

Covid Care Compendium

Not everyone has access to the internet and there is a large volume of information available.

So we've gathered together some of the most important information and fact-sheets from state and federal authorities, to keep you informed during the novel coronavirus (COVID-19) pandemic.



**Longreach
Regional Council**
Ilfracombe Isisford Longreach Yaraka



How we're responding to novel coronavirus (COVID-19)

Essential services will continue

We've considered appropriate steps we can take now, and what steps we may be required to take in the future, to respond to the situation as it evolves. We've implemented a workforce management plan to ensure the continuity of vital services such as water treatment, rubbish collection, and administrative support. We're also implementing strict social distancing, by considering which meetings can be conducted via teleconference, adjusting rosters to separate key personnel, identifying backup personnel for key roles, and making provisions for staff to work remotely if required.

Council Offices are open

Our offices are still open, including the branch offices in Ilfracombe and Isisford, and our customer service staff are available. However, many of our services are available online. Please consider whether you can conduct your business with us over the phone or online before coming to seeing us in-person.

The rates discount period has been extended to 1 May

Council has also announced it is extending the discount period for on-time rates payment from 27 March to a new due date of 1 May. It is encouraging ratepayers to take advantage of online payments via Council's website and B-Pay services.

Some community programs and grants have been suspended

We're suspending certain community programs, such as the first-five forever program and school holiday program. We've also had to suspend our community funding streams, including community grants, sponsorship, and regional arts development programs. Much of that funding is primarily designed to support community events – which will not be able to take place in the coming months.

Most public facilities are closed

We've taken the strategic decision to close all public swimming pools, visitor information centres, camping grounds, playground equipment, showgrounds, libraries, and community halls.

The Childcare Centre remains open

The Longreach Childcare Centre will be kept open for as long as possible, however, the Mobile Childcare Unit has been suspended. While every effort will be made to keep the centre open, Council says it is monitoring developments and has considered the circumstances under which it would be forced to amend services. Council has committed to keeping families informed at all times.

We've set up our Local Disaster Coordination Centre

Council CEO Mitchell Murphy, who is the Local Disaster Coordinator, has moved the Longreach Local Disaster Management Group to Lean Forward status and, as a precautionary measure, set up the Local Disaster Coordination Centre.

We're responding every day

Council has convened a COVID-19 Working Group to consider the organisation's response to the pandemic. The group, chaired by CEO Mitchell Murphy, meets twice daily to coordinate Council's workforce management and business continuity plans.

COVID-19 BUSINESS DIRECTORY

+++ IN AN EMERGENCY CALL 000 +++

Whilst every effort has been made to ensure the most accurate and timely information is provided, please check updates by contacting individual businesses or checking their social media updates.

BUSINESS	SERVICE / DELIVERY OPTIONS	HOURS	CONTACT ☎	PAYMENT METHOD	WEBSITE/FACEBOOK
<u>MEDICAL AND PHARMACY</u>					
LONGREACH MEDICAL CENTRE	DOCTOR'S SURGERY	8.30 am to 5 pm Monday to Friday	4658 3866	As per usual arrangement	n/a
GUARDIAN PHARMACY <i>Please call regarding delivery options</i>	PHARMACY / MEDICATIONS	9.30 to 5.30 pm Mon-Fri, Sat am	4658 2445	Cash, eftpos facilities	n/a
SPIERS PHARMACY <i>Please call regarding delivery options</i>	PHARMACY / MEDICATIONS <i>Closed public holidays and Easter-Saturday</i>	8.30 am to 5 pm Mon-Fri, Sat am	4658 1004	Cash, eftpos facilities	n/a
SULLIVAN AND NICOLAIDES	PATHOLOGY	Usual hours	4658 1655	As per usual arrangement	n/a
<u>GROCERIES / FRESH FOOD</u>					
FOODWORKS LONGREACH Email: lchfoodworks@bigpond.com Fax: 07 4658 3197	PRE-ORDER - HOME DELIVERY, DRIVE THROUGH and AT THE DOOR	Monday to Sunday	4658 1397	Eftpos, over the phone, advise if using cash	Facebook link
IGA <i>Please call regarding delivery options</i>	PRE-ORDER, PICK-UP, IN STORE	8 am to 8 pm M-F 8 am to 5 pm Sat	4658 1260	Cash, eftpos facilities	n/a
MERINO BAKERY	TAKE AWAY ONLY, PHONE ORDERS, PICK UP AND DELIVERY	Monday to Sunday	4658 1715	Cash, eftpos facilities	Facebook link
ORLANDO ORCHARDS Email: orlandoorchards@bigpond.com	PRE-ORDER, PICK-UP, DELIVERY, IN STORE	7.30 am to 6 pm Monday to Sunday	4658 2002	Cash, eftpos facilities	Facebook link
PFD FOOD SERVICES LONGREACH (<i>Delivering to Longreach, Winton, Ilfracombe, Barcaldine, Blackall, Tambo, Windorah, Jundah and Stonehenge</i>)	BULK GROCERY PRODUCTS – PICK UP, DELIVERY SERVICE	Monday – Friday 9am – 4pm	4658 0444	Cash, eftpos facilities	Website
SAVAGES BUTCHERY Email: jemcogld@yahoo.com	PRE-ORDER, PICK-UP, DELIVERY, IN STORE	Monday to Friday Saturday am	4658 1032	Cash, eftpos facilities	Facebook link
<u>PUBS, CLUBS and RESTAURANTS</u>					
BIRDCAGE HOTEL	MEALS – TAKE AWAY AND BOTTLESHOP	See Facebook or call for details	4658 1230	Cash, eftpos facilities	Facebook link
LONGREACH RSL	BOTTLESHOP ONLY <i>Phone orders welcome!</i>	10 am to 7 pm Monday to Sunday	4658 1092	Cash, eftpos facilities	Facebook link
LONGREACH TAVERN	MEALS – TAKE AWAY AND BOTTLESHOP	See Facebook or call for details	4658 1925	Cash, eftpos facilities	Facebook link
THE WELLSHOT HOTEL, ILFRACOMBE <i>Take away alcohol, meals and grocery essentials through coffee catch</i>	MEALS, TAKE AWAY COFFEE AND BOTTLESHOP	6 am to 9 pm Monday to Friday	4658 2106	Cash, eftpos facilities	Facebook link

Remember when you asked a small business to support your fundraiser? It's time to support them, they're the heart of your town!

