24 Hours	Providing direct services to people who have been raped or sexually assaulted and who were aged 16 years or more at the time of the assault.	National
Older Persons Abuse Prevention Referral and Information Line (APRIL)	www.ageing.act.gov.au Email oma@act.gov.au (02) 6205 3535.	24 Hours	Provides information and referral to members of the public, family, friends and service providers in respect of elder abuse.	ACT
Domestic Violence Crisis Service ACT (DVCS)	Home - DVCS Domestic Violence Crisis Service in Canberra (02) 6280 0900	24 Hours	provides crisis intervention, advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships, giving priority to those subjected to violence.	ACT

Link2home	link2home@facs.nsw.gov.au/ http://www.facs.nsw.gov.au/housing 1800 152 152	24 hours even public holiday	Referred by Self or specialist homelessness service provider. Assist with housing for homeless or risk of homelessness	NSW
Legal aid NSW	https://www.legalaid.nsw.gov.au/publications/factsheets-and-resources 297074555	9am to 5 pm	Referred by Self, advocate or professional.	NSW
Law foundation	http://www.lawfoundation.net.au/information/target/CALD (02) 8227 3200	9am to 5 pm	Referred by Self, advocate or professional	NSW
Domestic violence Line	www.facs.nsw.gov.au/domestic-violence/helpline 1800 65 64 63	24 Hours	Referral and counselling	NSW
NSW Elder Abuse Helpline & Resource Unit	www.elderabusehelpline.com.au 1800 628 221	Monday to Friday from 9 am to 5 pm	free service that provides information, support and referrals relating to the abuse of older people living	NSW

NSW Rape Crisis Centre	www.nswrapecrisis.com.au 1800 424 017	24 Hours	24 hour telephone and online crisis counselling for anyone in NSW who has experienced or is at risk of sexual violence	NSW
Domestic Violence Legal Advice Line	1800 810 784 or 8745 6999	24 hours	free confidential legal information, advice and referrals for women experiencing domestic and family violence.	NSW
Victims Services	www.victimsservices.justice.nsw.gov.au 1800 019 123	Monday to Friday from 9 am to 5 pm	Victims Services helps people who are victims of violent crime in NSW with information and referrals. You can access support under the Victims Support Scheme, including: Counselling, Financial assistance for immediate needs, Financial assistance for economic loss, Recognition payment	NSW
NSW Victims Access Line	1800 633 063	Monday to Friday: 8am to 6pm	Provides information to victims of crime about their rights and how to access financial assistance and counselling	NSW

LawAccess NSW	www.lawaccess.nsw.gov.au 1300 888 529	Monday to Friday from 9am to 5pm	legal information, referrals	NSW
Women's Legal Advice Line	www.wlsnsw.org.au/contact-us/ 1800 801 501 or 8745 6988	Monday, Tuesday and Thursday from 9 am to 1 pm	free confidential service providing legal information, advice and referrals for women in NSW with a focus on family law, domestic...	NSW
Family and Community Services Housing NSW	www.housingpathways.nsw.gov.au 1800 422 322	Monday to Friday: 9 am to 5 pm	Housing referral	NSW
Women's Legal Service NSW (WLS NSW)	www.wlsnsw.org.au 1800 801 501	24 Hours	provides free confidential legal advice and referrals to women in NSW	NSW

Alice Springs Women's Shelter	<p>asws.org.au ws@asws.org.au</p> <p>08 8952 6075</p>	Monday - Friday: 9:00 am - 4:00 pm	provides a range of support for women and children experiencing domestic and family violence. The services include emergency accommodation, outreach support, court support and counselling	NT
Darwin Aboriginal & Islander Women's Shelter (DAIWS)	<p>daiws@bigpond.net.au</p> <p>(08) 8945 2284</p>	24 Hours	The services provided include support, referral, outreach and domestic violence crisis accommodation	NT
YWCA Darwin (DFVC)	<p>www.ywcaofdarwin.com.au dfvccoord@ywcaofdarwin.org.au</p> <p>(08) 8932 915</p>	24 Hours	Provide support and referrals if you require: Safe crisis and medium term accommodation, Information about, and assistance from, other agencies, Legal and housing information and support, Support and counseling for children	NT
Brisbane Domestic Violence	<p>www.bdvs.org.au</p> <p>(07) 3217 2544</p>	Monday - Friday: 9:00 am	They provide a range of services, including information and referral, crisis support, practical assistance,	QLD

Service (BDVS)		- 5:00 pm	advocacy, counselling and emotional support.	
Brisbane Multicultural Women's Advocacy and Support	mwas@whfs.org.au (08) 9328 1200	Monday - Friday: 9:00 am - 5:00 pm	Referral and counselling	QLD
Domestic Violence Service of Central Queensland	www.centacarecq.com 1300 523 985	24 Hours	provides short and long term counselling for those caught up in domestic and family violence, including children and crisis support and practical assistance for those needing to escape domestic and family violence.	QLD
North Queensland Domestic Violence Resource Service	www.nqdvrs.org.au Townsville (07) 4721 2888 Mt Isa (07) 4743 0946	Monday to Friday: 8:30 am to 4:30 pm	Domestic Violence & Homelessness Mount Isa - workers provide information, support, referral and practical assistance to find appropriate housing.	QLD
Domestic Violence Resource	www.domesticviolenceservice.org.au 07 4953 1788	Monday to Friday: 8:30 am	Counselling for women, children & adolescents	QLD

