

# How we're making a difference...



**Quarter 1** July – September 2020



Our **SA COVID Mental Health Support Line** made and received in excess of **4,800** direct support calls



This included calls with **2,800** individuals in hotel quarantine – providing a mental health well-being assessment and additional follow-up support as needed.

We also provided support to **575 members** of the general public through the 1800 phone line.



We received a much higher percentage of calls from people in Victoria referencing the impacts of the lockdown on their wellbeing.

**In July,** Lifeline Adelaide received over 100 volunteer applications - demonstrating that, overwhelmingly, the SA community wanted to support others during this pandemic. Sixty of these people were on-boarded to complete the training required to become Crisis Supporters.



**Fresh Meal Delivery Service**

developed to support older people living at home during this difficult time, by delivering fresh home-style meals to their doors.

**70 new customers** during this time – totalling **1500 meal deliveries**



Our Financial Inclusion service developed partnerships with Flinders University and University of Adelaide. Together we've provided COVID-specific budget and financial support to affected international students who were without any form of income.



We also partnered with Study Adelaide, Baptist Care Food Hub, Foodbank, Anglicare SA and Red Cross to develop a system for international students to access immediate food support through food hubs. This has helped to reduce the load on agencies providing emergency assistance.



## The Law Centre

supported clients through a range of COVID-related issues, including tenancy, travel refunds, neighbour behaviour, family law and family violence, debts, Centrelink, mortgage stress and employment law.

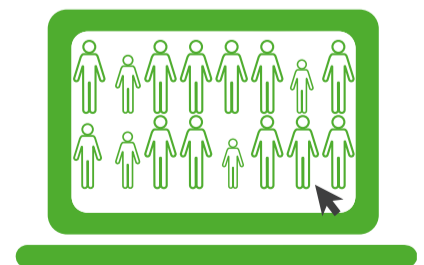
## U City provided 16 apartments

for patients with lower health needs to help ease the pressure on hospitals. This freed up space in local hospitals and allowed them to better support any COVID-related cases.



Work on our 'Overcoming Loneliness' project continued, with a second report released to coincide with World Suicide Prevention Day and RU OK? Day on Thursday 9 September. We used the release of the results to encourage people to connect with loved ones, particularly those they hadn't seen since restrictions were imposed in March.

- **Virtual Village** is an innovative lived experienced peer support program, which has been co-designed with families. It was created to connect families who were feeling isolated or overwhelmed with trained volunteer families. As a result, 26 families – some of whom have complex needs or experienced trauma, and have limited access to other support – have been connected with 16 volunteer families with similar lived experiences.



Given COVID restrictions, families have taken the opportunity to connect through various digital platforms online and via telephone to support their connection with each other.



Our services have continued to deliver their programs to clients in new ways, such as using online technologies or through telephone appointments. While face to face appointments recommenced from July to September, we've found that many clients have preferred to keep this new way of receiving support.