

COVID-19 Information Sheet – Northern Territory (NT)

Disclaimer: The information below should not be considered an exhaustive list. Please contact organisations and services directly for the most up to date information and to enquire further about eligibility. Red Cross does not make any determinations about eligibility for any of the third-party services listed.

Northern Territory Government Updates

- [Northern Territory Government Coronavirus](#) homepage – for updates on border restrictions, quarantine arrangements, testing sites, and public gatherings.
- **COVID-19 vaccinations:** Phase 1A of the vaccination program covers the most important and most-at-risk frontline workers, and some the most vulnerable Territorians. For more information on vaccinations in the Northern Territory, visit the [NT government website](#).
- There remain [strict border controls](#) in place for all interstate and international arrivals to the Northern Territory. All arrivals to the Northern Territory (NT) must:
 - Fill in a Border Entry Form
 - Complete 14 days of [mandatory supervised quarantine](#) at your [own expense](#)*, if you have recently been in an active [declared COVID-19 hotspot](#). Click the link for further information on current hotspots around the country.
 - For information on remote work and other travel conditions, check the updates on the [Northern Territory government website](#).

How to stay COVID safe

- With the relaxing of restrictions, and opening of state and some international borders, Australian governments are encouraging everyone to remain COVID safe.

Physical distancing

- When and where possible, remain 1.5 metres away from other people.
- Avoid physical greetings such as handshaking, hugs and kisses.
- Take extra care if you are using [public transport](#).
- Avoid crowds and large public gatherings.
- Wear a mask when in public.

Workplaces & schools

- Follow the recommended government [health and hygiene advice](#).
- Avoid non-essential face to face meetings.
- Provide alcohol-based hand rub for all staff.
- Eat lunch at your desk or outside rather than in the lunchroom.
- Regularly clean and disinfect surfaces that many people touch
- Open windows or adjust air conditioning for more ventilation
- Stay at home if you are feeling unwell.

Employment & Work Rights

- From November 2020, relocation assistance will be available to people who [relocate to harvest and regional areas](#) to take up short-term agricultural work, including those on temporary visas, with the right to work in Australia. For more information about the scheme, and to lodge an application, [visit the website here](#).

- **Temporary relaxation of working hours for student visa holders**

Due to exceptional circumstances during the COVID-19 pandemic and the need to ensure the supply of critical services, the [Department of Home Affairs and Australian Border Force](#) will take a flexible approach to student visa holders working beyond their usual work limitations, but only in specified industries.

You can work more than 40 hours a fortnight if you are:

- employed by an aged care Approved Provider or Commonwealth-funded aged care service provider with a RACS ID or a NAPS ID, before 8 September 2020
- employed by a registered National Disability Insurance Scheme provider
- enrolled in a health care related course and you are supporting the health effort against COVID-19, as directed by health officials.

You **cannot** work more than 40 hours if you are employed in a supermarket. This measure ended on 01 May 2020.

All workers in Australia have the same rights and protections at work, regardless of citizenship or visa status. Your employer must comply with Australian workplace and immigration laws, including their obligation to:

- Pay you the right pay rate for all time worked
- Provide a safe workplace.
- For information on [working](#) in Australia visit the [Home Affairs website](#).

The [Fair Work Ombudsman](#) provides education, assistance, advice and guidance to employers and employees, and can inquire into and investigate breaches of the Fair Work Act.

Ignite Potential specialises in settlement, employment, training and social enterprise opportunities. For more information on their services and programs, [visit their website](#).

For a list of recruitment agencies in the Northern Territory, in a range of professions, [click this link](#).

Food and/or Emergency Relief

- [Askizzy](#) is a national database with links to supports including housing, food and clothing, health services, financial support, family violence assistance, and much more.
- The National Debt Helpline provides free financial advice, and [the NDH website](#) has information on topics such as rent, utilities and emergency financial assistance. The NDH is open Monday to Friday from 9:30am – 4:30pm, on 1800 007 007.

- [Multicultural Services of Central Australia](#), located in Alice Springs, provides support to CALD and multicultural communities in the Central NT region, including Emergency Relief support such as financial assistance with unpaid hospital bills, and grocery vouchers. Phone: (08) 8952 8776.
- Online Service Directory: [Northern Territory Council of Social Services Directory](#)
- **Foodbank NT**, Darwin
Email: info@bcnt.org.au / Phone 8947 3669
Food for life - Mobile Pantry Bus
 - Cornerstone Fellowship, Whitewood Road, Howard Springs Tue 9:00am - 11:00am
 - Living Water Uniting Church, 15 Challoner Cct, Humpty Doo, Wed 9:00am - 12:00pm
 - St. Lukes Anglican Church, 13 Victoria Drive, Gray, Wed 1pm - 3pm
 - Darwin Baptist Church, cnr Stuart Highway and Ross Smith Ave, Parap, Fri 9am-12pm
- **Anglicare NT** (anglicare@anglicare-nt.org.au):