COVID-19 BUSINESS DIRECTORY

BUSINESS	SERVICE / DELIVERY OPTIONS	HOURS	CONTACT	PAYMENT METHOD	WEBSITE/FACEBOOK
MAIL AND FREIGHT / DELIVERY					
AK TRANSPORT <i>Limited to outdoor freight only, pick up and drop off's</i>	LOCAL FREIGHT SERVICE	Call for details	0409 332 600	Contact for details	Facebook link
LONGREACH POST OFFICE	CAN ASSIST WITH DELIVERIES AND ERRANDS	9 am to 5 pm Monday to Friday	4654 1887	Cash, eftpos facilities	Facebook link
CAFES and COFFEE SHOPS					
CASEY'S Text ONLY orders: 0421 812 132 (includename, etc).	TAKE AWAY COFFEE AND FOOD	Monday to Sunday 6 am to 2pm	See Facebook for details	Cash, eftpos facilities	Facebook link
DARCY'S DINER	TAKE AWAY COFFEE AND FOOD, HOME DELIVERY AVAILABLE	Monday to Sat 6 am to 7 pm	4658 3065	Cash, eftpos facilities	Facebook link
LITTLE STAR INDIAN RESTAURANT	TAKE AWAY AND HOME DELIVERY	5 pm to 8.30 pm	0468 431 491	Cash, eftpos facilities	Facebook link
THE LAZY SHEEP	TAKE AWAY	8 am to 2 pm M-F 8 am to 1 pm Sat	4658 0591	Cash, eftpos facilities	Facebook link
WOODSY'S PIZZA	PICK UP AND LOCAL DELIVERY	From 5 pm	4658 2338	Cash, eftpos	Facebook link
OTHER					
IFLRACOMBE ANTIQUES AND COLLECTABLES	ON-LINE, DELIVERY AND POSTAGE AVAILABLE	Online only	0409 608 076	Eftpos, card payment	Facebook link
MADE WITH LOVE ORGANICS	[BEAUTY AND ORGANIC FOOD] IN STORE OR CALL	10 am to 2 pm M-F 9 am to 12 Sat	0488 513 157	Cash preferred	Facebook link
OFF THE TRACK TRAINING	[HEALTH AND FITNESS] ONLINE VIDEO, AUDIO, COACHING CALLS	6 am to 7 pm	4658 9039 0428 578 955	Contact for details	Website
SPINIFEX COLLECTIONS	[GIFTWARE] ONLINE, PICK UP / DELIVERY BY ARRANGEMENT	Online only	4658 3636 0428 589 170	Online and phone payment facilities	Website Facebook
WESTERN GAME PROCESSING	[PET FOOD] PRE ORDER and PICK UP ONLY	Friday pm only	0412 096 162	Cash only	n/a
TRADING AS USUAL (this may change – please check with individual businesses for delivery options and updated times as information here may not be the most up to date)					
ACCESS ELECTRONICS		Trading as usual	4658 0500	Cash, eftpos facilities	Facebook link
BARKERS NEWSAGENCY		Trading as usual	4658 1008	Cash, eftpos facilities	Facebook link
COOLA CARPETS AND FURNITURE		9 am to 5 pm M-F 9 am - 11.30 am S	4658 3135	Cash, eftpos facilities	Facebook link
GLEN RURAL TRADERS		8.30 am to 5 pm Monday to Friday	4658 2566	Cash, eftpos facilities	Website
HEELS AND THINGS		9 am to mid pm M-F 9 am to 12 Sat	0428 583 009	Cash, eftpos facilities	Facebook link

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COVID-19 BUSINESS DIRECTORY

BUSINESS	SERVICE / DELIVERY OPTIONS	HOURS	CONTACT	PAYMENT METHOD	WEBSITE/FACEBOOK
TRADING AS USUAL, cont... (this may change – please check with individual businesses for delivery options and updated times as information here may not be the most up to date)					
ILFRACOMBE GARDEN NURSEY		8.30 am to 5 pm	0407 207 187	Cash, eftpos facilities	Facebook link
IRVINES		Trading as usual	4658 1666	Cash, eftpos facilities	Facebook link
LONGREACH TOYOTA		8 am to 5 pm Monday to Friday	4658 1800	Cash, eftpos facilities	Website
LONGREACH VET SERVICE		Trading as usual	4658 3838	Cash, eftpos facilities	Facebook link
MERCURY BUSINESS SUPPLIES		Trading as usual	4658 3544	Cash, eftpos facilities	Facebook link Website
MITRE 10		8.30 am to 5 pm M-F 8.30 am – 12 Sat	4658 1200	Cash, eftpos	Facebook link
MYERS NEWSAGENCY		Trading as usual	4658 1324	Cash, eftpos facilities	n/a
SHELL SERVICE STATION		Trading as usual	4658 1706	Cash, eftpos facilities	Facebook link
SHOE B DOO		Trading as usual	4658 1458	Cash, eftpos facilities	Facebook link
STACEY'S CLEANING SERVICES		Call for details	0428 044 445	Contact for details	n/a
T-BONE		Trading as usual	4658 0999	Cash, eftpos facilities	Facebook link
THE HITCHING RAIL		Trading as usual	0428 732 045	Cash, eftpos facilities	Facebook link
THURECHT SADDLERY		Trading as usual	4658 1011	Cash, eftpos facilities	Facebook link
WHYTON BUILDING		Call for details	0429 989 782	Contact for details	Facebook link

This directory has been provided as a one stop information source to assist local businesses get their service information to the community during this increasingly difficult, ever changing time.

