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| COVID Positive Pathways program |
| Factsheet for referrers – update 7 December 2021 |
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# Purpose

The primary source of referral into the COVID Positive Pathways (C+P) program is via Victorian Public Health Units. Other referrers may include public health services and hospitals, community health services, general practitioners (GPs) and government agencies.

This fact sheet provides key contact details for each catchment area across the state’s C+P programs for non-urgent (advice on community management, guidelines and support and services available), clinical deterioration (escalation of care to hospital level monitoring or discussion of non-urgent admissions) and urgent (emergency assistance and urgent transfer to hospital) queries.

# What is the COVID Positive Pathways program?

* The C+P program provides clinical care, monitoring and support for all eligible people who test positive for COVID-19, at the right time and in the right place.
* The C+P program is delivered by Victorian hospitals through Health Service Partnerships (HSPs), community health services, GPs and other providers, and coordinated by the Victorian Department of Health (the department).
* All eligible Victorians who test positive for COVID-19 are contacted to determine their clinical and social needs. Where consent is provided, people are stratified based on clinical risk, severity of illness and social needs onto one of three adult pathways (low-risk pathway, medium-risk pathway, inpatient acute care), a paediatric pathway or a maternity pathway.
* The COVID-19 positive person can be escalated or de-escalated between care pathways depending on how their clinical condition changes over the course of their illness.
* Pathways for clinical monitoring and treatment have been established by HSPs within geographic catchments.

# Objectives

The program was initiated by the department and Safer Care Victoria to ensure that Victorians with COVID-19 are offered:

* monitoring and regular ‘check-ins’ to manage symptoms and identify rapid deterioration through primary and community-based care, and metropolitan and regional health services.
* active virtual and where needed face-face in-home programs to reduce avoidable presentations and admissions, thereby reducing the risk of infection to other patients and hospital staff.
* health, welfare and social supports to assist people through the illness and isolation. This may include education on welfare and financial supports and information on how to apply for this assistance; connecting individuals with a GP, if they do not already have one; and connecting and referring people to healthcare providers for other health needs such as mental health and pharmacotherapy.
* planning for public health clearance from isolation.

# Eligibility criteria

All people residing in Victoria who have tested positive for COVID-19 are in scope for the program, excluding:

* Residents of residential aged care facilities
* Supported Residential Services and disability accommodation, where these facilities are receiving care through an outbreak management response team.
* Department of Justice detainees (prisoners)
* People with COVID-19 in COVID-19 specific emergency accommodation where a service provides its own dedicated care and supports, such as:
  + hotel quarantine
  + alternative accommodation: for those clients who cannot self-isolate in their own home or are living in vulnerable circumstances

# Catchments

A catchment is defined by postcodes, to enable health service partnerships to identify and support people who have tested positive for COVID-19. The residential postcodes for each catchment are identified in the table below.

