

## Helpful information during the Coronavirus / COVID-19 pandemic

### RFQ is changing the way we support you during this health crisis

Richmond Fellowship Queensland, along with many organisations across Australia, is reassessing practices to find ways to continue providing support to clients while keeping workers, clients and family members safe and protected from the Coronavirus pandemic. To minimise risks to all, new arrangements are being made to enable RFQ to continue to meet your support needs.

#### FACE TO FACE SUPPORT IS BEING MINIMISED

Unfortunately social distancing restrictions have made it difficult to continue to provide face to face support. Alternative support arrangements are being made and your support worker will provide more details for you.

#### TELEPHONE SUPPORT IS A PRIMARY METHOD OF SUPPORT

A regular phone support approach is being adopted to reduce the risks to clients and staff. Staff will also be working from home to minimise the risk of coming into contact with the virus.

### DARLING DOWNS CONTACTS

#### H2H

T 07 4634 0983

E [h2htoowoomba@rfq.com.au](mailto:h2htoowoomba@rfq.com.au)

#### HOUSING SUPPORT

T 07 4634 0983

E [housingsupportdd@rfq.com.au](mailto:housingsupportdd@rfq.com.au)

#### NDIS

T 07 4634 0983

E [toowoombandis@rfq.com.au](mailto:toowoombandis@rfq.com.au)

#### NEWACCESS

T 1300 971 309

E [newaccess@rfq.com.au](mailto:newaccess@rfq.com.au)

#### NPS TRANSITION & COS

T 07 4634 0983

E [twba@rfq.com.au](mailto:twba@rfq.com.au)

#### THE WAY BACK SUPPORT SERVICE

T 1300 168 839

E [thewayback@rfq.com.au](mailto:thewayback@rfq.com.au)

### Where can I access essential foods and medications?

Clients in home quarantine with no other means of support are able to phone the **Community Recovery Hotline** on **1800 173 349** for help organising the delivery of essential food and medication.

The Community Recovery Hotline can also be used by people who choose to self-isolate to ask for social and emotional telephone support.

### Community Recovery Hotline

**1800 173 349**



### I'm looking for health advice ...

Clients requiring health advice or information while in quarantine or self-isolation should call **13 HEALTH** or visit: [www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19](http://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19)

**13 HEALTH**

**13 43 25 84**



**National Debt Helpline 1800 007 007**

**National Coronavirus Helpline 1800 020 080**