

COVID-19 FACT SHEET

For the latest COVID-19 information:

- Visit the Queensland Government's dedicated website for the latest COVID-19 related news and advice <https://www.covid19.qld.gov.au/>.
 - For Australian Government measures and assistance, visit www.australia.gov.au/.
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Health information

Where do I get health advice and updated health information?

Anyone can call **13 HEALTH (13 43 25 84)** for health advice or information.

Also visit <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>






If you have serious symptoms, such as difficulty breathing, immediately call **000** and ask for an ambulance.

If you have concerns about your health, contact **13 HEALTH (13 432 584)**. If you have symptoms of the virus and have travelled overseas in the past 14 days, or had close contact with a confirmed case of COVID-19 coronavirus, see a doctor. Call ahead and mention your symptoms and travel (or contact) so they can prepare for your visit.

If you require translating or interpreting services, call **131 450**

Signs and Symptoms:

Symptoms reported in identified cases of COVID-19 novel coronavirus include:

-  fever
-  a cough
-  sore throat
-  fatigue
-  shortness of breath

To read about COVID-19 symptoms compared to cold or flu symptoms visit Queensland Health's website <http://conditions.health.qld.gov.au/HealthCondition/condition/14/217/838/novel-coronavirus>

Public health directions

The Chief Health Officer (CHO) issued Public Health directions are available

at: <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers>

The site also contains resources to help you better understand the Directions, including common questions and answers. Questions and requests for exemptions can also be submitted.

Agencies and communities are encouraged to subscribe to the CHO Direction newsletter to receive immediate updates with links to new resources here:

<https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers>

Seniors can now leave their homes to reconnect with family, friends and their communities. It's incredibly important for seniors to continue to follow all health advice – get a flu vaccination, wash hands and use hand sanitiser regularly and keep at least 1.5 metres away from other people.

The CHO declared three Victorian local government areas as COVID-19 hotspots: Wyndham City, Moorabool Shire and Melton City. Queenslanders returning from a declared hotspot need to self-quarantine for 14 days.

The Hospital Visitor's Direction (No.3) – restricts visitors with a temperature of 38 degrees or higher from entering.

The Public Health Emergency has been extended for a further 90 days until midnight on Monday 17 August.

The Home Confinement, Movement and Gathering Direction (No.6) allows all students from prep to year 12 return to school from Monday 25 May.

Roadmap to easing Queensland's restrictions

The Queensland Government has announced a three step plan for a COVID safe Queensland.

Stage Two

From 12:00pm 1 June 2020 Queenslanders will be allowed to

- Have a gathering of up to 20 people in their homes or public spaces
- Go on a holiday, including camping, with no limit on travel distance in Queensland, except discrete First Nation communities restricted under the Biosecurity Act.

Business:

- An increase of up to 20 seated patrons at restaurants, cafes and pubs across Queensland
- Businesses offering accommodation, including caravan parks, can now open for all customers.
- The following business can reopen with up to 20 customers:
 - gyms, health clubs and yoga studios
 - community sports clubs
 - tourism experiences
 - museums and art galleries, cinemas, amusement parks and zoos, concert venues, theatres and stadiums
 - tanning, tattoo parlours and spas (excluding water-base spa services such as saunas and bathhouses)

The number of people allowed at weddings and funerals will also be slightly relaxed, up to 20 guest are allowed at weddings and up to 50 mourners at a funeral.

Some businesses may be allowed to have more patrons/ customers by adopting an approved industry COVID SAFE Plan.

Social distancing and hygiene rules remain in place in all circumstances including regular hand washing and wherever possible remaining 1.5 metres away from non-household members. The numbers allowed are a maximum, all businesses allowed to operate must ensure they adhere to one person per four square metres.

The easing of restrictions allowing for unlimited travel including overnight stays throughout the state does not apply to biosecurity or restricted zones for indigenous communities which will remain in place subject to review in consultation with community members.

Stage Three include further relaxing of restrictions allowing for larger gatherings and patron numbers for businesses. For more information <https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

For more information on the Roadmap to easing restrictions view the Frequently Asked Questions at: https://www.covid19.qld.gov.au/data/assets/pdf_file/0019/127234/Easing-restrictionsQA.pdf

COVID-19 information

COVID-19 testing

Testing criteria has changed to include all Queenslanders with symptoms of fever (or history of fever) OR acute respiratory symptoms (cough, sore throat, shortness of breath). Anyone experiencing symptoms should call 13Health for further advice.

COVID-19 data live online

Daily testing numbers are now published on the Queensland COVID-19 statistics page. This can be found at <http://health.qld.gov.au/covid-data>

COVIDSafe

The Australian Government has launched a voluntary COVIDSafe tracing app. The app is

an important initiative to help slow the spread of coronavirus and is available on both Android and iOS. For more information visit covidsafe.gov.au

COVID-19 Factsheets in your language

Read COVID-19 fact sheets available in your own language www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/find-the-facts/translated-resources.

