

COVID-19 Frequently Asked Questions & Answers



| Question | Answer |
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| <p>What is COVID-19 and how does it affect me, particularly as an older person?</p> | <p>Coronaviruses are a large family of viruses that cause respiratory infections. COVID-19 is the disease caused by a new coronavirus that was first reported in December 2019 in China, and has now spread throughout the world, including every state and territory within Australia.</p> <p>COVID-19 is spread from person to person through close contact with an infectious person, contact with droplets from an infected person coughing or sneezing, or by touching objects or surfaces that have droplets on them from an infected person and then touching your face. The symptoms of COVID-19 are similar to colds and flus and can include fever, sore throat, dry cough, headache, tiredness, and difficulty breathing. The majority of people have a mild illness and recover. However, COVID-19 can cause severe pneumonia and death.</p> <p>The risk of serious illness from COVID-19 increases with age. The highest rate of deaths is among older people (over 60 years) and those with other serious health conditions. To protect you, the Australian Government has put a number of restrictions in place. These restrictions impact us all, however, there are further restrictions for people receiving aged care services.</p> <p>For specific information and advice for older people please read the Fact Sheet: For Older Australians on COVID-19. covid-19-information-for-older-australians</p> |
| <p>Is information on COVID-19 available in different languages?</p> | <p>A list of resources about COVID-19 is available in other languages. The resources include fact sheets, guidelines and other publications. To read or download the resources visit: covid-19-translations</p> |
| <p>Will I still be able to get my free flu vaccine this year?</p> | <p>SA Health have announced that the 2020 Flu Vaccine is now available. South Australians eligible for a free influenza vaccine through the National Immunisation Program are being encouraged to contact their immunisation provider to book in to get immunised against the flu. (Please view link for further details on the Immunisation program and eligibility).</p> |
| <p>How can I get to the shops in the hours set aside for the elderly and those with a disability during the COVID pandemic? (Monday and Wednesday 7-8am)</p> | <p>Des's Cabs are offering a 'Dial before you ride' service. You can call this number 11 33 77 and book a ride to the supermarket. The service is offered from 7am to 7.45am for all concession card holders.</p> |

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| <p>My elderly mother can't get to the shops and I am concerned that she won't be able to get groceries?</p> | <p>Woolworths has introduced an on-line 'priority service' to order groceries for eligible customers including seniors, people with a disability and those with compromised immunity or who are required to self-isolate. To register for this service, log on to www.woolworths.com.au , go to the Priority Assistance link and then create an account. Groceries will be delivered to households via this service.</p> <p>Coles has an Online Priority Service (COPS) which has been created to support our most vulnerable customers and communities during this challenging time, and to ensure that help is given to those that need it the most right now. More information on this service can be accessed at https://shop.coles.com.au/a/whyalla/content/priority-service-information</p> <p>Foodland Whyalla (Essington Lewis Avenue) are assisting residents by offering a free local home delivery service. Orders can be placed by a phoning (8645 3300) or email at admin@whyallafoodland.com.au minimum order of \$20.00.</p> <p>Woolworths and Coles have now reinstated their click and collect and on-line ordering for all residents.</p> |
| <p>When is Foodbank Whyalla open?</p> | <p>Foodbank Whyalla Jacobs Street Hub opening times 11am- 3pm Monday/Wednesday 10am – 4pm Fridays. Closed public holidays Warehouse is delivering only, no walk ins to the warehouse. Contact number: 86442759 Vouchers to access Foodbank, during this time, can be obtained by phoning agencies social service agencies such as Red Cross, Salvation Army, Centacare, Anglicare, United Country SA, ADRA Vouchers can also be emailed directly to the hub for a client.</p> |
| <p>Can I still visit my Doctor?</p> | <p>Most General Practices in Whyalla are still open and appointments can be made by contacting the Doctors clinic you normally attend.</p> |
| <p>Can I still put my children into childcare?</p> | <p>There are childcare spaces available in Whyalla and in case you weren't aware the Federal Government announced free childcare from 6 April for parents and guardians who need to be at work during this period. The package will prioritise children of essential workers and vulnerable parents and guardians. Further information is available from attached link Department of Education, Skills and Employment.</p> |
| <p>Can I still connect/have a say if I am a youth?</p> | <p>SA Government have developed some on-line platforms for our youth to still be involved, Hub and Get Around It:</p> <p>Hub – a new place for young South Australians to 'visit, hang out, keep up to date, have a say and connect'. http://hub.ccyp.com.au</p> |

