

# COMMUNITY RECOVERY UPDATE

## January 2022

### What Support is Available for People who are in Quarantine?

**People are encouraged to plan ahead and put arrangements in place in readiness for the potential of being affected by COVID-19.**

This could include arranging with friends, family or neighbours to assist with the non-contact collection and delivery of essential items, researching delivery timeframes and options and putting in place arrangements for online or over the phone delivery of groceries and medications, or putting in place arrangements to care for dependents including children or pets should this be required.

**For vulnerable people in hotel or home quarantine who have no other means of support, assistance is available through calling the Community Recovery Hotline on 1800 173 349.**

The Department Communities, Housing and Digital Economy in collaboration with non-government agencies and charitable organisations continue to support the provision and non-contact delivery of practical support and assistance to persons in hotel or home quarantine such as provision of personal hygiene products and activity packs for families with children or essential groceries and medicines.

In addition, for people in hotel quarantine, the Department through its Smart Services Queensland function is also providing wellbeing calls to people during their stay.

### Quarantine Wellness Kit

People in quarantine can access the [Wellbeing resources](#) which includes helpful information including the contact details for a range of supports and services.

The attached Community Service Directory provides a range of services and national contact numbers whom people in hotel/home quarantine can contact for assistance.

### Regional Community Support Services

Within each district there are a range of local and general community support services available to individuals and their families who are experiencing financial and emotional hardship.

Our regional community support service brochures provide information and contact details for community services available in each region.

Enclosed is the link to the website which lists the brochures for each region.

<https://www.qld.gov.au/community/disasters-emergencies/disasters/resources-translations/regional-support-brochures>

# Community Service Directory

<b>Emergencies</b>	<b>Police, Fire, Ambulance</b>	<b>Triple Zero (000)</b>
<b>COVID19 Information and Support</b>		
<b>National COVID19 Helpline</b>	Information on COVID-19 or help with the COVID Safe App <a href="http://www.covidsafe.gov.au">www.covidsafe.gov.au</a>	<b>1800 020 080</b> Available 24/7
<b>Queensland Government COVID19 Hotline</b>	For clarification on a public health Directions or questions regarding COVID19 in Queensland, including exemptions and payment of quarantine	<b>13 42 68 43</b>
<b>Queensland Health</b>	Queensland Government Department of Health website has up to date information on COVID19 including <a href="http://www.health.qld.gov.au/">www.health.qld.gov.au/</a>	
<b>Community Recovery Hotline</b>	The hotline assists people who are in mandatory quarantine due to COVID19 and have no other mechanisms for support. Community Recovery will work with partner organisations to arrange essential support.	<b>1800 173 349</b>
<b>Mental Health and Wellbeing Support</b>		
<b>Lifeline</b>	Crisis and suicide support. Counselling service for issues including grief and loss provided by telephone, text, or online chat <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> <a href="#">SMS/Text service is available between 12 noon-midnight by texting 0477 13 11 14</a>	<b>Call: 13 11 14</b> Available 24 / 7
<b>Suicide Call Back Service</b>	Suicide Call Back Service is a nationwide service providing 24/7 telephone and online counselling to people affected by suicide <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>	<b>1300 659 467</b> Available 24/7
<b>Beyond Blue</b>	<a href="#">Beyond Blue</a> provides support and information on anxiety, depression and suicide. Telephone support (24/7) or chat online (3pm-midnight daily) <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> Beyond Blue has established a dedicated <b>Coronavirus Mental Wellbeing Support Service</b> to provide advice and support based on your specific needs. Web chat available.	<b>1300 22 4636</b> Available 24/7  <b>COVID Mental Wellbeing Support</b> <b>1800 512 348</b>
<b>Head to Health</b>	An innovative website that can help you find free and low-cost, trusted online and phone mental health resources. <a href="http://www.headtohealth.gov.au/">www.headtohealth.gov.au/</a>	
<b>1300 MH CALL</b>	1300 MH CALL is a confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders.	<a href="tel:1300642255">1300 64 22 55</a> Available 24/7
<b>MindSpot Clinic</b>	An online and telephone clinic providing free assessment and treatment services for Australian adults with anxiety or depression. <a href="http://www.mindspot.org.au">www.mindspot.org.au</a>	<b>1800 61 44 34</b>
<b>GriefLine</b>	GriefLine provides free counselling services and support to anyone experiencing grief, loss and/or trauma Australia wide. <a href="http://www.griefline.org.au">www.griefline.org.au</a>	<b>1300 845 745</b> 6am- 2am daily