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Service Mackay & Region		to 4:30 pm	Crisis intervention Information and referral	
Domestic Violence Action Centre	www. dvac.org.au (07) 3816 3000	Monday to Friday: 8:30 am to 4:30 pm	Crises support Counselling Information, advice and referral Group work for women, children and young people Group work for young men aged 11 to 17 years who are using/or at risk of using violence in their relationships	QLD
Brisbane Domestic Violence Service (BDVS)	www.bdvs.org.au (07) 3217 2544	Monday to Friday: 8:30 am to 4:30 pm	provide a range of services, including information and referral, crisis support, practical assistance, advocacy, counselling and emotional support.	QLD
Domestic violence helpline	http://www.dvconnect.org/ 1800811811	24 Hours	Provide counselling, referral. Crisis accommodation	QLD
Domestic Violence Crisis Service	1300 782 200 131 611 (after hours Crisis Care)	24 Hours	Domestic Violence Crisis Service offers crisis counselling, support, and referral to safe accommodation.	SA

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Aboriginal Family Support Services	Adelaide (08) 8205 1500 Ceduna (08) 8625 3466 Coober Pedy (08) 8672 3066 Murray Bridge 0418 499 649 Port Augusta (08) 8641 0907 Port Lincoln (08) 8683 1909 Berri (08) 8582 3192	Monday to Friday 9am to 5 pm	Referral and counselling	SA
UnitingCare Wesley Country South Australia	Website ucwcsa.org.au uniting.care@ucwcsa.org.au 08 8672 3271, Mob: 0428 326 532, Duty Worker: 08 8672 5220/0488 991 945 1300067777	24 Hours	Offers case management, crisis accommodation, advocacy, 24 hour phone assistance, counselling, referral, safety planning, and goal setting.	SA
Central Domestic Violence Service	admin@cdvs.com.au www.cdvs.com.au Eastern Adelaide (08) 8365 5033 Western Adelaide (08) 8268 7700	24 Hours	Services for women and children: safe, supported crisis accommodation outreach support to women and children in the community short term telephone counselling for domestic and family violence assistance for Aboriginal and Torres Strait Islander women and women from culturally and linguistically	SA

			diverse backgrounds access for women with disabilities domestic and family violence support groups for women and children.	
Victim Support Service SA - Staying Home, Staying Safe	victimsa.org helpdesk@victimsa.org 1800 VICTIM (1800 842 846)	24 Hours	They provide: Home safety audits Provision of tailored home security packages including installation of locks, sensor lights, alarms etc. Safety planning assistance Linking to additional support services	SA
Tasmanian Aboriginal Services	hobart@tacinc.com.au launceston@tacinc.com.au burnie@tacinc.com.au Hobart: (03) 6234 0700 Launceston: (03) 6332 3800 Burnie: (03) 6431 3289	Monday - Friday: 9:00 am - 5:00 pm	Referral and counselling	TAS
Elder Abuse Hotline	advocacytasmania.org.au Email eahelpline@advocacytasmania.org.au	24 Hours	Support with referral and counselling	TAS

	1800 44 11 69			
Family Violence Counselling and Support Service	www.dhhs.tas.gov.au 1800 608 122	24 Hours	provides the following services: Information, counselling and support, Information and support to family and friends, Arranging assistance from the police, Assistance in organising a safe place to stay, Assistance in accessing limited financial assistance, Referrals to Legal Aid and/or Court Support ,Act as an advocate in accessing assistance, e.g. Housing Tasmania, Centrelink	TAS
Centre Against Sexual Assault (CASA)	www.dhhs.tas.gov.au (03) 6431 9711	Monday to Friday 9am to 5 pm	Services include: Counselling Support with legal processes – making statements, forensic examinations, court appearances, advocacy Referral to other appropriate services	TAS
Family Violence is Unacceptable	https://whwest.org.au/wp-content/uploads/2013/11/A6_OCOR_FINALweb.pdf		These brochures are for Arabic-speaking, Persian-speaking and sub-continent communities and aim to	VIC

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in Any Culture	03 9689 9588		explore what family violence is and where to go for support.	
Australian Childhood Foundation	www.childhood.org.au 1300 381 581		The Australian Childhood Foundation is a national charity which prioritises the safety and welfare of children.	VIC
Centacare Geelong	www.catholiccarevic.org.au (03) 5337 8999	Monday to Friday 9am to 5 pm	Provides information and referral	VIC
Domestic Violence Victoria	www.dvvic.org.au (03) 9921 0828	Monday to Friday: 8:30 am to 4:30 pm	Advocacy, Referral and counselling	VIC
inTouch Multicultural Centre Against Family Violence	www.intouch.org.au (03) 9413 6500	Monday to Friday 9.00am - 5.00pm	The service has a pool of bilingual and bi-cultural workers who provide case management, outreach, secondary consultation and referrals.	VIC

