

COVID-19 TOOLKIT

A weekly update for all people living with HIV in NSW

SOURCES & CONTRIBUTORS

[BeyondBlue](#)

[Black Dog Institute](#)

Elvis Caus, BGF Client Services
Manager

Cameron Cox, SWOP CEO

[Concrete Playground](#)

Andy Heslop, NUAA Training

Jimmy Nguyen, Positive Life
Administration and Peer Support
Worker

[NSW Tenants Union](#)

[Redfern Legal Centre](#)

[ScamWatch](#)

Liz Sutherland, Positive Life Senior
Policy Officer

[The Centre for Volunteering](#)

[WayAhead](#)

Garry Wotherspoon, Positive Life
Distinguished Member

CONTENTS

PG. 2

HEALTH / CLASSES & COURSES

PG. 3

FINANCIALS

PG. 4

HOUSING / EMPLOYMENT & LAW

PG. 5

FOOD / EMOTIONAL SUPPORT

PG. 6

BOOKS / MOVIES / CULTURE

PG. 7

TRAINING / COMMUNITY SUPPORT

FRIDAY 17 APRIL 2020

Welcome to the Positive Life NSW COVID-19 Toolkit. This publication will be a weekly update of practical resources, tools and strategies for people living with HIV (PLHIV) in NSW, our supporters and associates who are affected by HIV, as well those who work in the NSW HIV sector.

If you have information to contribute to this publication, please email contact@positivelife.org.au

NSW HIV SECTOR

NUAA delivers [harm reduction information for drug consumers](#), along with peer perspectives on the information that has been provided by our governments during this time.

FAQs ABOUT COVID-19 & LIVING WITH HIV

Frequently Asked Questions (FAQs) about Coronavirus, the virus that causes COVID-19 as it specifically relates people living with HIV (PLHIV).

>> [MORE DETAILS](#)

Positive Life NSW offers a regularly updated webpage to quickly find out what [NSW HIV services](#) are operating, what's available and how to get the support you need. If any services are missing or you want to list your service details, email contact@positivelife.org.au

SURVEY: Positive Life NSW is currently consulting with people living with HIV, people affected by HIV or work in the HIV sector, about the best ways to communicate during this COVID-19 phase, about two upcoming strategies: the new NSW HIV Strategy and the Positive Life 2021–2025 Strategic Plan.

[The survey is open until 20 April](#)

HEALTH

FEELING UNWELL

Need to check if you should seek medical assistance for Coronavirus (COVID-19)? Visit the [online NSW Government COVID-19 Symptom Checker](#)

If you have severe difficulty breathing call triple zero (000) immediately.

CORONAVIRUS IN YOUR LANGUAGE

News and information about coronavirus (COVID-19) is [available in 63 languages](#)

HOME MEDICINES SERVICE

The service supports the use of home medicines delivery options available through pharmacies to have your Pharmaceutical Benefits Scheme (PBS) prescriptions delivered to your home at no cost for anyone with a chronic health condition. You can receive the service once a month. Speak with your pharmacist for details on what they can offer.

>> [MORE DETAILS](#)

MEDICATION & PLHIV

NSW pharmacies have several options to deliver your medications including home delivery or postal options. Speak with your local pharmacist for details on what they can offer.

TELEHEALTH & PLHIV

All people living with HIV are eligible for Medicare support at home using their telephone, computer, or video conferencing to connect with a range of health consultation services such as General Practitioner (GP) services, mental health treatment, chronic disease management, and more.

>> [MORE DETAILS](#)

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Positive Life NSW clarifies the use of masks and other PPE, especially for people living with HIV during COVID-19.

>> [MORE DETAILS](#)

CLASSES/COURSES

FREE ONLINE SAFETY WORKSHOPS

Can you spot an online scam? Do you know how to order groceries online, bank or purchase other essential services? Learn how to stay safe online, manage your privacy, and stay in touch with friends and family.

>> [MORE DETAILS](#)

BEING ONLINE 101 – FREE COURSES

If you are just starting out on the internet or need to find information, socialise and shop using your computer or phone, the Good Things Foundation along with the Federal Government offer a range of courses to help you learn new online skills. Visit [the topic library](#) to get help and support that is right for you or [find a plan that works for you](#).