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| | <p>South Australia's Commissioner for Children and Young People, Helen Connolly recently launched 'hub' – a new place for young South Australians to visit, hang out, keep up to date, have a say and connect. It's got loads of great resources for young people to explore, as well as encouraging their participation in polls, surveys and focus groups that provide the Commissioner with opportunities to hear from them directly about those issues or concerns that matter most to them. This will allow her to maintain her direct engagement with young people throughout South Australia. She would ordinarily have undertaken this direct engagement through focus groups, face to face events and activities. As these are now no longer possible due to the coronavirus restrictions hub has been created to be this engagement avenue.</p> <p>Get Around It = an Instagram account that profiles young South Australians doing great things, http://www.instagram.com/getaroundit_sa/</p> <p>GAI has been running for approximately 12 months and has over 35 profiles to date. It has been created specifically to celebrate and raise awareness of young South Australians. More information can be viewed on the attached hyperlink.</p> |
| <p>Is the Salvation Army still open in Whyalla?</p> | <p>The local branch of Salvation Army has implemented some temporary changes to their service. They can be reached by calling the Doorways Team for a phone appointment on 1800 025539.</p> |
| <p>What other social service agencies are in Whyalla?</p> | <p>The following link provides access to an on-line platform which list all social services in Whyalla Agency Database</p> |
| <p>Tips on how to improve your health and overall well-being during COVID-19</p> | <p>Check out the State Governments 'Open Your World' initiative at https://openyourworld.sa.gov.au/ You will find some great resources on how to stay connected, be active, activities for children, skills development, arts and cultural opportunities and building resilience.</p> |
| <p>When can my boys get back to community football</p> | <p>Attached is a SA Football press release outlining the roadmap back to playing with the first phase being the introduction of training sessions Community Football Press Release 9 May 2020.docx For more specific details contact your local club.</p> |
| <p>Can my daughter proceed with her wedding plans.</p> | <p>From 11 May, wedding ceremonies can have a maximum of 10 attendees. This does not include the celebrant, venue staff or any other person required to facilitate the wedding. Social distancing and hygiene requirements and recommendations must still be observed. As restrictions are relaxed these numbers are</p> |

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| | <p>expected to increase. More information can be source via the State Government' Wedding fact sheet at https://www.covid-19.sa.gov.au/_data/assets/pdf_file/0003/196662/Weddings-Step-1-Fact-Sheet.pdf</p> |
| How many people can attend a funeral | <p>From 1 June, 50 people can attend an indoor or outdoor funeral. This excludes those officiating at the funeral and other staff necessary to undertake the funeral. All persons attending the ceremony are required to provide their name and phone number or email address.</p> |
| When are restrictions being relaxed so I can get back to sport | <p>Refer to the attached link https://www.orsr.sa.gov.au/home/return-to-sport/_nocache for latest information.</p> |
| When will local netball recommence | <p>Netball SA had had approval from the SA Government that from May 18th that clubs and associations can commence outdoor training for junior and senior teams in groups of 10 people per court, including coaching and support staff. For further details contact your local club.</p> |
| When can I go out for a meal? | <p>From 1 June 2020, the number of diners allowed has increased to a maximum of 80 patrons across all dining areas whether enclosed or outdoors with a maximum of 20 in each dining area. People present must not exceed more than 1 person per 4 square metres and the 1.5 metres social distancing must be adhered to. Whilst this new measure has come into place, it is suggested that you make contact with your local café or hotel that you are considering attending to seek further information from them.</p> |

NB - Due to the dynamic and evolving nature of the COVID-19 pandemic the information in this document is subject to change. Every care has been taken when compiling this information which was believed correct as of 29 May 2020.