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Women's Information Referral Exchange (WIRE)	www.wire.org.au 1300 134 130	Monday to Friday 9:30 am - 12:30 pm 1:30 pm - 4:30 pm	WIRE provides free information, support and referral information for women, non-binary and gender-diverse people across Victoria	VIC
safe steps Family Violence Response Centre	admin@safesteps.org.au (for information) safesteps@safesteps.org.au (for support) 1800 015 188	9am-9pm, Monday-Friday.	provides 24/7 telephone crisis counselling, referral, information and support for women and children in Victoria. They provide access to interpreters as well as support for Indigenous women	VIC
Men's Referral Service	www.ntv.org.au 1300 766 491	24 Hours	provides free confidential legal advice and referrals to MEN	VIC
Victims of crime	www.victimsofcrime.com.au 1800000055	24 Hours	financial compensation & other support to assist victims to recover from the act of violence	VIC

<p>Safe Steps Family Violence Response Centre</p>	<p>www.safesteps.org.au</p> <p>1800 015 188</p>	<p>24 Hours</p>	<p>Referral, counselling , crisis accommodation</p>	<p>VIC</p>
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NSW Emergency and crisis Phone numbers and helplines

All content contributed by



Emergency services

Phone triple zero (000) Ask for police, fire or ambulance

National Coronavirus Line 1800 020 080

If you require translating or interpreting services, call **131 450**.

For other enquiries, including self-isolation requirements in NSW, visit **Service NSW** or call **13 77 88**.

For advice on how to seek medical help or get tested for coronavirus (COVID-19) you can contact your state or territory health authority, or call the coronavirus (COVID-19) helpline on 1800 020 080 at any time.

Disability Information Helpline call 1800 643 787.

Child Protection Helpline - 132111

Link2Home Homelessness - 1800152152

Link2Home Veterans & Ex-Service – 1800326989

Lifeline 13 11 14

Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline for support.

Kids Helpline 1800 551 800

Provides specialised help for young people aged 5 to 25 years, and is staffed by professional counsellors.

Suicide Call Back Service 1300 659 467

The Suicide Call Back Service provides crisis counselling to people at risk of suicide, carers for someone who is suicidal and those bereaved by suicide. People who are not linked in with current professional support can also access up to six sessions of ongoing counselling with the same counsellor at scheduled times.

MensLine Australia 1300 78 99 78

For men of any age who would like support, information or referral to assist them to deal with relationship problems in a practical and effective way.

Rape Crisis Centre 1800 424 017

NSW Rape Crisis is the 24/7 telephone and online crisis counselling service for anyone in NSW - men and women - who has experienced or is at risk of sexual assault and their non-offending supporters.

National Sexual Assault, Domestic Family Violence Counselling Service 1800 737 732
For anyone in Australia who has experienced or is at risk of sexual assault, family or domestic violence and their non-offending supporters.

The NSW Mental Health Access Line 1800 011 511

The NSW Mental Health Line is a state-wide telephone number which puts you in touch with your local mental health service.

Bravehearts - 1800 272 831 8:30am to 4:30pm Monday to Friday. Information or support relating to child sexual assault and exploitation.

Alcohol and drugs

1. [Alcoholics Anonymous Helpline](#) - phone 1300 222 222
2. Alcohol and Drug Information Service - 1300 131 340
3. [Family Drug Support Australia](#) - phone 1300 368 186
4. Turning Point - 1800 888 236

Carers

1. [Carer Gateway](#) - 1800 422 737 8am to 5pm, Mon to Fri
2. Carers NSW - **02 9280 4744**
3. <https://www.carersnsw.org.au/>

The National Disability Abuse and Neglect Hotline

1. **To make a report, contact the Hotline on 1800 880 052 email: hotline@workfocus.com.** open Monday to Friday, 9am to 7pm weekdays.
The Hotline is not a crisis service.

Eating Disorders

1. The [Butterfly Foundation's](#) National Helpline, ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call 1800 33 4673, 8am-midnight AEST 7 days a week.

Health

1. [Health Direct](#) - phone 1800 022 222
Advice is provided by registered nurses 24/7 to provide advice when you're not sure what to do — whether you should see a local GP, manage the condition at home, or go to an emergency department.
2. [Poisons Information Line](#) on 13 11 26

3. Quit smoking - phone the [Quitline](#) on 13 78 48

Mental health support

Lifeline Australia 13 11 14

A crisis support service that provides short term support at any time for people who are having difficulty coping or staying safe.

Kids Helpline 1800 551 800

A free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25 years.

NSW Mental Health Line: **1800 011 511**

Mental health crisis telephone service in NSW.

