

# PROTECT YOURSELF AND YOUR FAMILY

What you need to know about  
Coronavirus (COVID 19)

---

The information provided is for informational purposes only  
and should not be used as a substitute for  
expert medical advice.  
Always seek the advice of a doctor or another  
qualified health care provider.



Material in this book has been taken from:

*<https://www.dhhs.vic.gov.au/>*

*<https://www.health.gov.au/>*

*<https://www.homeaffairs.gov.au/>*

---

# PROTECT YOURSELF AND YOUR FAMILY



Dear service users and community members.

We are pleased to present you another initiative of our organisation, and it is this booklet that you hold in your hands. We wanted to bring together the most important information about the Covid-19 virus and the steps you can take, as an individual, to stop the spread of the virus in the community. Our goal for you is to stay safe and healthy. It is our duty to protect ourselves, our loved ones, and our community.

ACCS Employees

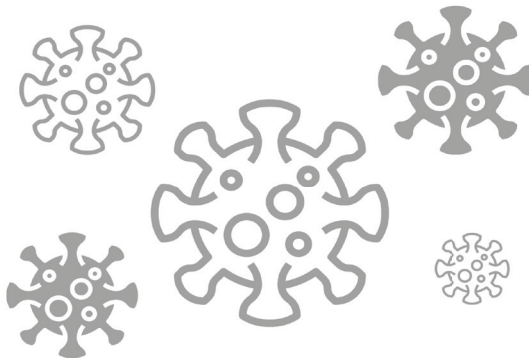


# What is Coronavirus (COVID 19)

---

## What is COVID-19?

- ◆ COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally.
- ◆ COVID-19 is a disease caused by a new coronavirus, which has not been previously identified in humans. In most cases, COVID-19 causes mild symptoms including dry cough, tiredness and fever, though fever may not be a symptom for some older people. Other mild symptoms include aches and pains, nasal congestion, runny nose, sore throat or diarrhoea. Some people become infected but don't develop any symptoms and don't feel unwell. Most people recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and has difficulty breathing.



# What are the symptoms of coronavirus (COVID-19)?

---

The symptoms to watch out for are:

- ◆ Fever
- ◆ Cough
- ◆ Sore throat
- ◆ Shortness of breath
- ◆ Runny nose
- ◆ Loss or changes in sense of smell or taste
- ◆ Chills or sweats

If you are sick and think you might have coronavirus, seek medical help.

You can call the National Coronavirus Helpline for information. If you require translating or interpreting services, call 131 450.

If you have serious symptoms such as difficulty breathing, call 000 for urgent medical help. The Department of Health's website has a range of information available in languages other than English to help people stay safe and minimise risks to the community.



# Protecting you from Coronavirus.

---



PRACTISE PHYSICAL  
DISTANCING



WASH HANDS REGULARLY  
WITH SOAP AND WATER



STAY HOME IF UNWELL  
AND GET TESTED



COUGH OR SNEEZE  
INTO YOUR ARM



CLEAN SURFACES  
REGULARLY



DOWNLOAD THE  
COVIDSAFE APP

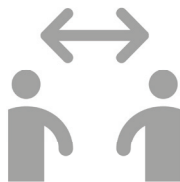
# Stay safe

---

- ◆ Always practise good hygiene, wash your hands for 20 seconds with soap and water, cover your coughs, avoid touching your eyes, nose and mouth.
- ◆ Maintain social distance of at least 1.5 metres when outside your home.
- ◆ Avoid physical greetings such as handshaking, hugs and kisses.
- ◆ Use tap and go instead of cash.
- ◆ Travel at quiet times and avoid crowds.
- ◆ Be well informed – only use trusted official information. Download the Coronavirus Australia mobile phone app, subscribe to the Coronavirus Australia WhatsApp service, and visit [www.australia.gov.au](http://www.australia.gov.au) for the latest information.



