



SCHS
Sunraysia Community
Health Services

Community Relief Services & Supports

Sunraysia Community Health Services is here to provide support to anyone that is impacted by COVID-19, particularly those who are in mandatory isolation or quarantine. This document provides localised information on food relief, accessing essential items including prescription medications and referrals to local, state and national support services, including financial, social and mental health support services. Your health and well-being matter to us, we are all in this together!

Food Relief Services

State Funded Emergency Relief Packages

A coronavirus emergency relief package is something the government can give you, it is FREE. These packages are for people who have to self-isolate because they have coronavirus. They include food and personal supplies, all you have to do is **call the Coronavirus Hotline on 1800 675 398** and select Option 4 (or option 0 if you need an interpreter). These typically take a few days to arrive and may be subject to an eligibility criteria.

SMECC's Community Food Relief

This is a FREE service for anyone in need of emergency food relief. You can place an online order for yourself or on behalf of someone else and receive your order within the next 24 hours.

Call SMECC: **5022 1006**

Online order form: <https://smecc.org.au/community-food-relief/>

Prescriptions & Personal Supplies

Mildura Rural City Council's Community Relief Service

Can assist you to access essential items such as prescriptions, financial, social and mental health support. This is a FREE service that anyone can access by themselves or on behalf of someone else.

Call MRCC's Community Relief Service: **5018 8100**

Online request form: <https://bit.ly/3v4MRtu>

Chemist Warehouse Contactless Delivery

Contactless delivery within 24 hours through third party provider Doordash. Select 'Fast Delivery' for same day or next day delivery. No delivery fee's until further advised. Keep up to date by visiting the Chemist Warehouse website.

View online: <https://www.chemistwarehouse.com.au/fast-delivery>



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Mental Health Supports

Accessing support and staying connected is important during this time. We encourage you to seek support should you or a friend or family member need it. This includes remaining connected to your GP, mental health practitioner or family and carers network.

HeadtoHelp

HeadtoHelp is not a crisis service. If you need immediate help or are at risk of harm to yourself or others call 000. Victorians of all ages concerned about their mental health can call to talk to a health professional and find the support that meets their needs. The sooner you HeadtoHelp, the better you will feel.

Call HeadtoHelp: **1800 595 212** (Mon-Fri, 8.30am-5pm)

Kids Help Line

Australia's only free confidential 24/7 online and phone counselling service for young people aged 5 – 25 years.

Call Kids Help Line: **1800 551 800**

View online: <https://kidshelpline.com.au/>

DirectLine

Free and confidential alcohol & drug counselling for you, family members or others effected by substance use. Talk to a qualified counsellor over the phone or online 24/7 for information, support or referrals.

Call DirectLine: **1800 888 236**

View online: <https://www.directline.org.au/>

Urgent support

LifeLine 13 11 14

MensLine 1300 789 978

Beyond Blue – Coronavirus Mental Wellbeing Support Service 1800 512 348

SuicideLine 1300 651 251

If you need immediate help or are at risk of harm to yourself or others call 000.

Emergency Housing & Family Support

Haven Home Safe

Emergency relief and short-term assistance to help with immediate basic needs for individuals and families in times of crisis. The first point of contact for families/couples/individuals with complex needs, allowing for referral to more intensive support such as financial counselling or mental health or alcohol and other drugs support.

Types of assistance offered may include one-off assistance such as; food vouchers, petrol vouchers, chemist scripts, travel, part payment of utilities, clothing etc.



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Call Haven Homesafe: **1300 428 364**
After hours emergencies: **1800 825 955**

The Orange Door

The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.

Call the Orange Door: **1800 290 943**

Visit online: <https://orangedoor.vic.gov.au/>

Physical Activity & Movement Resources

Exercise Right at Home resources

To help educate and inspire Australians to stay active at home during the COVID-19 pandemic. These are inclusive of all abilities and ages.