| Health service partnership | Residential postcodes |
| --- | --- |
| **North East Metro** | 3002, 3047, 3048, 3049, 3053, 3054, 3059, 3061, 3062, 3063, 3064, 3065, 3066, 3067, 3068, 3070, 3071, 3072, 3073, 3074, 3075, 3076, 3078, 3079, 3081, 3082, 3083, 3084, 3085, 3086, 3087, 3088, 3089, 3090, 3091, 3093, 3094, 3095, 3096, 3097, 3099, 3101, 3102, 3103, 3104, 3105, 3106, 3107, 3108, 3109, 3111, 3113, 3114, 3115, 3116, 3121, 3122, 3123, 3124, 3125, 3126, 3127, 3128, 3129, 3130, 3131, 3132, 3133, 3134, 3135, 3136, 3137, 3138, 3139, 3140, 3151, 3152, 3153, 3154, 3155, 3156, 3158, 3159, 3160, 3179, 3180, 3428, 3750, 3751, 3752, 3754, 3755, 3757, 3759, 3760, 3761, 3765, 3766, 3767, 3770, 3775, 3777, 3778, 3779, 3782, 3785, 3786, 3787, 3788, 3789, 3791, 3792, 3793, 3795, 3796, 3797, 3799 |
| **South East Metro** | 3004, 3141, 3142, 3143, 3144, 3145, 3146, 3147, 3148, 3149, 3150, 3161, 3162, 3163, 3165, 3166, 3167, 3168, 3169, 3170, 3171, 3172, 3173, 3174, 3175, 3177, 3178, 3181, 3182, 3183, 3184, 3185, 3186, 3187, 3188, 3189, 3190, 3191, 3192, 3193, 3194, 3195, 3196, 3197, 3198, 3199, 3200, 3201, 3202, 3204, 3205, 3206, 3207, 3781, 3783, 3800, 3802, 3803, 3804, 3805, 3806, 3807, 3808, 3809, 3810, 3812, 3813, 3814, 3815, 3910, 3911, 3912, 3913, 3915, 3916, 3918, 3919, 3920, 3921, 3926, 3927, 3928, 3929, 3930, 3931, 3933, 3934, 3936, 3937, 3938, 3939, 3940, 3941, 3942, 3943, 3944, 3975, 3976, 3977, 3978, 3980, 3981, 3984 |
| **West Metro** | 3000, 3003, 3006, 3008, 3010, 3011, 3012, 3013, 3015, 3016, 3018, 3019, 3020, 3021, 3022, 3023, 3024, 3025, 3026, 3027, 3028, 3029, 3030, 3031, 3032, 3033, 3034, 3036, 3037, 3038, 3039, 3040, 3041, 3042, 3043, 3044, 3045, 3046, 3050, 3051, 3052, 3055, 3056, 3057, 3058, 3060, 3335, 3336, 3337, 3338, 3340, 3427, 3429 |
| **Barwon South West** | 3211, 3212, 3213, 3214, 3215, 3216, 3217, 3218, 3219, 3220, 3221, 3222, 3223, 3224, 3225, 3226, 3227, 3228, 3230, 3231, 3232, 3233, 3234, 3235, 3236, 3237, 3238, 3239, 3240, 3241, 3242, 3243, 3249, 3250, 3251, 3254, 3260, 3264, 3265, 3266, 3267, 3268, 3269, 3270, 3271, 3272, 3273, 3274, 3275, 3276, 3277, 3278, 3279, 3280, 3281, 3282, 3283, 3284, 3285, 3286, 3287, 3289, 3292, 3293, 3294, 3300, 3301, 3302, 3303, 3304, 3305, 3309, 3310, 3311, 3312, 3314, 3315, 3321, 3322, 3323, 3324, 3325, 3328, 3329, 3330, 3331, 3332, 3333, 3407 |
| **Gippsland** | 3816, 3818, 3820, 3821, 3822, 3823, 3824, 3825, 3831, 3832, 3833, 3835, 3840, 3842, 3844, 3847, 3850, 3851, 3852, 3854, 3856, 3857, 3858, 3859, 3860, 3862, 3864, 3865, 3869, 3870, 3871, 3873, 3874, 3875, 3878, 3880, 3882, 3885, 3886, 3887, 3888, 3889, 3890, 3891, 3892, 3893, 3895, 3896, 3898, 3900, 3902, 3903, 3904, 3909, 3922, 3923, 3925, 3945, 3946, 3950, 3951, 3953, 3954, 3956, 3957, 3958, 3959, 3960, 3962, 3964, 3965, 3966, 3967, 3971, 3979, 3987, 3988, 3990, 3991, 3992, 3995, 3996 |
| **Grampians** | 3317, 3318, 3319, 3334, 3341, 3342, 3345, 3350, 3351, 3352, 3355, 3356, 3357, 3358, 3360, 3361, 3363, 3364, 3370, 3371, 3373, 3374, 3375, 3377, 3378, 3379, 3380, 3381, 3384, 3385, 3387, 3388, 3390, 3391, 3392, 3393, 3395, 3396, 3400, 3401, 3409, 3412, 3413, 3414, 3415, 3418, 3419, 3420, 3423, 3424, 3458, 3460, 3461, 3464, 3465, 3467, 3468, 3469, 3472, 3477, 3478, 3480, 3482, 3483, 3485, 3487, 3488, 3489, 3491, 3525, 3527 |
| **Hume (Goulburn Valley)** | 3521, 3522, 3607, 3608, 3610, 3612, 3614, 3616, 3617, 3618, 3620, 3621, 3623, 3624, 3629, 3630, 3631, 3633, 3634, 3635, 3636, 3637, 3638, 3639, 3640, 3641, 3644, 3646, 3647, 3649, 3658, 3659, 3660, 3662, 3663, 3664, 3665, 3666, 3669, 3670, 3672, 3711, 3712, 3713, 3714, 3715, 3717, 3718, 3719, 3720, 3722, 3723, 3725, 3726, 3727, 3728, 3730, 3732, 3753, 3756, 3758, 3762, 3763, 3764 |
| **Hume (Albury Wodonga)** | 3673, 3675, 3677, 3678, 3682, 3683, 3685, 3687, 3688, 3690, 3691, 3694, 3695, 3697, 3698, 3699, 3700, 3701, 3704, 3705, 3707, 3708, 3709, 3733, 3735, 3737, 3738, 3739, 3740, 3741, 3744, 3746, 3747, 3749 |
| **Loddon Mallee** | 3430, 3431, 3432, 3433, 3434, 3435, 3437, 3438, 3440, 3441, 3442, 3444, 3446, 3447, 3448, 3450, 3451, 3453, 3462, 3463, 3475, 3490, 3494, 3496, 3498, 3500, 3501, 3505, 3506, 3507, 3509, 3512, 3515, 3516, 3517, 3518, 3520, 3523, 3529, 3530, 3531, 3533, 3537, 3540, 3542, 3544, 3546, 3549, 3550, 3551, 3555, 3556, 3557, 3558, 3559, 3561, 3562, 3563, 3564, 3565, 3566, 3567, 3568, 3570, 3571, 3572, 3573, 3575, 3576, 3579, 3580, 3581, 3583, 3584, 3585, 3586, 3588, 3589, 3590, 3591, 3594, 3595, 3596, 3597, 3599, 3622 |

