



# LOGAN RESPONSE FINAL REPORT

25 March 2020 – 30 June 2020

## Since March, YFS has supported 522 people and families in Logan in response to the COVID 19 crisis.

This partnership between YFS, Logan City Council, the SES, and Lighthouse Community Care provided 667 customised deliveries of essentials to people impacted by the COVID-19 pandemic.

### THIS INCLUDES:

- 366 Lighthouse basic grocery packs
- 386 additional speciality items such as nappies, toiletries and cleaning products
- 146 food vouchers
- 43 fuel vouchers
- 298 deliveries of donated goods, including food, nappies, blankets and toys.

## Approximately 20% of people required support more than once.

### THE MOST COMMON REASONS FOR SEEKING ASSISTANCE INCLUDE:

- Self-isolating (34%)
- Financial hardship (26%)
- Lost income, reduced hours, or unemployment due to COVID 19 (17%)
- Homelessness (8%)
- No transport (4%)
- Compromised immunity (3%)
- Unable to access Centrelink due to visa status (2%).

These are not mutually exclusive categories as some people presented with more than one of these issues.

### OF THOSE SUPPORTED:

- 70% were female
- 19% were from Culturally and Linguistically Diverse backgrounds
- 17% identified as Aboriginal and/or Torres Strait Islander
- 18% were young people under 26
- 28% were single mothers

Top 10 suburbs supported	
SUBURB	Breakdown of parcel distribution
Woodridge	15%
Slacks Creek	12%
Kingston	10%
Crestmead	7%
Logan Central	7%
Loganlea	5%
Marsden	5%
Yarrabilba	4%
Browns Plains	4%
Waterford West	3%

**Logan Response HOTLINE Feedback**

“We are so so very relieved and thankful. You have literally made our day and our nana’s day too. This is what a crisis brings out in people. Kindness love and care. Thank you.

I’m so overwhelmed in a time like this that such community spirit thrives.

Thank you again. God bless you.”

Jermaine

## LOGAN RESPONSE: Meeting needs in times of crisis

In March 2020, the World Health Organisation declared COVID-19 as a pandemic. The Logan Response was established on the 25th of March to support Logan residents. YFS diverted staff and resources to the Logan Response to make this happen quickly and at the scale required.

The Logan Response concluded on the 30th of June 2020. Remaining funds were distributed to the following agencies who do not receive emergency relief funding, in order to continue to support vulnerable people in Logan:

- Logan Police - homeless outreach project
- Aboriginal & Torres Strait Islander Community Health Service (ATSICHS)
- Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)
- Beenleigh Housing
- Logan Refugee Association
- Hosanna Church – Village Connect

### THE KEY GROUPS WHO HAVE BENEFITED FROM THE LOGAN RESPONSE INCLUDE:

- Elderly people and those with disabilities or chronic health problems who were self-isolating and had no immediate access to medication and food.
- People who lost their jobs and are not eligible for income support, including temporary visa holders, international students, New Zealand citizens, Pacific Islander families, migrants and refugees.
- People who suddenly lost jobs or their small business and were waiting for clarification about Centrelink and JobKeeper payments.
- Single parents with no transport attempting to travel on buses, with their small children, to shopping centres and encountering no supplies of nappies, formula and other household goods.
- Larger families unable to manage due to restrictions on availability of basic food items.
- People who were homeless or experiencing domestic and family violence who were provided with personal hygiene and other supplies and were linked with other service supports.

### Alina, her husband Faizan and their two young children.

Alina and Faizan are in Australia from Pakistan on student visas.

Faizan was working as an Uber driver, but lost his job when COVID19 hit.

The Logan Response provided immediate food and medication support and linked Faizan in with an employment program.

Alina is very grateful for the support Logan Response provided and stated that she and her family would not have survived without it.

### Cheryl and her parents Sue and Paul.

Cheryl phoned from Victoria seeking assistance for her parents in Logan, who were unwell and isolated from family.

The Logan Response relieved Cheryl's anxiety and had groceries delivered to her parents within a few hours.

Sue and Paul were grateful and overwhelmed by the generosity.

## LOGAN CITY COUNCIL

### Sponsorship for Computers



Logan City Council sponsored 125 reconditioned computers that were distributed to disadvantaged families. This initiative has provided an opportunity for Substation33 to advocate for people in Logan who have no digital access.

During April to June 2020 Substation33 was able to source and refurbish 673 devices that supported 1447 individuals.