CLAY AT HOME

Marrickville ceramics studio Clay Sydney has brought its super-popular classes online, so you can stay entertained (and get a little creative) while you're spending more time inside.

>> [MORE DETAILS](#)

FREE TAFE COURSES

TAFE NSW, in conjunction with the NSW Government, is offering a number of fee-free short courses that can be completed in just days or weeks, offering practical skills and experiences across a range of industries.

>> [MORE DETAILS](#)

LEARN A LANGUAGE

The Open University offers a number of free introductory language courses, such as German, Spanish, French, Welsh and ancient Greek and Latin. They take between 5–20 hours to complete.

>> [MORE DETAILS](#)

FINANCIALS

FINANCIAL ABUSE SUPPORT & ADVICE

Redfern Legal Centre's statewide financial abuse service is maintaining free telephone advice during the pandemic, and they welcome referrals.

>> [MORE DETAILS](#)

BANKING FAQs

All banks have a hardship team to help customers having payment difficulty with credit cards or personal loans. Assistance could include deferrals of scheduled loan repayments, waiving fees and charges, debt consolidation to help make repayments more manageable, interest free periods or no interest rate increases. Contact your bank directly.

>> [MORE DETAILS](#)

CRISIS PAYMENT

A one-off Crisis Payment is available if you're in severe financial hardship and either: need to self-isolate or are caring for someone self-isolating. A crisis payment is one week of your base income support payment rate.

>> [MORE DETAILS](#)



Scammers are using COVID-19 [whether by email, phone or SMS scams](#). Be wary of offers to assist you access your superannuation or high-return investment opportunities. Don't share your myGov account details with anyone, and never provide your personal, banking or superannuation details to strangers who have approached you. If you have been scammed or have seen a scam, you can [make a report on the Scamwatch website](#),

>> [MORE DETAILS](#)

PAYING BILLS AND FINES

Strategies and information to deal with paying regular bills like electricity and phone, council rates, or an unexpected fine.

>> [MORE DETAILS](#)

PAYING ELECTRICITY BILLS

The Low Income Household Rebate provides NSW concession card holders with \$285 (excluding GST) a year to eligible customers who hold an electricity account; or \$313.50 a year to eligible long-term residents of residential communities (caravan and mobile home parks), retirement villages and strata schemes who receive electricity bills from or on behalf of their community operators.

>> [MORE DETAILS](#)

PAYING UTILITIES

The [Energy Accounts Payment Assistance \(EAPA\) scheme](#) gives a \$50 to people experiencing bill stress. All utility retailers are required to have a Financial Hardship policy. Contact your retailer directly.

>> [MORE DETAILS](#)

PAYING YOUR MORTGAGE

If you're struggling with home loan repayments, the earlier you seek assistance, the more options you'll have. If you receive a default notice, talk to your lender or get free legal advice immediately. Home loan customers in financial difficulty can defer their mortgage payments for up to six months.

>> [MORE DETAILS](#)

INSURANCE & FINANCIAL INSTITUTIONS DISPUTE RESOLUTION

If you find yourself in a dispute with your insurer or financial provider about your claim or request for assistance, the Australian Financial Complaints Authority (AFCA) can help to resolve it. AFCA have enacted a significant events hotline: 1800 337 444

>> [MORE DETAILS](#)

INCOME SUPPORT FOR INDIVIDUALS

Over the next six months, the Federal Government is temporarily expanding eligibility to income support payments and establishing a new, time-limited Coronavirus supplement to be paid at a rate of \$550 per fortnight. This will be paid to both existing and new recipients of JobSeeker Payment, Youth Allowance Jobseeker, Parenting Payment, Farm Household Allowance and Special Benefit.

>> [MORE DETAILS](#)

PAYMENTS TO SUPPORT HOUSEHOLDS

The Federal Government is providing two separate \$750 payments to social security, veteran and other income support recipients and eligible concession card holders. The first payment will be made from 31 March 2020 and the second payment will be made from 13 July 2020.

>> [MORE DETAILS](#)

TEMPORARY EARLY SUPER RELEASE

The Federal Government is allowing people affected by the Coronavirus to access up to \$10,000 of their superannuation in 2019-20 and a further \$10,000 in 2020-21. Individuals will not need to pay tax on amounts released and the money they withdraw will not affect Centrelink or Veterans' Affairs payments.