View online: <https://exerciseright.com.au/exercise-home/>

Live Lighter at home resources

Physical activity is about being healthy, happy and able to live life to the fullest! Exercise guides, workouts and how to videos available online: <https://livelighter.com.au/The-Facts/About-Physical-Activity>

Get Active Victoria

Online workouts, physical challenges and games – discover some of the ways you can move more and get your 30 minutes a day. Learn more about the kids voucher program helping families get kids moving more through participation in clubs, organised sports and other recreational activities.

View online: <https://www.getactive.vic.gov.au/>



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Links to other helpful information and resources

Nurse on Call

Available 24 hours a day and can assist with providing health advice and referrals to appropriate health providers.

Call: **1300 606 024**

If you need immediate help or are at risk of harm to yourself or others call 000.

Quitline

Calling the Quitline increases your chance of quitting successfully. Quit specialists are trained to listen carefully to you to help meet your needs. You can call, request a call back or text message with a trained Quit specialist to help you stay on track. Where required SCHS can support you with nicotine replacement products and GP referrals.

Call Quitline: **137 848**

Chat online: <https://www.quit.org.au/>

Information on COVID-19 Vaccines and Safety

COVID-19 vaccinations are safe and save lives. Vaccination against COVID-19 is the best way to protect yourself and those you care about from the virus. If you experience any side effects (if any at all), they are usually mild and a normal response to any vaccine, they will go away in a couple of days.

To book an appointment for a vaccine visit: <https://schs.com.au/service/covid/covid-19-vaccinations>

**Are you connecting
with people online,
but never felt
more alone?**



The sooner you HeadtoHelp, the better you'll feel.

Call 1800 595 212

and find the best mental health support for you.

To find out more go to **headtohelp.org.au**



HeadtoHelp

Withdrawal

Introduction

Stopping smoking is different for everyone. Some smokers find it easy to quit, others don't. However, there are some signs and symptoms that many people have in common when they quit.^{1, 2}

What are withdrawal symptoms?

Withdrawal symptoms are a collection of changes in your mood and body.^{3, 4} They usually appear when you stop smoking and are relieved or reversed by starting smoking again.³

Most symptoms occur because you are no longer getting nicotine, the addictive drug in tobacco.^{1, 4} Nicotine in other forms, such as nicotine patches, gum, lozenges, mouth spray or inhalator, can reduce the strength of withdrawal symptoms.⁴

Common symptoms of withdrawal are^{1, 2, 4, 5}:

- Urges to smoke (cravings)
- Depressed mood
- Difficulty sleeping or sleep disturbances
- Irritability, frustration or anger
- Anxiety
- Difficulty concentrating
- Restlessness
- Increased appetite (hunger) or weight gain

Some people have reported other symptoms, which might also be due to stopping smoking:

- Coughing² and possibly other cold symptoms (sneezing, deafness)⁶
- Mouth ulcers^{2, 6}
- Bowel disturbance, constipation^{2, 7}
- Mood swings⁸
- Dizziness²
- Increased dreaming²

Coughing before and after stopping smoking is common, but this usually decreases over one to two months after quitting.^{9, 10} Mouth ulcers and bowel symptoms appear to affect small numbers of people only.^{6, 7}

It's common for people to have at least a few withdrawal symptoms when they quit.¹¹ Many people only have mild symptoms, but some have more severe symptoms.¹¹ Some people also report positive effects from stopping smoking, such as feeling more satisfied, and an improved sense of smell and taste.^{8, 12}

How long do withdrawal symptoms last?

Withdrawal symptoms usually appear within the first one to two days and are strongest in the first week. For many people, most symptoms fade and are gone after about two to four weeks.² Of course, on top of these symptoms are life's usual emotional ups and downs. These moments can be hard when you're trying to avoid falling back on your usual response of having a cigarette. Many people find withdrawal a "bumpy ride".¹³

Not all people follow this pattern. Instead their symptoms either fall then rise a few weeks later, or they do not go away for several weeks.^{2, 13} If this happens to you, advice and support is available from the Quitline (13 7848) or your doctor.