Whilst we will endeavour to maintain the information and provide the most accurate details at times it will not be current – please bear with us.

If your details are not included and you would like them to be, please email them to longreachregionalenterprize@gmail.com

If your details are on here and circumstances have changed or details aren't correct, please email longreachregionalenterprize@gmail.com

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COVID-19 – Frequently asked questions

What is a coronavirus and COVID-19?

Coronaviruses are a large family of viruses known to cause respiratory infections. These can range from the common cold to more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This new coronavirus originated in Hubei Province, China and the disease caused by the virus is named COVID-19.

How is this coronavirus spread?

COVID-19 is most likely to spread from person-to-person through:

- close contact with a person while they are infectious or in the 24 hours before their symptoms appeared
- close contact with a person with a confirmed infection who coughs or sneezes
- touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

Can I leave home?

All Australians are required to stay home unless it is absolutely necessary to go outside.

Australians are permitted to leave home for the essentials, such as:

- shopping for food
- exercising outdoors, avoiding contact with other people
- going out for medical needs
- providing care or support to another individual in a place other than your home
- going to work if you cannot work from home.

Attending barbers and hairdressers is allowed, but the four square metre rule per person must be strictly observed and personal contact during the patron's visit should be minimised where possible.

All international travel is banned. Domestic travel is to be avoided.

When out of your home it is even more important to practise good hand and cough/sneeze hygiene and social distancing.

You should:

- wash your hands frequently with soap and water for 20 seconds, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues and wash your hands
- avoid contact with others (stay more than 1.5 metres from people)
- exercise personal responsibility for social distancing measures.

What are the symptoms of COVID-19?

The symptoms of COVID-19 are similar to other colds and flus and include:

- fever
- sore throat
- cough
- tiredness
- difficulty breathing.

While coronavirus is of concern, it is important to remember that most people displaying these symptoms are likely suffering with a cold or other respiratory illness – not coronavirus.

What do I do if I develop symptoms?

If you believe you have been exposed to, or have COVID-19, you should phone the National Coronavirus Helpline (1800 020 080) for advice.

How can we help prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene and keeping your distance from others when you are sick is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- if unwell, avoid contact with others (stay more than 1.5 metres from people)
- exercise personal responsibility for social distancing measures.

Should I be tested for COVID-19?

Your doctor will tell you if you should be tested. They will arrange for the test.

You will only be tested if your doctor decides you meet the criteria:

- You have returned from overseas in the past 14 days and you develop respiratory illness with or without fever.
- You have been in close contact with a confirmed COVID-19 case in the past 14 days and you develop respiratory illness with or without fever.
- You have severe community-acquired pneumonia and there is no clear cause.
- You are a healthcare worker who works directly with patients and you have a respiratory illness and a fever

If you meet any of these criteria, your doctor can request you are tested for COVID-19. It is important to remember that many people with symptoms similar to COVID-19 will not have the virus. Only suspected cases are tested to ensure our labs are able to cope with the demand. There is no need to test people who feel well and do not meet the criteria above.

Who needs to isolate?

All people who arrive in Australia from midnight 15 March 2020, or think they may have been in close contact with a confirmed case of coronavirus, are required to self-isolate for 14 days.

Someone I live with is getting tested for COVID-19. Should I self-isolate and get tested as well?

If a household member is a suspected case, you may need to be isolated. This will be determined by your public health unit on a case-by-case basis. Your public health unit will contact you if you need to isolate. For more information, read our fact sheet on [home isolation](#).

What does isolate in your home mean?

If you have been diagnosed with COVID-19, you must stay at home to prevent it spreading to other people. You might also be asked to stay at home if you may have been exposed to the virus.

Staying at home means you:

- do not go to public places such as work, school, shopping centres, childcare or university
- ask someone to get food and other necessities for you and leave them at your front door
- do not let visitors in — only people who usually live with you should be in your home

You do not need to wear a mask in your home. If you need to go out to seek medical attention, wear a surgical mask (if you have one) to protect others.

You should stay in touch by phone and on-line with your family and friends. For more information, read our fact sheet on [home isolation](#).

What is social distancing, and why is it important?

Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contacts between you and other people.

Social distancing is important because COVID-19 is most likely to spread from person-to-person through:

- direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared
- close contact with a person with a confirmed infection who coughs or sneezes, or
- touching objects or surfaces (such as doorknobs or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.
- So, the more space between you and others, the harder it is for the virus to spread.

Who is most at risk

In Australia, the people most at risk of getting the virus are:

- travellers who have recently been overseas
- those who have been in close contact with someone who has been diagnosed with COVID-19
- people in detention facilities
- people in group residential settings

People who are more at risk of serious illness if they get the virus are:

- people with compromised immune systems (eg. cancer)
- elderly people
- Aboriginal and Torres Strait Islander people as they have higher rates of chronic illness
- people with chronic medical conditions
- people in group residential settings
- very young children and babies*

*At this stage the risk to children and babies, and the role children play in the transmission of COVID-19, is not clear. However, there has so far been a low rate of confirmed COVID-19 cases among children, relative to the broader population.

