

## COVID-19 Fact Sheet

### How can I help vulnerable Queenslanders?

Queenslanders are encouraged to join the Care Army, a group of volunteers and professionals who are deployed to protect and support older Queenslanders through the coronavirus pandemic.

Inspired by the Mud Army following the 2011 Queensland floods, the Care Army is looking out for those most at risk, including people over the age of 65, and people of Aboriginal or Torres Strait Islander descent over the age of 50 – in ways that maintain social distancing.

There are three simple things we can all do:

1. Make sure our seniors have enough food
2. Make sure they have access to all their medication needs
3. Call or video chat to stay connected.

***To join up to the Care Army call the Community Recovery hotline on 1800 173 349, or visit [qld.gov.au/CareArmy](http://qld.gov.au/CareArmy)***

### 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 wellbeing and psychosocial support through a telecheck service.

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.

Red Cross can assist with:

- Tips for maintaining your physical and mental wellbeing

- Strategies for dealing with stress, anxiety and interpersonal conflict while in quarantine
- Advice for managing isolation, boredom and loneliness
- Identifying support needs and potential remedies or referral pathways
- Sharing information on the current Government requirements with relation to COVID-19

***To register for this free Red Cross wellbeing telephone service, call the Community Recovery Hotline on 1800 173 349.***

### 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](http://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 Grocers and Pharmacies as well as 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?**

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.

### **Easy Read Factsheets**

Queenslanders with Disability Network has created Easy Read fact sheets for people with disability so that they can access the information, resources and tools they need to prepare for this evolving COVID-19 pandemic. To download the fact sheets visit <https://qdn.org.au/easy-to-access-information-coronavirus-covid-19-and-self-quarantine-explained/>

### **COVID-19 Factsheets in your language**

Read COVID-19 fact sheets available in your own language visit <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/find-the-facts/translated-resources>

### **Tools and resources for the Community Services sector**

Community Service Industry Alliance have developed a Business Continuity and Scenario Planning Template and the Business Continuity and Scenario Planning Tool (accelerator) to

support organisations during COVID-19 to accelerate their business planning. Visit the CSIA website for resources, tools and information.

<https://csialtd.com.au/coronavirus/industry-planning-and-preparedness>

### **Seniors Enquiry Line**

The Seniors Enquiry Line is a statewide referral service for QLD seniors, families, friends and grandparents and carers. They can assist with concessions, social activities, household assistance, retirement accommodation, financial and legal matters, health, education, transport etc. For more information phone 1300 135 500 or visit

<https://seniorsenquiryline.com.au/>

### **Elder Abuse Helpline: 1300 651 192**

All calls are confidential and can remain anonymous. The Elder Abuse Helpline provides free assistance to anyone who experiences, witnesses or suspects the abuse of an older person by someone they know or trust. For more information phone 1300 651 192 or visit

<https://www.eapu.com.au/helpline>

**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](http://www.health.qld.gov.au/coronavirus) or for mental health advice visit Head to Health [www.headtohealth.gov.au/covid-19-support/covid-19](http://www.headtohealth.gov.au/covid-19-support/covid-19)

**To join up to the Care Army** call the Community Recovery Hotline on 1800 173 349, or visit [www.qld.gov.au/CareArmy](http://www.qld.gov.au/CareArmy)

**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, please call the Department of Health's hotline 1800 020 080. If you would like to speak to the **National Disability Insurance Service** call 1800 800 110. **If you** would like accessible information visit the **NDIS's** website at [www.ndis.gov.au/coronavirus](http://www.ndis.gov.au/coronavirus), **NDIS participants and providers** can access COVID-19 specific updates, training, alerts and resources at [www.ndiscommission.gov.au/resources/coronavirus-covid-19-information](http://www.ndiscommission.gov.au/resources/coronavirus-covid-19-information)

**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](http://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](http://www.servicesaustralia.gov.au)

**If you** require domestic or family violence support services call DVConnect Womensline 1800 811 811 or Mensline 1800 600 636 or to find a local support service visit [www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support-or-call](http://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support-or-call)

## Other contacts

**Beyond Blue:** 1300 224 636

**Headspace:** 1800 650 890

**Health Direct Hotline:** 1800 022 222

**Kids Helpline:** 1800 551 800

**Lifeline:** 13 11 14

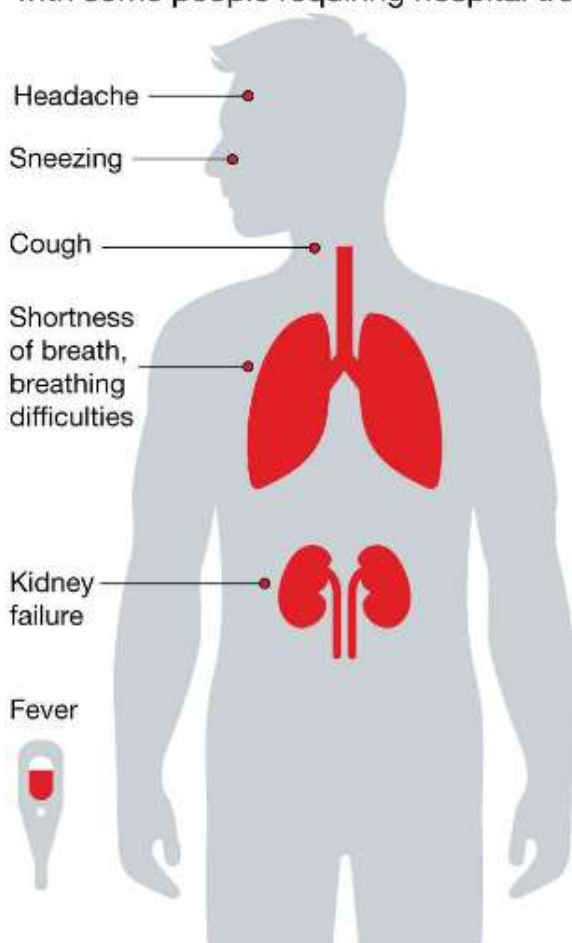
**MensLine Australia:** 1300 789 978

**National Home Doctor:** 13 74 25 (13 SICK)  
**Elder Abuse Prevention Unit:** 1300 651 192  
**DVConnect Womensline:** 1800 811 811

**Rental Tenancy Authority:** 1300 366 311  
**Senior Enquiry Line:** 1300 135 500  
**DVConnect Mensline:** 1800 600 636

## Symptoms of coronavirus

The virus usually begins as a fever, which is followed by a dry cough. After approximately one week the cough leads to shortness of breath with some people requiring hospital treatment.



### Reduce your risk



Clean hands with soap and water or alcohol-based hand rub



Cover nose and mouth when coughing and sneezing with a tissue



Avoid close contact with anyone with cold or flu-like symptoms



Thoroughly cook meat and eggs



Avoid unprotected contact with live wild or farm animals