Six months after quitting, people tend to feel less stressed than when they were smoking.¹⁴

An increase in appetite may last for six months or more.^{1, 4} Most people do gain some weight when they stop smoking, which mostly occurs in the first one or two years after they quit.^{15, 16} In the long term, the average weight of ex-smokers is similar to or not much more than people who have never smoked.^{15, 17}

Cravings

Most people have strong and frequent cravings (the urge or desire to smoke) in the first days after they stop smoking.¹⁸ After about a month, strong cravings tend to happen less often, and not every day.¹⁹

Cravings can be due to nicotine withdrawal.⁴ However, a desire to smoke can also be triggered by things that you've learned to link with smoking, much like seeing or smelling tasty food can make you feel hungry.^{18, 20, 21}

Triggers can be quite varied.^{20, 21} For example, they can be linked to places where you normally smoked, people who you usually smoked with, and being near other people smoking. Habits or routines such as smoking after meals, drinking coffee or alcohol, or talking on the telephone may bring on cravings. A lot of people feel the urge to smoke when they feel angry, stressed, bored, tense or happy; or

when they want to relax. Often, it's a combination of where you are, what you're doing and how you're feeling that create a strong urge to smoke.²⁰

If you have habits strongly linked to smoking or you smoke to lift your mood, being confronted by these triggers after you quit may make your cravings and withdrawal symptoms seem worse.²² Planning what to do in these situations instead of smoking, plus using quit smoking medications to reduce withdrawal symptoms, can help you stay quit.^{23, 24} As you become used to doing other things, these urges to smoke tend not to happen as often and be less strong.^{3, 21}

Some people have occasional urges to smoke long after other withdrawal symptoms have gone.³ If this happens to you, try not to be disheartened. Even though you've decided that you want to be a non-smoker, there may be times when you still have a desire to smoke. Remind yourself why you want to quit, think how far you've come and what you've gained.

Coping with withdrawal symptoms

- Nicotine replacement products - the patch, lozenges, mouth spray, gum and inhalator - help reduce nicotine withdrawal symptoms and increase your chances of quitting successfully.²⁵ They are sold at pharmacies and some supermarkets. Nicotine patches are much cheaper if you get a prescription for them from your doctor.
- There are two prescription medicines, varenicline (brand name Champix) and bupropion (brand name Zyban), that also reduce nicotine withdrawal symptoms and increase your chances of quitting successfully.²⁶⁻²⁸ These medicines must be prescribed by a doctor, as they are not suitable for all people.
- If you are concerned about weight gain, talk to a doctor or dietician, and make a sensible eating plan. Plan healthy meals and snacks ahead of time. Be realistic - allow yourself some treats occasionally. Weight gain may be delayed while using a nicotine replacement product, varenicline or bupropion.^{24, 29}
- Doing exercise you enjoy can help reduce cravings and withdrawal symptoms and may help keep your weight down.²⁹⁻³¹
- Try doing activities which give you pleasure and a sense of well-being, such as reading, getting involved in new or favourite hobbies, or spending more time with friends and family. Perhaps relax by having a massage or spa, doing deep breathing exercises, listening to music, or taking yoga classes.
- Try to resist smoking "just one" cigarette. People who smoke occasionally after quitting report having worse withdrawal symptoms.¹³ 'Slip-ups' commonly lead to going back to regular smoking.³²

- Tea, coffee, chocolate and some soft drinks contain caffeine. When you stop smoking, your body retains much more of this stimulant, which can make you feel restless, irritable, anxious and sleepless.³³ Do not drink more cups of coffee or other drinks containing caffeine to distract yourself from cravings for cigarettes.
- Remember the good things that are happening to your body as well. Now that you have stopped smoking, your body can start to heal and reverse the damage from cigarettes.^{10, 34}
- It's important to keep encouraging yourself to stick to your decision to quit. Make a list of the good things about being a non-smoker. Give yourself a pat on the back for your daily successes and reward yourself occasionally with the money you have saved.
- Doing something about managing other sources of stress in your life may help you cope better with withdrawal. Other things which make you tense or frustrated can make your withdrawal symptoms seem worse than they actually are.³⁵ Try the exercise "Doing something about stress" in the booklet "Quit because you can" available by calling Quit on 13 7848.
- You need to understand why you smoke in order to plan how to cope without cigarettes when you quit. You may need to change your behaviour or avoid situations that trigger urges to smoke for a little while. Those who are most successful at resisting the urge to smoke use a range of coping strategies to help them.²⁰ For more information, advice and support, call the Quitline 13 7848.

