

Coronavirus (COVID-19)



Advice for parents and carers to access support

This fact sheet contains information to help parents and carers access the advice and support you need to keep your family safe and well during the Coronavirus crisis.

Impacts of Coronavirus on families

While the Coronavirus pandemic is first and foremost a health crisis, it has also produced an economic and job crisis. This has led to significant personal, financial and social stress for many families. Like many Australians, you and your family may be facing hardships and challenges in one or more of the following areas:

-  Fear of family members contracting Coronavirus (this fear will likely be heightened if you or someone in your family works in frontline health services).
-  Concern over supporting your own or your family members' mental health.
-  Financial stress and uncertainty due to under- or unemployment.
-  Feelings of social isolation.
-  Heightened worry for members of your family who may be vulnerable (for example elderly parents who you can no longer visit or who live far away).
-  Stress and conflict caused by isolating in your homes (especially if you have unstable housing or you or someone in your family is experiencing domestic and family violence).
-  Increased caring responsibilities due your children not being physically at school/day care and/or support services to help care for members of your family being cut off/decreased.

Accessing advice and support from your child's school

Schools are an important part of your child's and your family's community. Your school will continue to be an essential point of connection and support during this crisis. Even if your child is not physically attending school, please be assured that you can still get in touch with your principal and other school staff for advice and support.

Your child's school will be implementing creative and meaningful ways to continue to interact with and support your child and your family. Now is an especially important time to ensure you can access all the ways that your school is sending out information and support (for example through emails, Facebook/social media pages, and online or mailed copies of the school newsletter). If you are having any trouble accessing information being sent out from your school, please contact your school to arrange for alternative ways to receive this information.

Remember as well that your school has a range of support services and resources to help support your child and your family. Even if your child is not physically attending school, your family will continue to be able to access support from your Guidance Officer. To find out the best way to contact your Guidance Officer, please contact your school. For further information about support available, call your school, visit your school's website, or review information from the Department of Education on the [learning@home](#) website or on the [Student health, safety and wellbeing page](#).

+ Accessing advice and support from other agencies

If you and your family are experiencing stress, you may also need to access additional or more specific advice and support from other agencies. Information is provided on the following pages about how you and your family can access this support during the Coronavirus pandemic. Accessing the right support will help to keep you and your family safe and well during this crisis, when most of us are in need of extra support.



Coronavirus (COVID-19)



Available supports



Emergency

Call 000 in a physical or mental health emergency.



Primary and Allied Health Services

You may be unsure or anxious about how to access primary and allied health care from home. To support access to these services during the Coronavirus pandemic, the Government has provided \$669 million to expand Medicare-subsidised telehealth services for all Australians.

This means that Australians will be able to access support in their own home using their telephone, or video conferencing features like FaceTime to connect with GP services, mental health support, chronic disease management, Aboriginal and Torres Strait Islander health assessments, after-hours consultations and nurse practitioners, services to people with eating disorders, pregnancy support counselling, as well as services to patients in aged care facilities and children with autism.

- For more information on what services are eligible for Medicare-subsidised telehealth, go to the [Australian Department of Health Medicare Benefits Schedule](#) website.



Health Advice

- For health advice call 13 HEALTH (13 43 25 84) any time for practical medical advice, including an over-the-phone nurse assessment if you are experiencing COVID-19 symptoms.
- Visit [Queensland Health's coronavirus webpage](#) for the latest information and advice.
- For doctor appointments, medical advice, and to get information on testing (including results and testing locations), call your local doctor or [search online for a GP](#).



Mental Health Support

- For 24 hour phone and online counselling from mental health professionals contact [BeyondBlue](#) on 1300 224 636.
Beyond Blue is building a dedicated [Coronavirus Mental Health Support Service](#) for people experiencing mental health concerns due to the Coronavirus crisis. Information will be provided on their website when the support service is operating.
 - Contact [Lifeline](#) telephone counselling service on 13 11 14 for information, referral and advice.
 - Contact [MindSpot](#) on 1800 61 44 34 for online assessment and treatment for anxiety and depression and also to access resources, or guidance on accessing the right services around Coronavirus.
 - For support for women and families experiencing perinatal anxiety or depression, contact [Perinatal Anxiety and Depression Australia](#) (PANDA) on 1300 726 306.
 - For information about mental illness, treatments, where to go for support and to help carers contact [SANE Australia](#) on 1800 187 263.
 - For confidential telephone counselling services and support following the loss of a loved one, contact [GriefLine](#) on 1300 845 745.
 - For children, call Kids Helpline on 1800 55 1800 or visit the [Kids Helpline](#) website.
 - For young people aged 12–25 and families supporting young people, call headspace on 1800 650 890 for professional support or visit [headspace's dedicated page](#) about coping with stress related to Coronavirus.
- ### Suicide Prevention Support
- Contact [Lifeline](#) on 13 11 14 for 24 hour crisis support and suicide prevention services.
 - Contact the [Suicide Call Back Service](#) on 1300 659 467 for immediate suicide support and long-term counselling.

Coronavirus (COVID-19)



Available supports



Practical support

- If you are in quarantine and need food or other essential supplies, call the [Community Recovery Hotline](#) on 1800 173 349.
- Navigate [OnePlace](#), an easily accessible directory of community support services to help Queensland families access the right service at the right time (from parenting groups and classes to domestic and family violence support services – there are more than 53,000 records listed in OnePlace).



Financial and Housing Advice and Support

- For information about the Australian Government's support for people impacted by COVID-19, including Economic Support Payments and allowances for people who are in self-quarantine and can't work, visit the [Services Australia website](#) or call 132 468.
- For information about how to contact services including Centrelink, Medicare and Child support call myGov on 13 23 07.
- For families experiencing financial difficulty, call the [National Debt Helpline](#) on 1800 007 007 to speak to a financial counsellor to get advice.
- To access information about emergency and temporary housing visit the Queensland Government's [Housing assistance](#) website.



Relationship and Domestic and Family Violence Support

- For LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships, contact [QLife](#) on 1800 184 527.
- Contact [Relationships Australia](#) on 1300 364 277 for relationship support for individuals, families and communities.
- Call [1800RESPECT](#) (1800 737 732) for 24 hour support for people impacted by sexual assault, domestic or family violence and abuse.
- For women experiencing domestic or family violence, contact [Womensline](#) on 1800 811 811.
- For men who need telephone and online support, information and a referral service, to help deal with relationship problems in a practical and effective way, contact [MensLine Australia](#) on 1300 78 99 78.



Carer Support

- Call [Parentline](#) on 1300 30 1300 for confidential phone and WebChat counselling and support for parents and carers of children.
- Contact [Carers Australia](#) on 1800 242 636 for counselling, emotional and psychological support services for carers and their families.
- If someone in the family is receiving NDIS or My Aged Care services, contact the service provider to seek support in the first instance.

Alternatively, families can call:

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