How is the virus treated?

There is no specific treatment for coronaviruses. Antibiotics are not effective against viruses. Most of the symptoms can be treated with supportive medical care.

Can I visit family and friends in aged care facilities?

The outbreak of any virus in aged care facilities can cause significant problems. For more information, visit [this page](#) on the Health website.

What are the limits on public gatherings?

Find out what limits apply to public gatherings to help stop the spread of COVID-19 by visiting [this page](#) on the Department of Health website.

What about public transport like planes, buses, trains, ride shares and taxis?

Non-essential travel is to be avoided.

The Government recommends that employers offer flexible working arrangements to minimise the number of people catching public transport at any one time. Long distance services carry a higher risk of infection and should be reconsidered at this time.

If possible sit in the back seat of taxis and ride share vehicles.

Group transport of at-risk people, including older people should be avoided where possible.

What about working from home?

All Australians are required to stay at home unless it is absolutely necessary to go outside.

Australians are encouraged to work from home where they can.

If you are sick, you must not attend your workplace. You must stay at home and away from others.

Should I be taking my kids out of childcare or school?

It is safe to send you child to school or childcare.

The Government recommends continuing essential daily activities including school and childcare. If your child is unwell, you should keep them home to avoid spreading their germs to others.

So far, information from around the world indicates that children who develop COVID-19 have very mild symptoms and very little transmission appears to occur between children.

Schools should ensure their hygiene practices are appropriate and that children are educated about and encouraged to practice social distancing wherever possible.

Should I wear a face mask?

You do not need to wear a mask if you are healthy. For more information on the use of surgical masks, visit [this page](#) on the Health website.

More information

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.



Home isolation guidance when unwell (suspected or confirmed cases)

Who should be isolated at home?

Home isolation for people who are suspected or confirmed to have novel coronavirus COVID-19 is appropriate in the following circumstances, if:

- they are well enough to receive care at home;
- they have appropriate caregivers at home;
- there is a separate bedroom where they can recover without sharing an immediate space with others;
- they have access to food and other necessities;
- they (and anyone who lives in the same home) have access to the recommended personal protective equipment (at a minimum, gloves and mask); and
- they do not live with household members who may be at increased risk of complications from novel coronavirus infection (e.g. people over the age of 65, young children, pregnant women, people who are immunocompromised or who have chronic heart, lung, or kidney conditions).

Wherever possible, if you need to travel to your location for isolation (for example, traveling from the airport), you are advised to use a personal mode of transport, such as a car, to minimise exposure to others. If you need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), follow the precautions outlined in the public transport guide at www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-drivers-and-passengers-using-public-transport

Being isolated at home means that people need to stay at home. A person in isolation cannot leave to attend public places, including work, school, childcare or university. Only people who usually live in the household should be in the home. Do not see visitors.

Do I need to wear a mask inside my home?

You should wear a mask while you are inside your home when other people are present. If you cannot wear a surgical mask, the people who live with you should not stay in the same room as you and should wear a mask if they enter your room.

What about other people in my home?

Only household members who are essential for caring for you should stay in the home. Other people living in the home should consider staying elsewhere if possible. Elderly people and those with compromised immune systems or chronic health conditions should stay away. If you are sharing the home with others, you should stay in a different room from them, or be separated as much as possible. You should use a separate bathroom, if available. Avoid shared or communal areas and wear a surgical mask when moving through these areas. Surfaces in shared areas such as door handles, taps and benches should be cleaned daily with household disinfectant or a diluted bleach solution (see the cleaning section below).

Do carers or household members need to be isolated as well?

If you are a confirmed case, the people you live with and other close contacts will need to be isolated at home. They will be contacted by your local public health unit and told how long they need to be isolated.

If you are suspected of being infected and are waiting on test results, the people you live with may need to be isolated—even if they don't have any symptoms. This will be determined by your public health unit on a case-by-case basis. You will be contacted and told whether your household members and close contacts need to be isolated. If they do not require isolation and become unwell, they should contact your local public health unit who will assess and advise on what to do next. If they have difficulty breathing or are seriously unwell and it is an emergency, they should call triple zero (000) immediately and alert ambulance staff to their travel/contact history.

Where do I find my local public health unit's contact details?

If you are a suspected or confirmed case, the local public health unit in the state or territory where you have been placed in home isolation would normally provide their contact details to you. If you don't have these details or they have been misplaced, you are welcome to call the National Coronavirus Health Information Line on 1800 020 080. They will redirect you to the state and territory health department responsible for the local public health unit. If you have the contact details, rewrite them here as back up:

Local public health unit:

Business hours phone number:

After hours phone number:

How can we help prevent the spread of coronavirus?

Practising good cough hygiene is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others (stay more than 1.5 meters from people).

Going outside

If you live in a private house, then it is safe for you to go outside into your garden or courtyard. If you live in an apartment, it is also safe for you to go outside into the garden but you should wear a mask to minimise risk to others. You should move quickly through any common areas and wear a mask. It is safe to go onto your balcony if you have one.

Cleaning

If others in the home want to clean your room, ask them to put on a mask before entering the room. They should wear gloves while cleaning, and use alcohol hand rub before and after wearing gloves. Surfaces which are touched regularly, such as door handles, kitchen and bathroom areas and phones should be cleaned frequently using detergent and water or a detergent-based cleaner.

Keeping spirits up while in home isolation

Being in isolation can be stressful. Suggestions include:

- Keep in touch with family members and friends via telephone, email or social media;
- Learn more about coronavirus and talk with others. Understanding coronavirus will reduce anxiety;
- Reassure young children using age-appropriate language;
- Where possible, keep up normal daily routines, such as eating and exercise. Exercise is a proven treatment for stress and depression;
- Reflect on your resilience and on how you have coped with difficult situations in the past. Remember that isolation won't be for long.