Here is one way to confront your cravings and overcome the urge to smoke.

Remember the 4Ds:

- **Delay** acting on the urge to open a pack and light a cigarette. After a few minutes, the urge to smoke weakens.
- **Deep breathe.** Take a long, slow breath, and let it out slowly. Repeat three times.
- **Do something else.** Take your mind off smoking by taking action: put on some music, keep your hands busy, go for a walk or ring a friend.
- **Drink water.** Sip it slowly and hold it in your mouth to savour the taste.

Before stopping smoking

Medicines

Chemicals in cigarettes change the way some medications work.^{1, 36} In some cases, the dose of your medication may have to be changed by your doctor. See your doctor before quitting if you are taking any medication.

Mental illness

Stopping smoking can affect some medications prescribed for mental illnesses.^{1, 24, 37} See your doctor for advice before quitting. With the right support, many people with mental illness have quit, and they generally feel a lot better, not just physically, but also emotionally.

Who can I talk to for more information?

- Your **doctor** is an important source of information, particularly if you have an illness, or you are taking any other medicines.
- Your **pharmacist** can give you advice about stopping smoking.
- **Quitline 13 7848**: The Quitline is a friendly, confidential telephone service. Your Quitline counsellor is trained to listen carefully and provide practical advice just for you. You can call the Quitline for the usual cost of a local call from your phone or ask us to call you at no cost (Quitline callback). Talking with a Quitline counsellor can increase your chance of stopping smoking successfully.^{38, 39}

Online resources

Quit website www.quit.org.au. Build your personal quit plan with easy-to-find information suited to you. You'll find tips, distractions, a cost calculator and stories from ex-smokers.

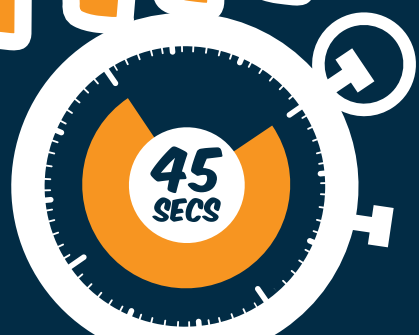
QuitCoach www.quitcoach.org.au. QuitCoach is a free web-based computer program that asks you questions and helps you quit by giving free personal advice tailored to your needs.

QuitTxt provides regular SMS messages including tips and encouragement to help you keep on track throughout your quit attempt. To begin, all you need to do is register and complete a brief questionnaire at www.quit.org.au/quittxt.

Better Health Channel has useful tips in *Smoking – weight gain and quitting* at <http://www.betterhealth.vic.gov.au>

HIT FOR KIDS & PARENTS

Physical activity is vital for children of all ages. Kids should accumulate 60 minutes or more of moderate to vigorous physical activity every day (involving mainly aerobic activities). Activities that are vigorous, as well as those that strengthen muscle and bone, should be incorporated at least 3 days per week.



SET YOUR TIMER TO DO 45 SECONDS OF WORK AND 15 SECONDS OF REST. DO AS MANY OF THE MOVES AS YOU CAN BEFORE TIME RUNS OUT.



1. STAR JUMPS

Stand up tall, then jump your feet apart and raise your arms above your head at the same time.



