

Novel coronavirus (COVID-19)

Community Recovery Hotline

The Queensland Government is here to provide help to Queenslanders in need. It is important that we can focus on the more vulnerable members of our community.

In relation to periods of quarantine or self-isolation -

Be self-reliant

- Plan for a possible period of quarantine or self-isolation.
- Ensure that you have adequate supplies of food, medication and essential items.
- Rely on your family, friend, or neighbours.

Maintain contact with your personal network

Use on-line delivery services for food and medication where possible. Food shops and chemists are making on-line purchasing available.

Ask friends, family members or neighbours to assist by arranging delivery of essential items to your home – ensure you keep a safe distance.

National Disability Insurance Scheme (NDIS) clients and aged care clients

If you are receiving NDIS or My Aged Care services contact your service provider to seek support in the first instance.

Alternatively, you 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.

If you have no other means of getting food or essential items, call 1800 173 349

People who have no other means of support can call the Community Recovery Hotline for assistance.

The hotline has been activated by the Queensland Government to assist people who have been advised to quarantine at home by a medical professional, Queensland Health or through government direction and have no other mechanisms for support.

Our staff will be able to work with partner organisations to arrange non-contact delivery of essential food and medication to people in quarantine with no other means of support.

The Community Recovery Hotline can be contacted on 1800 173 349.

Queenslanders who require health advice or information while in quarantine or self-isolation should continue to call **13 HEALTH (13 43 25 84)** or visit the [Queensland Health website](#).

If you need 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.