**COVID-19 SERVICES UPDATE**

**Communications Kit –** *updated 29 Nov 2023*

During the pandemic, the Australian Government provided national COVID-19 services through Healthdirect Australia to offer the latest information and advice to Australians around the clock. The services received close to 5 million calls, 28 million website visits, and sent doctors with more than 17,000 Antiviral eligibility notifications. The introduction of online COVID-19 vaccine bookings enabled more than 55 million sessions, making it easier for people to find a vaccine provider that suits their needs.

Australia’s Chief Medical Officer has declared COVID-19 is no longer a Communicable Disease Incident of National Significance (CDINS). The Department of Health and Aged Care will manage COVID-19 like other common communicable diseases.

We are maintaining services with healthdirect that support prevention, reducing transmission and management of serious illness. The healthdirect COVID-19 website, COVID-19 Symptom Checker, online vaccine booking, and nurse-led advice for people experiencing severe COVID-19 symptoms will remain part of the consistent and dedicated response to the virus.

The department will now move away from bespoke COVID-19 programs and services. As such, the National Coronavirus Helpline (NCH) and Easy Vaccine Access (EVA) services will close after 4 December 2023.

**Please update any website or consumer-facing materials to remove references to the National Coronavirus Helpline (NCH) and Easy Vaccine Access (EVA) by 4 December 2023. Or as soon as possible.**

We have supplied suggested messaging for your website and social media, and guidance on where to direct people in your care for more information about COVID-19.

# **Service Table**

|  |  |
| --- | --- |
| **Action** | **From 4 December** |
| Advice on COVID-19 testing, isolation and travel restrictions | Online services * Healthdirect website
* Jurisdictional COVID-19 websites
 |
| Advice on COVID-19 vaccines | In person* Contact your preferred vaccine provider or health professional

Online services * Health.gov.au
* Healthdirect website
 |
| Make a COVID-19 vaccine booking | In person* Contact your preferred vaccine provider or health professional

Online services * Health.gov.au
* Service Finder on Healthdirect website
 |
| Checking COVID-19 Symptoms and eligibility for antiviral medications | In person* Contact your preferred general practitioner or health care centre

Over the phone* Health and Information Advisory Service (HIAS) on 1800 022 222

Online services * Symptom checker
* Health.gov.au for antiviral guidelines
 |

# **Directory**

Department of Health and Aged Care [www.health.gov.au/topics/covid-19](http://www.health.gov.au/topics/covid-19)

Healthdirect Australia [www.healthdirect.gov.au/covid-19](http://www.healthdirect.gov.au/covid-19)

Symptom Checker[www.healthdirect.gov.au/symptom-checker](http://www.healthdirect.gov.au/symptom-checker)

Healthdirect Australia Service Finder [www.healthdirect.gov.au/australian-health-services](http://www.healthdirect.gov.au/australian-health-services)

# **Sample Messaging**

Please update any website or consumer-facing materials to remove references to the National Coronavirus Helpline (NCH) and Easy Vaccine Access (EVA) by **4 December 2023** or as soon as possible.

Here are some sample messages for your online channels, and printed documents and flyers.

**Social media**

* Looking for up to date COVID-19 health information and advice? Visit [www.healthdirect.gov.au/covid-19 for COVID-19](http://www.healthdirect.gov.au/covid-19%20for%20COVID-19) general information on testing, isolation and recovery.
* Feeling unwell? Not sure if you need a doctor? Available in 15 languages, the Symptom Checker can help you decide what to do next. [www.healthdirect.gov.au/symptom-checker](http://www.healthdirect.gov.au/symptom-checker)
* If you feel unwell or need COVID-19 advice for someone in your care, talk to your health provider, or speak with a nurse by calling the healthdirect helpline on 1800 022 222.
* Boost your COVID-19 protection and make an appointment on the Service Finder. healthdirect.gov.au/australian-health-services
* Service Finder connects you to COVID-19 vaccine providers in Australia. It is the best way to compare clinics, check availability and book an appointment in one place. healthdirect.gov.au/australian-health-services
* Available in 15 languages, Service Finder provides access to more than 300,000 healthcare services, including COVID-19 vaccination. healthdirect.gov.au/australian-health-services