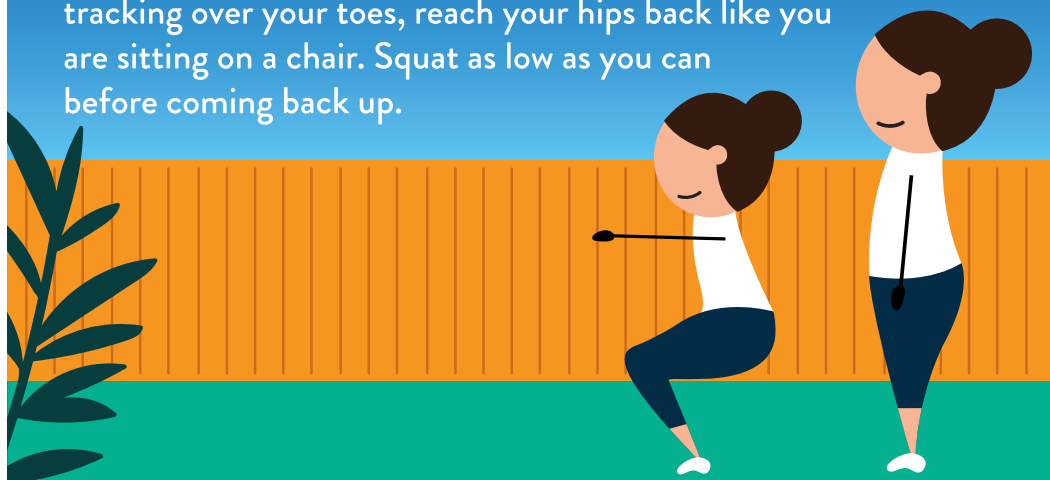
2. PUSH UPS

Hands under your shoulders and knees under your hips. Bend your elbow and allow yourself to rock forward, then straighten your elbows. If this is easy, straighten your legs.



3. SQUATS

Arms reaching out in front, feet shoulder width apart and knees tracking over your toes, reach your hips back like you are sitting on a chair. Squat as low as you can before coming back up.



4. PLANK

On your hands and knees, hands under shoulders, knees under hips. Engage your core by pulling your belly button toward your spine, now straighten legs.



5. MOUNTAIN CLIMBERS

Find your plank position, now reach your left knee to left elbow, repeat on the right side.



6. WALKING LUNGES

Feet shoulder width apart, take a step forward with your right leg, now drop your left knee toward the floor, do not lean forward and keep your eyes looking ahead. Now to the other leg!



FOR MORE RESOURCES AND INFORMATION ON HOW TO STAY ACTIVE, VISIT [EXERCISERIGHT.COM.AU](https://www.exerciseright.com.au)



Beefy Boy Bonanza 2: Bolognese

Serves 4 - 6



Base recipe:

500g mince
200g tin kidney beans
1 carrot
1 garlic clove
1 small onion



Add ingredients:

400g tin of diced tomatoes
1 tablespoon tomato paste
250g cooked pasta
2 tablespoons herbs



Equipment:

Grater, frypan, fork, bowl, spatula, teaspoon, tablespoon, chopping boards, knives

Recipe Tip:

Add grated zucchini or tinned corn & use other pasta types (penne or lasagne).



Base recipe

- 1 Grate carrot, chop onion and crush garlic clove. Brown onion and garlic in lightly oiled frypan.



Base recipe

- 2 Mash kidney beans in a bowl.



- 3 Add mince to frypan with onion and garlic until mince is browned.



- 4 Add mashed kidney beans, grated carrot, tin tomatoes, tomato paste and herbs. Stir and heat through.



- 5 Serve with cooked pasta.



Serves 6 - 8



Ingredients:

1½ cups uncooked rice
OR 5 cups cooked rice
1 small red capsicum
1 small green capsicum
2 spring onions
Spray oil
2 cups frozen vegetables
Small bunch of parsley or basil
¼ cup soy sauce
¼ cup sweet chilli sauce



Equipment:

Large saucepan, strainer,
chopping boards, knives, fry pan,
measuring cups, serving spoon



