

# Coronavirus: Information and key contacts



## What are the symptoms of coronavirus

The most common coronavirus (COVID-19) symptoms reported are:

- Fever
- Breathing difficulties, breathlessness
- Cough
- Sore throat
- Fatigue or tiredness

Many people who contract coronavirus (COVID-19) will suffer only mild symptoms. The Department of Health guidelines tell us that the following people are at higher risk from COVID-19:

- Overseas travellers and close contacts
- Elderly or have pre-existing medical conditions
- Aboriginal and Torres Strait Islander peoples
- People with compromised immune systems (such as people who have cancer or received cancer treatment, people living with HIV)

## If you are feeling unwell

If you are in any of the risk categories and begin to feel unwell and develop a fever or shortness of breath, a cough or respiratory illness you should seek immediate medical attention.

Call ahead to your GP or call the coronavirus hotline.

If you have serious symptoms, such as difficulty breathing, call 000 and ask for an ambulance and tell the operator your recent travel history.

## Coronavirus hotline

If you suspect you may have the coronavirus disease (COVID-19) call the dedicated hotline—open 24 hours, 7 days **1800 675 398**.

Please keep Triple Zero (000) for emergencies only.

## Coronavirus Screening Clinics (Assessment Centre's)

COVID-19 testing resources are limited—to ensure resources are available to those most in need, you will only be tested if:

- You have returned from overseas in the last 14 days AND are experiencing respiratory symptoms
- You have had close contact with someone with confirmed coronavirus infection
- Expanded testing criteria—With reducing numbers of returning travellers, Victoria's testing criteria will focus on an expanded range of frontline workers

If a test is needed, they may do the test at your Doctor's clinic or suggest you go to the coronavirus screening/assessment clinic. There are three screening clinics in our region:

**Echuca Regional Health:** Emergency Department Service Street 9.30 am–6 pm daily

**Bendigo Health:** Stewart Street (in the old hospital Emergency Department) 10 am–5.30 pm daily

**Goulburn Valley Health:** Graham Street,

Shepparton, outside the Emergency Department 10 am–6 pm daily

## How does coronavirus spread?

Health authorities around the world believe the virus is spread from **close contact** with an infected person, mostly through face-to-face or between members of the same household. People may also pick up the virus from surfaces contaminated by a person with the infection.

The virus is spread by people with symptoms when they cough or sneeze. That's why the best way to protect others is to practice good personal hygiene.

## What is close contact?

Close contact means you spent more than 15 minutes face-to-face or sharing a closed space for more than two hours with a person who has coronavirus.

**A 'close contact' could include any person meeting any of the following criteria:**

- Living in the same household
- Direct contact with fluids of a person who has coronavirus when they sneeze and cough
- A person who spent two hours or longer in the same room

## Ways to reduce your risk

**WASH HANDS** often with soap and running water, for at least 20 seconds.

**IF YOU** touch your eyes, nose or mouth wash your hands again.

**COVER** your nose and mouth with a tissue when you cough or sneeze and put your used tissue in the bin and wash your hands. If you don't have a tissue, cough or sneeze into the clothing on your upper arm.

**ISOLATE** at home if you feel sick. If you take medication ensure you have enough at home.

**Social Isolation and Physical Distancing is important to avoid close contact**  
**Stay at home** unless your trip is essential.

**Physical (social) distancing** rule of 1 person for every 4 square metres must be to ensure a safe physical distance, you must be at least 1.5 meters away from another person.

Sourced from the Victorian Department of Health and Human Services [www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)

# Changes to local health and wellbeing services due to coronavirus

This information may change due to the changing nature of response measures. Accurate at time of printing.

## Hospital Visitor restrictions

### Echuca Regional Health

Only authorised visitors will be permitted to visit patients on compassionate grounds. This will be at the discretion of the nurse manager of the relevant unit. Phone 5485 5000.

### Kyabram District Health Service

The visiting hour is from 2 pm–3 pm daily for a maximum of 10 minutes with only 1–2 visitors per patient. All people (including staff) entering the building now must:

- Enter only through the front entrance
- Expect a temperature check on arrival
- Expect screening questions about your health and recent travel at the entry
- Expect on arrival at our Urgent Care Centre (UCC) the glass doors will be locked. Please use the intercom situated on the external wall of the UCC

Please note: further restrictions are being considered. Phone 5857 0200.

### Rochester and Elmore District Health Service

No visitor access allowed—will only consider visitor exemptions on compassionate grounds at discretion of management. Phone 5484 4400.

### Bendigo Health

Only allowed on compassionate grounds which will be at the discretion of the nurse manager of the relevant unit. Phone 5454 6000.

## Aged Care facilities

Restricted access to residential aged care facilities are in place—please contact directly.

We encourage family and friends to maintain contact by telephone during this time and to explore other methods of 'virtually connecting', such as video calling, email, Facebook, Skype, etc.

## Disability Services

Community Living & Respite Services are continuing to deliver the majority of services as normal. CLRS have temporarily ceased services at Murray River Tea Rooms, Recyclability, Community Activities and Club Teen as a result of the social distancing measures that have been implemented. CLRS have created

a webpage where information about measures we are taking, changes to services and helpful links is being updated.

