

communityrecovery

Community Wellbeing and Support

Prepare a COVID-Ready Kit

Prepare a Get COVID-Ready Kit

If you test positive to COVID-19, you will need to isolate at home until you are told you can leave.

Check items off as you prepare...



You will need:

- A thermometer
- Pain relief
- Your regular medications
- A plan for who can look after your children, pets, or people in your care if you have to go to hospital
- Masks, hand sanitiser and gloves
- A plan for how you'll get food and essentials for two weeks such as frozen meals, pet food, nappies and baby formula
- Phone numbers for people outside your home you can call for help
- Stay-at-home activities



With the opening of the Queensland borders we all need to get ready in case we need to isolate or quarantine at home.

There are four important things that we can all do to be better prepared by:

1. Putting together a COVID-19 isolation essential items pack – long life groceries like tin foods and powdered milk, personal hygiene items, cleaning products and masks, medications you may need if you have COVID
2. Register for online grocery and medication shopping
 - Register now and then when you need to make an order it will be quicker
 - In some areas you may need put your order in 2 days before you need the items
3. Ensure you have repeats for medications that you require on a regular basis or have discussed with your Dr how to get a repeat if you are in home isolation
 - Do some research on what chemists can deliver and what they will need from you ie prescription, payment etc
4. Talk with your family, friends and neighbours and make a Family/Household COVID-19 Plan and write down:
 - a. Who and how you can order groceries, medications or meals
 - b. Your GP /TeleHealth Service who can help either online or over the phone with a new medication script and list the chemist/s they can send the script to
 - c. Who will collect and deliver your groceries and/or medications – remember mask on and must stay over 1.5m away
 - d. Who will look after your children if you are ill and need to be hospitalised
 - e. Who who will look after your pets if you are ill and need to be hospitalised

Where to get more help?

13 HEALTH - 13 43 25 84

134 COVID - 13 42 68

Community recovery hotline - 1800 173 349

Triple Zero - (000)

TTY Emergency Relay Service - 106

Lifeline - 13 11 14

Beyond Blue - 1300 22 4636

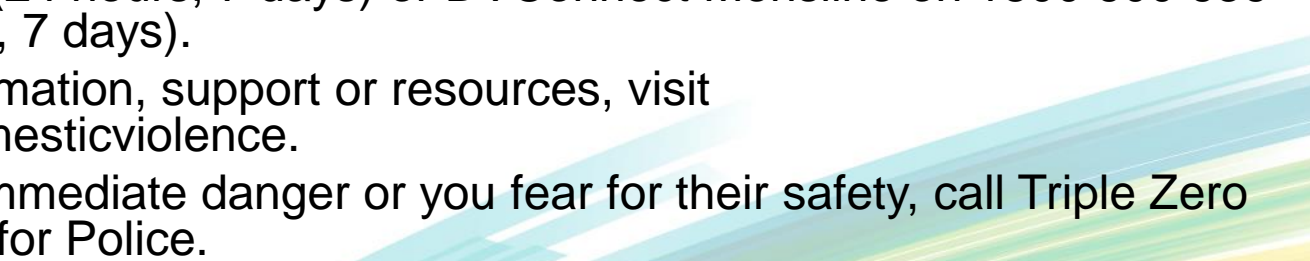
Mental Health Access Line - 1300 642 255

QLife - 1800 184 527

Community Wellbeing and Support

- Where possible, customers are encouraged to make contact via telephone and adhere to Queensland Health advice.
- The Community Recovery Hotline is available to assist people who have no other means of support and require assistance to meet their basic needs, including food, medicine, essential household items and emotional support.
 - Community Recovery Hotline 1800 173 349
 - <https://www.qld.gov.au/community/disasters-emergencies>
- Housing Service Centres statewide remain open and continue the provision of essential housing services to the broader community.
- Anyone experiencing, or at risk of, homelessness can call the 24/7 hotline on 1800 474 753, or your local Housing Service Centre, where trained staff are available to assist.
- Neighbourhood Centres across Brisbane have previously received additional face masks to support the community.
- Neighbourhood Centres locations can be found on at:
 - www.qld.gov.au/community/your-home-community/groups-in-your-community/neighbourhood-community-centres

Community Wellbeing and Support cont...