**Practise**  
**good hygiene**



**Practise**  
**physical distancing**



**Stay**  
**at home**

# Who is most at risk of a serious illness?

---



Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly. From previous experience with other coronaviruses, the people at most risk of serious infection are:

- ◆ people with compromised immune systems (e.g. cancer)
- ◆ elderly people
- ◆ Aboriginal and Torres Strait Islander people, as they have higher rates of chronic illness
- ◆ people with diagnosed chronic medical conditions
- ◆ very young children and babies\*
- ◆ people in group residential settings
- ◆ people in detention facilities

\*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.

# COVID-19 Testing

---

## ***Who should get tested?***

- ◆ Anyone with cold or flu-like symptoms, even if very mild, should get a COVID-19 test as soon as possible.

## ***Where can I get tested?***

- ◆ Visit a COVID-19 clinic:

*<https://www.dhhs.vic.gov.au/where-get-tested-covid-19>*

- ◆ Call your doctor



## ***What to expect when you get tested?***

- ◆ Testing is free, easy and quick.
- ◆ If you have been referred to a testing clinic, please take your referral with you. This is not needed for most clinics.
- ◆ Staff at testing and respiratory clinics will be wearing masks, gowns, gloves and face shields.
- ◆ Swabs are taken from inside your nose and your throat.

## ***What happens after I get tested?***

- ◆ You must stay at home (self-isolate) until you get your test result and are well.
- ◆ You cannot leave your home unless you are seeking medical care or in an emergency. You cannot have visitors.
- ◆ If you are sharing your home with others you should separate yourself in another room. Wear a surgical mask when you are in the same room and keep 1.5 metres away.
- ◆ If your symptoms become serious (e.g. difficulty breathing), call Triple Zero (000). Tell the ambulance staff you have been tested for COVID-19.
- ◆ Practice good hygiene. Wash your hands often. Cover your cough or sneeze with your elbow or a tissue.

## ***Where can I get more information about self-isolating?***

<https://www.health.gov.au/>

- ◆ If you have been in close contact with a person with COVID-19, you need to stay home for 14 days after you last saw that person. (Close contact includes living in the same household or spending more than 15 minutes face-to-face or 2 hours sharing a closed space, with someone with COVID-19, from 48 hours before they became ill).
- ◆ Home isolation applies to all close contacts, even if you are currently feeling well and or have received a negative test result.

## ***How will I get my results?***

- ◆ You will usually receive your test result within 24 to 48 hours but please allow up to 72 hours.
- ◆ If you had your test collected by your GP or at other sites, your doctor will give you your results.
- ◆ If you had your test done at an Emergency Department or public hospital COVID-19 clinic you can receive your COVID-19 negative test result by SMS if you register for Pathology COVID-19 SMS Results Service. If you don't register you will receive a call from a Public Health officer at your Local Health District.

## ***What happens if I test positive?***

- ◆ VIC Health will look after you. There will be no cost for your treatment, even if you don't have Medicare.



# It's ok to have home care

---

Your health is the Australian Government's priority. This includes protecting you from coronavirus (COVID-19).

The aged care worker visiting your home is taking all necessary measures to ensure you stay safe.

This includes following advice from Australia's Chief Health Officer about when to use protective equipment.

The employee caring for you must comply with the regulations for wearing protective equipment (masks, gloves, aprons or coats, as well as goggles).

Any aged care worker displaying symptoms of COVID-19 is not allowed to work and just to be sure, workers with symptoms are being tested.

Aged care workers are following the best medical advice to protect you and themselves from COVID-19.



# Look after your mental health during the COVID-19 (coronavirus) pandemic

---

## ◆ **Stay active**

Exercise is good for your mind and body. You can leave home to exercise outdoors but remember to stay 1.5 metres away from others. Exercise regularly and choose activities you enjoy. This could be walking, tai-chi, jogging, yoga or an indoor workout.



