

Coronavirus

Emergency relief packages

Easy Read version

How to use this document



The Victorian Department of Health and Human Services (DHHS) wrote this document. When you see the word 'we', it means DHHS.



We have written this information in an easy to read way.



You can ask for help to read this document. A friend, family member or support person may be able to help you.

What is coronavirus?



Coronavirus (COVID-19) is a virus that has made lots of people sick.



A virus is an illness that can spread easily from one person to another person.



Another example of a virus is a cold.

What is a coronavirus emergency relief package?



A coronavirus emergency relief package is something the government can give you.



The relief packages are free.



The relief packages are for people who have to self-isolate because they have coronavirus.



If you self-isolate, you don't:

- leave your home
- see other people.



This is because you might make other people sick.



The relief packages are also for people who can't get help from their:

- family
- friends.



A relief package can include:

- food
- personal items.

We talk more about what's in the relief packages on page 5.

What's in the relief packages?



We can only include basic things in the relief packages.

The relief packages have basic foods in them like:



- cereal
- long-life milk
- sugar
- pasta
- canned vegetables.



The relief packages also include personal items like:

- soap
- deodorant
- toothpaste.



If you live with a baby or young child, the relief package can include things like:

- nappies
- baby formula.



If you have a dog or cat, the package can include food for them too.



How much is in each package depends on:

- how many people you live with
- how much you need.



The relief packages will include enough food to last you 2 weeks.

Who can get a relief package?

You can get a relief package if you have coronavirus and you:



- have been told to self-isolate



- don't have much food or any food at all



- can't get help from your:
 - family
 - friends.



You don't have to live in Australia all the time to get a relief package.



We will start giving out relief packages to people who need them most.



Then we will give relief packages to everyone else who needs them.

How can you ask for a relief package?



If you need a relief package, call the coronavirus hotline on **1800 675 398**.



You can call this number:

- 24 hours a day
- 7 days a week.



You can ask someone else to call for you.



You can ask:

- a family member or friend
- a carer
- a service provider
- a disability advocate.



A disability advocate supports you and speaks up for you if you can't speak up for yourself. They can also give you information and advice.



If you need to speak to someone in another language, call **131 450** and ask them for the coronavirus hotline.

Cooked meals



If you are too sick to cook, we might be able to give you meals.



We can talk to you about delivering cooked meals to your home.

How are the relief packages delivered?

The relief packages will be delivered to your home by:



- the Red Cross
- the Salvation Army
- Australia Post.

For more information



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www.dhhs.vic.gov.au/coronavirus



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