



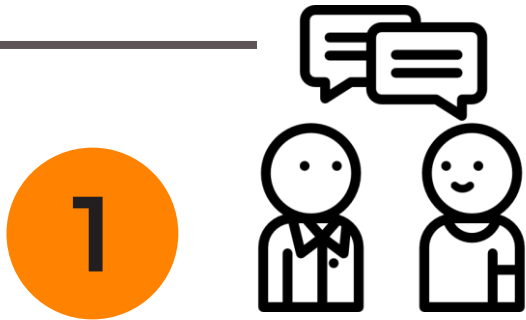
# getting started



**STREET TEAMS  
BULL CREEK**



# How does a Street Team work?



1  
Get in touch with the people on your street and use our resources to help you get started



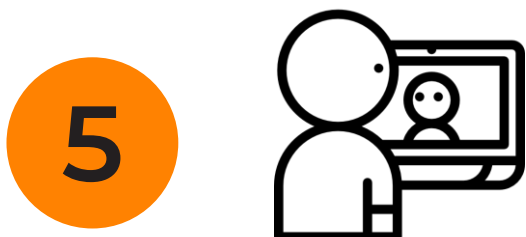
2  
Set up a communication channel so you can all stay in touch



3  
Work with your Street Team to make sure anyone who needs help is supported



4  
Connect with other Street Teams on our Facebook group to share ideas and resources



5  
Keep connecting within your Street Team to make sure people are supported, especially if their circumstances change



# What is a Street Team?



A Street Team is a group of neighbours working together to weather the storm of COVID-19 and to help each other through the next few months.

## **It's being a neighbour (sometimes a helper – but also a helpee)**

At any time over the next few months we could all be someone who gives help or someone who needs help. A Street Team is first of all a point of connection, and through this becomes a way for us to help each other out.

## **It's very local**

Street Teams encourages you to focus on the people in your immediate neighbourhood - your street or block, 20 households or so. It's easier to notice those doing it tough and connect at this scale and being so close makes helping more practical when we're meant to be staying close to home.

## **It's open to everyone**

A Street Team extends the invitation to get involved in helping to everyone in your block. Of course, not everyone will want to join in and that's totally fine, but you do need to get at least a few others in your street or block to join you so you don't take too much on. There is more resilience in a group - so if one person gets sick or has to stop helping out, others are around and can step in. This is one of those times when something can come up and you can quickly go from being a helper to needing the help and support yourself. Street Teams builds in that responsiveness - it's a way of us all having each others back.

## **It turns connection to action**

Once you've got the connections your Street Team will work together to support each other. You might do things like:

- Keep people connected with the outside world through door knock and telephone tree check-ins
- Help others with shopping, dog walking or picking things up from the chemist
- Make meals to share or put together care packages (chocolates anybody?)
- Help people access medical and other care services they may need
- Organise fun things in your street and neighbourhood

## **Who is running all of this?**

Mostly you are... our aim is to provide enough so that you and a small group can drive the support the people in your street need. The website and these information packs have been produced by Chorus, a local community service charity that believes in activating local communities to provide informal care - putting the community back in community services. Chorus has received the support of Lotterywest to do this. Street Teams and Chorus will support you and your team with resources, helpful tips and a Facebook group where you can connect with other Street Teams to share ideas and keep each other motivated. We want to make Western Australia a more caring place to live, one street at a time, starting right here in Bull Creek.

# Getting your street team started

1

## **Read the Pack – especially the health info**

Have a look through this pack, especially the health information. We don't want your act of connection to be an act of infection!

2

## **Create a communication channel for your group**

Create your communication channel – a Facebook or WhatsApp group will be great for the tech savvy. Something like “Leichhardt Street Team” (so it's easy to find). You'll need to work out a way to keep those without social media connected through phone calls or visits.

3

## **Make your cards**

In your pack are some cards you can leave in people's letter boxes. Make sure you read and follow our health advice for safe handling of the cards.

4

## **Do a door-knock and leave cards**

Do your door-knock: go door to door and knock to say hi. Follow our health advice and read our tips for door knocking. Have a chat and ask if people want to be involved. Leave one of the cards if no one answers.