## ◆ **Eat healthy**

Eating healthy food is good for our mental and physical health. Eat a lots of different fruits and vegetables and other foods high in fibre such as brown rice, oats, wholemeal breads, lentils and beans. Limit unhealthy snacks and drinks which are high in sugar, unhealthy fats and salt. Unhealthy snacks leave less space for the healthy foods you need to boost your mood, energy levels, digestion, and sleep.



## ◆ **Stay Connected**

Social connection is important for our mental health. Stay in touch with family and friends over the phone or online. Share your feelings with loved ones and trusted people from your community and invite them to share with you. Limit your visits with your family and friends. If you do visit, practice physical distancing and keep 1.5 metres apart, and maintain good personal hygiene. Don't visit if you're unwell.



### ◆ ***Stick to a routine***

Have a regular bedtime and meal times. Plan your day so you have time for household chores, connecting with others, activities you enjoy, and rest.



### ◆ ***Monitor your mental health and wellbeing***

It's really important to monitor your mental health and wellbeing. It is also good to be aware of family, friends and neighbours who may be worried or stressed. Things to look out for include difficulty concentrating, poor sleep, and feeling distressed or overwhelmed. These are signs that it's time to reach out.



### ◆ ***Take a break from the news and social media***

Social media can help you stay connected, but too much time can make us feel stressed. It's good to stay informed, but choose trusted sources of information, like the government.



### ◆ ***Seek support***

Don't be afraid to talk to someone if you are feeling stressed or anxious. Talk to friends and family about how you're feeling. You're not being a burden. If you're feeling overwhelmed, you can talk to a trained counsellor any time, any day by calling the Coronavirus Mental Wellbeing Line: 1800 512 348. For a free telephone interpreter call 131 450 and say the language you need. You can then ask the interpreter to connect you to the Coronavirus Mental Wellbeing Support Service. If what you're going through is making it hard to get on with your daily life, contact your local General Practitioner (GP).



# Use of face masks in the community

---

## ◆ ***Should I wear a mask?***

With the rates of COVID-19 rising in some parts of Australia, some of us now need to wear a face mask in public – it's either required or recommended. It's important that you stay up to date with the advice in your local area. If you are in an area where your state, territory, or local government has advised you should or must wear a mask in public, please follow their directions. Regularly check state or territory government websites or visit [Australia.gov.au](https://australia.gov.au).

Please remember, masks are helpful to stop people who have the virus from passing it on to others in the community. Please be aware they are only effective when used with other infection-control measures.

Even if you wear a face mask you should follow physical distancing, good hand and respiratory hygiene, and staying at home when unwell.

## ◆ ***How to use my mask properly?***

It is important to wear a mask properly to avoid increasing the risk of infection to yourself and others. Touching or removing the mask can contaminate your hands.

Please wash your hands before putting on the mask, straight after removing it, and every time you touch it during use.

When wearing it, make sure it covers both your nose and mouth and fits snugly under your chin, over the bridge of your nose and against the sides of your face.

Don't let it hang around the neck and please try not to touch the front of your mask at any time. If your mask gets damp, you need to change it.

