



Who can get free face masks in Victoria?



Easy English



Hard words

This information has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book

This book is by the Department of Health and Human Services.



This book is about free face masks in Victoria.

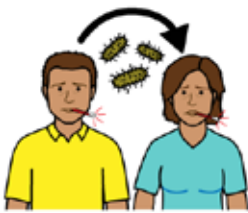
We will tell you

- who can get free face masks



and

- how you can get free face masks.



We want to protect people from **coronavirus**.



Coronavirus

- can make people very sick
- is spread when you are close to someone else.



A face mask can keep you and other people safe.

Who can get a free face mask?



You can get a free face mask if you

- live in Victoria

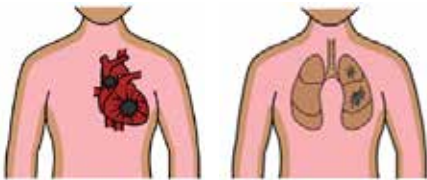
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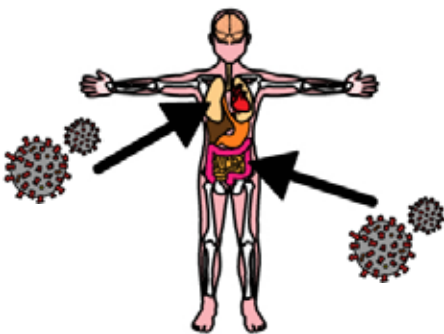
- need special care or support.

You can get a free face mask if you have a serious health problem.

For example



- you have heart or lung disease



- your body can **not** fight infections



- you have a problem with drugs or alcohol.



You can get a free face mask if you have a

- disability

or



- mental health condition.



You can get a free face mask if you

- live in public housing



- do **not** have a place to live



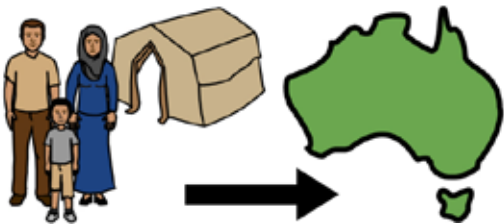
- live in **supported residential services**
 - supported residential services means a place to live for people who need help with the things they do every day.



You can get a free face mask if you are

- Aboriginal or Torres Strait Islander

or



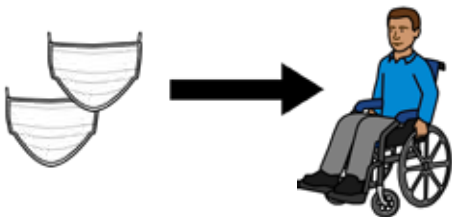
- a **refugee or asylum seeker**

- Refugee or asylum seeker means you have left a country you lived in and have asked to live in Australia.



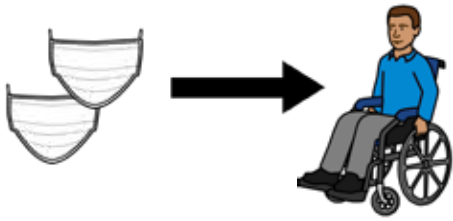
You can get a free face mask if you give services to people who need support.

For example, a carer.



Each person who can get free face masks will get 2 masks.

What sort of face mask will I get?

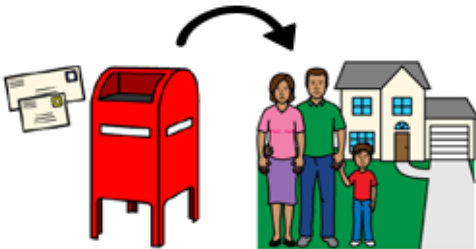


You will get 2 cloth face masks that can be used more than once.



You **must** wash the face masks before you wear them again.

Where do I get the face masks?



Face masks will be sent to you by your

- disability service provider

or

- mental health service.



If you have questions about the face masks talk to your service provider.



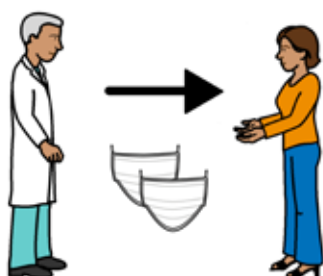
Your provider will make sure you get 2 face masks.



If you do **not** have a service provider but the rules say you can get free face masks you can ask your

- pharmacy

or



- doctor.



Service providers can choose **not** to give out free face masks.



Talk to your doctor or pharmacy if your service provider does **not** have face masks.

You can **not** ask the Department of Health and Human Services for face masks.

When will I get a face mask?



It will take time to get the face masks made.

You might get a face mask you can only use once.



You can still get 2 cloth face masks you use again when your service provider has some ready.



Face masks will start to be ready from 27 July.

Before you get your face masks you should still use something to cover your face.

For example

- a mask like a doctor wears that you can only use once

or

- a scarf.



How to look after a face mask you can use again

You **must** wash your cloth face mask before and after you use it.



You can wash your cloth face mask

- in the washing machine

or



- in hot water in the sink.



You **must** wash your cloth face mask if it gets dirty or wet.



You should **stop** using your cloth face mask if

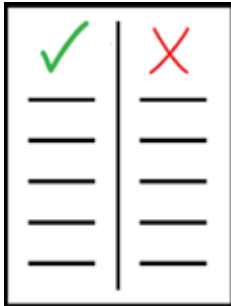
- it has a hole in it

- the material is old and thin



- it does **not** fit on your face anymore.

What if I can not get a free face mask?



The government has made rules that say people who need special care or support can get 2 free face masks.



If you do **not** meet the rules you can

- buy face masks



- make your own face masks



- wear a scarf or a bandana.

More information



For more information about face masks

Go to the DHHS website.

www.dhhs.vic.gov.au/face-masks-covid-19



For information about coronavirus

Call the Coronavirus Hotline.

1800 675 398



If there is an emergency

Call Triple Zero.

000



If you need help with English

Contact the Telephone Interpreting Service.

131 450



If you need information in another language

Go to the DHHS website.

www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19



If you need help to speak or listen

Contact the DHHS through the National Relay Service or NRS.

Call the NRS Help desk.

1800 555 660

Go to the NRS website.

communications.gov.au/accesshub/nrs

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For the original contact the Department of Health and Human Services.

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