1 Cook rice according to packet directions. Chop capsicum and spring onion into small pieces.



2 Heat fry pan (medium heat) and spray lightly with oil. Cook capsicum and spring onion until soft.



3 Add frozen vegetables and stir until cooked.



4 Add cooked rice and stir until heated through.



5 Chop herbs. Add to pan with soy and sweet chilli sauces. Stir to combine.

Savoury toasties

All of these recipes are **GREEN**

2



**Baked
beans and
cheese**



**Spaghetti
and cheese**



**Ham,
cheese and
pineapple**



**Egg,
Vegemite
and cheese**



**Tuna,
tomato
and cheese**



**Cheese,
ham and
egg**



**Vegemite,
tomato
and cheese**



**Corn,
tomato,
baby
spinach
and cheese**

**Toasties are a great way to
start the day!**

**For a healthy alternative,
try using wholemeal or
grainy bread.**



What to do if you have tested positive for COVID-19

OFFICIAL

If you have tested positive for COVID-19

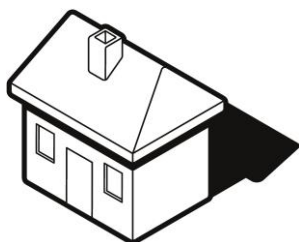
You must isolate until the Victorian Department of Health tells you it is safe to stop. It is important that you follow this guidance – as required by law.

Please read this factsheet carefully. How we respond to COVID-19 is changing constantly.

For the most up-to-date information visit www.coronavirus.vic.gov.au

You can also call the Coronavirus Hotline on **1800 675 398** –24 hours, 7 days a week. If you need an interpreter, press zero (0).

For any other calls, if you need an interpreter, call TIS National on **131 450** first.



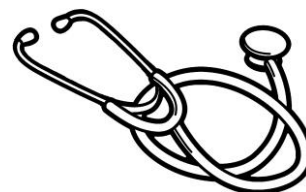
Stay at home



Wash your hands and cover coughs and sneezes



Isolate from your family and friends



If you need medical help, call your doctor or the Coronavirus Hotline

Why do I need to isolate?

You have tested positive for COVID-19 and you must isolate because there is a high chance the virus will spread to other people. The best way to protect other people in your household and the community is to stay at home and away from others (physical distancing). Isolation can be challenging but it is critical to slow the spread of COVID-19.

Isolation means you must not leave your home or accommodation, except to get medical care or medical supplies, a COVID-19 test, in an emergency or to escape family violence. You cannot leave your home to exercise or to go shopping. You may be fined up to \$4,957 if you leave home for a reason that is not permitted while required to isolate.

If anyone else you know has symptoms, no matter how mild, they should get tested and isolate until they get their results.

OFFICIAL

Where do I isolate?

You must immediately go to the place where you will isolate, without making any stops, unless you are getting medical care or medical supplies.

Make sure you wear a face mask.

The place where you isolate is usually your own home, but the Department of Health may allow you to isolate at another suitable location.

Accommodation is available if you cannot separate from other people in your home. For more information, call the Coronavirus Hotline on **1800 675 398** – open 24 hours, 7 days. If you need an interpreter, please press zero (0) when you call the hotline.

Who do I need to tell?

After you have been told you have a positive test result, you must tell your employer if you attended work whilst infectious and you can inform your close contacts. A 'close contact' is someone that you may have passed the virus onto. This might include the people you live with, work with, or were with at a social gathering.

The people you live with will need to quarantine for at least 14 days from the last time they had contact with you, because there is a chance they will have COVID-19. They also need to get tested – this includes children. They should leave home only to get a test, to get medical care or medical supplies, in an emergency or to escape family violence, and not go anywhere else. Make sure you wear a face mask.

What happens after a positive test for COVID-19?

The Department of Health will talk to you about people you have had contact with. They will contact people who are considered [close contacts](#) and will record where you are isolating and who is living with you.

The Department of Health will keep in touch with you regularly and you can always contact us on the Coronavirus Hotline 1800 675 398 if you need any extra help or have any other questions about keeping safe and well. You must stay in isolation until you are provided with clearance from the Department of Health.

Will I need to be tested again?

Before being cleared from isolation, the Department of Health may ask you to be tested again if you:

- are significantly immunocompromised (have a weakened immune system prone to infection)
- have been severely ill requiring hospitalisation and have continuing symptoms
- have had a strain of COVID-19 called a 'variant of concern'.

When am I able to leave isolation after a positive test for COVID-19?

You must isolate until you receive clearance from the Department of Health. An officer from the Department of Health will call you to explain what this means and answer any questions you may have. The Department of Health will then contact you regularly.

