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| Community Activation  and Social Isolation (CASI) Community Support Phoneline |
| June 2022 |
| OFFICIAL |

# **About the CASI Community Support Phoneline**

Meaningful connections between people are really important for good health and wellbeing. To support this, the Victorian Government introduced the Community Activation and Social Isolation (CASI) initiative in July 2020, to help people through the COVID-19 restrictions who may have felt lonely or disconnected from their regular networks. This initiative included the Community Support Phoneline.

The Community Support Phoneline has been a great resource for Victorians over the past two years, connecting hundreds of people with Australian Red Cross volunteers, who are trained in psychological first aid to provide emotional support to callers. The service helped many people who felt socially isolated with practical, emotional and social support throughout the periods of COVID-19 restrictions.

# **What is changing**

As COVID-19 outbreaks continued, the Victorian Government extended the CASI Community Support Phoneline to 30 June 2022. Now with the safe re-opening of many community support organisations and services across Victoria, the CASI Community Support Phoneline service is no longer needed and will conclude on 30 June 2022.  After this date, the Victorian Government’s Coronavirus Hotline (1800 675 398) will no longer connect to the Community Support Phoneline.

# **Other support services available**

While the Community Support Phoneline is concluding, there are many different support services available for people. If you or someone you know needs support building social connections, these organisations are ready to take your call and offer support:

* **Red Cross Australia** – 1800 733 276
* **Lifeline** – 13 11 14
* **Beyond Blue** – 1300 22 4636

To receive this document in another format, phone the National Relay Service 13 36 77, or email the CASI team <CASI@dhhs.vic.gov.au>

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