

# YOUR QUESTIONS ANSWERED

What COVID-19 means for children and young people in care in Tasmania

## I am in foster care – what happens if my carers get sick? Will I stay here or go somewhere else?

Your worker/Child Safety Officer and Care Team that help care for you have a backup plan if this happens. If you live with someone who has become sick with the COVID-19, it is very unlikely that you will be moved elsewhere. It will be important for you to stay where you are and not leave the house unless in an emergency.

[coronavirus.tas.gov.au/keeping-yourself-safe/what-you-can-do](https://coronavirus.tas.gov.au/keeping-yourself-safe/what-you-can-do)

[www.coronavirus.tas.gov.au/facts/about-coronaviruses-and-covid19](https://www.coronavirus.tas.gov.au/facts/about-coronaviruses-and-covid19)

[www.communities.tas.gov.au/coronavirus](https://www.communities.tas.gov.au/coronavirus)

[www.communities.tas.gov.au/coronavirus/covid-19-impact-on-communities-tasmania-services-and-activities](https://www.communities.tas.gov.au/coronavirus/covid-19-impact-on-communities-tasmania-services-and-activities)



## Here are some great links with information regularly updated:

[www.communities.tas.gov.au/coronavirus](https://www.communities.tas.gov.au/coronavirus)

[www.childcomm.tas.gov.au/coronavirus-faqs-answers-to-your-most-common-questions/](https://www.childcomm.tas.gov.au/coronavirus-faqs-answers-to-your-most-common-questions/)

[create.org.au/covid-19-faq/](https://create.org.au/covid-19-faq/)

[www.coronavirus.tas.gov.au/facts/where-to-find-information](https://www.coronavirus.tas.gov.au/facts/where-to-find-information)

Download the Federal Government “Coronavirus Australia” app in the Apple App Store or Google Play, or join the WhatsApp channel on iOS or Android.

## I am in residential care – what will happen with the people supporting me and the care workers in the house?

The care workers in the house are focusing on hygiene habits to keep you and your home safe. You can help carers by washing your hands regularly and staying at home. There will still be entertainment at the house but remember social distancing.

[coronavirus.tas.gov.au/keeping-yourself-safe/what-you-can-do](https://coronavirus.tas.gov.au/keeping-yourself-safe/what-you-can-do)

## Can I still see my worker/CSO? If not what sort of contact will I have?

The Child Safety Service expects that your worker will still make contact with you regularly. This might not be face to face for now unless it is essential, but it can be over the phone, through SMS, emails or online video conferencing. You should know who your worker is, but if not, make contact with the Child Safety Service on **1800 000 123**

## What are my options if I can't contact my worker / CSO?

If you are having trouble getting in contact with your worker it's probably because they are extremely busy at the moment – if you can't get through on the phone then try sending them a text if you have their mobile number, or send them an email. If you don't get a response the first time, try again. If you still don't get a response, try to speak to your worker's manager or use the information on:

[create.org.au/something-not-right-speak-up](https://create.org.au/something-not-right-speak-up)

[www.coronavirus.tas.gov.au/stimulus-and-support/community/child-safety-technology-fund](https://www.coronavirus.tas.gov.au/stimulus-and-support/community/child-safety-technology-fund)

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## What if I feel sick?

The most important thing is that if you start to feel sick, tell your carer or worker! They will know what to do. If you are living independently then call this phone number **1800 020 080** (national) or **1800 671 738** (Tasmania) and you will talk to an expert who can talk with you about how you are feeling and what to do next.

[www.coronavirus.tas.gov.au/\\_\\_data/assets/pdf\\_file/0023/86702/V2.2\\_TasGov\\_COVID19\\_Factsheet\\_Self-Assessment-Tool\\_D002.pdf](http://www.coronavirus.tas.gov.au/__data/assets/pdf_file/0023/86702/V2.2_TasGov_COVID19_Factsheet_Self-Assessment-Tool_D002.pdf)

[www.healthdirect.gov.au/symptom-checker/tool/basic-details](http://www.healthdirect.gov.au/symptom-checker/tool/basic-details)

[www.coronavirus.tas.gov.au/keeping-yourself-safe/i-am-sick-and-think-i-may-have-covid19](http://www.coronavirus.tas.gov.au/keeping-yourself-safe/i-am-sick-and-think-i-may-have-covid19)

[coronavirus.tas.gov.au/keeping-yourself-safe/testing-for-covid19](http://coronavirus.tas.gov.au/keeping-yourself-safe/testing-for-covid19)

### National Coronavirus Health Info Line

The National Coronavirus Health Information Line **1800 020 080** operates 24 hours a day, 7 days a week. If you require translating or interpreting services, call **131 450**.

### Tasmanian Public Health Hotline

If you think you might have COVID-19 because you feel unwell with a fever OR cough, sore throat or shortness of breath AND have recently travelled internationally or interstate OR had contact with a confirmed case, phone your GP or the Tasmanian Public Health Hotline on **1800 671 738** straight away. Tell them about your symptoms and recent travel.