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| Darwin Region 5 Namarluk Drive, Ludmilla Phone: 8946 4800 | Palmerston Region 11 Palmerston Cct, Palmerston Phone: 8935 1500 |
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- **Catholic Care**

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| Darwin (08) 8944 2000 darwin@catholiccairent.org.au 17 Hidden Valley Road, Berrimah | Katherine (08) 8971 0777 katherine@catholiccairent.org.au 14 Giles Street, Katherine |
| Palmerston (08) 8932 9977 palmerston@catholiccairent.org.au Shop 10B Goyder Centre, Palmerston | Tennant Creek (08) 8962 3065 tennantcreek@catholiccairent.org.au 58 Schmidt Street, Tennant Creek |
- **Salvation Army**
 Darwin - Crn Lee Point Road and Yanyula Drive, Anula, Darwin
 Palmerston - Woodroffe Avenue, Woodroffe
 Phone: 8945 1947 – phone assessment required for support.
- **Mission Australia**
 1 Carey Street, Darwin / 8935 0900
- **Larrakia Nation**
 76 Dick Ward Drive, Coconut Grove NT / reception@larrakia.com / 8948 3733
- **Crisis Accommodation Gove**
 Nhulunbuy / Phone 8987 1166, manager@cagove.com.au
- **Multicultural Council of NT:** Malak Shopping Centre, Malak, phone: 8945 9122
- **St Vincent de Paul Society (NT)**

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| Darwin 2 Westralia Street, Stuart Park, 8981 4374 & 8942 1548 erp.darwin@sydpnt.org.au | Palmerson 3 Royal Street 8981 7783 & 8932 4390 |
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Alice Springs
38 Railway Terrace, Alice Springs, 0871
8952 1074 / erp.alicesprings@sydpnt.org.au

- [Lutheran Community Care](#)

Alice Springs
55A Gap Road
Tel: 08 8953 5160 / alicesprings@lccare.org.au

- [Sommerville Community Services](#)

For **Darwin** and **Palmerston** call the NDH on 1800 007 007
For the **Katherine** office 08 8972 5100 or email scs@somerville.org.au

- [The Gathering Inc](#)

Phone: 8988 1177 for all enquiries / thegatheringinc@gmail.com
Humpty Doo - Baptist Bush Church, 61 Challoner Circuit Humpty Doo
Berry Springs - Berry Springs Reserve Hall, Cox Peninsula Road, Berry springs
Marrakai - Marrakai Volunteer Fire Station.

Rent and Utilities

- The [Darwin Community Legal Service](#) hosts the Tenants Advice Service providing support for housing matters in Northern Territory. Phone 08 8982 1111 or free call 1800 812 953.
- [Tenants Advice Service](#)
 - [Fact Sheet – Coronavirus and Tenancy](#)
 - Rent Reduction Template Letter - [Coronavirus: Request for Rent Reduction](#)
 - [NEED HELP?](#) - Contact 8982 1111 or 1800 812 953 (free call)
 - Interpreters are available.
- [Power and Water – Customer Alerts on COVID-19](#)
 - Customers facing hardship can [apply for a payment extension here](#).
 - Customers on the hardship program will not be disconnected.
- [Jacana Energy COVID-19 Updates:](#)
 - Hardship assistance: complete the [Request for payment arrangement form](#) or call **1800 522 262** to discuss your specific circumstances.
- You can make a complaint if you have contacted your utility provider and they will not help you: [Ombudsman NT](#) or Telecommunications Industry Ombudsman - 1800 062 058

Housing / Homelessness

Renting in the NT: The COVID-19 pandemic and the resulting restrictions has resulted in the NT Government examining the Residential Tenancies Act 1999 and the Business Tenancies (Fair Dealings) Act 2003 to assist renters remaining in their rental properties for the duration of this crisis.

Currently all parties have a responsibility to work together to sustain tenancies to keep people in their homes/businesses. [NT Consumer Affairs](#) strongly encourages any renters who are experiencing financial distress due to the pandemic and cannot pay their rent, to contact their property owner or manager to negotiate a solution as soon as possible.

Housing support services.

- [St Vincent de Paul](#) Homelessness Services in Darwin and Katherine will conduct appointments and assessments by phone only. Call 8948 8100
- Dawn House (Women's Shelter) Darwin Region – 8945 1388 [/info@dawnhouse.org.au](mailto:info@dawnhouse.org.au)
- [Women's Safety Services of Central Australian](#), Alice Springs
8952 6075 / Email: ws@wossca.org.au
- [Sommerville Community Services](#)
For Darwin and Palmerston call NDH 1800 007 007
For Katherine office 08 8972 5100 or email scs@somerville.org.au
- [Shelter Me](#) is a directory of services for homeless Territorians.

