

COVID19 Information Sheet – Northern Territory (NT)

Disclaimer: The information below is a compilation of community resources. It should not be considered an exhaustive list. Please contact organizations and services directly for the most up to date information and to enquire further about eligibility.

Northern Territory Government Updates

- [Northern Territory Government Coronavirus](#) homepage.
- [International Students and Visa Holders Emergency Relief](#)
 - The Northern Territory Government has established the Worker and Wellbeing Fund for people who have lost their jobs because of coronavirus (COVID-19) are not already receiving financial and/or wellbeing support, including Centrelink benefits. It includes support for international students and temporary visa holders.

Food and/or Emergency Relief

- Online Service Directory: [NT Social Services Directory](#)
- [Foodbank NT](#), Darwin
Email: info@bcnt.org.au / Phone 8947 3669
Food for life - Mobile Pantry Bus
 - Cornerstone Christian 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, Corner Stuart Highway and Ross Smith Avenue, Parap, Fri 9am-12pm
- [Anglicare NT](#) (anglicare@anglicare-nt.org.au):

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| <p>Darwin Region 5 Namarluk Drive, Ludmilla Phone: 8946 4800</p> | <p>Palmerston Region 11 Palmerston Cct, Palmerston Phone: 8935 1500</p> |
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- [Catholic Care](#)

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| <p>Darwin (08) 8944 2000 / darwin@catholiccare.org.au 17 Hidden Valley Road, Berrimah</p> | <p>Katherine (08) 8971 0777 / katherine@catholiccare.org.au 14 Giles Street, Katherine</p> |
| <p>Palmerston (08) 8932 9977 / palmerston@catholiccare.org.au Shop 10B Goyder Centre, Palmerston</p> | <p>Tennant Creek (08) 8962 3065/ tennantcreek@catholiccare.org.au 58 Schmidt Street, Tennant Creek</p> |

- **[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
- **[St Vincent de Paul Society \(NT\)](#)**
Emergency relief appointments conducted by phone 8:30am-4:30pm Mon -Fri. 8948 8100.

Darwin
2 Westralia Street, Stuart Park,
8981 4374 & 8942 1548
erp.darwin@sydpnt.org.au

Palmerson
3 Royal Street
8981 7783 & 8932 4390

Alice Springs
38 Railway Terrace, Alice Springs, 0871
8952 1074 / erp.alicesprings@sydpnt.org.au

- **[Crisis Accommodation Gove](#)**
Nhulunbuy / Phone 8987 1166
manager@cagove.com.au

- **[Lutheran Community Care](#)**

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

Ntaria
Phone 8954 8244

- **[Multicultural Council of The Northern Territory](#)**, Darwin
Malak Shopping Centre, Malak
Phone: 8945 9122

- **[Sommerville Community Services](#)**
By appointment only
For Darwin and Palmerston call NDH 1800 007 007
For Katherine office 08 8972 5100 or email scs@somerville.org.au

Darwin Region
147 Lee Point Road, Wagaman
8920 4100

Palmerston
3 Victoria Drive, Palmerston
8935 1500

Katherine
30 First Street, Katherine NT 0850
Post: PO Box 430, Katherine NT 0851
Phone: (08) 8972 5100

- [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

Housing / Homelessness

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

Rent and Utilities

- [Tenants Advice Service](#)
 - [Fact Sheet – Coronavirus and Tenancy](#)
 - Rent Reduction Template Letter - [Coronavirus: Request for Rent Reduction \(Docx\)](#)
 - [NEED HELP? - Contact](#) 8982 1111 or 1800 812 953 (free call)
 - Interpretation is 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 by contacting: [Ombudsman NT](#) or Telecommunications Industry Ombudsman - 1800 062 058

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 Refugee Health 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. These services are familiar with working with people on uncertain immigration pathways and fluctuating Medicare status. Information on referral pathways in the Northern Territory can be found [here](#). Services are defined differently in each state and territory, so look for headings such as 'Refugee Health Program/ Service', 'Immigrant Health Clinic' or 'Community Health Service'.
- [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](#).
- [Temporary Visa Categories Covered by Ministerial Orders \(eligible for Medicare\)](#)

Information for International Students

- [International Students and Visa Holders Emergency Relief](#)
 - The Northern Territory Government has established the Worker and Wellbeing Fund for people who have lost their jobs because of coronavirus (COVID-19) are not already receiving financial and/or wellbeing support, including Centrelink benefits. It includes support for International students and temporary visa holders. Red Cross have partnered with Melaleuca Refugee Centre to provide emergency relief for international students and visa holders and Territorians who have lost their job or their income has been reduced because of coronavirus (COVID-19) and are not eligible for other supports including Centrelink.
 - Contact Red Cross on +61 403 987 018 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
- Working: (Info from [Home Affairs](#)):
 - Certain student visa holders can work for more than 40 hours per fortnight to support the supply of essential goods and services for Australians if they are:
 - Employed in the nursing sector

- Employed by registered supermarkets (from 1 May 2020, this changes and students will only be able to work 40 hours per fortnight)
 - Employed in the aged care sector
 - See [Employers with access to these essential service arrangements](#).
- Accessing Superannuation
 - Temporary residents may be able to access up to \$10,000 of their superannuation in this financial year (until 30 June 2020) to assist in supporting themselves through the coronavirus crisis. More information is available on the [ATO website here](#).
 - Students will need to use [MyGov](#) for this process.
 - **Charles Darwin University** has announced more than [25 scholarships](#) to support students affected by job loss, a transition to online study, self-isolation cost etc.

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 through Centrelink](#). You will need to meet the other criteria for the payment. Click the link for more information.
- [Status Resolution Support Services](#) (SRSS)
 - The SRSS program supports vulnerable migrants who are waiting for the government's decision on a visa application, including people seeking asylum. It provides temporary needs-based support for people unable to support themselves while resolving their immigration status.
 - In the Northern Territory, the SRSS Program is delivered by:
 - [Life Without Barriers](#) (Phone: 08 8930 2300)
- [Humanitarian Settlement Program](#) (HSP)
 - The 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:
 - Refugee (subclass 200, 201, 203 and 204)
 - Global Special Humanitarian (subclass 202)
 - 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](#)