## I am in residential care – What if one of my care workers gets sick?

If your care worker is sick, they won't be coming to the house even if it's just a cold. If it turns out they are sick with COVID-19 they will have to self-isolate for 14 days and won't be able to come back to the house until the doctor says they no longer have COVID-19. If a care worker becomes sick with COVID-19 and they have been in recent contact with you, it may be necessary for you to also self-isolate for 14 days. Your care provider will seek health advice for any young person that has come into contact with a care worker that is sick.

## I am in residential care – What if I get sick?

Your care worker will immediately seek medical attention for you and follow health advice provided. It is important you follow the advice of your care provider in the event you have become unwell. You will be required to stay in your home and self-isolate unless advised otherwise. The house will support you to access the things that you need. The only reason to leave the home would be to seek necessary medical attention. Find out the most up-to-date information from: [coronavirus.tas.gov.au/keeping-yourself-safe/i-am-sick-and-think-i-may-have-covid19](http://coronavirus.tas.gov.au/keeping-yourself-safe/i-am-sick-and-think-i-may-have-covid19)

[coronavirus.tas.gov.au/keeping-yourself-safe/self-isolation](http://coronavirus.tas.gov.au/keeping-yourself-safe/self-isolation)



## I have younger siblings in care, will I still get to see them at the moment?

You will be able to see them via online video platforms – such as FaceTime, WhatsApp, Zoom, Skype etc. This is unless you already are a regular visitor to their home, in which case you may still visit them. Find out more up to date information here:

[www.coronavirus.tas.gov.au/families-community/gatherings](http://www.coronavirus.tas.gov.au/families-community/gatherings)

[www.coronavirus.tas.gov.au/stimulus-and-support/community/child-safety-technology-fund](http://www.coronavirus.tas.gov.au/stimulus-and-support/community/child-safety-technology-fund)



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## Can I see family that don't live with me? If not, why?

You can stay connected to people important to you that you don't live with, if you usually get to see them, but the way you stay connected will have to change for the next little while.

To prevent the spread of COVID-19, your contact with family will change from seeing them in person, to chatting on the phone or via FaceTime, Skype, Zoom, text or even good old fashioned letters in the post! Face to face contact can be considered on a person by person basis, with most family visits to move to online methods, and it must move to online methods if either the family member or you are feeling sick or have COVID-19 symptoms. Talk to your worker / Child Safety Officer about online ways to have contact with your family through video or phone calls.

If you need phone credit, a device or access to data on your mobile phone, ask your carer or worker to help you to access the Communication and Technology Fund (currently being set up). Following an application, your technology needs will be assessed on an individual basis.

[www.coronavirus.tas.gov.au/stimulus-and-support/community/child-safety-technology-fund](http://www.coronavirus.tas.gov.au/stimulus-and-support/community/child-safety-technology-fund)

**Social distancing** means increasing the space between you and other people. It is important to do this because COVID-19 is most likely to spread by close contact with an infected person, or by contact with droplets from an infected person's cough or sneeze. So, the more space between you and others, the harder it is for the virus to spread.

[www.coronavirus.tas.gov.au/families-community/gatherings](http://www.coronavirus.tas.gov.au/families-community/gatherings)

It is important that everyone in care, especially Aboriginal and/or Torres Strait Islander children and young people, can be connected to family, community and culture during this time. If this isn't happening, it's okay to let someone know. You can find out more at: [www.communities.tas.gov.au/childadvocate](http://www.communities.tas.gov.au/childadvocate)

[create.org.au/advocacy-priorities-during-covid-19-pandemic/](http://create.org.au/advocacy-priorities-during-covid-19-pandemic/)

[create.org.au/something-not-right-speak-up](http://create.org.au/something-not-right-speak-up)

## What do I do if I have lost my job?

[www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-need-payment-coronavirus-covid-19](http://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-need-payment-coronavirus-covid-19)

## What do I do if I am worried about paying my rent?

[www.coronavirus.tas.gov.au/families-community/rental-housing](http://www.coronavirus.tas.gov.au/families-community/rental-housing)

[www.coronavirus.tas.gov.au/stimulus-and-support/household](http://www.coronavirus.tas.gov.au/stimulus-and-support/household)

## Where can I find more information about COVID-19 in Tasmania for young people?

[www.coronavirus.tas.gov.au/facts/about-coronaviruses-and-covid19](http://www.coronavirus.tas.gov.au/facts/about-coronaviruses-and-covid19)  
<https://coronavirus.tas.gov.au/keeping-yourself-safe/mental-health-support>

If you would like to access other supports:

Beyondblue – 1300 224 636 or [beyondblue.org.au](http://beyondblue.org.au)

Kids Helpline – 1800 55 1800 or [kidshelpline.com.au](http://kidshelpline.com.au)

1800RESPECT – 1800 737 732 or [www.1800respect.org.au](http://www.1800respect.org.au)

Headspace – [www.headspace.org.au/](http://www.headspace.org.au/)

Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Suicide Call Back Service – 1300 659 467 or [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)