## ◆ *What do I do with my mask after I have used it?*

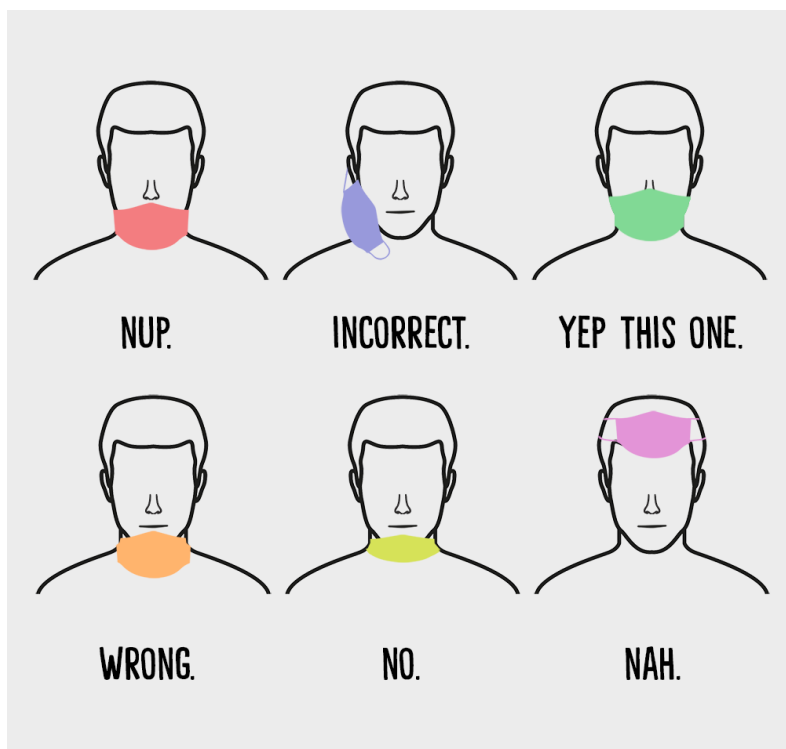
If your mask is a single use mask, only wear it once and then put it in the bin.

If you have a reusable cloth mask, put it in a plastic bag until you are able to wash it.

Cloth masks can be washed in the washing machine with other clothes.

You can also hand-wash using soap and the hottest appropriate water setting for the cloth it's made out of.

Fully dry the cloth mask in a clothes dryer or in fresh air before you re-use it.



# New tool to help slow the spread of COVID-19

---

- ◆ The COVIDSafe app is a new tool, alongside testing, good hygiene and social distancing, to help slow the spread of coronavirus in Australia.

The COVIDSafe app is solely about health. It will help keep Australians safe by speeding up the process of notifying people who have been in contact with someone with coronavirus. State and territory health officials will contact you if you may have been exposed and tell you:

- what to look out for
- whether you need to quarantine
- how, when and where to get tested, and
- how to protect yourself and your family.



- ◆ The app is voluntary and free. You can download COVIDSafe from your app stores. You will be asked to enter a name, phone number, postcode and age range. This information is uploaded to a highly secure data storage system and used to generate a reference code.
- ◆ The app operates in the background on your phone as you go about your day. It uses Bluetooth to find other app users. It securely logs the reference codes of app users you come in contact with, along with the date, time, distance and duration of the contact. It does not record location. This contact information is encrypted and stored in the app on your phone. Not even you can access it.

- ◆ The contact information is only stored in the app for 21 days. This period allows for the maximum 14 day incubation period of the virus, and the time it takes to confirm a positive test result. Information older than 21 days in the app is automatically deleted.
- ◆ Presently, finding people who may have been exposed to the virus relies on people being able to remember who they have been around and knowing their contact details. COVIDSafe make this process faster and more accurate. The information in the app can only be used by state and territory health authorities, and only to help notify people who have been in contact with someone with coronavirus. It will be a criminal offence to use app data in any other way. You can delete the app and its information from your phone at any time.
- ◆ When the pandemic ends here in Australia, users will be prompted to delete the COVIDSafe app from their phone. This will delete all app information on a person's phone. The information in the information storage system will also be destroyed at the end of the pandemic. Use of the app will help governments move more quickly to reduce restrictions than would otherwise be possible.
- ◆ For more information on coronavirus and the COVIDSafe app, visit [www.health.gov.au](http://www.health.gov.au)