The Department of Health will do an assessment and decide if your isolation can end. The assessment will depend on:

- the amount of time since your symptoms began
- how sick you have been
- how much your symptoms have improved
- whether you have a weakened immune system prone to infection (immunocompromised)
- whether you have had a strain of COVID-19 called a variant of concern
- results from any testing that the Department of Health have asked you to do.

The Department of Health will give you written clearance that says you are no longer required to isolate. You will then be able to return to your normal activities in line with any restrictions in place at your location.

You must continue to isolate until you are cleared.

How do I know if I have a variant of concern?

A variant of concern is a type of COVID-19 virus that may spread more easily to other people, or make people infectious for longer or make them sicker, but it does not necessarily mean that you will become sick or require treatment. These types of COVID-19 are becoming common overseas.

If you test positive for COVID-19, your sample is also tested to see what type of COVID-19 you have, including if it is a variant of concern

The Department of Health will let you know if you have a variant of concern.

What testing is done for variants of concern?

If you have a variant of concern, the Department of Health will ask you to have more tests to check if you are still infectious before you can finish isolation.

You will be asked to have another nose and throat swab to see if you still have COVID-19 in your body. You may also be asked to have a blood test to see how well your body has fought off the COVID-19 infection.

The Department of Health will tell you when to have these tests done. This is usually towards the end of your isolation period. Depending on the results of these tests, they may need to be done again later.

When can I leave isolation if I have a variant of concern?

Regardless of the type of COVID-19 you have, you must isolate until the Department of Health provides you with written confirmation that you can leave isolation.

If you have a variant of concern you must isolate for at least 14 days after your symptoms started or from when you were tested if you did not have symptoms. The Department of Health will tell you when you can leave isolation.

You will need to isolate for more than 14 days if you are still unwell or testing towards the end of your isolation period shows that you may still be able to spread COVID-19 to others.

Once you have received written clearance from the Department of Health you can return to your normal activities in line with current restrictions.

How to stay safe

You must not leave your home or accommodation, except to seek medical attention, get medical care or medical supplies, get a COVID-19 test, in an emergency or to escape family violence.

- Separate yourself from the other people in your home by staying in a separate room or moving to separate accommodation. Accommodation is available if you cannot separate from other people in your home.
- Wash your hands regularly and cover your coughs and sneezes.
- Wear a surgical (single-use) face mask if you are in the same room as other people and keep 1.5 metres apart where possible.
- Use a separate bathroom.
- Avoid sharing household items (including plates, cups and cutlery).
- Clean household surfaces (tabletops, doors, keyboards, taps and handles).
- Dispose of contaminated items like gloves and masks in a lined waste bin.
- Do not have people to visit you inside your home or accommodation unless that person is required or authorised to enter by law, or you need help for:
 - medical purposes
 - an emergency
 - disability services, or
 - personal care or household assistance because of your age, disability or chronic health condition.

These restrictions do not apply to residents of aged care facilities.

- When possible, medical supplies should be delivered to the place you are isolating. This might be done by friends or family or by a [range of other services](#), including [your local council](#). Anyone delivering these items should not enter your house or come into contact with you.
- If you live in a private house or apartment, you can go outside to your own garden, balcony or courtyard. You cannot go into a garden or courtyard area that you share with other households, such as a common garden or courtyard in an apartment building or other type of accommodation.

If you don't have a surgical mask, use a fitted face mask that covers the nose and mouth instead.

Ask friends or family who are not required to isolate, to get food or other necessities for you and leave them at the front door for you to collect later.

You may be fined up to \$4,957 if you leave home for a reason that is not permitted while you are required to isolate. Stay home and stay safe.

Monitor your symptoms

If you start to feel unwell or your symptoms get worse but are not serious, for advice call:

- the Coronavirus Hotline on **1800 675 398** – open 24 hours, 7 days a week
- your doctor (GP).

If you have serious symptoms, like difficulty breathing, call 000 and ask for an ambulance. Make sure you say that you have COVID-19 and are in isolation.

If anyone else you are living with develops symptoms – no matter how mild – they should get tested and isolate. The Department of Health will tell them when they can stop isolating.

Look after your wellbeing

Being in isolation can be difficult, particularly for children.