- Parents can be connected to services like ParentLine (call 1300 30 1300), Triple P (triplep-parenting.net.au), or oneplace (oneplace.org.au).
 - For families with more complex problems, contact your nearest Family and Child Connect service (call 13 FAMILY).
 - A mental wellbeing campaign called Dear Mind is assisting Queenslanders who have had their lives impacted by COVID-19 refer to this website for details (qld.gov.au/mentalwellbeing).
 - We can all play our part to support families. Check in with friends and neighbours to see how they're managing and let them know you're there for them if they ever need someone to talk to.
 - If you believe a friend, family member or neighbour is experiencing domestic and family violence, please contact DVConnect Womensline on 1800 811 811 (24 hours, 7 days) or DVConnect Mensline on 1800 600 636 (9am-midnight, 7 days).
 - For more information, support or resources, visit qld.gov.au/domesticviolence.
 - If they are in immediate danger or you fear for their safety, call Triple Zero (000) and ask for Police.
- 

Community Wellbeing and Support cont...

- Emergency Relief - The Emergency Relief Program provides financial and/or material support to Queenslanders in financial crisis. The program provides support such as food vouchers, food parcels and third-party payments for vulnerable Queenslanders, and aims to prevent future financial crisis by referring people to appropriate financial and social support services a list of providers is available at
 - <https://www.qld.gov.au/community/cost-of-living-support/emergency-relief-program>
- A No Interest Loans Scheme (NILS) is available:
 - Good Money Stores Southport and Cairns
 - Neighbourhood Centres
 - <https://goodshepherdmicrofinance.org.au>
- People can also contact Lifeline on 1311 14 for support.
- CSIA have developed Community Recovery resources to support people seeking services and assistance and resources to assist organisations in responding to social and economic disadvantage in their communities
 - [Partnering for Recovery - CSIA - CSIA \(csialtd.com.au\)](http://www.csialtd.com.au)
- Multicultural Connect Line 1300 079 020 for mental health and practical support. <https://worldwellnessgroup.org.au/helpline/>

RAT Register Information

- If you test positive in a rapid antigen test (RAT) it is very likely that you have COVID-19. You must immediately isolate and report your positive test result. To register your result visit www.qld.gov.au/rat-positive/
- You can also use the form to report a positive RAT result for any dependant or for anyone under your care.
- If you are unable to complete the form or you need help, call 134 COVID (134 268)
- Note: if you took a PCR test at a testing clinic and received an SMS with a positive result, you do not need to report it. The testing clinic will report it to Queensland Health directly.



IMPORTANT CONTACTS

Useful Links

- Positive Rapid Antigen Test Form – www.qld.gov.au/rat-positive/
- Dear Mind – www.qld.gov.au/mentalwellbeing
- Multicultural Connect – for mental health and practical support www.worldwellnessgroup.org.au/helpline/
- Tenant Self Service – www.qld.gov.au/tenantselfservice
- Tenant Assist Qld app
- Triple P – www.triplep-parenting.net.au
- Oneplace – www.oneplace.org.au
- DV Connect – www.qld.gov.au/domesticviolence
- Neighbourhood Centre Locations – www.qld.gov.au/community/your-home-community/groups-in-your-community/neighbourhood-community-centres
- Community Recovery – www.qld.gov.au/community/disaster-emergencies
- Emergency Relief – www.qld.gov.au/community/cost-of-living-support/emergency-relief-program
- No Interest Loans Scheme (NILS) – www.goodshepherdmicrofinance.org.au

Department of Communities, Housing & Digital Economy

Community Recovery Hotline	1800 173 349
General Enquiries	13 74 68

Accommodation

Homeless Hotline (free call 24/7)	1800 474 753
Emergency Housing	13 74 68
Tenants Queensland	1300 744 263

Qld Health / Mental Health

134 COVID- COVID-19/restrictions	13 42 68
13 Health - Health-related information	13 43 25 84
Lifeline	13 11 14
Family and Child Connect Service	13 32 64
Parentline	1300 301 300
DV Connect Womensline	1800 811 811
DV Connect Mensline	1800 600 636
Beyond Blue	1300 224 636