Reducing boredom during isolation

Being isolated at home can cause boredom and stress. Suggestions include:

- Arrange with your employer to work from home, if possible;
- Ask your child's school to supply assignments or homework by post or email;
- Treat quarantine as an opportunity to do activities that help you relax.

Where can I get more information?

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.



FACT SHEET:

FOR OLDER AUSTRALIANS ON COVID-19

This Fact Sheet is for the information and advice of older Australians. It outlines the COVID-19 facts and the measures you, your family and friends can take to protect older Australians. The spread of COVID-19 and Australia’s response is evolving.

We will provide updated versions of this Fact Sheet when new information comes to hand at www.health.gov.au.

V2, 20 March 2020

Older people (60+ years of age, or 50+ for Aboriginal and Torres Strait Islander peoples) are more susceptible to getting sick with COVID-19 (coronavirus). The risk of serious illness, and in some reported cases death, increases with age, particularly those who have chronic illnesses or who may have a weakened immune system.

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What is COVID-19 (CORONAVIRUS)?

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is the disease caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China. It has now become a global pandemic.

How is it spread?

The virus can spread from person to person through:

- close contact with an infectious person (including in the 24 hours before they started showing symptoms)
- contact with droplets from an infected person coughing or sneezing
- touching objects or surfaces (like doorknobs or tables) that have droplets on them from an infected person, and then touching your mouth or face.

What are the symptoms?

The symptoms of COVID-19 are similar to colds and flus and can include:

- Fever
- Sore throat
- Shortness of breath
- Fatigue
- Cough

While the COVID-19 virus is of serious concern, it is important to remember, at this stage, that most people displaying symptoms such as fever, cough, sore throat or fatigue may be suffering from a cold, flu, allergies or other respiratory illness – not COVID-19.

Do I need to be tested if I have those symptoms?

If you develop symptoms within 14 days of last contact with a confirmed COVID-19 case or returning to Australia, you should seek medical attention. Your doctor will tell you if you need to get tested.

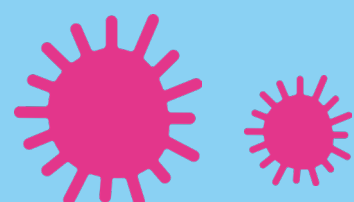
There is a global shortage of test kits, so the medical advice to date is to limit testing and target it towards people who may have been exposed to virus.

Why is this virus so dangerous for older people?

The risk of serious illness from COVID-19 increases with age. The highest rate of fatalities is among older people, particularly those with other serious health conditions or a weakened immune system. There is currently no cure or vaccine for COVID-19, or immunity in the community.

For people living with dementia or some form of cognitive impairment, the ability to follow instruction or to alert others about potential symptoms may be a challenge. This is especially so where there is a limited capacity to communicate verbally or express pain and discomfort. In this situation, observation by someone who knows the person with dementia may assist in identifying changes in their health.

To protect older Australians and those with compromised immune systems we all need to work together to help stop the spread of COVID-19.



I am an older person, what can I do?

Even if you are feeling well it is important to take steps to prevent the spread of this virus. Good hygiene and taking care when interacting with other people, are the best defences for you and your family against COVID-19. This includes:

- covering your coughs and sneezes with your elbow or a tissue
- disposing of tissues immediately they are used, into a dedicated waste bin and washing your hands
- washing your hands often with soap and water, including before and after eating and after going to the toilet, and when you have been out to shops or other places
- using alcohol-based hand sanitisers, where available
- cleaning and disinfecting surfaces you have touched
- where possible, stay 1.5 metres away from other people an example of “social distancing”
- if you are sick, avoiding contact with others.

If you start to feel unwell, phone the National Coronavirus Helpline on 1800 020 080 or your GP who will be able to provide you with further advice. Older people aged 70+ (or 50+ for Aboriginal and Torres Strait Islander people) or people with chronic conditions are able to seek medical support from their GPs through bulk-billed telehealth (videolink) and telephone services. Examples of possible video applications include FaceTime and Skype. Medical practitioners must be satisfied that the services they use to video link with their patients meet current standards and laws regarding privacy and information security.

Can I Go to the shops or catch the bus, or should I stay in my own home?

All Australians are being asked to practise “social distancing”, including staying 1.5 metres away from other people where possible. Only people diagnosed with, or exposed to, COVID-19 and those returning from overseas are required to self-isolate in their homes.

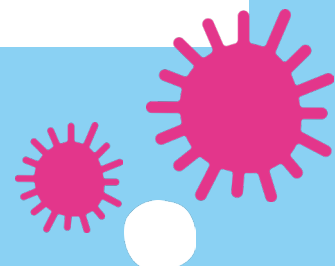
Are Other Vaccinations important?

It is very important that you reduce your risk of getting other illnesses while COVID-19 remains in our community. There is no vaccine for COVID-19. However, it is important that you get the 2020 flu vaccination as soon as it is available from your GP or pharmacy.

Discuss with your doctor whether you should have a pneumococcal vaccination against pneumonia, which is recommended for everyone over 65. You should also discuss having a shingles vaccination.

What if I need urgent assistance that cannot be provided by my current carer?

Older Australians can access short term home support services (such as meals or personal care) in an emergency without having had an aged care assessment. Assessments can also be conducted using telehealth rather than face-to-face where appropriate, speak with a home care provider about these measures.



I have a Home Care Package - what does this mean for me?

Consumers with Home Care Packages have flexibility with how they spend their funds over a wide range of care and services to support to stay safe, healthy and independent in their home.