Mindspot is a free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression. This is not an emergency or instant response service. Call 1800 61 44 34 AEST, 8am-8pm (Mon-Fri), 8am-6pm (Sat).

PANDA (Perinatal Anxiety & Depression Australia) provides a national telephone information, counselling and referral service staffed by trained volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety. Call 1300 726 306, 9am-7:30pm AEST (Mon-Fri).

SANE Australia provides support, training and education enabling those with a mental illness to lead a better life. Call 1800 18 7263, 10am-10pm AEST (Mon-Fri).

LGBTIQ+

QLife Australia provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people of all ages. Call 1800 184 527, 3pm-12am (midnight) AEST / 7 days a week. Webchat is also available <https://qlife.org.au/resources/chat>

Rainbow Door - 1800 729 367 10am - 5pm, 7 days a week. For all LGBTIQ+ people, their friends, family and peers.

Beyond Blue phone 1300 22 46 36 Call any time of the day or night – select from the voice menu or simply hold on the line to talk with a trained mental health professional.



VIC Emergency and crisis

Phone numbers and helplines

All content contributed by



Emergency services

- Phone triple zero (000) Ask for police, fire or ambulance
- State Emergency Service Victoria 132 500 – Flood or storm assistance

Non-emergency Police assistance

- Police assistance - 131 444 Non-emergency calls for police attendance.

Aboriginal and Torres Strait Islander

- Brother to Brother - 1800 435 799 To provide extra support during the coronavirus pandemic.
- (ADIS) Alcohol and Drug Information and Support Services - 1800 888 236

Alcohol and drugs

- Alcoholics Anonymous Helpline - phone 1300 222 222
- Alcohol and Drug Information Service - 1300 131 340
- Direct Line – 1800 888 236 Confidential alcohol and drug counselling and referral in Victoria
- Family Drug Support Australia - phone 1300 368 186
- Turning Point - 1800 888 236

Crisis counselling

- Lifeline Australia - phone 13 11 14
Providing 24/7 Short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe
- Beyond Blue Suicide Call Back Service 1300 659 467
- Kidshelpline - 1800 55 1800
For people up to 25 years old. Free and confidential service young people can call at any time for any reason.

Carers

- Carers Victoria - 1800 514 845 Mon to Fri, 9am to 5pm
- Carer Gateway - 1800 422 737 8am to 5pm, Mon to Fri

The National Disability Abuse and Neglect Hotline

- To make a report, contact the Hotline on 1800 880 052
email: hotline@workfocus.com. open Monday to Friday, 9am to 7pm weekdays.
The Hotline is not a crisis service.

Domestic violence

- Safe Steps – Family violence response centre 1800 015 188
24/7 phone support
Email: safesteps@safesteps.org.au
Webchat is available between 9am and midnight, Monday to Friday
- 1800 RESPECT - phone 1800 737 732
- Domestic Violence Crisis Service Victoria phone 1300 782 200 offers crisis counselling, support, and referral to safe accommodation
- Men's Referral Service 1300 766 491 Advice, counselling and support for Men with anger, relationship or parenting issues. Also provide advice for women/family members experience controlling behaviour by men.

Eating Disorders

- The Butterfly Foundation's National Helpline, ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call 1800 33 4673, 8am-midnight AEST 7 days a week.

Gambling

- Gambler's Help Victoria - 1800 858 858
Online chat is available 24/7
- Problem gambling - 1800 858 858

Health

- Health Direct - phone 1800 022 222
Advice is provided by registered nurses 24/7 to provide advice when you're not sure what to do — whether you should see a local GP, manage the condition at home, or go to an emergency department.

- Nurse-On-Call 1300 60 60 24 from anywhere in Victoria for free health advice, 24 hours a day.
- Poisons Information Line on 13 11 26
- Quit smoking - phone the Quitline on 13 78 48

Homelessness

- DFFH – Crisis accommodation
Call the 24-hour statewide toll free number on 1800 825 955 to speak with a housing and support worker if you need accommodation in these circumstances:
 - Escaping family violence
 - Homeless or at risk of homelessness
 - Other emergency
 The 1800 number will direct your call to a service closest to you, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services.
- Opening Doors - 1800 825 955 will direct your call to a service closest to you

LGBTIQ+

- QLife Australia provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people of all ages. Call 1800 184 527, 3pm-12am (midnight) AEST / 7 days a week. Webchat is also available <https://qlife.org.au/resources/chat>
- Rainbow Door - 1800 729 367 10am - 5pm, 7 days a week. For all LGBTIQ+ people, their friends, family and peers.

Men

- Mensline Australia - phone 1300 789 978 A 24/7 service
- 1800 RESPECT - phone 1800 737 732
- Men's Referral Service phone 1300 766 491 Advice, counselling and support for Men with anger, relationship or parenting issues. Also provide advice for women/family members experience controlling behaviour by men
- Dads in Distress (Parents beyond breakup) - 1300 853 437 Monday to Saturday, 8:30am-5pm. For Dads experiencing separation from their children.

