

**CANBERRA
STRONG
TOGETHER**

For updates, visit
covid19.act.gov.au



As we face a challenge like no other, Canberra is stronger together.

In a year that has tested all aspects of Canberra's wellbeing, Canberrans have pulled together and risen to the challenge. We have been reminded of our responsibilities to each other and the power of community.

The Community Services Directorate has developed the **Wellbeing Calls Service** and **Connect in Canberra** to keep the community informed and connected through COVID-19.

The **Wellbeing Calls Service** is provided by the Australian Red Cross and is available to all ACT residents who would like to register for a free phone call.

Canberrans can call the service on 02 6234 7630 between 8am and 4pm weekdays or register for a call by completing the CSD SmartForm found on the website below:

www.communityservices.act.gov.au/connect-in-canberra/community-services-and-support

Not having someone to talk to regularly can be lonely and isolating. A friendly chat on the phone at a time that suits the resident can make all the difference. The calls will connect people with a friendly Red Cross volunteer who can call the resident once or regularly to check-in and see how they are doing.

The resident will be given an initial phone call that will take an average of 30 minutes to 1 hour in time. The resident is given the option of follow up calls at the resident's frequency of choice.

The calls can be provided in various languages and if at any time operator detect that the resident is in difficulty in any way or if they are unable to obtain voice contact, the operators are trained to escalate the call according to the individual's need.

[Connect in Canberra](#) is an information hub to help you stay in the loop, keep connected, be part of your community and get assistance and support if you need it. We've pulled together information from across Government and the community in a range of areas, from finding the right support, to getting involved in your community, to keeping occupied and active.

At **Connect in Canberra** you can find contact details for a range of support services, apply for emergency food relief and get assistance in accessing the supports you need. There are also sections on

- Supporting our Neighbours and Communities;
- Online Safety and Help Getting Connected;
- Health and Wellbeing;
- Activities Hub;
- Kid's Corner;
- What's On; and
- Community Activity Packs.

We want **Connect in Canberra** to be a really useful resource for our community so please have a look and if you are aware of any information, resources or events that you think we should share here we want to hear from you. You can email the team at CSDConnectInCanberra@act.gov.au



KNOW YOUR NEIGHBOUR 

My name is: _____

I live nearby: _____

My phone number is: _____

Please PHONE or TEXT me if you need help with:

<input type="checkbox"/> Grocery shopping	<input type="checkbox"/> Urgent supplies
<input type="checkbox"/> Walking your dog	<input type="checkbox"/> A friendly phone call
<input type="checkbox"/> Other	

CANBERRA STRONG TOGETHER  For updates, visit covid19.act.gov.au Produced by: Community Services Directorate

At **Connect in Canberra**, you'll find *Know Your NeighbourCard* under the *Supporting our Neighbours and Communities* section. The *Know Your Neighbourcard* is a great way to take the first step in reaching out and breaking the ice with those in your community.

Members of the Community Resilience and Crisis Response Team are available to brief your group or organisation on these initiatives. Please do not hesitate to get in touch (details below) to discuss.

The COVID-19 pandemic is having significant impacts on people's economic, social and mental wellbeing. We are all in this together, but this crisis is affecting us all differently. While many in the community are increasing social contact

with the easing of restrictions, there are also many people who will continue to isolate to protect their health.

So, while there may be a sense that things are returning to "normal" this is not the case for many of our friends, neighbours, family and colleagues. By keeping an eye out, checking in and respecting the choices of our friends and neighbours who are self-isolating, we can make sure everyone is part of building and maintaining the connections in our communities.

For the latest information and advice on the COVID-19, and advice on how to look after your emotional and mental wellbeing go to the COVID-19 website at www.covid19.act.gov.au

Regards

Freya O'Brien

Community Resilience and Crisis Response Team
Community Services Directorate

CSDConnectInCanberra@act.gov.au



For the latest information and advice on COVID-19, and advice on how to look after your emotional and mental wellbeing, visit the COVID-19 website at www.covid19.act.gov.au or call the COVID-19 helpline on (02) 6207 7244 from 8am – 8pm daily.