The Australian Government will ensure home care providers have even greater support to meet the changing needs of clients as the virus unfolds.

With support from the Australian Government, home care providers are working hard to meet people's needs during the crisis.

The services you currently receive through your Home Care Package will continue. However, there may be some changes to the way service is delivered. For example, home care staff may change the way that personal care is done to limit person-to-person touch where possible, or wear masks and gloves where they may not have previously.

If you are concerned about the way your current services are being delivered or would like to make changes to your services because of the COVID-19 outbreak, please contact your provider. You can also speak with your provider about changes to your usual services, such as arranging help to go to the shops or arranging your carer to shop on your behalf.

What happens if I've spent all the money in my home care package this month?

In emergency situations, if an older Australian has fully allocated their Home Care Package, they may access short term home support services (for a range of services including nursing, personal care and meals). Speak with your home care provider about these measures.

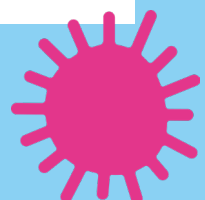
I need additional medical / health services – where can I go?

As part of the COVID-19 National Health Plan the Australian Government has increased access to bulk billed MBS telehealth and telephone services and fast tracked electronic prescribing of medicines.

The Australian Government's Telehealth scheme allows doctors, nurses and mental health professionals to deliver services via telehealth (video link) or by telephone, provided those services are bulk billed, to those people who are 70+ years of age (or 50+ for Aboriginal and Torres Strait Islander people); people self-isolating at home; or those with chronic health conditions or are immunocompromised.

Patients are encouraged to contact their health service providers to ask about the availability of telehealth and telephone services. Examples of possible video applications include FaceTime and Skype, noting that medical practitioners must be satisfied that their chosen options for telehealth and telephone services meet current standards and laws regarding privacy and information security.

The Australian Government is creating measures to allow prescriptions remotely and have their medicines home delivered to reduce their potential exposure to COVID-19. This measure complements the expanded use of telehealth under Medicare, and is available to those people who are 70+ years of age (or 50+ for Aboriginal and Torres Strait Islander people); people self-isolating at home; or those with chronic health conditions or are immunocompromised.



I need additional medical / health services – where can I go? (continued)

The Australian Government will fast track the implementation of electronic prescribing (ePrescribing) to help protect people most at-risk in our community from exposure to COVID-19. This will allow a doctor to prepare an electronic prescription that patients will then be able to electronically share with their pharmacy, where the pharmacy is able to support the home delivery of medicines.

More information on the COVID-19 National Health Plan is available at www.health.gov.au/resources/collections/coronavirus-covid-19-national-health-plan-resources.

Can I still have contact with friends and family?

The Australian Government is advising everyone to practise “social distancing”, which means less contact between you and other people to help slow the spread of the disease. If you are an older person (60+ years of age), you should consider limiting physical contact with other people, especially young children, and avoiding large groups of people. You may wish to limit your visitors to one or two people per day, and limit the duration of visits. This will help protect you and help stop the spread of disease.

It's possible that children and young people may be carriers of COVID-19 but show no symptoms, making it extremely difficult to tell if it's safe for them to visit an older relative.

These measures may be stressful for you and your loved ones. A chat over the phone, video call or email - rather than visits in person – is a good precaution and could help stop the spread of COVID-19.

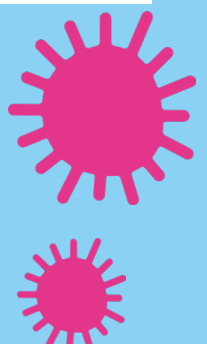
Should I continue to visit older friends and relatives?

It is important to keep up-to-date with and follow Australian Government advice. For the latest advice and information go to www.health.gov.au.

If visiting older family and friends is not possible, keep in touch via phone and video calls, send postcards, photos or artwork, or film short videos to share. This will limit your exposure to COVID-19 and your chances of accidentally spreading it to other older people in your life.

If you regularly visit someone living with a cognitive impairment, considering other ways of maintaining social contact will help reassure individuals who may feel anxious about possible changes to their day to day life. You can also contact the National Dementia Helpline on 1800 100 500.

If you have returned from overseas after 15 March, been in close contact with a confirmed case of coronavirus, or you have coronavirus yourself, you must self-isolate for 14 days. You can't visit people and they can't visit you, but you can stay in touch by phone, video call or online.



Should I visit my family and friends in a residential aged care facility?

To protect our most vulnerable people, the Australian Government announced restrictions on visits to all residential aged care facilities. If you do visit, the aged care home will have strict procedures you will need to respect and follow. These restrictions are available here: www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-advice-for-public-gatherings-and-visits-to-vulnerable-groups.

Some aged care providers are asking all visitors not to visit centres in order to protect the older people living in the facility. In these cases, there is usually a process the provider has in place for exceptions, such as when a loved one is very unwell or in a palliative stage. Call the facility to understand what processes are in place. If you have concerns with the centre's actions, contact the Older Person's Advocacy Network on 1800 700 600 or the Aged Care Quality and Safety Commission on 1800 951 822.

If you are not able to visit consider other ways to stay in touch, including phone and video calls, writing, or filming short videos to share.

How can your family and friends help you and other older people?

Regularly check in with older friends or relatives, and see how you might help. A simple trip to the supermarket or pharmacy on their behalf is a practical way to help older people who may not be able to go on their own.

Continued and regular communication will be important. Assist older people to keep in communication with friends and family by enabling them to use mobile phones, video call systems such as Skype or FaceTime.

If you are regularly in contact with a person living with dementia, maintaining that routine as much as possible is important. If events or activities are cancelled try to provide alternative engagement within the home. There are many activity ideas on Dementia Australia's website, available here www.dementia.org.au.