Mental Health

- Mindspot is a free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression. This is not an emergency or instant response service. Call 1800 61 44 34 AEST, 8am-8pm (Mon-Fri), 8am-6pm (Sat).
- PANDA (Perinatal Anxiety & Depression Australia) provides a national telephone information, counselling and referral service staffed by trained volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety. Call 1300 726 306, 9am-7:30pm AEST (Mon-Fri).
- SANE Australia provides support, training and education enabling those with a mental illness to lead a better life. Call 1800 18 7263, 10am-10pm AEST (Mon-Fri).
- Kids Helpline 1800 55 1800 for people up to 25 years old. Free and confidential service young people can call at any time for any reason.
- Lifeline Australia - phone 13 11 14
- Beyond Blue phone 1300 22 46 36 Call any time of the day or night – select from the voice menu or simply hold on the line to talk with a trained mental health professional.

Parents

- Parentline Victoria - phone 13 22 89 Information and support for Victorian parents and carers of children 0-18 years
- Karitane - 1300 227 464 Monday – Thurs 8am - 9pm, Fri 8am – 4.30pm, Sat 9am - 3.30pm. Provided by child and family health nurses who can consult on a wide range of issues concerning infants and children from birth to five years of age.

Seniors

- Seniors Rights Victoria 1300 368 821
- Grandparents in Distress (Parents beyond breakup) - 1300 853 437 (Mon to Sat) 8:30am-5pm. For Grandparents experiencing separation from their grandchildren.

Sexual assault

- Sexual Assault Crisis Line 1800 806 292 An after hours crisis counselling service for people who have experienced both past and recent sexual assault.

Operating 5pm weeknights until 9am the next day, and throughout weekends and public holidays.

- [1800 RESPECT](#) - phone [1800 737 732](#) National sexual assault, domestic family violence counselling service.
- [Centre Against Sexual Assault \(CASA\)](#) - provide support for survivors and family/friends of survivors of sexual assault
- [Bravehearts](#) - 1800 272 831 8:30am to 4:30pm Monday to Friday. Information or support relating to child sexual assault and exploitation.

Sexual Health / Pregnancy

- [PANDA \(Perinatal Anxiety & Depression Australia\)](#) - 1300 726 306 9am-7:30pm (Mon-Fri). Provide a national telephone information, counselling and referral service staffed by trained volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety.
- [Sands](#) - 1300 308 307 Miscarriage, stillborn and newborn death support.

Suicide prevention

- [Beyond Blue](#) - phone [1300 224 636](#)
- [Lifeline Australia](#) - phone [13 11 14](#)
- [Suicide Call Back Service](#) - phone [1300 659 467](#)

Veterans & Defence Force

- [Open Arms](#) - Veterans & Families Counselling provides 24/7 free and confidential, nationwide counselling and support for war and service-related mental health conditions, such as post-traumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger. Call [1800 011 046](#).
- [Defence Family Helpline](#) - 1800 624 608 / DefenceFamilyHelpline@defence.gov.au
- [All-hours Support Line \(ASL\)](#) - 1800 628 036 A confidential telephone service for ADF members and their families.

Victim/Survivor support

- [Blue Knot Foundation Helpline](#) (formerly ASCA Professional Support Line) provides help, information, support or referral for adult survivors of childhood trauma and abuse, their partners, family and friends, health professionals and

anyone in the workplace working with people who have experienced childhood trauma and abuse. Call 1300 657 380, 9am-5pm AEST / 7 days a week.

- 1800 VICTIM - 1800 842 846

Women

- Domestic Violence Crisis Service Victoria phone [1300 782 200](tel:1300782200) offers crisis counselling, support, and referral to safe accommodation.
- [1800 RESPECT](tel:1800737732) - phone [1800 737 732](tel:1800737732) National sexual assault, domestic family violence counselling service.
- [Mums in Distress](tel:1300853437) (Parents beyond breakup) - 1300 853 437 Monday to Saturday 8:30am – 5pm For Mums experiencing separation from their children.
- Wire – phone 1300 134 130 Free support, referrals and information on any issue for all Victorian women, non-binary and gender diverse people.

Young people

- Child Protection
North Division Intake - 1300 664 977
South Division Intake - 1300 655 795
East Division Intake - 1300 360 391
West Division Intake - Rural and regional only - 1800 075 599
West Division Intake - metropolitan only - 1300 664 977
After hours Child Protection Emergency Service - 13 12 78 (5.00pm - 9.00am Monday - Friday, 24 hours on weekends and public holidays)
- Kids Helpline 1800 55 1800 for people up to 25 years old. Free and confidential service young people can call at any time for any reason.
- Headspace - phone [1800 650 890](tel:1800650890) aged 12 to 25 years and their families. Call 1800 650 890, 9am-1am AEST / 7 days a week.
- Youth Beyond Blue - phone [1300 224 636](tel:1300224636) Help with anxiety and depression.
- Bravehearts - 1800 272 831 8:30am to 4:30pm Monday to Friday. Information or support relating to child sexual assault and exploitation.

