

Tasmanian Government COVID-19 response

# Information on Emergency Support for Vulnerable Tasmanians



This interim information is based on what is currently known about coronavirus (COVID-19) and the current situation in Tasmania. The Tasmanian Government will update interim information as needed and as additional information becomes available.

Visit [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au) for the latest information.

*Emergency accommodation and support is available for low-income Tasmanians who are required to self-isolate due to COVID-19 but who are unable to stay at their regular place of residence or are homeless.*

This Fact Sheet provides an update on Emergency Support available to Tasmanians as part of the suite of initiatives announced in the Tasmanian Support Measures & Stimulus Packages.

## Contacts

For-up-to-date information, visit:

- Tasmanian Coronavirus Information website - [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au)
- Tasmanian Coronavirus Hotline 1800 671 738
- Australian Government Department of Health website - [www.health.gov.au](http://www.health.gov.au)
- Department of Communities Tasmania - [www.communities.tas.gov.au](http://www.communities.tas.gov.au)

## How to seek assistance – Public Health Hotline

- The Tasmanian Coronavirus Hotline has been set up as the main point of contact for the Tasmanian Community on the coronavirus pandemic.
- All referring agencies and members of the public and frontline workers who seek Emergency Support should ring the Public Hotline on 1800 671 738.

## Types of emergency support

### Accommodation Support

- Emergency accommodation, such as hotel rooms, is available for vulnerable individuals and families on low incomes who are required by Public Health to self-isolate due to COVID-19 risk but who are unable to stay at their regular place of residence or are homeless.

### Pandemic Isolation Assistance Grants

- A one-off payment is available to low-income persons who are required by Public Health to self-isolate due to COVID-19 risk.
- The amount depends on the size of your household:
  - \$250 per adult
  - \$125 per child
  - Maximum capped at \$1000 per household

### Emergency Relief

- Our Recovery Network Partners can help you with emergency food hampers, delivery of medications, provision of financial counselling and other essential support during your self-isolation.
- Recovery Network Partners include Red Cross, Rural Business Tasmania and The Salvation Army.

## Eligibility criteria

To be eligible for Emergency Support, you must be:

- Required by Public Health to self-isolate (excludes travellers returning home with no symptoms) as evidenced by a Letter of Isolation or other form of official advice; and
- Must be low-income as evidenced by Centrelink Health Care Card or Pensioners Concession Card, or otherwise demonstrate genuine financial hardship; and
- Are not able to self-isolate at your regular place of residence or with family and friends, as to do so, in the opinion of Public Health, would place vulnerable people at too great a risk.
- An individual or household may be eligible to receive both Accommodation Support and Pandemic Isolation Assistance Grants.
- See attached Flowchart for Emergency Support for vulnerable Tasmanians.

## Social distancing for travellers

- The Australian Department of Health has released isolation guidelines, which advises that travellers returning home who do not have any symptoms of COVID-19 who can self-isolate at home will not need emergency accommodation.
- If travellers returning home develop symptoms and are suspected to have coronavirus, they will be classified as close contacts and will need to be isolated.

## Financial hardship

- Retrenched casual and contract workers or low-income international tourists are examples of people who may not have a Centrelink or pensioners card but who may demonstrate genuine financial hardship.

## Homelessness

- If a person is required to self-isolate in overcrowded housing or homelessness they will be considered as not able to self-isolate at home and will need emergency accommodation.

If you are not eligible for Emergency Support but you need emergency accommodation, then you can call Housing Connect on 1800 800 588.

Housing Connect can provide financial help to pay for emergency accommodation or they can tell you to contact an emergency accommodation provider. They can connect you to affordable private rentals or into Rapid Rehousing if you are affected by family violence. Rapid Rehousing is a type of housing assistance.



# Emergency Support for Vulnerable Tasmanians eligibility guide