Should I be wearing a mask?

Only people who have a confirmed case of COVID-19 are required to wear surgical masks, and only when you are around other people. If you are well, you do not need to wear a surgical mask.

Specific requirements are in place for people who have returned from overseas, or have been in close contact with a confirmed case of coronavirus.

If you are required to self-isolate, you should use a surgical mask (if you have one) in the following circumstances:

- You need to leave your home for any reason and will be in public areas
- You are visiting a medical facility
- You have symptoms and other people are present in the same room as you.

Can I get help if I can't buy things at my local shops?

Some supermarkets have special arrangements for older people. Please contact your local supermarket directly for more information. For more advice on grocery shopping, please visit www.cota.org.au/covid19.



I received an email/SMS/phone call about COVID-19 from someone I don't trust – is it a scam?

Unfortunately, there have been multiple reports of scams related to COVID-19. For the most accurate and up-to-date information on COVID-19, please rely on Australian Government material such as this fact sheet.

If you receive communication that you think may be a scam, delete the messages. Do not open any attachments, and do not click on any links. If you think someone may have accessed your financial information, contact your bank immediately.

For the most up-to-date information on scams in Australia, please visit www.staysmartonline.gov.au or call 1300 292 371.

I have tickets to an event, or upcoming holiday. What should I do next?

If you have purchased tickets to a cancelled event, you will receive a refund or other remedy. If your event has not been cancelled, but you choose not to attend due to COVID-19, you may not be eligible for a refund. For more information, please go to www.accc.gov.au/consumers/consumer-rights-guarantees/covid-19-coronavirus-information-for-consumers.

If you have an overseas holiday planned, the Australian Government has raised the advice for all overseas travel to the highest level. The Australian Government's advice to all Australians - regardless of destination, age or health - is **do not travel overseas** at this time. For more information, visit www.smartraveller.gov.au/crisis/covid-19-and-travel.

If you have a domestic holiday planned, you should approach your travel or accommodation provider to see what arrangements are in place. You should first approach the provider of the related service to see if they are prepared to offer a refund, replacements service or voucher. If your travel is cancelled the ACCC expects that you will receive a refund or other remedy, such as a credit note or voucher, in most circumstances. For more information, please go to www.accc.gov.au/consumers/consumer-rights-guarantees/covid-19-coronavirus-information-for-consumers.

More information

For the latest advice, information and resources, go to www.health.gov.au or www.healthdirect.gov.au/coronavirus. The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts.

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

For further information please contact:

- COTA at www.cota.org.au/covid-19, or speak to your state or territory COTA representative www.cota.org.au/get-involved/visit-stateor-territory-cota
- National Seniors Australia at <https://nationalseniors.com.au/news/latest/coronavirus-national-seniors-ceo-update> or call 1300 765 050
- OPAN at www.opan.com.au, or call 1800 700 600
- Dementia Australia at www.dementia.org.au or call 1800 100 500.

If you have concerns about your health, speak to your doctor.





Isolation guidance

If you have returned to Australia from overseas, or been in close contact with a confirmed case of coronavirus, special restrictions apply.

Who needs to isolate?

All people who arrive in Australia, or think they may have been in close contact with a person diagnosed with coronavirus, are required to self-isolate for 14 days.

Stay at home or in your hotel

When travelling home or to your hotel to start isolation use personal transport, such as a car, to minimise exposure to others. If you need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), reduce the spread of germs through good hand hygiene and avoiding physical contact.

During the 14 days of isolation, you must stay at home or in your hotel and don't go to public places including work, school, childcare, university or public gatherings. Only people who usually live with you should be in the home. Do not see visitors. If you are in a hotel, avoid contact with other guests or staff.

If you are well, there is no need to wear surgical masks at home. Ask others who are not in isolation to get food and necessities for you. If you must leave home, such as to seek medical care, wear a surgical mask. If you don't have a mask, take care to not cough or sneeze on others.

Monitor symptoms

When in isolation, monitor yourself for symptoms including fever, cough, sore throat, tiredness or shortness of breath. Other possible symptoms include chills, body aches, runny nose and muscle pain.

What do I do if I get sick?

If you develop symptoms (fever, a cough, sore throat, tiredness or shortness of breath) within 14 days of returning to Australia, or within 14 days of last contact of a confirmed case, you should arrange to see a doctor for urgent assessment.

You should telephone the health clinic or hospital before you arrive and tell them your travel history or that you have been in contact with a confirmed case of coronavirus.

You must remain isolated either in your home, hotel or a healthcare setting until public health authorities inform you it is safe for you to return to your usual activities.

How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene and keeping your distance from others when you are sick is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, including before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and wash your hands
- avoid contact with others (stay more than 1.5 metres from people)
- stay at home if unwell.

Going outside

If you live in a private house, it is safe for you to go into your garden or courtyard. If you live in an apartment or are staying in a hotel, it is also safe for you to go into the garden but you should wear a surgical mask to minimise risk to others and move quickly through any common areas.

Advice for others living with you

Others that live with you are not required to be isolated unless they meet one of the isolation criteria outlined above. If you develop symptoms and are confirmed to have coronavirus, they will be classified as close contacts and will need to be isolated.

Cleaning

To minimise the spread of any germs you should regularly clean surfaces that are frequently touched such as door handles, light switches, kitchen and bathroom areas. Clean with household detergent or disinfectant.

Managing the 14 day isolation

Being in isolation can be stressful and boring. Suggestions 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 daily routines, such as eating and exercise.
- Arrange to work from home.
- Ask your child's school to supply assignments or homework by post or email.
- Do things that help you relax and use isolation as an opportunity to do activities you don't usually have time for.