**** All contacts are 24/7 unless stated otherwise**



Emergency and crisis Queensland

Phone numbers and helplines

All content contributed by



Emergency services

- Phone [triple zero \(000\)](#) Ask for police, fire or ambulance
- [State Emergency Service](#) 132 500 – Flood or storm assistance

Alcohol and drugs

- [Alcoholics Anonymous Helpline](#) - phone [1300 222 222](#)
- [Qld Alcoholics Anonymous Helpline \(10am – 10pm, 7 days\)](#) – phone 07 3255 9162
- [Alcohol and Drug Information Service](#) - phone [1800 177 833](#)
- [Family Drug Support Australia](#) - phone [1300 368 186](#)
- [NightWatch](#) – phone 0475 558 000 – mobile chaplaincy providing support to intoxicated persons in public spaces at night

Crisis counselling

- [Lifeline Australia](#) - phone [13 11 14](#)

The National Disability Abuse and Neglect Hotline

- **To make a report, contact the Hotline on [1800 880 052](#)**
email: hotline@workfocus.com. open Monday to Friday, 9am to 7pm. **The Hotline is not a crisis service.**

Domestic violence

- [Domestic Violence Crisis Line](#) - phone [1800 800 098](#)
- [DV Connect Womensline](#) - phone 1800 811 811
- [DV Connect Mensline](#) – phone 1800 600 363
- [1800 RESPECT](#) - phone [1800 737 732](#)

Eating Disorders

- The [Butterfly Foundation's](#) National Helpline, ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call [1800 33 4673](#), 8am-midnight AEST / 7 days a week.
- [Queensland Eating Disorder Service \(QuEDS\)](#) – phone 13 74 68
- [Eating Disorders Qld](#) – phone 07 3844 6055

Gambling

- [Gambling help online](#) - phone [1800 060 757](#)
- [Problem gambling](#) - phone [1800 858 858](#)

Health

- [Health Direct](#) - phone [1800 022 222](#)
- [Poisons Information Line](#) on [13 11 26](#)
- Quit smoking - phone the [Quitline](#) on [13 78 48](#)
- [13HEALTH](#) – phone 13 42 25 84 is a free 24/7 health advice line that provides confidential health advice by a registered nurse.

Homelessness

- [Homelessness Gateway](#) - phone [1800 003 308](#) Crisis advice and accommodation.
- [Orange Sky Laundry](#) – provide pop up laundromats, showers and food support
- [HART 4000](#) – phone 07 3004 0100 – provides support to those at risk of, or experiencing homelessness in Brisbane
- [Department of Communities, Housing and Digital Economy](#) – phone 1800 474 753 – support to find housing, crisis accommodation and advice

LGBTI

- [QLife Australia](#) provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people of all ages. Call [1800 184 527](#), 3pm-12am (midnight) AEST / 7 days a week.
- [LGBTI Legal Service](#) – phone 07 3124 7160 – provides free and confidential legal advice to Queensland residents who identify as members of the diverse lesbian, gay, bisexual, trans and intersex community.

Men

- [Mensline Australia](#) - phone [1300 789 978](#) 24/7
- [1800 RESPECT](#) - phone [1800 737 732](#)
- [Mens Information and Support Association](#) – phone 07 3889 7312

Mental Health

- [Mindspot](#) is a free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression. This is not an emergency or instant response service. Call [1800 61 44 34](#) AEST, 8am-8pm (Mon-Fri), 8am-6pm (Sat).
- [PANDA](#) (Perinatal Anxiety & Depression Australia) provides a national telephone information, counselling and referral service staffed by trained

volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety. Call [1300 726 306](tel:1300726306), 9am-7:30pm AEST (Mon-Fri).

- [SANE Australia](#) provides support, training and education enabling those with a mental illness to lead a better life. Call [1800 18 7263](tel:1800187263), 10am-10pm AEST (Mon-Fri).
- [13 MH CALL](#) – phone 1300 642 255 – is a confidential mental health telephone triage services that provides the first point of contact to public mental health services to Queenslanders

Police assistance

- [Police assistance](#) - phone [131 444](tel:131444) Non-emergency calls for police attendance.