- Arrange with your employer to keep working from home, if you are feeling well.
- Support your child learning from home. Access online resources that are available.
- Keep in touch with family and friends via telephone, email or social media. Talk about your experience in isolation – this can help reduce anxiety.
- Remember that isolation won't last for long.
- Access resources online – including advice on sleep, wellbeing and exercising at home. Videos are available at [Wellbeing Victoria](https://www.together.vic.gov.au/wellbeing-victoria) <<https://www.together.vic.gov.au/wellbeing-victoria>>.

If you are not coping, talk to your doctor or contact:

- [Lifeline Australia](https://www.lifeline.org.au/) <<https://www.lifeline.org.au/>>, phone: **13 11 14**
A crisis support service that provides support at any time.
- [Beyond Blue](https://www.beyondblue.org.au/) <<https://www.beyondblue.org.au/>>, phone: **1300 22 4636**
They are providing specialist help for people in isolation.
- [Kids Helpline](https://www.kidshelpline.com.au/) <<https://www.kidshelpline.com.au/>>, phone: **1800 551800**
A free and confidential counselling service for young people.

Support is available

A one-off \$1500 payment is available to support eligible Victorian workers who have COVID-19 or are a close contact of a confirmed case. For information visit [Pandemic Leave Disaster Payment](https://www.servicesaustralia.gov.au/individuals/services/centrelink/pandemic-leave-disaster-payment) <<https://www.servicesaustralia.gov.au/individuals/services/centrelink/pandemic-leave-disaster-payment>>.

Emergency relief packages with food and personal items are available if you cannot get help from friends or family.

For information on support and emergency relief packages or help getting groceries, visit [Quarantine and isolation](https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19) <<https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19>> or call the Coronavirus Hotline on **1800 675 398** – open 24 hours, 7 days.

Information for caregivers and other household members

If you are looking after a family member who has COVID-19 there are some important things you should do to keep everyone in your home safe:

- Ensure the person remains in one room, away from other people.
- Keep their door closed and windows open, where possible.
- Keep the number of carers to a minimum.
- Always wash your hands with soap and water or use a hand sanitiser before and after entering the room.
- Keep the sick person's crockery and utensils separate from the rest of the household.
- Wear a surgical (single-use) face mask when you are in the sick person's room. If you don't have a surgical mask, use a fitted face mask that covers the nose and mouth instead.
- Regularly clean and disinfect high-touch surfaces such as tabletops, doors, keyboards, taps and handles.
- Dispose of tissues and masks in a sealed plastic bag and put in the usual household waste.
- Wear a mask and gloves when handling laundry. Do not shake the laundry and wash at the highest heat setting for the fabric with your usual detergent. Let dry completely. Wash your hands thoroughly with soap and water or use hand sanitiser after handling their laundry.
- Do not have visitors unless they are authorised or permitted by law, or needed for:
 - medical purposes
 - an emergency

- disability services, or
- personal care or household assistance due to age, disability or chronic health condition.

These restrictions do not apply to residents of aged care facilities.

- Make sure you tell any essential visitors that the person you care for has COVID-19.

Monitor symptoms

If the person you are caring for starts to feel unwell or their symptoms get worse but are not serious, for advice call:

- the Coronavirus Hotline on **1800 675 398** – open 24 hours, 7 days a week
- your doctor (GP).

If they have serious symptoms, like difficulty breathing, call 000 and ask for an ambulance. Make sure you say that they have COVID-19 and are in isolation.

If you or anyone else you are caring for is living with develops symptoms – no matter how mild – you or they should get tested and isolate. The Department of Health will tell you or them when they can stop isolating.

The symptoms to watch out for are:

- fever
- chills or sweats
- cough
- sore throat
- shortness of breath
- runny nose
- loss or change in sense of smell or taste.

Some people may also experience headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea.



For information in other languages, scan the QR code or visit
Translated information about COVID-19
<<https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>>.

For any questions

Coronavirus Hotline 1800 675 398 (24 hours)

Please keep Triple Zero (000) for emergencies only

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 if required, or [Public Health](mailto:public.health@dhhs.vic.gov.au) <public.health@dhhs.vic.gov.au>.

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