

The Church's Social Mission during the Covid-19 Pandemic

In this moment of social isolation, there are many who are vulnerable and struggling to cope with a loss of employment, income or social support. As the Church we are called to care for the vulnerable, but it can be difficult to know how we can provide support. Our doors may be closed, but our hearts remain open and the social mission of the Church remains a priority. This document serves as a starting point providing information to enable support for those affected by the pandemic and the restrictions put in place. It covers a list of entities, the services they provide, and who these services are relevant to. For more information, contact Peter Arndt (Executive Officer, Catholic Justice and Peace Commission Brisbane) on cipc@bne.catholic.net.au.

Entity	Service	For
ASIC	Regarding unlicensed financial advice: Some real estate agents are advising tenants who cannot pay their rent to apply for early release of their superannuation. The Australian Securities and Investment Commission (ASIC) has written a letter to the real estate institutes in each state outlining their concerns about agents providing unlicensed financial advice. Read ASIC's letter	Any vulnerable group
Australian Government Department of Health	COVID19 information – residential aged care facilities	Seniors
Catholic Justice and Peace Commission of the Archdiocese of Brisbane	The Archdiocese of Brisbane is a partner organisation in the Queensland Community Alliance . The Alliance is helping to support these mutual aid groups with training and information sharing. It also encourages and supports the formation of more local community groups as part of its Safe and Connected Communities priority. It also assists local groups to connect to institutions and their leaders in order to advocate for action which is needed to address problems. An important element of its action is to advocate for increased funding	Any vulnerable group

Catholic Psychiatric Pastoral Care	for community centres which are so important in the provision of support in the pandemic. If you would like to see the Alliance's Safe and Connected Communities plan in response to the Covid-19 pandemic, please contact Peter Arndt at arndtp@bne.catholic.net.au or 0409 265 476. Catholic Psychiatric Pastoral Care is not able to welcome members to its centre in Fortitude Valley during the pandemic restrictions. Its trained pastoral carers are providing telephone pastoral support to those members who have requested it. CRPC also condo its members.	Any vulnerable group
	those members who have requested it. CPPC also sends its members prayer and liturgy resources. If you know anyone in your community, Catholic or not, who needs telephone support from a trained psychiatric pastoral carer, you are welcome to ring Catholic Psychiatric Pastoral Care on 3252 5461.	
Brisbane City Council – Council Cabs	Due to the COVID-19 Coronavirus situation, Brisbane City Council is assisting people with travel - one per cab (unless they travel with a carer or a couple in the same household) and one destination per week. You can use Council Cabs if you are: over 60 years old, or nobility impaired, or a Pensioner Concession Card or Centrelink Seniors Card holder. If you are eligible to use this service, you may be accompanied by a	Seniors, people with mobility impairment
	carer or a child under your care. All Council Cabs now honour the Queensland Government Companion Card, allowing free travel for anyone accompanying a person with disability who requires attendant care support. The service picks you up from your home and takes you to your local shopping centre. Each one-way trip costs between \$1 and \$2.50. This fare is paid to the driver as you board. To book a Council Cabs service, phone 3403 2227. Council Cabs Schedule:	
	https://www.brisbane.qld.gov.au/traffic-and-transport/public- transport/council-cabs/council-cabs-service-schedule	
Covid-19 Rent Grant	Funding is available for Queenslanders who have lost their job due to the impacts of COVID-19 and who do not have access to other financial assistance. The COVID-19 rental grant is a one-off payment of up to four weeks	Any vulnerable group
	rent (to a maximum of \$2,000).	

	Eligibility criteria includes that the grant is only for those who have lost their job due to the impacts of Covid-19, have applied to Centrelink for income support and are waiting for their application with Centrelink to be approved. For more information and eligibility criteria visit the Queensland Government website.	
Culture of Connection	Multicultural Australia has launched the Culture of Connection Campaign to share information, resources and stories of hope, connection and resilience to inspire communities and organisations in the Covid-19 pandemic. Information will be shared on Facebook and YouTube. Sign up to get news and stay connected. Multicultural Australia (Corona Virus)	Any vulnerable group
Directory of Services (OnePlace)	Search over 53,000 Queensland family community services all in Oneplace, simply search words that describe what you need help with, and where. Like 'Women's Shelter Brisbane', 'homeless' or 'emergency food relief'.	Any vulnerable group
FFS Transport	Due to the outbreak of COVID-19, and the need to stay at home, FFS Transport has created a new service to assist with getting goods delivered safely to your door. This new service covers all purchases made online, and prescriptions. FFS Transport Click & Collect Home Delivery Service is currently only available in Brisbane, Gold Coast, Sunshine Coast, Toowoomba Region and all areas in between. This new service includes Click & Collect purchases, Pharmacy/Prescription pickups, and most general household items. To obtain a quote for your delivery, please visit FFS Transport Click & Collect Delivery Service page at http://ffstransport.com.au/information.php?info id=25 This will be a contactless service. FFS Transport drivers will bring the item to your door for you to collect. Prices start from \$20. Seniors will receive a 25% discount.	Any vulnerable group
Emmanuel City Mission	In the midst of this coronavirus crisis Emmanuel City Mission is committed to continuing their mission to the homeless and vulnerable in Brisbane city. As other service operators have closed down around the city, they are staying open in a more limited capacity in line with current restrictions from the Queensland Government. Open every day 9am - 1pm with limited range of services. Email - contact@ecm.org.au Website - https://emmanuelcitymission.com/	Any vulnerable group

