

Quick guide to home quarantine



Background

Australia is in the “*Contain*” phase in responding to the spread of human swine flu. This means that some people may have been asked to remain at home and to avoid contact with others.

People who have had contact with someone who has contracted the illness are also being asked to “self quarantine” to stop the potential for the illness to spread to others.

Any member of the public with concerns should contact the National Swine Flu Hotline on **180 2007**. If you are feeling unwell and think that you might have the flu, please contact Health Direct on **1800 022 222**.

For more information please visit www.health.act.gov.au. This site is updated regularly and has resources and links to other national and other international sites.

If you (or someone you know) are not able to leave your house, there are many ways that you can assist yourself (or another person), to be as self-sufficient as possible. The following suggestions may be helpful.

Assisting yourself or someone you know when under home quarantine

- Establish a telephone network of family, neighbours and friends for shopping or other essential tasks outside the home. Purchases can be left at the door to avoid any contact or risk of infection.

Consider a “neighbourhood network” in your street. Some people, including older people, people with disabilities, single parents and people who live alone, may need extra help. Local community groups, non-government organisations and local churches can assist.
- For people who cannot make outgoing phone calls, community organisations may be able to arrange to make regular calls to check on them.
- Create email networks with family, friends and work colleagues.
- Contact business owners at your local shopping centre to ask if any could provide home delivery, for example newspapers and magazines or medical/pharmaceutical needs.
- Online purchases and delivery. For people with access to the internet, home delivery is an option for receiving food and cleaning products, medical supplies, and other goods. Many businesses now offer such services; examples are:

www.homeshop.com.au/website/home.jsp

www.colesonline.com.au

www.homedelivery.com.au

www.canberraorganics.com.au/

www.menulog.com.au/

- Taxis and couriers can collect and deliver specific items.
- Consider phone/online banking for payment of bills.

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Finances and employment

- Contact your employer to find out about possibilities for working from home. If you are concerned about the impact of reduced income that may result from not being able to work, contact Centrelink 13 10 21 www.centrelink.gov.au to find out about benefits you may be eligible to receive.
- Extended periods of time at home, particularly during colder weather may increase your use of essential services, such as electricity and gas. The Energy and Water Consumer Council ensures that essential services are continued to people who can demonstrate they are suffering financial hardship.

Who Can Help

If you have been asked to self-quarantine and do not have anyone who can help you – and you are not able to access assistance through the phone or internet, call Canberra Connect (13 22 81) and explain your circumstances. Canberra Connect will transfer you to the Community Recovery Coordination area for referral to an agency that can help you.

Useful numbers

The ACT & Region White & Yellow Pages are also sources for contact information

Emergency	000	Mobile Library Service	6205 9000
Human Swine Influenza Hotline	180 2007	Energy & Water Consumer Council	6207 7740
Canberra Connect	13 22 81	Mental Health Crisis Assessment & Treatment	1800 629 354
CARE Financial Counselling	62571687	Meals on Wheels	6287 4311
Citizens Advice Bureau	6248 7988	Migrant Health Unit	6205 3333
Centrelink	13 10 21	Migrant and Settlement Services ACT	62488577
Canberra Cabs	13 22 27	Red Cross	6234 7600
Health Direct hotline	1800 022 222	Emergency Relief Services	
		St Vincent de Paul Society	62822722
		The Salvation Army	62487191
		Uniting Church Kippax	62541733
Lifeline	13 11 14	Regional Community Services	
		Northside Community Services	6257 2255
		Southside Community Services	6295 7572
		Gungahlin Community Services	6228 9200
		Woden Community Services	62822644
		Communities @ Work	62936500
TTY Service/ Voice	13 36 77	Translating and Interpreting Service	13 14 50
TTY/ Speak & Listen (SSR)	1800 555 727		
Parentlink	6207 1039	Relationships Australia	6281 3600