5

## **Fill out your Street Team map**

Fill out your Street Team map, collect phone numbers and help people join your communication channel. Identify people like health workers and the elderly who might need some help in the future. Phone numbers will be really important if you aren't able to door knock in the future.

6

## **Open the lines of communication**

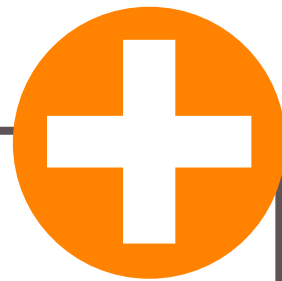
Send a message to your new Street Team WhatsApp or Facebook group. Use phone numbers to text an invitation to the group. This will be your main channel to coordinate help and to make sure everyone has the support they need.

7

## **Fill us in**

We will give you a call a week after you register to see if you need any support and so we can find out where you went. (We just want to keep track of which Bull Creek houses are in a team so we can make sure people aren't hitting the same patch!)

# Health advice for Street Teams



COVID-19 is highly contagious and the worst thing we could do while trying to help is to spread the virus. Please read this advice closely and be diligent.

## Exercise personal responsibility for social distancing measures

- Keep a minimum of 1.5M distance from others – stand back from the front door.
- Do not enter a person's home.
- Avoid physical contact, do not shake people's hands. Safe greetings include a wave or nod.
- Keep your visit short.

## Follow good hand and sneeze/cough hygiene

- Wash your hands frequently with soap and water, before and after eating and going to the toilet. If you're delivering items to a neighbour, wash your hands before and after.
- Cover your cough and sneeze, dispose of tissues, use alcohol-based hand sanitiser.
- Avoid touching your eyes, nose and mouth.

## Stay safe – protecting yourself and others

- It is important to self-isolate for a period of 14 days if you're feeling unwell, have recently returned from travel, or if you have been in contact with someone who has tested positive for coronavirus.
- If you believe you have been exposed to the virus, or are starting to show symptoms, get in touch with your GP, or call the National Coronavirus Hotline on 1800 020 080 (24/7)

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

**\*Although Coronavirus is spread person to person, the virus can survive on cardboard surfaces for up to 24 hours. If you're feeling unwell or have been in contact with someone who has tested positive, please do not proceed with the letterbox drop until you have completed a 14-day isolation period. You may still be able to help people on your street through telephone calls and online-based support; however it is important to self-isolate and leave it to someone else to coordinate the doorknocking.**

## Stay informed – keep up to date with COVID-19 updates through the following sources

- Australian Department of Health – <http://www.health.gov.au>
- World Health Organisation – <http://www.who.int>
- Lifeline - <https://www.lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>
- For translated resources - <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/translated-coronavirus-covid-19-resources>

# What should I say? A guide to a great door knock.



Yep – door knocking is for people selling stuff, right? It feels a bit weird, but you can do it! Be brave and start your team.

## Knock loudly enough to be heard

Because we aren't used to it anymore, our knocks can be a bit tentative. Knock loudly enough (but not so loud that they think you're the cops).

## Step back from the door – at least 1.5 metres

Make sure you are keeping everyone healthy. If no one answers, leave a card.

## Be yourself

We've given you some ideas on what to say, but above all be yourself!

### Say hi!

"Hi, my name is Jess, I'm from number 36. We are starting a Street Team so we can look after each other during these crazy next few months. I'm wondering if you'd be interested in connecting?"

### Explain the team

"We want to connect the neighbours in the street using Facebook and some phone calls. There's some people in the street who might need some extra support, but let's be honest, any of us could need some help over the next little while. The Street Team will help us to support each other, and maybe plan some fun things too"

*Use this time to get people's info on the map and to sign them up to your online group*

### Notice if they might need help

*We might all need some help, but some are particularly impacted. Healthcare workers, older Aussies, people who are isolated, single parents. Ask some questions but be sensitive, no one wants to feel like a victim:*

"Are you still working?" "Are you working on the frontline of this thing?"

"Do you have people around who can help you out if you need anything?"