	Location - 19 Merivale St, South Brisbane 4101	
Emergency and Food Relief in the South	Life Church Brisbane South Anyone wanting a food hamper is advised to call first; hampers are available from 2 -3pm, Monday to Friday only; no ID required; no catchment area. The church will complete a form on behalf of the recipient which will include, name, address, phone number and number of people in the household. The latter is for their own purposes so that they can inform Foodbank, when required, as to how many households receive food, number of children etc.	Any vulnerable group
	63 Fairlie Terrace, Salisbury; 3719 3177	
	Hands of Hope	
	Offer grocery delivery, friendly phone calls to the elderly, pension holder and people in isolation. They also provide free supply for those who have urgent need, whether it is food or toiletries. Call at (07) 3714 0315 between 10-4pm during the weekdays	
	204 Sherbrooke Rd Willawong ; info@handsofhope.org.au	
	Hosanna Church	
	A community shop with \$25 food boxes – available Tues to Friday – 9am to 3pm. Free bread daily. 65 Woogaroo Rd , Forest Lake	
	<u>Citipointe Church – Inala</u>	
	Emergency Relief available in form of furniture, clothing & food hampers filled with staple items (opportunity to buy second hamper with even more items for \$15), no concession card or requirements necessary, simply fill out small form on arrival, furniture & grocery delivery available, for very small fee (calculated based on km distance), no catchment area.	
	Free produce daily. Free milk & bread dependent on availability (can call ahead to ask)	
	Name - Citipointe West Marketplace	
	Address - 152 Freeman Road, Durack	
	Number - 0490 701 054	
	Email - west.marketplace@citipointechurch.co Trading Hours - Monday to Friday 9am-4pm	
	Forest Lake Uniting Church – Community Life Centre Community pantry. Contact: Rev Russell on 3372 2299 528 Waterford Road, Ellen Grove	

A Touch of Compassion

Premade free meals available for the elderly and also those that are not capable to cook for themselves, cooked by an experienced chef. Food parcels are available for a donation.

31 Bagnall Street Ellen Grove

Ph 0423 594 838

https://www.facebook.com/atoc.org.au/

Vietnamese Community in Australia (Qld) in Darra

Provides Emergency Relief to the Vietnamese and broader community via email: er@vcaqld.org.au or phone: 3375 6036 or 3375 5700 on Mon, Tues & Thurs.

They are also in the process of developing a new initiative, offering to deliver groceries & essential items to seniors 65 years & over, people with disability & mobility restrictions, people who are self-isolating for 14 days who cannot get to their local grocery stores especially smaller, local stores. They are in the process of rolling this out, and will advise once it's started.

The Salvation Army

Emergency Relief is largely continuing as usual at this time.

Assessments for assistance will continue through the 1300 line (1300 371, and for now, most of their face to face collection points for gift cards (called Salvos Connect) remain open. If a local Salvos Connect needs to close, they will continue to assess via the phone line, and assistance cards will be mailed to community members.

The Salvos are undertaking contingency planning to make sure that 1300 line remains open throughout this event, but the scale of demand that may be placed on it is yet unknown. The ability of any local Salvos Connect site to provide food in kind (non-perishables, 2nd bite, Oz Harvest, Foodbank, community meals, etc) may already be reduced, so if people are in need, it's best they are directed to 1300 371 288. This is a better option than sending people to a physical centre.

Mount Gravatt Community Centre - Emergency Relief

Provides food parcels, small bill paying, Go Cards, Fuel vouchers and paying of prescriptions (through a local chemist that we use).

The Mt Gravatt Community Centre are still providing no cost emergency relief food parcels to vulnerable or struggling members of our community. Due to social distancing requirements and for everyone's health and safety, food parcels are available to be picked up by appointment only. Please phone 3343 9833 to make an

appointment to collect your parcel. Please bring your own bags when collecting the parcel if you are able to.

