

COVID-19: THE FRONT LINE

Recognising our health and community workers

As the number of positive COVID-19 cases increases throughout Queensland and Australia this week, our valuable first responders, health and community workforce continue to work through this health crisis in a bid to keep us all safe and well looked after.

Whilst our health and community workers are well trained and passionate about their roles, responding to disasters is challenging, and at times, dangerous work. Sources of stress for emergency responders and health workers often includes witnessing human suffering, and in the case of coronavirus, it will also include the untimely death of patients. Our health workers are also facing personal harm, intense workloads, life-and-death decisions, and separation from their own family and loved ones (CDC, 2020).

COVID-19 is similarly leaving many people with disabilities in vulnerable positions, with the least access to assistance. To ensure, people with disabilities are not left in undignified and dangerous situations, our army of carers and allied health practitioners' soldier on during these extraordinary times, often without access to personal protection equipment (PPE) and adequate means of sanitisation.

The health, wellbeing and community support of our clinical workforce is a priority, so they can continue to offer us the high quality of care that Australia is renowned for. Thus, in such busy and tumultuous times, we give thanks to all our dedicated workers on the front line, and urge them to take time to look after their own health and wellbeing, as well as to look out for their colleagues.

For information and advice on wellbeing and resilience for first responders visit the [CDC website](#). Interested in working for Queensland Health during our response to COVID-19? Click [here](#) for information.

A message from our Director

We spare a thought for our wonderful clinical researchers who are all preparing to re-enter their clinical work. They are sad to be leaving their research projects temporarily, but their work in the hospital is extremely important. Recruitment of clinical staff is ramping up and there are many opportunities for health professionals to contribute within this crisis. We appreciate all our health professionals so much at this time. They are taking a risk to keep us all healthy and well. We applaud them for their incredible effort and commitment.

It has been heartening to see the appreciation for health workers from around the world. People have cheered from their balconies. There have been millions of social media messages and random acts of kindness for health workers. Coles supermarkets have announced dedicated shopping times for healthcare and emergency workers to show appreciation.

WHO has always asked us to [thank our health workers](#) for their tireless efforts and there is never a better time to do that. You can send a virtual card, or share a photo of our incredible health workers using the hashtag #ThanksHealthHero. Your vote of thanks might be just the thing to keep their spirits up. Our thoughts are with all our colleagues at this time, and we hope they take care and stay safe.

Professor Elizabeth Kendall
Director, The Hopkins Centre

Visit our website at: www.hopkinscentre.edu.au

WHO | Thank a health worker: #ThanksHealthHero

Thank a health worker: #ThanksHealthHero. At the heart of humanitarian action are the doctors, nurses, paramedics and other health workers who selflessly serve their communities, often with little access to resources and frequently at great personal risk. Visit their website at: www.who.int

[Image 1]



[Alt text: Image of a nurse in a hospital ward next to a bed)

[Logo: World Health Organisation]

[Caption: Thank you for your care and service #ThanksHealthHero]

[End Image]

IMPORTANT CONTACTS AND ONGOING SUPPORT

Emergency – 000

National Coronavirus Helpline – 1800 020 080

Qld COVID-19 Hotline – 13HEALTH (13 43 25 84)

Department of Health – 1800 020 103

Community Recovery Hotline – 1800 173 349

Health Direct – 1800 022 222

National Disability Insurance Scheme (NDIS) – 1800 800 110

Queensland Disability Network (QDN) – 1300 363 783

Carers Qld – 1800 242 636

Beyond Blue – 1300 22 4636

Lifeline – 13 11 14 or 0477 13 11 14 (SMS)

Salvation Army Australia – 13 SALVOS (13 72 58)

Vision Australia – 1300 84 74 66

Expression Australia – [AUSLAN Coronavirus updates](#)

Assistance for Hard of Hearing – 131 450

[National Relay Service Website](#)

[Translating and Interpreting Service](#)

Produced by **The Hopkins Centre**

Research for Rehabilitation and Resilience

A joint initiative of Griffith University, Menzies Health Institute Queensland,

Metro South Health and the Queensland Government.

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