Health  
and Human  
Services

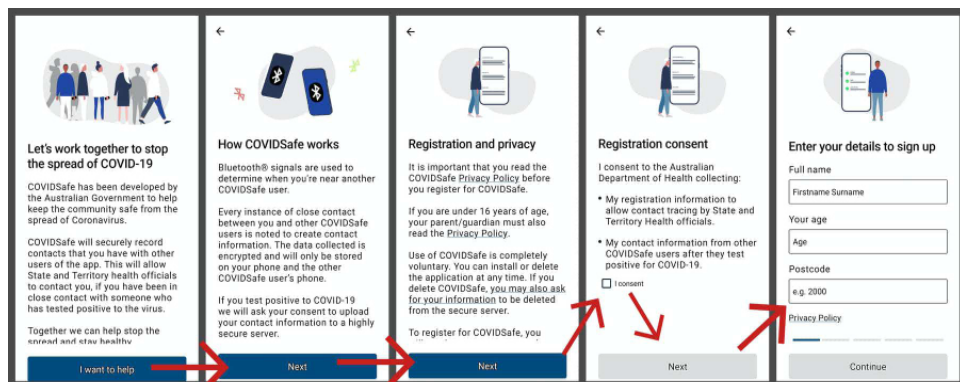
# Install and register COVIDSafe app.

---

◆ Download and install the COVIDSafe app from **Apple App Store** or **Google Play Store**.

1. Once installed, open the app, read about how we can stop the spread, then select '**I want to help**'. Read the information about how COVIDSafe works, then select '**Next**'.
2. Read the information on registration and privacy then select '**Continue**'.
3. You need to give your consent for the collection of your information. Please read the registration consent statement below. I consent to the Australian Department of Health collecting:
  - My registration information to allow contact tracing by state or territory health officials.
  - My contact information from other COVIDSafe users after they test positive for COVID-19.If you consent to your registration and contact information being collected, select '**I agree**'.





#### 4. To register enter:

- **your name (this can be a pseudonym)**
- **your age range**
- **your postcode**

With your consent, your registration information will be used by state and territory health officials to contact you if you have been exposed to coronavirus.

Once you have entered your registration details select '**Continue**'.

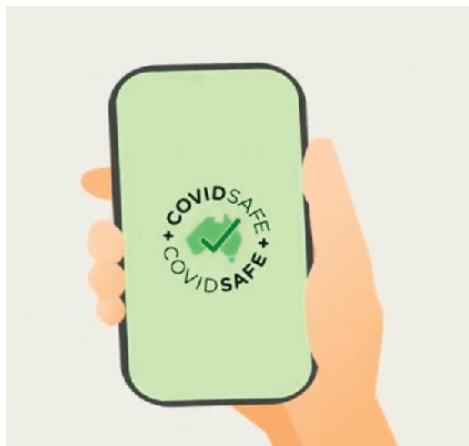
#### 5. Enter your mobile number then select '**Get PIN**' to verify your number. A health official will use your mobile phone number to contact you if you:

- test positive, to ask you to upload your information
- are identified as a close contact of another COVIDSafe user who tested positive, to give you advice on what to do.

If you are helping a friend or relative to download the app, you will need to download the app onto their phone and enter their phone number into the app.

#### 6. You will then receive a text message containing a 6-digit PIN. Enter the 6-digit PIN, then select '**Verify**'. If you don't receive the PIN, select '**Resend PIN**'.

7. Select '**Proceed**' to enable Bluetooth® and Notifications. If you choose to enable Notifications, you will receive a notification if COVIDSafe is not active. Once you have successfully registered select '**Continue**'.
8. Once you have registered and given permission, keep the COVIDSafe app active. You can confirm this if you see 'COVIDSafe is active' on your app screen.
9. While active, COVIDSafe keeps a secure note of other COVIDSafe users you have been near. With your permission health officials can use this information to contact people if you test positive. This information remains on your phone for 21 days and cannot be accessed unless you give your consent.
10. You can delete the COVIDSafe app from your phone at any time. This will delete all COVIDSafe app information from your phone. The information in the secure information storage system will not be deleted immediately. It will be destroyed when the Minister for Health declares the pandemic over. If you would like your information deleted from the storage system sooner, you can complete our COVIDSafe data deletion form at <https://covidsafe-form.service.gov.au/>.
11. Your information and privacy is strictly protected by law. Read the privacy policy in your language at [www.health.gov.au/covidsafe-privacy](http://www.health.gov.au/covidsafe-privacy).