They have also started a food parcel home delivery service. If you or someone you know are self-isolating or are unable to get to the shops for groceries, please contact 3343 9833 to arrange home delivery.

1693 Logan Rd | Mt Gravatt | 4122

www.mgcci.org.au

Inala Youth Service

IYS is doing food relief for their tenants and young people and their families who are working with us. So if young people are experiencing disengagement/risk of homelessness/ are on bail/ or families are Vietnamese and at risk of child safety involvement they can support them and add them to their food hamper distribution list.

Referral can be made by ringing 3372 2655

Belong - Acacia Ridge Community Centre

21 Hanify Street, Acacia Ridge

Currently delivering Emergency relief via phone. Call 3277 4893. Calls are returned by the Centre's Emergency Relief Worker - assistance with food, medical supplies and prescriptions available. The Centre is also assisting with part payment of utilities, rent etc. They are delivering food boxes and medical supplies to people in their area who are self-isolating or have difficulty getting out due to a disability or medical issues. Check out their Facebook page @belongbrisbane or instagram @belongbrisbaneau for updates. They are also working on delivery of low cost food to the community in a safe way.

Yeronga Community Centre

26 Devon Street, Yeronga – 3848 2285

The Centre is staffed from 8:30am to 1pm – Monday to Friday – with provision of service through the door to ensure everyone's safety. They are providing food support, information and referral – free bread, packaged meals – people can just drop around. Some food delivery to particularly vulnerable local residents.

Follow the Centre on Facebook to keep up to date - https://www.facebook.com/YerongaCommunityCentre/

Kyabra Community Association Inc.

Kyabra is continuing to offer Financial Resilience programs in the southern suburbs.

	In terms of ER, they are now doing phone interviews with clients and will ask them to submit paperwork by email. From this, applications are submitted to a Committee who allocate our funding, so the response isn't immediate but they will do their best to respond in a timely manner. Kyabra doesn't do food parcels, however will consider a range of bill payments including rent, water, telephone, school, moving costs etc. In the past, Kyabra have done food vouchers and go cards too and are looking at ways to continue to offer these through contactless means. Their ER process involves a comprehensive Financial Conversation which also offers information on accessing other community resources and concessions as appropriate. They also offer NILS loans for community members on low incomes who are not in crisis. To access any of their services, contact our Reception on 33773 9499 between 9am-4.30pm Monday-Friday, or email intake@kyabra.org. Elorac Place – Wesley Mission Food Shed – discounted food available for sale via eftpos only (no cash); 10am – 12pm, Tuesdays. 11A Southampton Rd, Carole Park QLD 4300 OzHarvest – gives updates where food vans are active as well as contact details	
Emergency Support Services Accommodation	Saint Vincent de Paul Society Wesley Mission Emergency Support Services Communify Qld	Any vulnerable group
	Ask Izzy – an online search directory for emergency relief services (food, housing, healthcare, counselling, legal advice, addition treatment etc.)	
Emerging Minds	Talking to children about natural disasters, traumatic events or worries about the future	Families with young children
Employment	Maxima Joblink is a not-for-profit provider supported by Australian Government funding. Their staff are available and they have put systems in place to be able to register and assist jobseekers either by phone or on line. Phone 1300 629 462 or visit their website https://maxima.com.au/	Any vulnerable group

EthnoLink Language Services	COVID-19 Translated Resources (71 languages)	People from NESB CALD
	COVID-19 Translated Resources (18 languages)	Aboriginal & Torres Strait Islander Peoples
<u>FareShare</u>	FareShare runs a super kitchen in Morningside cooking large numbers of nutritious meals using food donated by Foodbank. It provides meals to people sleeping rough, Aboriginal and Torres Strait Islander peoples in Brisbane and on the Gold Coast and, in these times of lock downs, are providing meals to the Aboriginal community of Cherbourg.	Aboriginal and Torres Strait Islander peoples,
	FareShare normally relies on volunteers to help its chefs to prepare and cook meals, but it is not using voluntary workers currently. A number of hotels are recruiting trained hospitality staff from hotels, restaurants and cafes closed down during the pandemic. They are providing great support to the FareShare chefs who recently managed to cook 80,000 meals in two weeks. Foodbank distributes these meals to people supported by over 250 charities in SWE Queensland. You can certainly help FareShare to keep up with the demand for its quality meals by donating money.	Aboriginal community of Cherbourg
	You can find out more about donating and volunteering at https://www.fareshare.net.au/brisbane/	
Free Meals	Gurdwara Sahib Brisbane – free food pick-up and delivery service to self-isolating people. Please text names address and special requirements before 12PM. Delivery is between 6-8pm. Mb: 0432 710 523, 0430 501 168, 0430 103 025 2679 Logan Road, Eight Mile Plains Donations are welcome to the following account Account Name: Brisbane Sikh Temple Gurdwara Incorporated Branch Cleveland Commonwealth Bank BSB 064138	Elderly, international students, sick and self- isolating individuals
	Account Number 00905476 Sankalp The Taste of India – free meals for international students, people in need, the homeless. Pick up from restaurant between 6:40pm to 8:30pm. Vegetarian meal will be provided in pre-pack containers (fixed menu)	

