

**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 July 6, 2020

Coronavirus information sheets

Sheets created Sheets downloaded

15 2262

Coronavirus Refugee Resource Hub

Individual website visits to hub:

4202

Coronavirus videos in language

Videos created Total video views

20 14,670

Total people reached via Facebook page to date:

72,753



Highlights: March 2020

- ❖ Identify need for simple and clear messaging for refugees.
- ❖ Start community consultations to understand what is needed.
- ❖ Staff begin calling our refugee clients to check on their welfare and answer any questions.
- ❖ Create information sheets and videos translated in Karen, Dari and Dinka using reliable sources such as DHHS, our own GPs and refugee services staff.



Highlights: April 2020

- ❖ Launch Coronavirus Bendigo Refugee Resource Hub on website for better access to information sheets and videos.
- ❖ More community consultation and creating of information resources as the Coronavirus landscape changes. Topics include: Symptoms, Stage 3 restrictions, rules such as social distancing and washing hands.
- ❖ Staff continue calling refugee clients to check on their welfare.



Highlights: May 2020

- ❖ Make video with Inspector Shane Brundell for Karen community to raise awareness about racism and reporting this type of behaviour to police.
- ❖ Launch #BendigoTogether campaign with Believe In Bendigo to support the Karen community in the wake of Coronavirus taunts and abuse.
- ❖ Continue creating information resources as the Coronavirus landscape changes.
- ❖ Staff continue calling refugee clients to check on their welfare.



Highlights: June 2020

- ❖ Help Councillor Margaret O'Rourke with Mayoral Message to support refugees.
- ❖ Launch campaign urging refugees to get a flu shot.
- ❖ Film video with Bendigo Health at COVID-19 screening clinic to encourage more testing.
- ❖ Continue creating information resources landscape changes.
- ❖ Launch Coronavirus Karen Hotline to answer questions.
- ❖ Staff continue calling refugee clients to check on their welfare.