



Australian Homestay Network

We've put together a list of resources that may be helpful to you and your family during COVID-19. We want to take this opportunity to say thank you, again, for supporting our students during this time.

SUPERMARKETS

COLES

Extended hours, and are now open 7am-10pm, where state laws allow. The first hour, 7-8am, is exclusively community hour for the following community members:

7AM – 8AM TUESDAYS & THURSDAYS for emergency services and healthcare workers who:

- Can demonstrate they are registered with AHPRA;
- Have a workplace ID; or
- Are wearing their work uniform.

7AM – 8AM MONDAYS, WEDNESDAYS & FRIDAYS for elderly customers, those in need of assistance, as well as carers, friends and neighbours who shop on behalf of vulnerable customers. They simply need to present a government-issued identification card when entering the store (carers, friends and neighbours simply need to present one of the following cards of the person they are shopping on behalf of):

- Pensioner Concession Card
- Companion Card
- Commonwealth Seniors Health Card
- Health Care Card
- Seniors Card
- Disability Card

WOOLWORTHS

Also offering dedicated shopping times for the vulnerable and elderly. Their dedicated Community Hour will continue from 7am-8am for the following groups:

- Seniors and People with a Disability - Monday, Wednesday & Friday
- Emergency Services & Healthcare Workers - Tuesday & Thursday

They've partnered with Australia Post and DHL Supply Chain to launch the 'Woolworths Basics Box' across ACT, New South Wales and Victoria for customers unable to leave their home. Other states are expected to follow in the coming weeks.

Available for \$80, the 'Woolworths Basics Box' will contain meals, snacks and a few essential items. The price also includes contactless doorstep delivery by Australia Post within an estimated time of two to five business days of order. Woolworths will not be profiting from providing this service.

To apply for Priority Assistance delivery, customers need to complete the form at [woolworths.com.au/priorityassistance](https://www.woolworths.com.au/priorityassistance) or call 1800 000 610 to find out more.

ALDI

Have updated their trading hours, to allow them to restock shelves and clean from the previous day, they are open from 9.30am-7pm. They do not have a dedicated community hour, but there are restrictions on the number of items you can buy.

Up to date information from the supermarkets can be found here:

COLES
WOOLWORTHS
ALDI

EVERYTHING FINANCIAL

Moneysmart.gov.au has compiled a list of resources to help you manage your financials during COVID-19.

Problems paying bills

If you can't pay your electricity, gas, phone or water bill, there are options for you just contact your provider to discuss your situation. There are rebates and concessions offered by many of the main providers.

Financial assistance

The government have released a number of support payments to support affected workers, check out what is available to you.

Full COVID-19 information can be found here:
<https://moneysmart.gov.au/covid-19>



Banks

Banks are offering extra help during this time, see the below for more information:

NAB

Westpac

ANZ

Comm bank

St George

Bankwest

ENERGY

Keeping energy bills down this winter may be a little harder while we're all working from home. To assist with these rises, the Australian Energy Regulator (AER) has set reasonable expectations of energy companies to protect households during the COVID-19 pandemic. You can read about this here.

Did you know appliances account for 30% of energy used in the



home? As opposed to lighting, which accounts for around 12%. So, something as simple as ensuring all your appliances are turned OFF at the wall when you are not using them.

Heating and cooling accounts for around 40% of your energy bill. Close rooms that are not in use, and set your heating between 18°C and 20°C and your cooling between 25°C and 27°C. For every degree you increase heating and cooling, you increase energy use between 5% and 10% (energy.gov.au).

A full list of household saving tips can be found [here](#).

MENTAL HEALTH

If you or your students are struggling with the COVID-19 crisis, seek help from one of these reputable organisations. Help is available by phone, online chat or email:

Beyond Blue:

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

Lifeline:

<https://www.lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>

Mental Health Australia: <https://mhaustralia.org/need-help>

Head Space: <https://headspace.org.au/>

Australian Government Department of Health: <https://headtohealth.gov.au/covid-19-support/covid-19>

OTHER

[Ebay.com.au](https://www.ebay.com.au) – groceries, household goods, and everything else you can think of.

Delivery Services

The following services are assisting with home deliveries, if you want to order online or can't leave your home. Download their app to find out more:

- [Sherpa](#) – anything that can be handled by one person: Flowers, Alcohol, Parcels etc.
- [Uber](#) – food from your favourite restaurants

REMEMBER

If you have any concerns during this time, you can contact your local office to discuss how we might be able to help you.

Sincerely,

The Team at AHN
Phone: 1300 024 628 (within Australia)
Web: www.homestaynetwork.org

Follow us on social media