# Streaming of inpatient care in Victoria

COVID-19 positive patients requiring acute hospital services are cared for at selected health services. This reduces the exposure and movement of COVID-19 positive patients across the health system. Managing COVID-19 positive patients using this approach also minimises the disruption of non-COVID care within the health system, such as elective surgery and outpatient service delivery.

Further information, including admitting officer contact details for each service, is provided in *Streaming of COVID-19 patients Requiring Acute Care in Victoria* factsheet and *Guide for Streaming Services: COVID-19 positive patients to selected services.*

# Intake services and key contacts: COVID Positive Pathway programs

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| North East Metro | | | | |
| **Urgency and function** | **Austin** | **Eastern** | **Northern** | **St Vincent’s** |
| **Non urgent**  Advice on community management, guidelines and support and services available | **Mon–Fri, 8am-8pm Sat–Sun, 8am-5pm**  **1800 518 205**  Select Options 3 and 6  COVID Care Pathway | **Mon-Sun, 9am to 5pm**  **(03) 5957 4494**  Covid Pathways Team Covidsupport@easternhealth.org.au | **Mon–Sun, 9am-4.30pm**  **0436 599 508**  COVID Care Pathway  NH-CovidCommunityHelpdesk@nh.org.au | **Mon-Sun, 8.30am-5pm**  **(03) 9231 4900**  Covid+pathways team  Healthmonitor@svha.org.au |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Fri, 8am-8pm Sat–Sun, 8am-5pm** COVID Care Pathway Medical Consultant **0479 179 439**  **Out of Hours:** Adults COVID Infectious Diseases Consultant via switchboard **(03) 9496 5000** | **Mon–Sun 9am –5pm**  **0479 191 836**  HITH Medical Consultant  If Medical Consultant agrees, patients should be referred to HITH via COVID ANUM **0481 478 069**  **Out of hours:** My Emergency Doctor **1800 123 633** | **Mon–Sun, 9am-4.30pm**  **0436 599 508**  COVID Care Pathway | **Mon–Sun 9am-5pm**  **(03) 9231 2211**  HITH Physician On-Call via Switchboard |
| **Out of Hours Adults:** Northern Health Virtual ED[ed.virtualconsult@nh.org.au](mailto:ed.virtualconsult@nh.org.au)  **Out of Hours Children:** Royal Children’s ED Consultant in charge via switchboard **(03) 9345 5522** | | | |
| **Urgent**  For emergency assistance and urgent transfer to hospital | Call **000**  Notify the pathways team  Mon– Fri, 8am-8pm  Sat–Sun, 8am-5pm  1800 518 205  Select Options 3 and 6 | Call **000**  Notify the pathways team  Mon-Sun, 9am-5pm  (03) 5957 4494 | Call **000**  Notify the pathways team  Mon–Sun, 9am-4.30pm  0436 599 508 | Call **000**  Notify the pathways team  Mon-Sun, 8.30-5pm  (03) 9231 4900 |

