Novel coronavirus (COVID-19)

Community Recovery Hotline

The Queensland Government is here to provide help to Queenslanders in need. It is important that we can focus on the more vulnerable members of our community.

We need your help to do that.

In relation to periods of quarantine or self-isolation -

Be self-reliant

Plan for a possible period of quarantine or self-isolation.

Ensure that you have adequate supplies of food, medication and essential items.

Rely on your family, friend, or neighbours.

Maintain contact with your personal network.

Use on-line delivery services for food and medication where possible. Food shops and chemists are making on-line purchasing available.

Ask friends, family members or neighbours to assist by arranging delivery of essential items to your home – ensure you keep a safe distance.

National Disability Insurance Scheme (NDIS) clients and aged care clients

If you are receiving NDIS or My Aged Care services contact your service provider to seek support in the first instance.

Alternatively, you can call:

- the National Coronavirus Health Information Line on 1800 020 080
- the NDIS Contact Centre on 1800 800 110
- the My Aged Care contact centre on 1800 200 422
- the National Relay Service Helpdesk on 1800 555 660.

If you have no other means of getting food or essential items, call 1800 173 349

People who have no other means of support can call the Community Recovery Hotline for assistance.

The hotline has been activated by the Queensland Government to assist people who have been advised to quarantine at home by a medical professional, Queensland Health or through government direction and have no other mechanisms for support.

Our staff will be able to work with partner organisations to arrange non-contact delivery of essential food and medication to people in quarantine with no other means of support.

The Community Recovery Hotline can be contacted on 1800 173 349.

Queenslanders who require health advice or information while in quarantine or self-isolation should continue to call **13 HEALTH (13 43 25 84)** or visit the Queensland Health website (https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19).

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 the Services Australia website (https://www.servicesaustralia.gov.au/) or call 132 468.

Tools and resources for the Community Services sector and people with disability

The Queensland Government is working with the following organisations to help the community prepare for COVID-19:

- 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 (https://csialtd.com.au/coronavirus/industry-planning-and-preparedness) for resources, tools and information.

- 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. Visit the QDN website (https://qdn.org.au/easy-to-access-information-coronavirus-covid-19-and-self-quarantine-explained/) to download the fact sheets.

COVID-19 fact sheets in your language

Read COVID-19 fact sheets available in your own language from Queensland Health's Translated resources page (https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/find-the-facts/translated-resources).

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Coronavirus (COVID-19) health alert

The World Health Organization has announced that COVID-19 is a pandemic. Find out how we are monitoring and responding to the outbreak, how you can help slow the spread of COVID-19 in Australia, and what to do if you have symptoms. We also report the latest official medical advice and case numbers.

warning		
	Alert status	Last updated
	Active	**29 March 2020**

Current status

The situation is changing rapidly.

Daily case and situation updates

See daily reports on <u>COVID-19 case numbers and the current situation</u> in Australia and overseas.

News and media

Keep up to date with <u>our COVID-19 news and media</u> or see our <u>COVID-19 resources</u>.

For more COVID-19 news and media across all of government go to <u>australia.gov.au</u>

Stay informed

- download the "Coronavirus Australia" government app in the <u>Apple App Store</u> or <u>Google Play</u>

- join our <u>WhatsApp channel</u> on <u>iOS</u> or <u>Android</u>.

Symptoms

If you have **serious symptoms** such as difficulty breathing, **call 000** for urgent medical help.

<u>Symptoms</u> include:

- fever

- coughing

- sore throat

- fatigue

- shortness of breath

If you are sick and think you might have COVID-19, check your symptoms using healthdirect's Coronavirus (COVID-19) Symptom Checker.

healthdirect Coronavirus (COVID-19) Symptom Checker

Answer questions about your symptoms to see if you need to seek medical help or get tested. This tool is available online at any time.

Protect others and stop the spread

We can all help slow the spread of COVID-19 in Australia.

