

1 April 2020

Dear Centacare Stakeholder

### Delivering services to our clients and community during the Coronavirus COVID-19 pandemic

In addition to our *Business Continuity Plan*, Centacare developed a specific *Coronavirus COVID-19 Pandemic Plan* consisting of three stages – implementing preventative measures; responding to the pandemic and recovering from the pandemic.

At Centacare, we continue to closely monitor the health alerts and advice from the Federal and Victorian Governments. The Coronavirus COVID-19 pandemic has required us to quickly move from preventative measures to implementing our program client service delivery business continuity plans.

We remain committed to continuing our essential service delivery to our clients while doing all we can to ensure the health and wellbeing of our staff, clients and communities. We are committed to ensuring our activities support the prevention and minimization of the spread of the Coronavirus COVID-19.

We have implemented a range of preventative measures for our staff as well as our clients and visitors. The majority of our staff are working remotely, with a small staff presence in some of our offices.

Our clients, new and existing, will continue to receive services. Where appropriate, and possible, we are providing services to our clients over the phone and using video technology. We are also currently continuing with scheduled appointments where this is required, adhering to physical distancing and other preventative measures.

Our current office arrangements and contact details are as follows:

Office Location	Contact Number(s)
<b>CLOSED</b>	
4 – 6 Peel Street North, Ballarat (Central Office)	03 5337 8999 / 1300 303 988 VAP: 1300 033 818 Employment Services: 1300 562 749
98 Bridge Street, Ballarat	03 5337 8999
52 Grant Street, Bacchus Marsh	03 5337 8999
226 Beveridge Street, Swan Hill	03 5051 0050
130 Lonsdale Street, Hamilton	1300 303 988
101 Curtis Street, Ballarat	03 5337 8999
13 Camp Street, Daylesford – Jobactive Employment Program	1300 562 749
87A Napier Street, Maryborough – Jobactive Employment Program	03 5461 7800 1300 562 749
<b>BY SCHEDULED APPOINTMENT ONLY</b>	
7 Ryan Place, Geelong (Victims Assistance Program – VAP)	03 5337 8999 VAP: 1300 033 818
107 Firebrace Street, Horsham	1300 303 988 VAP: 1300 033 818
142 Timor Street, Warrnambool	03 5559 3000 VAP: 1300 033 818
136 Lime Avenue, Mildura	03 5051 0050
4 Webster Street, Ballarat (Peplow House)	03 5332 4466
<b>OPEN</b>	
34 Peel Street North, Ballarat (Family Relationship Centre)	1300 303 988

*Financial Support Available:*

Centacare's **Emergency Relief** provides financial or material aid to assist people experiencing financial hardship. Emergency Relief can be accessed by anyone experiencing a financial crisis which has left them unable to pay for necessities such as food or fuel. Centacare's Emergency Relief program covers South West Victoria and Central Highlands catchments. Please contact our office on 1300 303 988 if you are unsure of the areas included in these catchments.

Centacare provides the **NILS (No Interest Loan Scheme)** program in our Central Highlands and Mallee catchments. NILS supports people on low incomes to access small no-interest loans up to \$1,500, to purchase significant or essential new household items, services, medical equipment, tools or educational items. Please contact our Ballarat office (1300 303 988) or Mildura office (03 5051 0050)

***Other Supports Available:***

Centacare's **Family, Community and Employment Services** program staff continue to provide support via telephone, video technology and in person if required and within the Australian and Victorian Government guidelines on physical distancing and other preventative measures.

Service support includes:

- Counselling – individual, couples and families
- Parenting support
- Family and property mediation
- Victims of crime assistance
- Homelessness support
- Mental health services
- Advocacy support to facilitate health, community and social needs
- Employment services

Please contact our respective offices as detailed above to access services or to obtain additional information.

We encourage all our clients and community partners to remain up-to-date with the latest information on responding to the pandemic and to stay connected during this time, while adhering to the advice and requirements of the Australian and Victorian Governments.

We look forward to continuing to work collaboratively during this challenging time in supporting our communities.

Yours sincerely

**A.G. (Tony) Fitzgerald**  
Chief Executive Officer