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| South East Metro | | | |  |
| **Urgency and function** | **Alfred Health** | **Monash Health** | **Peninsula Health** | |
| **Non urgent**  Advice on community management, guidelines and support and services available | **Mon-Sun, 9am-5pm**  **(03) 9115 0202**  Connect Health  covidpathway@sandringhamacc.com.au  **Mon-Sun, 9am-5pm**  **(03) 9525 1300**  Star Health (Social / Welfare Partner)  stayconnected@starhealth.org.au | **Mon-Sun, 9am-5pm**  **(03) 8587 0200**  Central Bayside Community Health Service  pathways@cbchs.org.au | **Mon-Sun, 8am-12am**  **(03) 9788 1700**  Peninsula Health Community  communitycareenquiry@phcn.vic.gov.au | |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Sun, 8am-5pm**  **0437 693 280**  Alfred HITH  integratedcovidcareteam@alfred.org.au  **Out of hours:** Gen Med Reg oncall via switch **(03) 9076 2000** | **Adults:**  **Mon-Sun, 8am-5pm**  **0404 084 273**  Monash Complex Care  covidcare@monashhealth.org  **Adult out of hours:** **Mon-Sun,**  **5-8pm, 0407 899 263**  **Paediatrics:**  **Mon-Sun, 7.30am-7.30pm**  **0414 427 317**  Monash Children’s at Home  mbx\_covidpathwaykids@monashhealth.org  **Paediatrics out of hours: 0487 019 649** | **Mon-Sun, 8am-12am**  **(03) 9788 1700**  Peninsula Health Community  communitycareenquiry@phcn.vic.gov.au | |
| **Urgent**  For emergency assistance and urgent transfer to hospital | **Call 000**  Notify the pathways team  Mon-Sun, 8am-10pm  0438 526 302 | **Call 000**  Notify the pathways team  Mon-Sun, 8am-5pm  0404 084 273  Mon-Sun, 5-8pm  0407 899 263 | **Call 000**  Notify the pathways team  Mon-Sun, 8am-12am  (03) 9788 1700 | |

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| West Metro | | | | |  |
| **rgency and function** | **Royal Melbourne** | **Western** | **Werribee Mercy** | **Djerriwarrh** | **Royal Children’s** |
| **Non urgent**  Advice on community management, guidelines and support and services available | Cohealth Intake/Support needs: **9448 5551** **Mon-Sun, 9am-5pm** | | | | |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Sun, 8am-8pm**  **0447 903 049**  MHCOVIDVirtualward@mh.org.au | **Mon-Sun, 7.30am-5pm**  **0478 951 547**  **Mon-Sun, 5pm-7.30am**  **1300 229 656**  WHCovid19PositiveCarePathways@wh.org.au | **Mon-Sun, 9am-5pm**  **0408 462 284**  covidnotificatio  n@mercy.com.  au | **Mon-Sun, 8am-8pm**  **0429 025 511**  hith@djhs.org.au | **Mon-Sun, 24 hours**  ED Consultant in charge via switchboard **(03) 9345 5522** |
| **Urgent**  For emergency assistance and urgent transfer to hospital | **Call** **000** | | | | |

## Gippsland

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| **Urgency and function** | **Latrobe Regional Health** | **Bass Coast Health** |
| **Non urgent**  Advice on community management, guidelines and support and services available | **Mon-Sun, 9.30am-6pm**  **(03) 5173 5451** – option 2  Gippsland PHU  phu@lrh.com.au | |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Sun, 9am-4.30pm**  **(03) 5173 8003**  LRH HITH  hospitalinthehome@lrh.com.au  (Baw Baw, East Gippsland, Latrobe and Wellington LGAs) | **Mon-Sun, 9am-4.30pm**  **(03) 5671 3439** or **0439 956 003**  BCH HITH  HITH@basscoasthealth.org.au  (Bass Coast and South Gippsland LGAs)  **Out of hours:** Health service coordinator on **(03) 5671 3384** |
| **Urgent**  For emergency assistance and urgent transfer to hospital | **Call 000**  Notify the pathways team Mon-Sun, 9am-4.30pm (03) 5173 8003 | **Call 000**  Notify the pathways team Mon-Sun, 9am-4.30pm (03) 5671 3439 or 0439 956 003 |

