

We understand this is a time of uncertainty and we are committed to supporting your health, wellbeing and safety.

You can call us anytime day or night on 3029 7000.

It is our goal to work together by showing each other respect, sharing accurate information, being understanding of each other's role and circumstances, and being supportive of each other in meeting public health requirements.

You can help us by:

- keeping your phone charged so we can easily get in touch with you
- if staying in a motel – meeting workers in common areas of the motel so we can keep our distance and keep each other safe e.g. pool or parking area.
- notifying us of any health or respiratory concerns.

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All measures in this brochure are current as at 30 March 2020, and may change. Your support worker will be able to provide updates.

Helpful contacts

13 Health – 13 432 584

If you develop a fever, a cough, sore throat or shortness of breath 14 days after travelling overseas or being in contact with someone returning from overseas.

COVID-19 Triage Hotline – 1800 020 080

Helps to triage people with respiratory symptoms and those concerned about contact with a possible COVID-19 case. Do not go to a hospital emergency department. Call the hotline instead.

Telehealth

You can call your GP to make a telehealth appointment. Your telehealth consultation will be bulk billed.

Inclusive Health and Wellness Hub – 3013 6050

If you don't have your own GP, you can call the Inclusive Health and Wellness Hub to make a face-to-face or telehealth appointment. All consultations are bulk billed.

1800 Respect – 1800 737 732

24/7 confidential information, counselling and support service for people impacted by sexual assault or domestic or family violence.

Brisbane Domestic Violence Service 24/7 – 3217 2544

Safety and Support Planning

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Micah Projects – (07) 3029 7000
micahprojects.org.au



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Staying Healthy and Safe



Working together to protect yourself and to protect others

MICAH PROJECTS



Breaking Social Isolation
Building Community

Working in partnership with the Queensland Government, landlords, accommodation providers and other agencies.

Micah Projects is working in partnership with the Queensland Government to increase access to accommodation to enable you to be healthy and safe, and to have stability over the coming months.

At times we may need to talk to other government and community agencies on your behalf to ensure you can receive services, entitlements and resources e.g. housing, Centrelink income, training or child protection.

Your support worker will talk to you about which agencies these might be and seek your consent to make contact with them.



Micah Projects 24/7 3029 7000

What we can expect from each other as we work together during this public health crisis:

Respect

- we acknowledge your previous experiences, anxiety and lack of access to resources
- we all need to be patient and ensure behaviour is respectful and not harmful or threatening in any way.

Information

- we will provide you with, or link you to, up-to-date information and options regarding your situation
- the information you provide to us will be accurate and up-to-date.

Understanding

- we understand you might be upset or frustrated by your experiences and situation
- we may not always be able to meet all of your requests.

Support

- we will work together towards what you want to achieve.

We can stop the spread!



Increased cleaning

Our vehicles and offices are being maintained with extra cleaning and prevention measures.



Washing hands

We all need to stop the spread by regularly washing our hands with soap and water or hand sanitiser before and after we meet. We also advise that everyone not touch their faces until their hands are sanitised.



Keeping a safe distance

We are all required to listen to public health directions and maintain social distancing at work and in the community, and to avoid handshaking.



Manage our own belongings and personal items

We are asking workers and participants to handle their own belongings to reduce handling and contact. Workers can assist but may need to wear protective gear such as gloves, gowns and face masks.

