

# Access to food relief, essential items and practical support

Factsheet – Updated 29 April 2021

## OFFICIAL

This factsheet provides information on the types of relief available to people in Victoria who need to isolate due to COVID-19, who need food or material aid and are unable to get help from family or friends.

## Support to access relief if you are in isolation due to COVID-19

If you have COVID-19, are a close contact or are awaiting test results, you must stay at home. You cannot go shopping for food or supplies, but support is available.

People in Victoria who need to isolate due to COVID-19, who require relief and can't get help from family or friends, can receive a relief package or support. Relief will help make sure people have food, essential items and essential supports while they stay at home.

## Am I eligible to receive food relief or support?

To be eligible, you must be living in Victoria. This includes international students and holders of working visas who live in Victoria.

You do not need to be an Australian citizen or permanent resident.

## How can I get relief or support?

Food relief and support can be accessed by calling the Coronavirus Hotline on 1800 675 398.

If you need to speak to someone in another language, press zero (0) when connected.

If you are non-verbal or unable to call the hotline yourself, someone else can call on your behalf.

## What food relief and supports are available?

### Relief packages

You may be eligible for a free relief package, which contains basic food staples like cereal, long-life milk, sugar, pasta and canned vegetables. Each relief package is designed to provide basic food and essential items for a family of four for about two weeks.

Personal care items such as soap, deodorant, toothpaste and sanitary items are also provided as part of the packages. The packages do not include medicines.

Nappies, baby formula, sanitary items and pet food can be provided if requested.

Deliveries should arrive within 24 to 48 hours of your phone call to the Coronavirus Hotline, depending on your location.

## Urgent relief, personal care items and/or practical supports

If you are unable to wait 24 to 48 hours for a relief package, or if the package does not meet your needs (e.g. you have dietary or cultural food requirements), other forms of relief are available.

Call the Coronavirus Hotline on 1800 675 398 – and select Option four (4).

Alternatively, you can search for food charities in your area through for Ask Izzy, a free and anonymous website, using your postcode or suburb name: <<https://askizzy.org.au/food/>>

## Can I get a ready-made meal through a food relief program in my community?

Yes, many programs offer ready-made meals. Refer to Ask Izzy to check if any of the food relief programs in your area offer ready-made meals or call the Coronavirus Hotline on 1800 675 398 who can refer you to an appropriate service.

## Can I get culturally appropriate food through a food relief program in my community?

Yes, many programs offer culturally appropriate food. Refer to Ask Izzy to check if any of the food relief programs in your area offer culturally appropriate food or call the Coronavirus Hotline who can refer you to an appropriate service.

If you are in Melbourne, you can also contact the Australian Multicultural Community Services to receive food parcels and Coles vouchers. Visit <<https://www.amcservices.org.au>> or phone 9689 9170.

## Accessing supermarkets

Supermarkets offer priority access for home delivery to eligible customers, including seniors and people with health conditions.

## Where can I find more information?

Call the dedicated Coronavirus Hotline on 1800 678 395 for more information. If you need to speak to someone in another language, press zero (0) when connected.

To find out more information about coronavirus and how to stay safe visit [the department's coronavirus website](https://www.dhhs.vic.gov.au/coronavirus) <<https://www.dhhs.vic.gov.au/coronavirus>>

To receive this document in another format, phone [1300 651 160](tel:1300651160), using the National Relay Service 13 36 77 if required, or email the Department of Families, Fairness and Housing <[REMPolicy&engagement@dfh.vic.gov.au](mailto:REMPolicy&engagement@dfh.vic.gov.au)>.

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Available at [DHHS.vic – coronavirus \(COVID-19\)](https://www.dhhs.vic.gov.au/coronavirus) <<https://www.dhhs.vic.gov.au/coronavirus>>