## Loddon Mallee

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| **Urgency and function** | **Bendigo Health** | **Mildura Base Hospital** | **Swan Hill District Health** |
| **Non urgent**  Advice on community management, guidelines and support and services available | **Mon-Sun, 8.30am-8.30pm**  **1800 959 400** or **(03) 5454 9139**  Loddon Mallee PHU  phu@bendigohealth.org.au | | |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Fri, 8am-5pm (03) 5454 7270**  HITH registrar  **Out of hours:**  **(03) 5454 7791**  Respiratory registrar | **Mon-Sun, 24 hours**  **0448 284 512**  HITH medical lead,  covidcasemanagement@mbph.org.au | **Mon-Fri, 7.30am-4pm**  **(03) 5033 9995**  Care At Home Team  **Sat-Sun, 8am-6pm**  **(03) 5033 9375**  DNS/HITH Team |
| **Urgent**  For emergency assistance and urgent transfer to hospital | **Call 000**  Notify the pathways team Mon-Fri, 8am-5pm (03) 5454 7270 | **Call 000**  Notify the pathways team on 0438 539 015  COVID-19 coordinator | **Call 000**  Notify the pathways team Mon-Fri, 7.30am-4pm (03) 5033 9995 |
| *There are other services within the Loddon Mallee region providing hospital level monitoring which are not featured in this table. Please contact the Loddon Mallee PHU if you would like to know which health services they are.* | | | |

## Barwon South West

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| **Urgency and function** | **Barwon Health** | **Southwest Healthcare** |
| **Non urgent**  Advice on community management, guidelines and support and services available | **Mon-Sun, 8am-8pm**  **1300 942 241**  Barwon South West PHU  phu@barwonhealth.org.au | |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Sun, 24 hours**  **(03) 4215 7733**  Remote Monitoring Team  RemotePatientMonitoring@barwonhealth.org.au | **Mon–Sun, 24 hours**  **0479 190 368**  Remote Monitoring Team  covidrpm@swh.net.au |
| **Urgent**  For emergency assistance and urgent transfer to hospital | **Call 000**  Notify the remote monitoring team Mon-Sun during business hours (03) 4215 7733 | **Call 000**  Notify the remote monitoring team Mon-Sun during business hours 0479 190 368 |

## Hume (Goulburn Valley)

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| **Urgency and function** | **Goulburn Valley Health** |
| **Non urgent**  Advice on community management, guidelines and support and services available | **Mon-Sun, 8.30am-8.30pm**  **1800 313 070**  Goulburn Valley PHU  phu@gvhealth.org.au |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Sun, 8am-9pm**  **1800 490 590**  COVID Monitoring Team |
| **Urgent**  For emergency assistance and urgent transfer to hospital | **Call 000**  Notify the pathways team on Mon-Sun 8am-9pm on 1800 490 590 |
| *There are other health services within the Hume (Goulburn Valley) region providing hospital level monitoring which are not featured in this table. Please contact the Goulburn Valley PHU if you would like to know which health services they are.* | |

## Grampians

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| **Urgency and function** | **Grampians Health** |
| **Non urgent**  Advice on community management, guidelines and support and services available | **Mon-Sun. 9.30am-6pm**  **1300 988 908**  Grampians PHU  phu@bhs.org.au |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Sun, 8.30am-5pm**  **0477 988 870**  BHS At Home  [BHSatHomeCOVID@bhs.org.au](mailto:BHSatHomeCOVID@bhs.org.au)  **Out of hours:** Covid Consultant /ID Physician via switchboard on **(03) 5320 4000** |
| **Urgent**  For emergency assistance and urgent transfer to hospital | **Call 000**  Notify the pathways team on Mon-Sun 8.30am-5pm on 0477 988 870 |
| *There are other health services within the Grampians region providing hospital level monitoring which are not featured in this table. Please contact the Grampians PHU if you would like to know which health services they are.* | |

## Hume (Albury Wodonga)

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| **Urgency and function** | **Albury Wodonga Health** | **Northeast Health Wangaratta** |
| **Non urgent**  Advice on community management, guidelines and support and services available | **Mon-Sun, 8am-6pm**  **1300 066 055**  Albury Wodonga PHU  phu@awh.org.au | |
| **Clinical deterioration**  Escalation to hospital level monitoring, consideration for non-urgent admission | **Mon-Sun, 8am-8pm**  **0456 809 574**  Covid Monitoring Program  COVID19Consult@awh.org.au | **Mon-Sun, 8am-8pm**  **0498 672 050**  Covid Monitoring Program  COVID.Monitoring@nhw.org.au |
| **Urgent**  For emergency assistance and urgent transfer to hospital | **Call 000**  Notify the pathways team Mon-Sun 8am-8pm 0456 809 574 | **Call 000**  Notify the pathways team 8am-8pm Mon-Sun on 0498 672 050 |

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**r any questions  
Coronavirus hotline 1800 675 398 (24 hours)  
Triple Zero (000) for emergencies only**