>> [MORE DETAILS](#)

TEMPORARY REDUCTION IN MINIMUM SUPER DRAWDOWN RATES

The Federal Government is temporarily reducing superannuation minimum drawdown requirements for account-based pensions and similar products by 50 per cent for 2019-20 and 2020-21. This measure will benefit retirees holding these products by reducing the need to sell investment assets to fund minimum drawdown requirements.

>> [MORE DETAILS](#)

HOUSING

RENT MORATORIUM

The Federal Government has announced that all states and territories will put a moratorium on evictions for the next six months. If you are served with an eviction notice, [contact your local Tenants Union service](#) or [contact the Tenants Union NSW](#) 1800 251 101 for advice before you take any action.

>> [RENTING AND COVID19](#)

[Is there a stop on eviction in NSW? Yes, but...](#)



**PROTECT OUR
COMMUNITIES**

**NO EVICTIONS
IN A HEALTH CRISIS**

EMPLOYMENT & LAW

STOOD DOWN WITHOUT PAY? DON'T RESIGN!

Have you been stood down without pay during COVID-19? Don't resign until you've had legal advice, says [Redfern Legal Centre's employment law solicitor](#).

>> [MORE DETAILS](#)

NSW PUBLIC HEALTH LAWS & POLICE POWERS

Redfern Legal Centre has released a factsheet on new police powers introduced in NSW in response to COVID-19.

>> [MORE DETAILS](#)

KNOW YOUR RIGHTS IN A TIME OF COVID-19

How the New South Wales Government's Emergency Restrictions on Coronavirus (COVID-19) work?

>> [MORE DETAILS](#)

FOOD & DRINK

EMERGENCY RELIEF PACKAGES

If you've been directed to self-isolate, and have no family or friends who can help you with shopping, then emergency relief packages are available. The packages contain two weeks of food and personal care items. The Office of Emergency Management together with Foodbank are coordinating the supply of the packages. Call 13 77 88.

>> [MORE DETAILS](#)

GROCERIES COMMUNITY HOUR SHOPS

Coles and Woolworths both offer Community Hours for seniors, people with disability and others in need of assistance as well as companions or carers who shop on their behalf, with a relevant accredited ID card (Pensioner Concession Card, Companion Card, Health Care Card, Commonwealth Seniors Health Card, State Seniors Cards, or customers aged 60 and over with valid proof of age card). [Coles is 7 am – 8 am Monday, Wednesday and Friday](#) and [Woolworths is 7 am to 8 am Wednesday and Friday](#).

GROCERIES DELIVERY

[Coles Online Priority Service \(COPS\)](#) and [Woolworths Priority Assistance](#) offer home delivery options for seniors, people with a disability and those with compromised immunity or who are required to self-isolate. [NDIS participants have priority access to home delivery](#) services and can purchase grocery items online to be delivered to home.

GROCERIES ESSENTIALS PACKAGES

[Coles Community Box](#) and [Woolworths Basic Box](#) (\$80 including delivery to your door) and [IGA Priority Shop packs](#) (four pre-set packs available) with everyday essentials.

LOW-COST/ FREE FOOD

If you need access to free/low cost food visit the Positive Life's [Getting Practical about COVID-19](#) webpage and scroll down to 'Food Access' for a range of options.

EMOTIONAL SUPPORT

THIS WAY UP

A partnership between the Australian Government and the Clinical Research Unit for Anxiety and Depression (CRUfAD) at St Vincent's Hospital, Sydney, are offering online courses designed to help you identify, understand, and improve psychological difficulties like stress, insomnia, worry, anxiety and depression. Take a look to see how you can take charge of your wellbeing from the comfort of your own home.

>> [MORE DETAILS](#)

FREE ONLINE MENTAL HEALTH CHECKIN

Take a quick look at how you might be handling things in this COVID-19 period. The Black Dog's online mental health assessment tool for people over the age of 18 might be useful.