Health and Medical Care

- **COVID-19 waiver of fees:** Testing and treatment for COVID-19 is free for everyone including those who are ineligible for Medicare. See [here](#) for more information.
- The [Refugee Health Guide](#) includes programs staffed by refugee nurses, doctors and other specialists that operate nationally - providing specialised mental and primary health care and service coordination to refugees and people seeking asylum. Information on referral pathways in the Northern Territory can be found [here](#).
- [Reciprocal Health Care Agreements:](#) Agreements with 11 countries that covers the cost of medically necessary care when Australians visit certain countries and visitors from these countries visit Australia. Those visiting Australia from the following countries may be eligible for medical care under Medicare while in Australia, information for each country is available [here](#).
- [Social workers](#) and patient advocates are available in all NT hospitals.
 - Darwin – 08 8922 8824 and Alice Springs – 08 8951 7777.
- [Temporary Visa Categories Covered by Ministerial Orders \(eligible for Medicare\)](#)
- [Amity Community Services](#) (Darwin) and [Holyoake](#) (Alice Springs) provide support for drug and alcohol addiction. To contact Amity Community Services phone: (08) 8944 6565 or free call 1800 684 372; for Holyoake phone: (08) 8952 5899.

- For support with gambling, contact Gambling Help Territory Wide, free call 1800 858 858.
- To support older people from culturally diverse backgrounds, the Australian Department of Health has funded the Multilingual Older Persons COVID-19 Support Line. The support line will run for six months from 10 February 2021 until 31 July 2021 will be offered in the following six languages – Arabic, Cantonese, Mandarin, Greek, Italian & Vietnamese. For more information visit the [PICAC Alliance website](#).

Information for the LGBTQI+ community

- Information on health and counselling services, social groups, legal support, multicultural specific services, and other services can be found on this [national LGBTQI+ directory](#).

Information for International Students

The NT government has established the [Worker and Wellbeing Fund](#) for people who have lost employment because of coronavirus and are not receiving financial support. The fund includes support for international students and temporary visa holders. Red Cross have partnered with Melaleuca Refugee Centre to provide emergency relief support. Contact Red Cross 0403 987 018 for more information.

- StudyNT has created [care packages for international students](#) who affected by COVID-19 and in self-isolation. To get in touch with StudyNT, you can fill out their online form [here](#).
- [Study Australia website – COVID-19 International Student Information](#) (*website includes a drop down box (top right) to translate pages into a range of languages*) and [the Department of Education, Skills and Employment \(DESE\)](#)
 - Advice only (no financial assistance) - International students hotline (1300 981 621) / international.students@dese.gov.au

Information for New Zealanders living in Australia

New Zealand citizens in Australia on a Special Category Visa (SCV) may be able to access a range of payments, depending on their circumstances.

- Those who came to Australia prior to 26 February 2001 generally have protected status and have the same access to all Australian payments as permanent residents and Australian citizens, where eligible, including JobSeeker Payment.
- New Zealanders who came to Australia after 26 February 2001 and have non-protected status can access family payments, such as FTB, paid parental leave payments and childcare subsidy, where eligible. If they have been continuously living in Australia for at least 10 years since February 2001, they can also access JobSeeker Payment or Youth Allowance for a one-off period of up to six months.
- New Zealanders on an SCV may be eligible for the JobKeeper Payment if they meet the qualifying criteria, <https://treasury.gov.au/coronavirus/jobkeeper>.
- New Zealand citizens may also be able to claim the Age Pension or, in limited circumstances, Disability Support Pension or Carer Payment, under the Social Security Agreement between Australia and New Zealand.

- For further general information:
<https://www.servicesaustralia.gov.au/individuals/subjects/payments-visa-holders>
- Individuals needing specific advice on their circumstances should contact Services Australia:
<https://www.servicesaustralia.gov.au/individuals/contact-us>

Additional Support for People Seeking Asylum and Refugees

- If you have a Temporary Protection Visa (TPV) or Safe Haven Enterprise Visa (SHEV), you are eligible to apply for the [Special Benefit payment](#). Click the link for more information.
- [Status Resolution Support Services \(SRSS\)](#)
 - The SRSS program supports people who are awaiting a government decision on a visa application, including people seeking asylum. It provides temporary support for people facing significant barriers who are unable to support themselves.
 - In NT the program is delivered by [Life Without Barriers](#) (ph: 08 8930 2300)
- [Humanitarian Settlement Program \(HSP\)](#)
 - HSP is a national program funded by the Australian Government to help refugees to establish themselves when they first arrive in Australia.
 - People granted the following visas are eligible to access the HSP on arrival:
 - Refugee (subclass 200, 201, 203 and 204) visa
 - Global Special Humanitarian (subclass 202) visa
 - Other visa holders are also eligible to access the HSP, but only to receive [Specialised and Intensive Services \(SIS\)](#). These include:
 - Protection (subclass 866)
 - Temporary Protection (subclass 785), Temporary Humanitarian Stay (subclass 449), Temporary Humanitarian Concern (subclass 786) and Safe Haven Enterprise (subclass 790).
 - SIS is a component of the Humanitarian Settlement Program (HSP) available to humanitarian entrants and other eligible visa holders who have complex needs:
 - [HSP Service Provider Locations](#)