	Shop 2/493 Ipswich Road, Annerley Ph 3148 2356 Email sankalpbrisbane@gmail.com The Mustard Seed Community Centre – the kindness warriors from Church at the Gabba have cooked up homemade meals for those affected by COVID-19 international students, those sick and self- isolating, homeless and or elderly. 861 Stanley Street, Woolloongabba Contact Anna at gabbamustardseed@gmail.com	
Helping Hands Network	Local residents rallying together to collect and redistribute essential items to vulnerable people in the community in the Pullenvale ward area and Maiwar state electorate "Westside Helping Hands" https://www.facebook.com/groups/215514419535958/?ref=share	Any vulnerable group
Hold on Eviction for Renters Tenants Queensland Australian and Queensland governments	The Australian and Queensland governments have agreed on measures to protect renters. Evictions will be put on hold over the next six months for commercial and residential tenancies who are unable to pay rent due to the impact of Covid-19. This is not a blanket prohibition on evictions. Evictions may still occur for other reasons such as if tenants significantly damage the property or if the landlord needs to move in because of financial distress. The latest Queensland Government advice for renters is at https://www.covid19.qld.gov.au/the-hub/for-renters#content Guidelines for the moratorium on evictions have been developed by the Queensland Government in discussion with stakeholders and will be supported by legislation soon. Some landlords have already agreed to defer rental payments for their tenants. Tenants should talk to their landlords or agents to agree on rent relief or temporary amendments to the lease. Tenants who are having difficulties liaising with their landlord or agent can call Tenants Queensland on 1300 744 263. Anyone experiencing rental stress as a result of COVID-19 should call the Homelessness Hotline on 1800 474 753. Covid-19 Rent Grant Funding is available for Queenslanders who have lost their job due to the impacts of COVID-19 and who do not have access to other financial assistance.	Any vulnerable group

	The COVID-19 rental grant is a one-off payment of up to four weeks rent (to a maximum of \$2,000). Eligibility criteria includes that the grant is only for those who have lost their job due to the impacts of Covid-19, have applied to Centrelink for income support and are waiting for their application with Centrelink to be approved. For more information and eligibility criteria visit the Queensland Government website.	
International Students Facebook Hubs	Brisbane Student Hub International Students Brisbane Int'l Students Brisbane COVID19 Network Int'l Students and Backpackers Brisbane Connecting International Students Brisbane Multicultural Australia's Brisbane Student Hub	International Students
Local Community Mutual Aid Groups	A number of neighbourhood mutual aid groups have sprung up throughout SE Queensland. They include communities on the Gold Coast, Bracken Ridge, Sandgate, Annerley, Woolloongabba, South Brisbane, The Gap, Auchenflower, Bellbowrie and Acacia Ridge. You can find a list of these groups and join them or offer support and get help from others in your local community. See the full list at Viral Kindness	Any vulnerable group
Logan Street Services	Meal, shower or support available in Logan. These street services are operating and have adapted to maintain the safety of staff, volunteers and guests during COVID-19.	Any vulnerable group
Mental Wellbeing Support Services (phone or online)	Open Minds Australia Beyond Blue for 24/7 phone counselling and online chat (open 3pm to 12am) or ring 1800 512 348. Lifeline for 24/7 phone counselling and online chat (open 7pm to 12am). 1800 RESPECT for sexual assault, domestic and family violence counselling. Embrace Multicultural Mental Health for multi-lingual resources, services and information about mental health.	Any vulnerable group