>> [MORE DETAILS](#)

ONLINE ANXIETY SUPPORT GROUP

WayAhead (Mental Health Association of NSW) are running Online Anxiety Support Groups. If you're interested, call 1300 794 992 or email supportgroups@wayahead.org.au or [register here](#). They also have [tips online to help you take care of your mental health during this time](#).

MENTAL HEALTH AND CORONAVIRUS STUDY

The Black Dog Institute is running an online study to understand how COVID-19 is impacting the mental health of Australian adults, and what people are doing to stay mentally healthy during this time.

>> [MORE DETAILS](#)

MENTAL WELLBEING SUPPORT SERVICE

Beyond Blue offers a regularly updated resource with information, advice and strategies to help you manage your wellbeing and mental health during this time.

>> [MORE DETAILS](#)

VIRTUAL CULTURAL VISITS

ACMI & MELBOURNE CINÉMATHEQUE

Every Wednesday night join a free weekly movie night from the comfort of your own home

>> [MORE DETAILS](#)

NEW YORK'S METROPOLITAN OPERA

Nightly Met Opera Streams is free, so you can enjoy world-class opera recorded live (and streamed in HD) without either paying a cent or leaving your couch.

>> [MORE DETAILS](#)

MELBOURNE SYMPHONY ORCHESTRA

The series will show recordings of past performances that have never been seen online before every Thursday night and Sunday afternoon.

>> [MORE DETAILS](#)

SYDNEY OPERA HOUSE ONLINE

Offering full-length performances, talks, podcasts and behind-the-scenes content as well as a heap of footage that's never been seen by the public before. You'll also be able to access a bunch of free content on demand, plus new videos, recordings and articles will be released daily every Wednesday through Sunday, with each week's schedule announced on Tuesday.

>> [MORE DETAILS](#)

THE LOUVRE

Exhibition titled 'The Advent of the Artist'. Discover artworks from Delacroix, Rembrandt or Tintoretto.

>> [MORE DETAILS](#)

THE SHOWS MUST GO ON

Andrew Lloyd Webber's musicals for free with a different production each week for six weeks.

>> [MORE DETAILS](#)

UK NATIONAL GALLERY

Immerse yourself in Renaissance masterpieces from Northern Italy, the Netherlands and Germany, including works by Titian, Veronese, and Holbein.

>> [MORE DETAILS](#)

BOOKS/ MOVIES / ACTIVITIES

FREE APPLE TV+ SHOWS & MOVIES

The platform is streaming a number of its original TV shows and movies available for anyone to watch for free without a subscription. You'll need an Apple ID to access the service, and binging your way through seven of Apple TV+'s series and one of its movies won't cost you a cent.

>> [MORE DETAILS](#)

ISOLATION TRIVIA

Livestreaming the best trivia straight to you - play along from your bunker. Play along with your household or create a virtual team with some friends. See the 'About' for tips on being part of the fun www.facebook.com/pg/isolationtrivia/

RSPCA NSW ONLINE PET ADOPTION

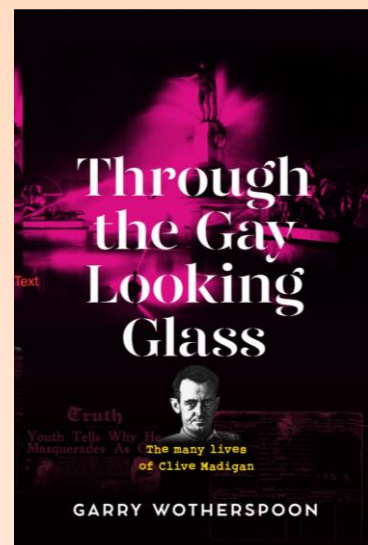
Instead of visiting a shelter, you'll have a phone or video call then a meet-and-greet with your new potential furry friend at your house.

>> [MORE DETAILS](#)

BOOK: THROUGH THE GAY LOOKING GLASS

Life and times of Clive Madigan against the backdrop of many long-hidden aspects of Sydney's history, touching on its 'camp' world, its bohemian demi-monde, its criminal underworld, and life in our gaols.

>> [MORE DETAILS](#)



BOOKS/ MOVIES / ACTIVITIES

SYDNEY LIBRARIES FREE ACCESS

Free to all residents of New South Wales, City of Sydney's public libraries are offering digital access to their collection of digital items — books, music, magazines and movies. The collection includes the State Library of NSW's online resource [Indyreads](#), which offers access to more than 9000 ebooks from major and independent publishers, self-published authors and local writers.