### Make an offer of support

*We are noticing that most people don't really want to ask for help – we prefer to be self-reliant, so don't expect requests for help at this stage, that'll come later.*

"If you need anything, here is my number, I'm honestly really happy to help out if things go pear shaped"

"Would you mind if I checked in with you every now and then, just to check everything is all good? What's the best way?"

"I'll see you online?"

### Leave a card

*Leave behind one of your connection cards so they have your details.*

# Street Team record

This record will help you track the basic things you'll need in connecting the people on your street. If you have a way that suits you better, go for it!

Draw your street map (if it helps) – add the house numbers

Address just the street number will do	Names	Phone	Are they Online?	Notes on need (health care workers? elderly? single parents? etc etc)
			Y	



## Street Team record

[illegible]



# Hi Neighbour!

My name is \_\_\_\_\_

I live locally at \_\_\_\_\_

We are starting a Street Team so we can look out for each other during these next few crazy months. I'm wondering if you'd be interested in connecting? We will be making sure the people on our street can help each other with whatever they need.

Our group is at [www](#) \_\_\_\_\_

Text me and I can add you. If you don't have the internet, we can connect by phone, feel free to call me.

My phone number is \_\_\_\_\_ and I'd love to hear from you. If you need anything now, don't hesitate to ask.

## Coronavirus Health

### Information Line

24/7 phone line for those seeking current COVID-19 advice or information.

Phone 1800 020 080.

### Health Direct

24/7 health advice and assistance to find a GP in your local area.

Phone 1800 022 222; or visit

[healthdirect.gov.au](#).

## Meals on Wheels Palmyra

The Government has recently changed eligibility criteria for this service, allowing access to anyone over the age of 65.

Phone 9435 1379; or

visit <https://chorus.org.au/aged-care/chorus-kitchen/>.

## Centrelink

Financial assistance for those who are out of work as a result of Coronavirus. Ordinary waiting periods waived.

Visit [servicesaustralia.gov.au](#).

## Beyond Blue

24/7 support and advice with a focus on depression, anxiety and suicide prevention.

Phone 1300 224 636; or visit

[beyondblue.org.au](#).

## Lifeline

24/7 support for those experiencing challenges with their mental health, or simply needing someone to talk to in times of crisis.

Phone 13 11 14; or

visit [lifeline.org.au](#).

...stick me to the fridge in case I'm needed later

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# Formal Services Information

During the next few months, either yourself or someone you know might be in need some extra assistance. Here's a list of formal services that might be able to help.



## COVID-19 Mobile App

Access to current information updates, health advice and resources.

Download through [Apple App Store](#) for iPhones, or [Google Play](#) for Androids.

## Coronavirus Health Information Line

24/7 phone line for those seeking current COVID-19 advice or information.

Phone 1800 020 080.

## My Aged Care

Government Funded services for individuals over the age of 65, including help at home, or options for short-long term care.

Phone 1800 200 422; or visit [myagedcare.gov.au](https://myagedcare.gov.au).

## Meals on Wheels Palmyra

Delivery of healthy 3-course meals (both fresh and frozen) for individuals over the age of 65.

\*The Government has recently changed eligibility criteria for this service, allowing access to anyone over the age of 65.

Phone 9435 1379; or visit <https://chorus.org.au/aged-care/chorus-kitchen/>.

## Centrelink

Financial assistance for those who are out of work as a result of Coronavirus.

\*The Government has waived the ordinary waiting period for those needing to access immediate assistance and have introduced a JobKeeper payment to help businesses pay their employees.

Visit [servicesaustralia.gov.au](https://servicesaustralia.gov.au).

## Health Direct

24/7 health advice and assistance to find a GP in your local area.

Phone 1800 022 222; or visit [healthdirect.gov.au](https://healthdirect.gov.au).

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Phone 1300 224 636; or visit [beyondblue.org.au](https://beyondblue.org.au).

## Lifeline

24/7 support for those experiencing challenges with their mental health, or simply needing someone to talk to in times of crisis.

Phone 13 11 14; or visit [lifelinewa.org.au](https://lifelinewa.org.au).

## Mental Health Emergency Response Line

Assistance to anyone involved in a mental health emergency, including individuals, families, carers, or members of the general public.

Phone 1300 555 788.