**Website content**

**Need COVID-19 health information and advice?**

You can find up-to-date COVID-19 information through the Healthdirect Australia website on [www.healthdirect.gov.au/covid-19](http://www.healthdirect.gov.au/covid-19)

Healthdirect is the best place to look for COVID-19 information on symptoms, isolation, medications and recovery.

If you are experiencing COVID-19 symptoms, use the the Symptom Checker to help you decide what to do next. [www.healthdirect.gov.au/symptom-checker](http://www.healthdirect.gov.au/symptom-checker)

If you feel unwell or need COVID-19 advice for someone in your care, talk with your health provider, or speak to a nurse by calling the healthdirect helpline on 1800 022 222.

**If you develop symptoms such as severe shortness of breath or chest pain, call triple zero (000) immediately. Tell the call handler and the paramedics on arrival if you have COVID-19.**

**Find a COVID-19 vaccine service**

Boost your COVID-19 protection and make an appointment using the Service Finder. It is the best way to compare clinics, check availability and book an appointment in one place. [Find and book your next COVID-19 vaccination.](https://www.healthdirect.gov.au/australian-health-services)

**Book a COVID-19 Vaccine**

Service Finder connects you to COVID-19 vaccine providers in Australia. It is the best way to compare clinics, check availability and book an appointment in one place. Available in 15 languages, the Service Finder through Healthdirect provides access to more than 300,000 healthcare services, including COVID-19 vaccination. [Find and book your next COVID-19 vaccination](https://www.healthdirect.gov.au/australian-health-services).

**Find a COVID-19 Vaccine service that meets your needs.**

Boost your COVID-19 protection and make an appointment on the health [Service Finder](https://www.healthdirect.gov.au/australian-health-services). It is the best way to compare clinics, check availability and book an appointment in one place.

Service Finder helps you find and book services that offer:

* Telehealth
* Wheelchair access
* No appointment necessary (walk-ins accepted)
* Low-sensory spaces
* Languages other than English
* Bookings for patients without Medicare
* Bulk billing

 [Find a clinic and book](https://www.healthdirect.gov.au/australian-health-services)

**Newsletter**

**Where to find Up to Date COVID-19 information**

Australia has now adopted a similar approach to managing COVID-19 as it does with other commonly occurring infectious diseases. There are several well-known services available to give COVID-19 health advice and information.

Healthdirect is the best place for people living in Australia to look for COVID-19 health advice. Their website has general information on a variety of topics such as testing, isolation, long COVID, and recovery. Bookmark [www.healthdirect.gov.au/covid-19](http://www.healthdirect.gov.au/covid-19) on your web browser to keep this link handy.

You can protect yourself from COVID-19 by staying up to date with your vaccinations. Use the Service Finder to locate COVID-19 vaccine providers in Australia. It is the best way to compare clinics, check availability and book an appointment in one place. Available in 15 languages, the Service Finder through healthdirect provides access to more than 300,000 other healthcare services, including COVID-19 vaccination. [Find and book your next COVID-19 vaccination](https://www.healthdirect.gov.au/australian-health-services).

If you are experiencing COVID-19 symptoms, use the the Symptom Checker to help you decide what to do next. Visit [www.healthdirect.gov.au/symptom-checker](http://www.healthdirect.gov.au/symptom-checker) to check your symptoms and find out if you might need medical help.

And If you feel unwell or need COVID-19 advice for someone in your care, talk with your doctor, or speak to a nurse by calling the healthdirect helpline on 1800 022 222.

If you develop symptoms such as severe shortness of breath or chest pain, call triple zero (000) immediately. Tell the call handler and the paramedics on arrival if you have COVID-19.