General Health Support		
<b>13 HEALTH</b>	13HEALTH is a confidential phone service providing health advice to Queenslanders. You can phone and talk to a registered nurse.	<b>13 43 25 84</b> Available 24/7
<b>HealthDirect Hotline</b>	Call this number to speak to a registered nurse about your health concerns.	<b>1800 022 222</b> Available 24/7
<b>Quitline/13QUIT</b>	Support to help quit smoking <a href="http://www.quithq.initiatives.qld.gov.au">www.quithq.initiatives.qld.gov.au</a>	<b>13 78 48</b>
<b>Alcohol and other Drug Support (ADIS)</b>	ADIS is a confidential support service for people in Queensland with alcohol and other drug concerns and their loved ones. Call anytime for counselling, information and advice. <a href="http://www.adis.health.qld.gov.au/">www.adis.health.qld.gov.au/</a>	<b><a href="tel:1800177833">1800 177 833</a></b> Available 24/7
<b>Rural Health Connect</b>	An online platform that allows you to speak to a psychologist via video conferencing. <a href="http://www.ruralhealthconnect.com.au/">www.ruralhealthconnect.com.au/</a>	
<b>TeleHealth</b>	Confidential phone service, where you can speak to a registered nurse for the cost of a local call	<b>1800 066 888</b> Available 24/7
Children, Youth and Parenting Support		
<b>Kids Helpline</b>	A free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25. <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>	<b>1800 55 1800</b>
<b>Headspace</b>	Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time <a href="http://www.headspace.org.au">www.headspace.org.au</a>	<b>1800 650 890</b>
<b>ParentLine</b>	Confidential telephone service providing professional counselling and support to parents. Confidential, Qualified Counsellors <a href="http://www.parentline.com.au">www.parentline.com.au</a>	<b>1300 301 300</b> 8am-10pm daily
Relationship Support		
<b>DV Connect</b>	DV Connect help Queenslanders find pathways to safety, away from domestic, family and sexual violence. <a href="http://www.dvconnect.org">www.dvconnect.org</a>	<b>1800 811 811</b> Available 24/7
<b>1800 RESPECT</b>	Confidential information, counselling and support service open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse Online chat is also available 24/7 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>	<b>1800 737 732</b> Available 24/7
<b>Relationships Australia</b>	Relationship support services for individuals and families <a href="http://www.relationships.org.au">www.relationships.org.au</a>	<b>1300 364 277</b>
<b>MensLine Australia</b>	A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way. <a href="http://www.mensline.org.au">www.mensline.org.au</a>	<b>1300 78 99 78</b>

Other Useful Services		
<b>TIS National (Translation)</b>	A Translating and Interpreting Service that provides access to phone and on-site interpreting services in over 150 languages	<b>13 14 50</b>
<b>Harmony Place</b>	Harmony Place provides supports in NDIS, mental health and care coordination to people from diverse cultural backgrounds. <a href="http://www.harmonyplace.org.au/">www.harmonyplace.org.au/</a>	<b>(07) 3848 1600</b>
<b>Embrace Multicultural Mental Health</b>	A national platform for Australian mental health services and multicultural communities to access resources, services and information in a culturally accessible format. <a href="http://www.embracementalhealth.org.au/">www.embracementalhealth.org.au/</a>	
<b>Diverse Voices</b>	Peer counselling service for gay, lesbian, bisexual, transgender and intersex people. <a href="http://www.diversevoices.org.au/">www.diversevoices.org.au/</a>	<b>1800 184 527</b>
<b>National Debt Helpline</b>	Financial counselling is available from the National Debt Helpline. Financial counsellors are qualified professionals who provide information, advice and advocacy to people in financial difficulty. Their services are free, confidential, independent and non-judgmental. <a href="http://www.ndh.org.au">www.ndh.org.au</a>	<b>1800 007 007</b>
<b>Seniors Assistance</b>	A one stop shop of information for Queensland seniors including health, housing, retirement, safety, recreation, and pensions <a href="http://www.qld.gov.au/seniors">www.qld.gov.au/seniors</a>	<b>1300 135 500</b>
<b>Disability Services</b>	Support for people living with a disability <a href="http://www.qld.gov.au/disability">www.qld.gov.au/disability</a>	<b>13 74 68</b>
<b>Carers Australia</b>	Short-term counselling and emotional and psychological support services for carers and their families. <a href="http://www.carersaustralia.com.au/">www.carersaustralia.com.au/</a>	<b>1800 242 636</b>
Practical Services and Support		
<b>Supermarkets</b>	Coles and Woolworths <a href="#">Supermarkets</a> both have delivery options. Just search 'Coles Delivery' or 'Woolworths delivery' in your browser	
<b>Pharmacies</b>	<ul style="list-style-type: none"> <li>Pharmacy Online: <a href="http://www.pharmacyonline.com.au/">www.pharmacyonline.com.au/</a></li> <li>Pharmacy Direct: <a href="http://www.pharmacydirect.com.au/">www.pharmacydirect.com.au/</a></li> <li>Chemist Warehouse: <a href="http://www.chemistwarehouse.com.au/">www.chemistwarehouse.com.au/</a></li> <li>Amcal Pharmacy: <a href="http://www.amcal.com.au/">www.amcal.com.au/</a></li> </ul>	
<b>Food Delivery Services</b>	<ul style="list-style-type: none"> <li>Uber Eats: <a href="http://www.ubereats.com/au">www.ubereats.com/au</a></li> <li>Deliveroo: <a href="http://www.deliveroo.com.au/">www.deliveroo.com.au/</a></li> <li>Menulog: <a href="http://www.menulog.com.au/">www.menulog.com.au/</a></li> <li>Youfoodz: <a href="http://www.youfoodz.com/">www.youfoodz.com/</a></li> </ul>	
<b>Entertainment Options</b>	<ul style="list-style-type: none"> <li>Free television channels: Channels 7, 9, 10, ABC and SBS</li> <li>Search for Virtual Museums in your web browser <a href="#">and take a tour</a></li> <li>Free internet TV: SBS On Demand, ABC iView, SevenPlus, TenPlay</li> </ul>	
<b>Resources</b>	<ul style="list-style-type: none"> <li>Australian Red Cross: <a href="http://www.redcross.org.au/stories/covid-19">www.redcross.org.au/stories/covid-19</a></li> <li>Birdie and the Virus: <a href="http://www.childrens.health.qld.gov.au/covid-19-birdie-virus/">www.childrens.health.qld.gov.au/covid-19-birdie-virus/</a></li> </ul>	

