

COVID-19 Fact Sheet

What support is available for people who are in quarantine?

The Department of Communities, Disability Services and Seniors (DCDSS) has engaged Red Cross to provide daily telephone psychosocial support to people registered with Queensland Health in home quarantine.

This support service is a way to check in on people who have been advised by a medical professional, Queensland Health or through government direction to quarantine at home to make sure they are coping well and have everything they need.

This provides an opportunity to share information, provide psychological first aid, reduce isolation and check on health and well-being.

Can people who chose to self-isolate register to get support?

People are encouraged to be self-reliant – this can include online delivery of groceries and medication where this is an option. Alternatively, make arrangements with family, friends or neighbours to assist.

People who chose to go into self-isolation at home can call the Community Recovery Hotline on 1800 173 349 to register for over the phone social and emotional telephone support.

Where do I get health advice and updated health information?

Anyone can call 13 HEALTH (13 43 25 84) for health advice or information in addition to the information provided on the health.qld.gov.au/coronavirus website.

What do I do if I've been directed to quarantine and need essential food or medication?

People are encouraged to be self-reliant and use options such as online delivery and arrangements with family, friends or neighbours to assist with essential food and medication where possible.

People who have been quarantined and are not able to be self-reliant can call the Community Recovery Hotline on 1800 173 349 to arrange the non-contact delivery of essential food and medication to people in quarantine with no other means of support.

DCDSS provides this support by partnering with charities and non-government organisations (NGOs).

While the majority of Queenslanders have so far been able to support themselves, DCDSS is working in partnership with other agencies and NGOs to scale up to meet greater levels of demand expected throughout the state.

How can I manage a 14-day quarantine?

Being in quarantine can be stressful and boring. Suggestions to pass the time include:

- Keep in touch with family members and friends via telephone, email or social media
- Learn about coronavirus and talk with others
- Reassure young children using age-appropriate language
- Where possible, keep up normal routines, such as eating and exercising at home
- Arrange to work and study from home
- Ask your child's school to supply assignments or homework by post or email
- Do things to help you relax or things that you haven't had time to do before.

How can I prevent the spread of coronavirus while I am at home?

Practising good hand hygiene and sneeze and cough hygiene is the best defence against most viruses.

You should:

- wash your hands frequently with soap and water both before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- avoid contact with others (touching, kissing, hugging, and other intimate contact)
- stay at home if you are unwell
- stay at least 1.5 metres away from people who are coughing or sneezing.

Advice for others living with you

The rest of your household does not need to self-quarantine unless you develop symptoms and are suspected to have novel coronavirus. Members of the household will be classified in this instance as close contacts, and will then need to be in self-quarantine.

If some-one wants to volunteer how do they do this?

For information or to register your interest in volunteering please visit: <https://emergencyvolunteering.com.au>.

Note that all face-to-face services with Volunteering Queensland have been suspended until further notice.

If you have serious symptoms, such as difficulty breathing, immediately call 000 and ask for an ambulance.

If you have concerns about your health, contact **13 HEALTH** (13 432 584). If you have symptoms of the virus and have travelled overseas in the past 14 days, or had close contact with a confirmed case of COVID-19 coronavirus, see a doctor. Call ahead and mention your symptoms and travel (or contact) so they can prepare for your visit.

If you require translating or interpreting services, call 131 450.

If you are seeking general information or resources to keep yourself healthy through this event and minimise the transmission of COVID-19, visit **Queensland Health's** website at www.health.qld.gov.au/coronavirus

If you are registered as being in quarantine in Queensland, and need essential supplies with no other means to access them, contact the **Community Recovery Hotline** on 1800 173 349.

If you are a **National Disability Insurance Service** (NDIS) participant and you are concerned about your exposure to COVID-19, call 1800 020 080 (24 hours a day, seven days a week) for the Department of Health's NDIS hotline.

If you have disability and would like accessible information visit the **NDIS's** website at www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response

If you are deaf or have a hearing or speech impairment, you can call the **National Relay Service** on 1300 555 727.

If you are seeking general information about COVID-19 contact the **National Coronavirus Health Information Line** on 1800 020 080. It operates 24 hours a day, seven days a week.

If you would like further information about the Australian Government's response to COVID-19, visit the **Australian Department of Health's** website at www.health.gov.au

If you need information about the **Australian Government's** support for people impacted by COVID-19, including Economic Support Payments and allowances for people who are in self-quarantine and can't work, visit www.servicesaustralia.gov.au

Other contacts

Beyond Blue: 1300 224 636

Health Direct Hotline: 1800 022 222

Lifeline: 13 11 14

National Home Doctor: 13 74 25 (13 SICK)

Headspace: 1800 650 890

Kids Helpline: 1800 551 800

MensLine Australia: 1300 789 978

Rental Tenancy Authority: 1300 744 263