



ELIZABETH MORGAN HOUSE ABORIGINAL WOMEN'S SERVICE INC

26 March 2020

EMH ARE STILL OPERATING

In these uncertain times we want to reassure the community that we are still operating

WHAT WE ARE DOING

As COVID-19 continues to affect each and everyone one of us, EMH is monitoring the situation and adapting our practices to ensure that we continue to provide a service to the women and children of the Victorian Aboriginal community.

Our Intake Team

EMH has redirected staff to the Intake Team to respond to the increase in incoming calls requesting assistance.

In these changing and uncertain times EMH seeks to reassure the community that we will continue to respond to all calls for assistance in a timely fashion. EMH is staying up to date with the changes in the support sector to ensure that where needed, clients are effectively linked in with services that have capacity to respond. We are continuing to provide support and, where and appropriate, EMH are moving to phone-based support.

Case Management Team

EMH are regularly checking in with our families receiving EMH case management that have greater need such as those self-isolating, our older clients, clients with mobility or cognitive challenges, and those who are pregnant or have young children. We are working more closely with families in these circumstances and arranging deliveries of necessary items.

Refuge

The EMH high security refuge remains open. EMH continues to work with our partner agencies to respond to Aboriginal woman and children who are at risk of family violence and need immediate and safe accommodation.

Housing Support Response

EMH are boosting our response to people whose tenancy may be at risk due to rental arrears. EMH has specialist workers assisting families with rebate applications, landlord advocacy and facilitated referrals for representation for VCAT as well as providing direct advocacy at VCAT.

Children's Response

EMH recognises that this is also a trying time for children and are developing and releasing children's resources on our Facebook page and website for carers to use with children who are home more.

WHO TO CONTACT

The EMH team are available for phone contact from 9am – 5pm Monday to Friday. If you feel unsafe and would like to speak to us about your options and discuss how to increase your safety please call us on 9403 9400 or contact your local family violence service.

For urgent support call Safe Steps on 1800 015 188
If you are concerned about your immediate safety call 000.

EMH also encourages you to access the latest updates, advice and resources to help stay safe during the COVID-19 crisis here: www.dhhs.vic.gov.au/coronavirus

We all know that in order to respond best to COVID-19 safety concerns we may need to change our practices quickly, so please stay posted for any further updates.

*Take care
From all at EMH*

