



# SUPPORT DURING COVID-19

There are a range of support services that you, your family and support networks may be able to access online and in your local community to supplement the support you are receiving through your workers compensation claim\*. This fact-sheet can assist you to locate additional services which could help you in your recovery. Many of these services are free or low cost. The important thing is to find the right support that works for you.

IF YOU NEED IMMEDIATE CRISIS ASSISTANCE.

**DIAL 000**

\* Please note that these supports or services are not provided or compensable under your workers compensation claim. These are additional and alternative options that you and your support network may be able to access in the community, online and through the government. Please contact the organisation directly to confirm any specific eligibility criteria, what services they offer and what their process is.

## FINANCIAL SUPPORT

### FOR SMALL EMPLOYERS

#### RECOVER AT WORK ASSISTANCE PROGRAM FOR SMALL BUSINESSES

W: [sira.nsw.gov.au/theres-been-an-injury/im-a-worker-recovering-at-work/pop-over-content/workers-compensation/buttons/recover-at-work-programs/buttons/help-for-micro-employers](http://sira.nsw.gov.au/theres-been-an-injury/im-a-worker-recovering-at-work/pop-over-content/workers-compensation/buttons/recover-at-work-programs/buttons/help-for-micro-employers)

Employers can discuss with their case manager and/or claim Rehabilitation Provider the Recover at Work Assistance program offered by SIRA.

### AVAILABLE FOR WORKERS OR EMPLOYERS

#### NATIONAL DEBT HELPLINE

W: [ndh.org.au](http://ndh.org.au)  
T: 1800 007 007

This is a free hotline where you can access free financial advice when experiencing financial hardship. The advisor can assist with negotiating debt repayments and schedules, and with options for loan repayments that are outside of Home Expenditure Measures (such as rent, utilities, bare essentials etc). They can also provide assistance to manage credit, to reduce the risk of an impact to credit scores and eligibility for loans in the future.

### FINANCIAL INSTITUTION COVID-19 PACKAGES

You can discuss with your financial institution any financial hardship packages they may have available. Some banks partner with charities such as The Red Cross and Vinnies to offer financial assistance or develop a tailored active action plan. This may involve negotiating loans or a plan for improved financial management.

#### CBA

W: [commbank.com.au/support/financial-support/cost-of-living.html](http://commbank.com.au/support/financial-support/cost-of-living.html)

#### NAB

W: [nab.com.au/help-support/financial-hardship](http://nab.com.au/help-support/financial-hardship)

#### Westpac

W: [westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-financial-hardship/](http://westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-financial-hardship/)

#### ANZ

W: [anz.com.au/support/covid-19/](http://anz.com.au/support/covid-19/)

#### Macquarie

W: [macquarie.com.au/financial-assistance.html#tab-panels-1-covid-19-support](http://macquarie.com.au/financial-assistance.html#tab-panels-1-covid-19-support)

Information about assistance during a crisis and financial support options during COVID-19 is also available from:

Ask Izzy  
W: [askizzy.org.au](http://askizzy.org.au)

A site that connects people with the nearby services they need when in a crisis. It can identify services that provide food, rent, clothing, health, covid information, activities for kids, daycare and homeless assistance.

ATO:  
W: [ato.gov.au/general/covid-19](http://ato.gov.au/general/covid-19)

Information about ATO measures and tailored support during COVID-19.

NSW Government:  
W: [nsw.gov.au/covid-19/financial-support](http://nsw.gov.au/covid-19/financial-support)

Support for individuals and households including residential tenants, homeowners, vouchers and rebates, help and support services, as well as financial support where your job has been affected.

## COMMUNITY & SOCIAL SUPPORT

### Red Cross Emergency Relief

This is accessible to everyone, including people who are not Australian residents.

General support  
W: [redcross.org.au/migration](http://redcross.org.au/migration)

Emergency Relief:  
W: [redcross.org.au/migration/](http://redcross.org.au/migration/)

**Vinnies**  
W: [vinnies.org.au/page/Find\\_Help/NSW/](http://vinnies.org.au/page/Find_Help/NSW/)

**Emerging Minds**  
W: [emergingminds.com.au/resources/supporting-children-during-the-coronavirus-covid-19-outbreak/](http://emergingminds.com.au/resources/supporting-children-during-the-coronavirus-covid-19-outbreak/)

Supporting children during the Coronavirus (COVID-19) pandemic.

### Beyond Blue

T: 1800 512 348  
W: <https://www.beyondblue.org.au/mental-health/covid-19>

Coronavirus mental wellbeing support service.

**Lifeline**  
T: 131114  
W: [lifeline.org.au/get-help/information-and-support/covid-19](http://lifeline.org.au/get-help/information-and-support/covid-19)

Mental health and wellbeing during the coronavirus COVID-19 outbreak.

**Black Dog Institute**  
W: <https://www.blackdoginstitute.org.au/>

**COVID-19:** Resources for anxiety & stress.

### Salvation Army

W: [salvationarmy.org.au/need-help](http://salvationarmy.org.au/need-help)  
W: [salvationarmy.org.au/need-help/financial-assistance/financial-counselling](http://salvationarmy.org.au/need-help/financial-assistance/financial-counselling)

The Salvation Army provides social services across a wide range of areas such as financial counselling, housing, finding employment, family and domestic violence, homelessness, rural support and youth services.



## Hospitality Industry Insurance

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