More information

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Helpline on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.



What you need to know

We need to work together to help stop the spread of coronavirus disease (COVID-19).

Staying home

All Australians are required to stay home unless it's absolutely necessary to go outside.

Australians are permitted to go outside for the essentials, such as:

- shopping for food
- exercising – outdoors avoiding contact with other people
- going out for medical needs
- providing care or support to another individual in a place other than your home
- going to work if you cannot work from home

Attending barbers and hairdressers is allowed, but the four square metre rule per person must be strictly observed and personal contact during the patron's visit should be minimised where possible.

Australians are strongly encouraged to work from home where they can.

If you are sick, you must not attend your workplace. You must stay at home and away from others.

All international travel is banned. Domestic travel is to be avoided.

Non-essential gatherings

The one person per four square metre rule applies to all gatherings.

Visits to your home should be kept to a minimum, with a very small number of guests. Extended family gatherings, barbeques, birthday parties and house parties are not permitted.

The following gatherings are restricted:

- Weddings – no more than 5 people in attendance including the bride and groom
- Funerals – no more than 10 people are to attend, with states and territories to consider exemptions in cases of hardship.

Businesses that will close and activities banned from midnight 25 March 2020:

- Food courts – no dine in, takeaway only options available
- Beauty therapy, tanning, waxing, nail salons and tattoo parlours
- Auctions and open house inspections
- Amusement parks and arcades
- Play centres, community and recreation centres, health clubs, fitness centres, spa, yoga, barre, spin facilities, saunas and wellness centres will all close.

These closures are in addition to previous restrictions already announced for the following

- Pubs, registered and licensed clubs, (excluding bottle shops attached to these venues), hotels (excluding accommodation).
- Gyms and indoor sporting venues.
- Cinemas, entertainment venues, casinos and night clubs.
- Restaurants and cafes will be restricted to takeaway and/or home delivery.
- Religious gatherings, places of worship.

Restrictions on fitness activities

Boot camps and personal training sessions are limited to a maximum of 10 people with strict social distancing rules observed.

What is social distancing?

Social distancing is one way to help slow the spread of COVID-19. Social distancing includes staying at home when you are unwell and keeping a distance of 1.5 metres between you and other people wherever possible. It is important to minimise physical contact especially with people at higher risk of developing serious symptoms, such as older people and people with existing health conditions.

Aged care restrictions

Special restrictions remain in place for aged care facilities to protect older Australians. Further information for residents of residential aged care services, their family members and visitors can be found at: www.health.gov.au/covid19-resources

What is a coronavirus and COVID-19?

Coronaviruses are a large family of viruses known to cause respiratory infections. These can range from the common cold to more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This new coronavirus originated in Hubei Province, China and the disease is named COVID-19.

How is this coronavirus spread?

Coronavirus is most likely to spread from person-to-person through:

- Direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared.
- Close contact with a person with a confirmed infection who coughs or sneezes.
- Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

Who needs to isolate?

All people who arrived in Australia from midnight 15 March 2020, or think they may have been in close contact with a confirmed case of coronavirus, are required to undergo a precautionary self-isolate for 14 days.

What does isolate in your home mean?

If you have been diagnosed with COVID-19, you must stay at home to prevent it spreading to other people. You might also be asked to stay at home if you may have been exposed to the virus.

Staying at home means you:

- do not go to public places such as work, school, shopping centres, childcare or university
- ask someone to get food and other necessities for you and leave them at your front door
- do not let visitors in — only people who usually live with you should be in your home

For more information, visit www.health.gov.au/covid19-resources

What do I do if I develop symptoms?

If you develop serious symptoms, such as difficulty breathing, call 000 immediately and ask for an ambulance.

If you believe you have been exposed to, or have COVID-19, you should phone the National Coronavirus Helpline (1800 020 080) for advice, rather than your GP, or local health service.

Who is most at risk

In Australia, the people most at risk of getting the virus are:

- travellers who have recently been overseas
- those who have been in close contact with someone who has been diagnosed with COVID-19
- people in detention facilities
- people in group residential settings

People who are more at risk of serious illness if they get the virus are:

- people with compromised immune systems (eg. cancer)
- elderly people
- Aboriginal and Torres Strait Islander people as they have higher rates of chronic illness
- people with chronic medical conditions
- people in group residential settings
- very young children and babies*

*At this stage the risk to children and babies, and the role children play in the transmission of COVID-19, is not clear. However, there has so far been a low rate of confirmed COVID-19 cases among children, relative to the broader population.

How is the virus treated?

There is no specific treatment for COVID-19 available at this time. Antibiotics are not effective against viruses. Most of the symptoms can be treated with supportive medical care.

Should I wear a face mask?

You do not need to wear a mask if you are healthy. For more information on the use of surgical masks, visit [this page](#) on the Health website.

More information

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.

HEALTH WARNING CORONAVIRUS (COVID-19)

INFORMATION FOR TRAVELLERS

Developed a fever or cough?



FEVER



COUGH



SORE THROAT



**SHORTNESS
OF BREATH**

[KNOW THE SIGNS]



Australian Government
Department of Health

www.health.gov.au

Important phone numbers

Queensland Health
13HEALTH (13 43 25 84)

National Coronavirus Health Information Line
1800 020 080

My Aged Care contact centre
1800 200 422

National Relay Service Helpdesk
1800 555 660

Queensland Community Recovery Hotline
1800 173 349

Services Australia
132 468

Central West Hospital and Health Service
(07) 4652 8000

Longreach Regional Council
(07) 4658 4111



**Longreach
Regional Council**
Ilfracombe Isisford Longreach Yaraka