For other information and support, call 1800 020 080.

# How do I seek medical attention?

---

- ◆ It's important you continue to keep your normal medical appointments – particularly if you have chronic or existing conditions that need medical care.
- ◆ If you are sick and think you have symptoms of COVID-19, it is important to seek medical advice. If you want to talk to someone about your symptoms, call the National Coronavirus Helpline for advice on **1800 020 080**. This information line operates 24 hours a day, seven days a week.
- ◆ If you are a non-English speaker, you can use the Translating and Interpreting Service by calling **131 450**. To seek medical help from a doctor or hospital, call ahead of time to let them know you are coming in. You will be asked to take precautions when you attend for treatment. Follow the instructions you are given.
- ◆ If you have symptoms of a respiratory illness, wear a mask to protect others when you are seeking medical attention. If you don't have one, let your healthcare provider know as they may be able to supply you with one. Stay at least 1.5 metres away from other people at all times. Cover your coughs or sneezes with your elbow.
- ◆ Tell the doctor about:
  - your symptoms
  - any travel history
  - any recent contact you have had with someone who has COVID-19.



# Older Persons COVID-19 Support line

---

- ◆ The Older Persons COVID-19 Support Line informs, supports and connects for older Australians.
- ◆ Some older people are vulnerable to COVID-19 but less connected to the internet and in need of ways to access information for their circumstances. The Older Persons COVID-19 Support Line provides information and support.
- ◆ Older Australians, their families, friends and carers can FREECALL 1800 171 866 if they:
  - would like to talk with someone about the COVID-19 restrictions and its impact on them
  - feel lonely or worry about a loved one
  - care for someone and need some information or someone to talk to
  - need help to access new care services or essential supplies such as shopping
  - have concern about themselves, a friend or family member living with Dementia
  - would like to arrange a one-off or regular wellbeing check for themselves, or someone else.
- ◆ Older Australians, their relatives, carers, friends or supporters can call 1800 171 866 8.30am – 6pm AEST weekdays for any information or services they may need.

# Support services

---

- ◆ With big changes to your lifestyle it's normal to feel worried, anxious or stressed. It can help to speak with family and friends, or connect with a health professional. There are a range of services to help people feeling anxious or overwhelmed, including:

## **Coronavirus hotline 1800 675 398 (24 hours).**

Emergency telephone service for Coronavirus



## **Beyond Blue 1800 512 348**

Beyond blue has a dedicated Coronavirus support service you can use. You can also visit [www.coronavirus.beyondblue.org.au](http://www.coronavirus.beyondblue.org.au)

## **Lifeline 13 11 14**

For help and tips on looking after your mental health during the pandemic visit [www.lifeline.org.au](http://www.lifeline.org.au)

## **MensLine Australia 1300 789 978**

MensLine provides free support and counselling services for men. Visit [www.mensline.org.au](http://www.mensline.org.au) for more information.

## **Safe Steps 1800 015 188 (24 sata)**

Victoria's 24/7 family violence response service for women and children. Call safe steps on 1800 015 188 to speak to a family violence support worker.

## **TIS National 131 450**

If you need interpreter, call TIS National and ask to be connected to one of the services listed here.

## **In an emergency, call 000.**



PROTECT YOURSELF  
AND YOUR FAMILY

## Australian Croatian Community Services

Free Call 1800 953 963

Ground Floor, 1/51 Hopkins St,  
Footscray VIC 3011

T: 9689 5811

F: 9689 8419

E: [support@accs.asn.au](mailto:support@accs.asn.au)

Suite 3, 3/57 Robinson Street,  
Dandenong VIC 3175

T: 9791 6000

F: 9791 6011

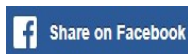
E: [support@accs.asn.au](mailto:support@accs.asn.au)

34 McClelland Street,  
Bell Park VIC 3215

T: 4222 8072

F: 9689 8419

E: [support@accs.asn.au](mailto:support@accs.asn.au)



Connect with us

