



## Help when you need it – supporting your mental health during mandatory quarantine

### How will this document help?

Mandatory quarantine is an unfamiliar experience for most people. Many people may find it challenging. It is important to take care of your mental health. This document outlines a number of mental health services available to you to support your stay in mandatory quarantine. You should use it with information from state and territory governments where you are quarantining and with the information provided to you once in quarantine.

### Preparing for Quarantine

The Australian Government has published a guide for international travellers returning to Australia. This is to prepare you for mandatory quarantine.

“Getting ready for quarantine – A guide to the final step in coming home” is in two parts:

- [Part 1: Before you depart](#) – which has advice on what to expect and a checklist for ideas on what to do and bring.
- [Part 2: When you're in quarantine](#) – which has advice on how to manage your time and space, stay healthy and connected while in quarantine.

Use the “Getting ready for quarantine” guide to prepare for your time in mandatory quarantine. It also provides some useful tips on looking after your mental health and wellbeing while in quarantine.

### What mental health support can you access in Quarantine?

You can access a range of digital, telephone and telehealth mental health services while in mandatory quarantine. In addition, most quarantine facilities have on-call and in-person mental health support available. Please check with your quarantine provider about how to use this support.

**Urgent mental health help:** This is available for you or anyone you know who needs support, Contact Lifeline (13 11 14) or Kids Helpline (1800 55 1800).

## Free 24/7 Coronavirus Mental Wellbeing Support Service

Anyone, including people in quarantine, can call Beyond Blue's **Coronavirus Mental Wellbeing Support Service**. You can speak to a trained counsellor on 1800 512 348 or by visiting [coronavirus.beyondblue.org.au](https://coronavirus.beyondblue.org.au). This service includes web-based support and online forums to connect with others and share your experience.

**Translating and Interpreting Service:** People who don't speak English as a first language can get free translation support by phoning **131 450**. Resources are available in 64 languages other than English.

- **HeadtoHealth**

Head to Health is a good place to start if you, or someone you care about, needs help managing anxiety and worry. It provides access to free and low cost telephone and online mental health and support services. [www.headtohealth.gov.au](https://www.headtohealth.gov.au)

- **Access to a psychologist**

Australians and eligible individuals can access psychology services that are subsidised through Medicare or reciprocal arrangements (up to 20 sessions). These services can be delivered via telehealth until 30 June 2022. To use this support you need to be eligible for Medicare and referred by a General Practitioner (GP). Your GP can help you decide whether accessing support via telehealth is safe and clinically appropriate in your circumstances.

If you need help finding a GP or mental health services, visit the Healthdirect website at [www.healthdirect.gov.au](https://www.healthdirect.gov.au) and choose 'Find a health service'. You can limit this search to find services that are bulk-billed and delivered through telehealth. Additionally, the Australian Psychology Society website can connect you to a psychologist at [www.psychology.org.au/Find-a-Psychologist](https://www.psychology.org.au/Find-a-Psychologist).

- **Additional mental health supports available in quarantine**

The Australian Government has strengthened a number of digital and telehealth support services. These include services for vulnerable people, students and those with severe and complex needs. You can find information on specific services on the Australian Government Department of Health [website](#).

## Keeping up to date

It's important you stay up to date with local information about quarantine and localised support services in each state and territory. More information and links to relevant state and territory websites on the [Australian Government Department of Health website](#).