	Head to Health for trauma and stressor related disorders	
	Mensline, a telephone and online counselling service for men (open 24/7).	
	QLife – LGBTI peer support (open 3 pm to midnight, 7 days a week).	
	Kids Helpline – call, chat or email service for children.	
	Headspace – support for young people aged between 12 and 25.	
Multicultural Communities Council Gold Coast <u>CURA</u>	The Multicultural Communities Council Gold Coast (MCCGC/CURA) team provides a range of services, including in-home care, grocery shopping, transport, housework, social visits, activity packs and more. Seniors who need extra support during COVID19, please contact the team on 5527 8011 or email info@curacares.com for more information. Their services are available through private pay, Home Care Packages and Commonwealth Home Support Program. https://www.mccgc.com.au/cura/	Seniors from CALD
National Disability Insurance Scheme (NDIS)	For those registered with NDIS (various services include priority home delivery, translated resources etc.) https://www.ndis.gov.au/coronavirus	People with Disability
Queensland Aboriginal and Islander Health Council (QAIHC)	QAIHC has produced a series of culturally appropriate information sheets to help Aboriginal and Torres Strait Islander people to stay safe during the pandemic. QAIHC resources	Aboriginal & Torres Strait Islander Peoples
Queensland Government	The Queensland Government website presents a comprehensive list of COVID19 related support: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/find-the-facts/support Queensland Government Emergency Relief Program provides a list and contact details of funded services across Queensland	Any vulnerable group
	QLD Government - Community Recovery Hotline 1800 173 349 - Help is available for people who have no other means of support during the COVID-19 pandemic. A Community Recovery Hotline is available by the Queensland Government (Department of Communities) to assist people who have been quarantined at home by a medical professional, Queensland Health or through government direction and have no other way of support. Community Recovery Hotline staff will	

Refugee Health Network of Queensland	work with partner organisations to arrange non-contact delivery of essential food and medication and other assistance. The Care Army is a Queensland Government initiative which aims to enlist Queenslanders in providing practical support to seniors and other vulnerable people. Seniors and other vulnerable people can register to get support by calling 1800 173 349. Has a compilation of translated resources related to COVID19 in one place. Refugee Health Network of Queensland	Refugees
Society of St Vincent de Paul	Although the pandemic restrictions have resulted in Vinnies changing the way it delivers its support to vulnerable people, its members continue to help people in need including those who have been affected by the pandemic. The closure of its shops during the pandemic has resulted in a decline in income for Vinnies. Vinnies will need more people to help deliver support to people needing food, accommodation and basic necessities. It will also need money to replace the income it has lost from the closure of its shops. Although support centres are closed because of the pandemic, those who need support can be put in contact with local support from Vinnies members by calling 1800 VINNIES (1800 846 643) You can help Vinnies to support people affected by the Covid-19 pandemic by: *Donating to its Covid-19 Appeal at https://donate.vinnies.org.au/appeals-qld/covid-19-emergency-appeal-qld * Volunteering to work alongside Vinnies members to deliver support to those needing help — phone 1800 VINNIES (1800 846 643) *Putting aside household items in good condition to donate to your local Vinnies shop when it re-opens after the pandemic restrictions are lifted.	Any vulnerable group
Study Queensland Multicultural Australia	A digital platform to provide mental wellbeing, counselling and practical support has been commissioned by <u>Study Queensland</u> . Multicultural Australia's Student Hub will provide free counselling for international students looking for COVID19 help. The number to ring is 3337 5400	International Students

St John's Qld	In addition to providing assistance with transport, medical alarms, Community Visitors Scheme and telephone reassurance services, St John Qld will also be offering additional services to support the COVID-19 social isolation and social distancing measures in place. Eligibility criteria applies. This includes: Collection and drop off of medications and other pharmaceuticals (including medications for pets) Collection and drop off of groceries, fresh produce and other household items (e.g. pick up service from Woolworths/Coles and other food suppliers) Collection of parcels/mail and other errand type travel Delivery of newspapers, puzzle books and/or magazines Telephone companionship and welfare checks Supported Shopping (face to face, online personal shopper) Supported Appointments For assistance contact 1300 785 646 or email intake@stjohnqld.com.au	Any vulnerable group
<u>Telstra</u>	Telstra has announced that pay phones in a number of Aboriginal and Torres Strait Islander communities, including Cherbourg, will now be free of charge to use.	Aboriginal & Torres Strait Islander Peoples
Tina Dixson	Resources for LGBTIQ + people from asylum seeking and refugee backgrounds on COVID-19 – the list collates support and materials available – NOTE this resource is being updated regularly. Link to <u>Tina Dixson's website</u>	LGBTIQ Refugees People Seeking Asylum Temporary Visa Holders
Woolworths Priority Assistance	Woolworths Priority Assistance – Shopping Priority and delivery – Delivers to widows, seniors, people with a disability and those with compromised immunity or who are required to self-isolate. Eligibility applies.	Seniors, people with a disability, self-isolating individuals

NESB – Non-English Speaking Background

CALD – Culturally and Linguistically Diverse