>> [MORE DETAILS](#)

LET'S TALK ONLINE



PEER2PEER – THURSDAY 30 APRIL

Please join us at the **first Peer 2 Peer Online via Zoom**, for gay and bisexual men living with HIV! Join the discussion and build your social network with others like yourself. All welcome!

Download Zoom either on your PC, Laptop, Tablet or Mobile Phone from here <https://zoom.us/>

After you RSVP, David will send you details how to login-in.

DATE: Thursday 30 April 2020

TIME: 6pm to 7.30pm

PLACE: on your computer, laptop, tablet or mobile phone!

RSVP: contact@positivelife.org.au

Subscribe to receive the COVID-19 ToolKit



TRAINING

MENTORING SUPPORT SESSIONS

From the 16 to 24 April 2020, life and executive coach, Gastón Fourcade in partnership with the Volunteering Center is offering free 30 to 40 min mentoring sessions. The sessions can focus on any of the following topics: Planning, Team building, Leadership skills training, Recruitment, Volunteer Journey Design, Engagement, Coaching & Mentoring for leaders.

>> [MORE DETAILS](#)

NUAA WEBINAR

On the AOD frontline: Providing quality healthcare for people who use drugs during COVID19” with discussion led by Dr Mary Ellen Harrod (NUAA CEO), Annie Madden (OA), Dr Robert Page (NUAA Board Member) and Charles Henderson (NUAA Deputy CEO). Thursday 30 April from 2.30pm – 4pm.

>> [MORE DETAILS](#)

PIVOTING TO REMOTE WORK FOR NONPROFITS

A free track of courses to provide information and tools to assist nonprofits lay the groundwork for a successful transition to remote work.

>> [MORE DETAILS](#)

WORD FOR NONPROFITS

A free track of courses to use Word to create compelling documents that better tell your organisation's story.

>> [MORE DETAILS](#)

POWERPOINT FOR NONPROFITS

A free track of courses to learn how to create powerful and compelling presentations to effectively share your impact stories..

>> [MORE DETAILS](#)

EXCEL FOR NONPROFITS

A free track of courses to learn how to use Excel to manage your data and effectively report your impact..

>> [MORE DETAILS](#)

COMMUNITY SUPPORT

NCOSS Community Jobs is providing ALL NGOs access to advertise jobs available on NCOSS Community Jobs Board free until 30 June 2020. Go to [NCOSS Community Jobs Board](#) – Post a Job - and choose COVID-19Free - Community sector and non-profit (Job Listing Fee \$0.00) or contact us on Jobs@ncoss.org.au for more information.

SERVICING THE COMMUNITY

Interactive map across the Hawkesbury and Blue Mountains highlighting the changes to a range of community business and what's available to locals.

>> [MORE DETAILS](#)

NATIONAL SEX WORKERS INFO HUB

Strategies, tips, guidelines and advice for Sex Workers to ensure COVID-19 risk reduction

>> [MORE DETAILS](#)

SEX WORKERS INCOME SUPPORT

Sex workers ineligible for government income support can apply for emergency support from Scarlet Alliance and the state organisations and donations in support of sex workers can also be made.

>> [MORE DETAILS](#)

SEX WORKERS CRITICAL INFORMATION

Sex workers are invited to either [join SWOP as a member](#) or [become a member of the Sex Worker Only section](#) of the NSW SWOP website to receive more detailed information on sex working issues relating to COVID-19.

Subscribe to Positive Life's monthly ebulletin



**Editor: Craig Andrews, Positive Life NSW
Communications Officer**
communications@positivelife.org.au

Positive Life NSW, PO Box 831,
Darlinghurst NSW 1300

Copyright © 2020 Positive Life NSW,

All rights reserved

ABN: 42 907 908 942

Images used are for illustrative purposes only and do not imply serostatus, sexuality or behaviours.



We acknowledge the traditional custodians of this land that we live and work on, and recognise, respect and value the deep and continuing connection of Aboriginal and Torres Strait Islander people to land, community and culture. We pay our respects to Elders, Past, Present and Future.