

**WE
BELIEVE
IN BENDIGO**



Coronavirus - our refugee journey

Bendigo Community Health Services has worked hard to support refugee communities in this Coronavirus pandemic. Here's a timeline featuring highlights of this Coronavirus work and the community's response:

Journey so far: March 1 to September 2, 2020

Coronavirus Refugee Resource Hub

Individual website visits to hub:

8166

Total Facebook reach of
Coronavirus refugee work:

Coronavirus information sheets

Sheets created Sheets downloaded

31

157,788

6251

Total Facebook
engagements:

Coronavirus videos in language

Videos created Total video views

43

38,613

23,814



Highlights: Work supporting the refugee communities started in March 2020. Here's a summary of our work:

- ❖ Identify need for simple and clear messaging for refugees and start community consultations.
- ❖ Staff begin daily welfare check calls to our refugee clients.
- ❖ Create information sheets and videos in Karen, Dari and Dinka.
- ❖ Launch online Coronavirus Bendigo Refugee Resource Hub.
- ❖ Launch video with Inspector Shane Brundell to increase awareness of racism and need to report this behaviour to police.
- ❖ Launch #BendigoTogether campaign with Believe In Bendigo to support Karen community after Coronavirus taunts and abuse.
- ❖ Help Bendigo Mayor Margaret O'Rourke translate messages of support for refugee communities.
- ❖ Launch campaign urging refugees to get flu shot.
- ❖ Continue #BendigoTogether campaign by giving out 'Everyone is Welcome' yellow bin stickers to support Karen community.
- ❖ Film and launch video with Bendigo Health at COVID-19 Screening Clinic to encourage more testing by highlighting special times for refugees.
- ❖ Launch free Coronavirus Telephone Hotline with our staff answering questions in language.
- ❖ Support KR Castlemaine, Hazeldenes Chicken Farm and DHHS by translating information on close contact, testing and worker support payments after positive outbreaks.
- ❖ Create videos and information sheets on choosing a safe face mask as they become mandatory.
- ❖ Make video series supporting parents to talk with children about Coronavirus, keep normal routine and Push, Pause, Play.
- ❖ Work with the Centre for Non Violence to create videos raising awareness of family violence.
- ❖ Keep planning for the future and responding to need - our staff are in for the long haul!

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