Check it out at <https://clrs.org.au/covid-19/> Phone 5480 2388.

**Vivid:** All services continue to be delivered at this time. Health and safety measures and Government restrictions are being strictly adhered to. Vivid is providing regular updates on their website on the status of their services [www.wearivid.org.au](http://www.wearivid.org.au). Phone 5480 6611.

## Njernda Aboriginal Corporation

Following the advice from VACCHO and the State and Federal Governments, Njernda have cancelled ALL group events and activities. There are also stricter procedures at the Njernda Medical Clinic.

**Medical clinic,** contact 5480 6252 (Ext 1)

**Family Services** building closed, contact 5482 6252 (Ext 3)

**Berimba Childcare** closed, contact 5480 6252 (Ext 5)

**Support for elders** contact Keith Hearn: 0412 390 859

**Community Services** closed—Youth Services, HACC, Yinya Mulana

**Njernda Finance & Administration** closed

Closed services are still working and contactable. Visit the Njernda Aboriginal Corporation website [www.njernda.com.au/covid-19/](http://www.njernda.com.au/covid-19/) to stay up to date.

## Kyabram Community & Learning Centre

Essential services will continue to be provided however the methods used to deliver are different. All visitors must report to reception and specify their needs prior to entering the building. Where possible people will be assisted at the entry point only. Phone 5852 0000.

Centrelink computers and telephone are still available for community use.

## Centre for Non Violence

If you are experiencing family violence and require assistance the Centre for Non-Violence services are available via **free call 1800 884 292**.

## Women's Health Loddon Mallee

Due to coronavirus, in-person public contact is now on hold. The Well Women's Clinic continues to provide Pregnancy Options counselling via telephone and video conference. However Cervical Screening (PAP tests) and STI testing have been suspended.

Please call on 1800 350 233 or (03) 5443 0233 regarding Options Counselling or any other queries. Email: [whlm@whlm.org.au](mailto:whlm@whlm.org.au).

## Campaspe Shire Council

Customer service centres in Echuca, Kyabram, Rochester, Rushworth and Tongala are closed until further notice.

Please contact (including sharps containers): **1300 666 535** or [shire@campaspe.vic.gov.au](mailto:shire@campaspe.vic.gov.au) or visit website [www.campaspe.vic.gov.au](http://www.campaspe.vic.gov.au) for further updates.

Aged & Disability Services and childcare services remain open as essential services with measures to safely operate.

To reduce the risk of infection to staff and the community, immunisation services are by appointment only. Appointments can be made by calling 1300 666 535 with details of locations and times at [www.campaspe.vic.gov.au/covidimmunisations](http://www.campaspe.vic.gov.au/covidimmunisations)

A number of non-essential services have been closed including the Echuca War Memorial Aquatic Centre; Echuca, Kyabram & Tongala Stadiums.

Libraries are also now closed. You can access online resources including ebooks, eAudio, eMagazines, online bookclub and virtual stories call 5481 2400 to speak to a staff member.

Transfer stations remain open (the resale shops at Echuca, Rochester and Mt Scobie are closed).

## Emergency Food Relief and Care Packs

Some of the Emergency relief providers have closed in response to coronavirus—those still operating include;

### Kyabram Community and Learning Centre

- Food stall stocked at the front of entrance; food parcels and shopping services. For all needs please call 5852 0000.

### Girgarre Community Cottage

- Food relief parcels Monday–Thursday 9.30 am–12 noon. People in need of assistance are advised to ring (if possible) to request a food parcel and organise a collection time. Call 5854 6482.

### Echuca Neighborhood House

- Food relief from Monday to Thursday 10 am–2 pm. Food is free stand located outside in the front yard throughout the day, and have frozen meals and items available from the House. Please call 5482 6914 in advance.

### Tongala Community Activities Centre

- Foodbank available from Monday to Thursday 9 am–10 am. Please call 5859 1268.

### Njernda Aboriginal Corporation

- Food relief for the local Aboriginal community—please call 5480 6252 (ext 3).

### Salvation Army

- Echuca 5482 6722
- Rochester 5484 1364
- Kyabram 5853 1129

### St Vincent de Paul

- Echuca 5480 7621
- Rochester 5484 3584
- Kyabram 5852 2874

### Care Packages

Victorians in mandatory self-isolation running short on food and unable to have any dropped-off by friends are eligible for a "food and personal care package", with a two-weeks supply of items. People wishing to request a pack should call Victoria's dedicated coronavirus hotline on 1800 675 398.

## Volunteering

Selected Health Services in the Campaspe area have stopped volunteer support in response to coronavirus. Community services also have restrictions in place—please contact your volunteer organisation to check arrangements, but before you consider volunteering ask yourself—**Am I well enough to volunteer? If you have any symptoms, please stay home.**

## Victorian Department of Health and Human Services

For the latest information, updates and advice about the outbreak of the coronavirus disease (COVID-19) [www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)