Seniors

- [Elder Abuse Prevention Unit](#) – phone 1300 651 192 (also to report elder abuse)
- [Seniors Legal and Support Service \(Caxton Legal Centre\)](#) – phone 07 3214 6333

Sexual assault

- [1800 RESPECT](#) - phone [1800 737 732](tel:1800737732) National sexual assault, domestic family violence counselling service.
- [Sexual Assault Helpline](#) – phone 1800 010 120
- [WWILD](#) – phone 07 3262 9877 – provides assistance to people with intellectual disability following sexual assault, as well as education support
- [Centre Against Sexual Violence](#) – phone 07 3808 3299
- [Bravehearts Inc](#) – phone 1800 272 831 – counselling and support to adult and children who experience sexual assault

Suicide prevention

- [Beyond Blue](#) - phone [1300 224 636](tel:1300224636)
- [Lifeline Australia](#) - phone [13 11 14](tel:131114)
- [Suicide call back service](#) - phone [1300 659 467](tel:1300659467)

Veterans

- [Open Arms](#) - Veterans & Families Counselling provides 24/7 free and confidential, nationwide counselling and support for war and service-related mental health conditions, such as post-traumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger. Call [1800 011 046](tel:1800011046).
- [Mates4Mates](#) – phone 1300 62 837 – providing physical, psychological and social service to those impacted by service
- [RSL QLD](#) – phone 134 775 – advocacy support to assist with DVA

Victim/Survivor support

- [Victim Assist Qld](#) – phone 1300 546 587
- [Blue Knot Foundation Helpline](#) (formerly ASCA Professional Support Line) provides help, information, support or referral for adult survivors of childhood trauma and abuse, their partners, family and friends, health professionals and anyone in the workplace working with people who have experienced childhood trauma and abuse. Call [1300 657 380](#), 9am-5pm AEST / 7 days a week.

Women

- Domestic Violence Crisis Line - phone [1800 800 098](#) (after hours diverts to Homelessness Gateway Service) for crisis counselling, support and referral to safe accommodation.
- [1800 RESPECT](#) - phone [1800 737 732](#) National sexual assault, domestic family violence counselling service.

Young people

- [Child Abuse Report Line](#) - phone [13 14 78](#) Report suspected child abuse.
- [Kids Helpline](#) - phone [1800 551 800](#) Anonymous and confidential telephone counselling aged 5 to 25 free 24/7
- [Headspace](#) - phone [1800 650 890](#) aged 12 to 25 years and their families. Call 1800 650 890, 9am-1am AEST / 7 days a week.
- [Youth Beyond Blue](#) - phone [1300 224 636](#) Help with anxiety and depression.

[Parent Helpline](#) - phone [1300 364 100](#) Information and support on health, behaviour, development and parenting for parents and carers.



Emergency and crisis South Australia

Phone numbers and helplines

All content contributed by



Emergency services

- Phone [triple zero \(000\)](#) Ask for police, fire or ambulance
- [State Emergency Service](#) 132 500 – Flood or storm assistance

Alcohol and drugs

- [Alcoholics Anonymous Helpline](#) - phone [1300 222 222](#)
- [Alcohol and Drug Information Service](#) - phone [1300 131 340](#)
- [Family Drug Support Australia](#) - phone [1300 368 186](#)
- [Mobile Assistance Patrol \(MAP\)](#) - phone [0411 474 368](#) MAP transports people under the influence of alcohol or other drugs to places of safety and support. Available seven days a week.

Crisis counselling

- [Lifeline Australia](#) - phone [13 11 14](#)

The National Disability Abuse and Neglect Hotline

- **To make a report, contact the Hotline on [1800 880 052](#)**
email: hotline@workfocus.com. open Monday to Friday, 9am to 7pm. **The Hotline is not a crisis service.**

Domestic violence

- [Domestic Violence Crisis Line](#) - phone [1800 800 098](#)
- [1800 RESPECT](#) - phone [1800 737 732](#)

Eating Disorders

- The [Butterfly Foundation's](#) National Helpline, ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call [1800 33 4673](#), 8am-midnight AEST / 7 days a week.

Gambling

- [Gambling help online](#) - phone [1800 060 757](#)

[Problem gambling](#) - phone [1800 858 858](#)

Health

- [Health Direct](#) - phone [1800 022 222](#)
- [Poisons Information Line](#) on [13 11 26](#)

- Quit smoking - phone the [Quitline](#) on [13 78 48](#)

Homelessness

- [Homelessness Gateway](#) - phone [1800 003 308](#) Crisis advice and accommodation.

LGBTI

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Police assistance

- [Police assistance](#) - phone [131 444](#) Non-emergency calls for police attendance.

Seniors

- [SA Elder Abuse Prevention Phone Line](#) on [1800 372 310](#)

Sexual assault

- [Yarrow Place](#) - phone [8226 8777](#) or toll free [1800 817 421](#), after hours [8226 8787](#) for services for rape and sexual assault victims.
- [1800 RESPECT](#) - phone [1800 737 732](#) National sexual assault, domestic family violence counselling service.

Suicide prevention

- [Beyond Blue](#) - phone [1300 224 636](#)
- [Lifeline Australia](#) - phone [13 11 14](#)
- [Suicide call back service](#) - phone [1300 659 467](#)

Veterans

- [Open Arms](#) - Veterans & Families Counselling provides 24/7 free and confidential, nationwide counselling and support for war and service-related mental health conditions, such as post-traumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger. Call [1800 011 046](#).

