



20<sup>th</sup> March 2020

Dear Members and Clients,

**RE: Organisational response to COVID-19**

I just wanted to write to you to firstly introduce myself as the new CEO of Permanent Care and Adoptive Families. I plan to introduce myself further in our next newsletter, but in the meantime, I just wanted to make contact with you all to provide some information to you about our organisational response to COVID-19. I understand that it is a challenging time for many children, young people and carers, and that this public health crisis is placing a lot of additional stress, anxiety and pressure on families.

As far as we are aware, no PCA Families staff, volunteers, contractor, members or clients have been exposed to COVID-19 to date. However, we will be implementing preventative measures effective immediately to promote the health and safety of staff, members and clients in compliance with the most up-to-date government issued advice.

**PCA Families will be continuing to deliver services**

Fortunately, our advocacy and support services are phone based so we are in the process of implementing changes to enable staff to effectively work remotely to ensure their health and safety at work.

We do not currently believe there will be a major disruption to our HelpLine and Flexi Fund services but we will keep you informed if this changes.

In light of COVID-19, please ensure that you check the terms and conditions for deferrals or cancellations of services prior to lodging an application so we can ensure that we maximise our Flexi Fund resources.

Flexi Fund requests can continue to be made by:

- Phone: 9020 1833
- Email: [flexifunding@pcafamilies.org.au](mailto:flexifunding@pcafamilies.org.au) to forward an application or to request a call back
- As a last resort by post: PO Box 201, Fitzroy, VIC, 3065.

We have historically received applications by fax but please note that applications will no longer be accepted by fax. Our current premises do not have fax facilities and the site that the fax is located is not currently staffed due to COVID-19 concerns.

**Member meetings will be online only until further notice**

Face-to-face member meetings, such as the Journal Club, will be suspended in their current format until further notice. However, we will be using video conferencing as much as feasible to enable such meetings occur virtually in consultation with the relevant group leaders.

## **Where to find more information about COVID-19**

### Department of Health and Human Services

(For the most up-to-date information and advice)

<https://www.dhhs.vic.gov.au/coronavirus>

### Coronavirus (COVID-19) Health Information Hotline

(If you believe you are showing symptoms of COVID-19)

Phone: 1800 675 398

### For COVID-19 information in languages other than English

(To have information interpreted)

Phone: 131 450

### Permanent Care and Adoptive Families

(For tips and resources for talking to children and young people about COVID-19).

<http://www.pcafamilies.org.au>

### Centre for Excellence in Child and Family Welfare

(For child and family resources related to COVID-19)

<https://www.cfecfw.asn.au/coronavirus/>

### Beyond Blue

(For information about mental health and the COVID-10 outbreak)

<https://www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreakk>

I have also attached a broader list of child, family and other community services that you may require access to at this time.

### **Feedback and Paperless Updates**

If you have feedback in relation to the above plans I encourage you to reach out to me at

[lisa@pcafamilies.org.au](mailto:lisa@pcafamilies.org.au).

For members who are currently receiving paper based newsletters and updates from PCA Families, if you have an email address please contact Deborah Hunt at [Deborah@pcafamilies.org.au](mailto:Deborah@pcafamilies.org.au) so we can update your details on our database.

My thoughts are with everyone navigating these challenging times. Thank you for your continued support of PCA Families.

Yours sincerely,



Lisa Milani  
CEO  
PCA Families

Service	Refer for...	Phone	Website
<b>Crisis</b>	Safe Steps	1800 015 188	<a href="https://www.safesteps.org.au/">https://www.safesteps.org.au/</a>
<b>Emergency Relief and Material Aid</b>	Melbourne – Emergency and Material Aid List		<a href="http://www.nwhn.net.au/admin/file/content2/c7/Melbourne%20-%20Emergency%20&amp;%20Material%20Aid%20List.pdf">http://www.nwhn.net.au/admin/file/content2/c7/Melbourne%20-%20Emergency%20&amp;%20Material%20Aid%20List.pdf</a>
	Emergency Services	000	
<b>Family violence</b>	With Respect LGBTIQ family violence service	1800 542 847	<a href="http://www.withrespect.org.au">www.withrespect.org.au</a>
	No to Violence Men's referral service	1300 766 491	<a href="https://www.ntv.org.au/">https://www.ntv.org.au/</a>
	<i>National Sexual Assault, Family and Domestic Violence Counselling Line</i>	1800 737 732	1800respect.org.au
<b>Education</b>	Victoria State Government	1800 060 970	<a href="https://www.education.vic.gov.au/about/programs/Pages/csef.aspx">https://www.education.vic.gov.au/about/programs/Pages/csef.aspx</a>
	State Schools Relief		<a href="https://ssr.net.au/">https://ssr.net.au/</a>
<b>Parenting</b>	Parent Line	13 22 89	<a href="https://www.education.vic.gov.au/parents/services-for-parents/Pages/parentline.aspx">https://www.education.vic.gov.au/parents/services-for-parents/Pages/parentline.aspx</a>
	The Smith Family	1800 024 069	<a href="https://www.thesmithfamily.com.au/my-smith-family/families">https://www.thesmithfamily.com.au/my-smith-family/families</a>
<b>Mental Health</b>	Suicide Line Victoria	1300 651 251	<a href="https://www.suicideline.org.au/">https://www.suicideline.org.au/</a>
	Beyond Blue	1300 22 4636	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
	Lifeline	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
<b>Financial Services</b>	Human Services		<a href="https://www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment">https://www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment</a>
	Good Shepherd	03 94959600	<a href="https://goodshepherdmicrofinance.org.au/mediacoverage/discount-white-goods/">https://goodshepherdmicrofinance.org.au/mediacoverage/discount-white-goods/</a>
	Salvation Army		<a href="https://www.salvationarmy.org.au/need-help/financial-assistance/">https://www.salvationarmy.org.au/need-help/financial-assistance/</a>
	Vincent Care	<a href="https://www.vincentcare.org.au/our-services/financial-counselling/">1800 825 955</a>	<a href="https://www.vincentcare.org.au/our-services/financial-counselling/">https://www.vincentcare.org.au/our-services/financial-counselling/</a>
	Brotherhood of St Laurence		<a href="https://www.bsl.org.au/services/money-matters/">https://www.bsl.org.au/services/money-matters/</a>