To protect others you must:

- practise good hygiene

- practise social distancing

- follow the limits for public gatherings

- understand how to self-isolate if you need to

If you have a confirmed case, you must isolate yourself to stop the virus spreading to other people.

If you're concerned

You can call the National Coronavirus Helpline for information and advice about COVID-19. If you require translating or interpreting services, call 131 450.

National Coronavirus Helpline

Call this line if you are seeking information on coronavirus (COVID-19). The line operates 24 hours a day, seven days a week.

📞 1800 020 080

View contact

How to seek medical help

If you have used the symptom checker and it advises you should seek help or get tested, see how

to seek medical help.

> If you are having a medical emergency call 000.

GP respiratory clinics

The Australian Government is also establishing 100 GP Respiratory Clinics to assess people with symptoms.

We are setting these clinics up over the next few weeks. Clinics in Ryde, NSW, and Morayfield, Qld, started operating on 21 March 2020.

If you're not currently near Ryde, NSW, or Morayfield, Qld, there is no GP Respiratory Clinic in your area yet.

Some public hospitals have opened fever clinics. Visit your state or territory health department website for more information on state and territory fever clinics and other services.

> **Looking after your mental health**
>
> Prioritising your mental health is important in difficult times.
>
> If you are feeling worried or anxious about COVID-19 there are steps you can take. Find out more at Head to Health's COVID-19 support page.

Advice for people most at risk

See more information and advice for people most at risk, including:

- older people
- people in aged care facilities
- travellers

Health and aged care sector advice

> **Health and aged care sector**
>
> Our advice for the health and aged care sector includes Public Health Unit guidelines, epidemiology reports and other resources.

Government response

> **Australia.gov.au**
>
> Visit Australia.gov.au to learn more about COVID-19 support from all of government including financial support and advice for businesses and employees, help for education providers, advice on domestic and international travel and other community services.

How we are managing the outbreak

The Prime Minister has activated the Emergency Response Plan for Novel Coronavirus (COVID-19).

To find out how the Australian Government is managing COVID-19, go to Government response to the outbreak.

Tags:

Communicable diseases   Emergency health management   Travel health

Coronavirus (COVID-19)

Media release

Minister for Communities and Minister for Disability Services and Seniors

The Honourable Coralee O'Rourke

Saturday, March 21, 2020

Support Hotline opens for vulnerable Queenslanders in COVID-19 quarantine

Queenslanders in home quarantine as a result of COVID-19 will be able to access advice, information and support through the Queensland Government's Community Recovery Hotline.

Minister for Communities Coralee O'Rourke today (21 March) announced the hotline had been activated by the Palaszczuk Government to support people who have been advised to quarantine at home by a medical professional, Queensland Health or through government direction.

"Most Queenslanders have been self-reliant and made their own arrangements for their period of quarantine," Mrs O'Rourke said.

"However, we know that some people who are in quarantine aren't able to organise the delivery of essential food and medications they may need.

"These Queenslanders are now able to phone the **Community Recovery Hotline** on **1800 173 349**.

"Our staff will be able to work with partner organisations to arrange non-contact delivery of essential food and medication to people in quarantine who have no other means of support.

"The Community Recovery Hotline may also be used by people who chose to self-isolate to ask for social and emotional telephone support.

Mrs O'Rourke said the Community Recovery Hotline was currently intended to help the most vulnerable Queenslanders in quarantine.

"At this time the hotline is only for people in quarantine, and only for those who have no other support mechanisms," she said.

"Queenslanders who require health advice or information while in quarantine or self-isolation should call **13 HEALTH (13 43 25 84** or visit health.qld.gov.au/coronavirus (http://www.health.qld.gov.au/coronavirus)."

For more information visit https://www.qld.gov.au/community/disasters-emergencies/queensland-disasters/novel-coronavirus-covid-19 (https://www.qld.gov.au/community/disasters-emergencies/queensland-disasters/novel-coronavirus-covid-19)

ENDS

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