Victim/Survivor support

- [1800 VICTIM](#) - phone [1800 842 846](#)
- [Blue Knot Foundation Helpline](#) (formerly ASCA Professional Support Line) provides help, information, support or referral for adult survivors of childhood trauma and abuse, their partners, family and friends, health professionals and anyone in the workplace working with people who have experienced childhood trauma and abuse. Call [1300 657 380](#), 9am-5pm AEST / 7 days a week.

Women

- Domestic Violence Crisis Line - phone [1800 800 098](#) (after hours diverts to Homelessness Gateway Service) for crisis counselling, support and referral to safe accommodation.
- [1800 RESPECT](#) - phone [1800 737 732](#) National sexual assault, domestic family violence counselling service.
- [Women's Information Service](#) of South Australia - phone [8303 0590](#) or [1800 188 158](#)
- [Women's Safety Services SA](#) - phone [1800 800 098](#)

Young people

- [Child Abuse Report Line](#) - phone [13 14 78](#) Report suspected child abuse.
- [Kids Helpline](#) - phone [1800 551 800](#) Anonymous and confidential telephone counselling aged 5 to 25 free 24/7
- [Headspace](#) - phone [1800 650 890](#) aged 12 to 25 years and their families. Call 1800 650 890, 9am-1am AEST / 7 days a week.
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[Parent Helpline](#) - phone [1300 364 100](#) Information and support on health, behaviour, development and parenting for parents and carers.

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FOCUS
Specialist Therapeutic Supports



Hand in Hand NSU
Disability Service Provider



ACCESS
SUPPORT
COORDINATION



CLP
COMMUNITY
LIVING PROJECT

Empower U

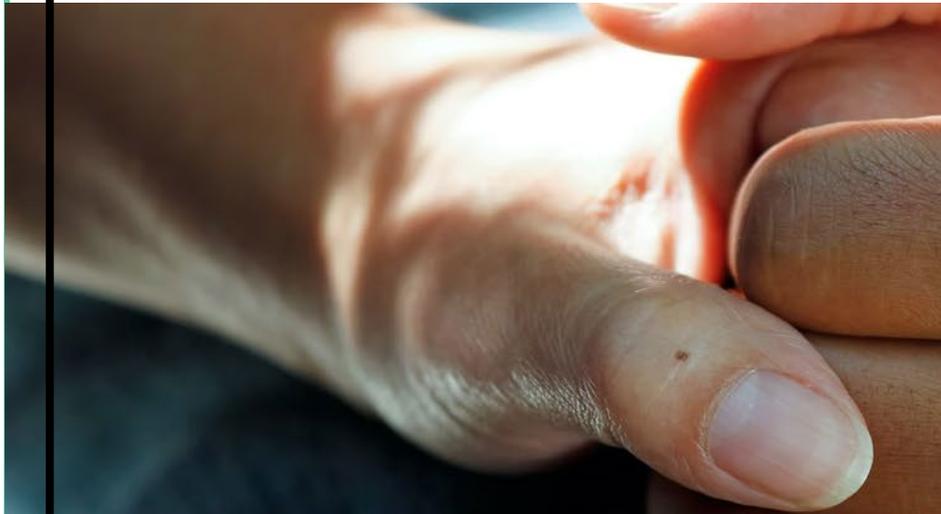


DISABILITY INSIDERS
thriving - not just surviving

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Disability
Intermediaries
Australia



Continuity of client care (backup support)

*staff availability, training and experience to match with client

Client name	Current staff	Back up staff Name	Informed client	Added to file

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PPE REGISTER

Item	Number in stock	Amount Required	Date Ordered if Stock is low

Worker Vaccination Status – Record of Preference



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Worker Vaccination Status – Record of Preference

Name of person supported: _____

Family member/Nominee: _____

Coordinator/Support Manager: _____

Date: __/__/__

We have a duty of care to each person we support and to keep people safe.

An important part of this is to help to prevent the spread of infectious diseases through our support services. We follows the Australian Government's advice for the actions to take.

Immunisation can help to reduce spread of infectious diseases. Here we are referring to both the flu vaccine and the new COVID vaccine.

Neither vaccine is currently mandatory, and everyone can make a personal choice, though in ___ support workers are/are not mandated to be vaccinated against Covid19.

However, we will support the wishes of each person and their family about whether they require their workers to be vaccinated for flu, or for COVID, as part of their ongoing support.

We will also help you to recruit a new worker who is prepared to be vaccinated.

Given this, can you please let me know now, or as soon as possible:

	Y/No	Comments
1. Will you <u>require all</u> your workers/services staff to be vaccinated for the flu as part of their continued support?		
2. Will you <u>require all</u> your workers to be vaccinated for COVID as part of their continued support?		
3. If the worker/s have a <u>verified medical condition</u> preventing them from being vaccinated, will you be happy for them to continue working with other measures in place eg wearing masks for personal care etc?		
4. If it is the worker/s <u>personal choice</u> to not be vaccinated, will you be happy for them to continue working with other measures in place eg wearing masks for personal care etc?		