Self-isolation and self-quarantine
What you need to know

Having to stay at home during self-isolation or self-quarantine can be hard. We are here to support you along the way.

Self-isolation is for people who:

- have tested positive to COVID-19
- have been to a COVID-19 exposure site during the times listed on
  https://www.coronavirus.vic.gov.au/exposure-sites
- are awaiting COVID-19 test results
- have come into contact with a known positive COVID-19 case.

Self-quarantine is for people who:

- are feeling well but may have been in contact with someone that tested positive to COVID-19 (as a primary or secondary close contact).

If the government directs you to, you must go into mandatory 14-day self-quarantine.

You cannot leave your residence during these 14 days, **not even** to buy food, medicine or groceries.

BUT you can leave your home whilst in isolation or quarantine:

- in an emergency or if you need emergency or essential medical care
  If there is an emergency, call Triple Zero 000 immediately
- if you do not feel safe – for example, if you are experiencing violence in your home
  If you are experiencing family violence, call Safe Steps on 1800 015 188 any time of the day or night

You must **not** let anyone into your home **unless** they are entering your home:

- o because they live with you
- o to provide medical care
- o for an emergency

Support services available to you during this time

Financial assistance

Victorian Government assistance
You can receive government financial assistance while you are self-isolating. These include Centrelink payments for new and existing customers as well as one-off payments for people unable to work as a result of self-isolation, quarantine or awaiting a COVID-19 test result.
Phone: Coronavirus Hotline on 1800 675 398
Operating hours: Monday-Friday, 8am-8pm. Saturday-Sunday, 9am-6pm

Australian Red Cross
Provides emergency financial assistance to meet the most urgent needs of temporary or provisional visa-holders with zero or very limited income. Cash payments to cover basic needs such as food, bills and medicine are available. There are specific criteria that you need to meet in order to receive this support.
Phone: 1800 855 240
Operating hours: Monday-Friday, 9am-5pm

Emergency food relief and support assistance

Australian Red Cross
If you need to isolate or quarantine due to COVID-19 you may be supported with a relief package delivered by the Australian Red Cross. Relief packages contain basic essential food and personal care items to last a four-person household for two weeks.
Phone: 1800 855 240 or the Coronavirus Hotline on 1800 675 398.
Operating hours: Monday-Friday, 9am-5pm

Camcare
Provides assistance for people living, working or studying in the City of Boroondara. Most services are low cost to no cost. These services include community information services, emergency food assistance and counselling.
Phone: (03) 9831 1900
Operating hours: Monday-Friday, 9am-5pm

St Vincent de Paul
Offers emergency financial support and food delivery to individuals and families with limited income or for those with little or no cooking facilities. People who have received a negative COVID-19 test result but remain in quarantine can also access this support.
Phone: 1800 305 330
Operating hours: Monday-Friday, 10am-3pm

Doncare
Provides assistance for people living in the City of Manningham. Most services are low cost to no cost. These services include, emergency financial assistance, emergency food and counselling.
Phone: (03) 9856 1500
Operating hours: Monday-Friday, 9am-5pm

Mental health support

Lifeline
Offers mental health crisis support over the phone.
Phone: 131 114 for 24/7 support

Mental Health Steps Program
A free service for people living or working in the Inner and Outer East of Melbourne who need support with their mental health.
Phone: 1800 378 377 or 9810 3070

If you are an immediate risk of harm to yourself or others, please call **Triple Zero 000 immediately**

Family Violence Support

Safe Steps
Provides access to emergency crisis accommodation for those who need to leave a violent situation.
Phone: 1800 015 188 for 24/7 support

What Next?

You no longer need to self-isolate or self-quarantine when:

- you receive a negative COVID-19 result, **and**
- you have been notified you no longer have to self-isolate or self-quarantine by a government official, **and**
- you are still feeling well after those 14 days.

Further support is available

If you need any further support during this time, including referrals to support services, further emergency relief support or if you are in need of a COVID-19 test, you can contact:

- o the **Access Health and Community and healthAbility COVID-19 Response team** on (03) 8850 4111 or at HRAR@accesshc.org.au

We can provide support for those isolating or quarantining at any time, even if Victoria is not in a period of outbreak or lockdown.

Please note: the information provided is current as of 9 June 2021 and may change on a daily basis. For the most recent information, visit the Australian Government's Quarantine for Coronavirus (COVID-19) webpage on https://bit.ly/3cFHGbR or call the Coronavirus Hotline on 1800 675 398.