Older Persons COVID-19 Support Line

It's important to support older people during coronavirus. The Older Persons COVID-19 Support Line helps older people, their loved ones and carers stay connected and continue to receive services they need during the pandemic. The support line offers practical help and advice.

You can learn about coronavirus restrictions, getting information about aged care support services or talk to someone about mental health. People with concerns about themselves, a friend or family member living with dementia, can speak with a trained Dementia Australia advisor on the support line.

The support line is available to help older people, their relatives, carers, friends and supporters. The free telephone service is open Monday to Friday, except public holidays, from 8:30am to 6pm. You can call the support line on **1800 171 866**.

If you prefer to speak in a language other than English, an interpreter can help. Call the Translating and Interpreting Service on **131 450** and ask for your language. In your language, you can ask them to connect you to the Older Persons Covid-19 Support Line.

Community Visitors Scheme
The Community Visitors Scheme provides older Australian's with friendship, companionship and social connection. It connects people with volunteers to spend time with them, on a regular basis. During coronavirus, this could be by telephone or video where face-to-face visits aren't possible due to physical distancing.

Regular contact with volunteers can help people feel listened to and supports those who feel isolated or lonely. The Community Visitors Scheme is a free service for older people who are currently accessing or applying for government funded home care or residential care.

Older people can refer themselves to the Community Visitors Scheme. Referrals can also come from aged care providers, family members and friends. To find out more, visit
www.health.gov.au/community-visitors-scheme

Mental wellbeing
Coronavirus has meant that there have been many changes to the way we live. Speaking with family and friends or your doctor can help if you are feeling worried, lonely, confused or scared. For information, advice, and a wide range of support services, visit
www.headtohealth.gov.au

More information

It's important to get information from official sources. Visit
www.health.gov.au/resources/translated or call the Coronavirus Helpline on **1800 020 080**.

Download the COVIDSafe app to help keep your family, friends and community safe. In addition to English, the COVIDSafe app is now available in Arabic, Simplified and Traditional Chinese, Vietnamese, Korean, Italian, Greek, Punjabi and Turkish. The App can be downloaded from the Apple App store or the Google Play store. You can ask family or friends or an aged care staff member to help you download the app.