



# FACT SHEET: OLDER PERSONS COVID-19 SUPPORT LINE

26 June 2020

The Older Persons COVID-19 Support Line informs, supports and connects for older Australians.

Some older people are vulnerable to COVID-19 but less connected to the internet and in need of ways to access information for their circumstances. The Older Persons COVID-19 Support Line provides information and support.

Older Australians, their families, friends and carers can FREECALL 1800 171 866 if they:

- would like to talk with someone about the COVID-19 restrictions and its impact on them
- feel lonely or worry about a loved one
- care for someone and need some information or someone to talk to
- need help or advice about changing the aged care services they are receiving
- need help to access new care services or essential supplies such as shopping
- have concern about themselves, a friend or family member living with Dementia
- would like to arrange a one-off or regular wellbeing check for themselves, or someone else.

Older Australians, their relatives, carers, friends or supporters can:

- call **1800 171 866**
- 8.30am – 6pm AEST weekdays
- for any information or services they may need.

The Older Persons COVID-19 Support Line is a joint initiative of:

- COTA Australia,
- Dementia Australia,
- National Seniors and
- OPAN,
- supported by funding from the Australian Government.

## Translating and Interpreting Service (TIS) support

Older Australians who do not speak English can:

- call TIS National on 131 450,
- request an interpreter, and
- ask to be put through to the Older Person's COVID-19 Support Line or quote the 1800 171 866 phone number to be connected.