Staying healthy

If you are seeking general information or resources to keep yourself healthy through this event and minimise the transmission of COVID-19, visit Queensland Health's website at www.health.qld.gov.au/coronavirus or for mental health advice visit Head to Health www.headtohealth.gov.au/covid-19-support/covid-19

With the peak flu season from June to September, Queenslanders are urged to get their flu vaccination as soon as possible. Vaccinations are available at doctors' surgeries, local pharmacies or at some workplaces.

Each Hospital and Health Services is gradually reintroducing services postponed due to the COVID-19 pandemic. This includes specialist outpatient appointments, cancer screen services, elective surgery and gastrointestinal endoscopies.

Mental Health Support

The Queensland Government has provided tips on maintaining mental wellbeing in a crisis <https://www.health.qld.gov.au/news-events/news/how-to-look-after-your-mental-wellbeing-in-a-crisis> and the Queensland Mental Health Commission has a wide range of resources available at <https://info.qmhc.qld.gov.au/covid19-and-mental-health>

The Australian Government has announced a new Beyond Blue COVID-19 wellbeing service available

at <https://coronavirus.beyondblue.org.au/> or by calling **1800 512 348**.

Uniting Care Queensland provides mental health, gambling, drug and alcohol, seniors and youth support as well as financial counseling, Lifeline and the prison ministry. To access these services, visit <https://www.unitingcareqld.com.au/services-and-support/counselling-and-wellbeing>.

What if I need to be in quarantine?

What support is available for people who are in quarantine?

The Department of Communities, Disability Services and Seniors (DCDSS) has engaged Red Cross to provide daily telephone wellbeing and psychosocial support through a telecheck service.

This support service is a way to check in on people who have been advised (by a medical professional, Queensland Health or through government direction) to quarantine at home to make sure they are coping well and have everything they need.

Red Cross can assist with:

- Tips for maintaining your physical and mental wellbeing
- Strategies for dealing with stress, anxiety and interpersonal conflict while in quarantine
- Advice for managing isolation, boredom and loneliness
- Identifying support needs and potential remedies or referral pathways
- Sharing information on the current government requirements about COVID-19

The Red Cross also provides support to those who have arrived in Queensland from overseas and are required to isolate in hotel accommodation for 14 days, as directed by the Australian Government.

Queensland Ready Reserves are undertaking visits to participating hotels to provide

information and support to hotel staff and to help resolve issues being identified by quarantined travellers or hotel staff.

To register for this free Red Cross wellbeing telephone service, call the Community Recovery Hotline on **1800 173 349**.

What do I do if I am directed to quarantine and need essential food or medication?

People are encouraged to be self-reliant and use options such as online delivery and arrangements with family, friends or neighbours to assist with essential food and medication where possible.

People who have been quarantined and are not able to be self-reliant can call the Community Recovery Hotline on **1800 173 349** to arrange the non-contact delivery of essential food and medication to people in quarantine with no other means of support.

DCDSS provides this support by partnering with charities and NGOs.

While the majority of Queenslanders have been able to support themselves, DCDSS is working in partnership with grocers and pharmacies, as well as other agencies and NGOs, to scale up to meet greater levels of demand if required.

Can people who choose to self-isolate register to get support?

People are encouraged to be self-reliant – this can include online delivery of groceries and medication where this is an option. Alternatively, make arrangements with family, friends or neighbours to assist.

People who choose to go into self-isolation at home can call the Community Recovery Hotline on **1800 173 349** to register for over the phone social and emotional telephone support.

How can I manage a 14-day quarantine?

Suggestions to pass the time include:

- Keep in touch with family members and friends via telephone, email or social media

- Learn about COVID-19 and talk with others
- Reassure young children using age-appropriate language
- Where possible, keep up normal routines, such as eating and exercising at home
- Arrange to work and study from home
- Do things to help you relax or things that you haven't had time to do before.

How can I prevent the spread of COVID-19 while I am at home?

Practising good hand, sneeze and cough hygiene is the best defence against most viruses.

You should:

- Clean your hands regularly with soap and water or alcohol-based hand rubs
- Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing
- Avoid touching your face, nose and mouth and avoid shaking hands
- Stay at home as much as possible, especially if you are sick
- Practice social distancing, which includes staying 1.5 metres away from others.

Advice for others living with you

The rest of your household does not need to self-quarantine unless you develop symptoms and are suspected to have COVID-19. Members of the household will be classified in this instance as close contacts, and will then need to be in self-quarantine.

What support is available for Seniors?

Seniors are able to contact the Community Recovery hotline on **1800 173 349** to request assistance with food, medication and psychosocial services. Community Recovery will organise for a support agency to provide relevant assistance.

Many Queensland Seniors will be supported by family, but others may need volunteers and

community service organisations to help them stay home and stay safe. If you are a senior and would like to be linked to an organisation for assistance please call **1800 173 349**.

Seniors can register for priority home grocery delivery assistance at Woolworths, Coles and some independent grocery stores who are part of the Master Grocers Association.

A number of grocery stores also offer a dedicated shopping hour in store for Seniors and people with disability.

Visiting aged care facilities

From 1 May, visitors to residential aged care facilities must be up-to-date with an influenza vaccination, if the vaccination is available to them.

Changes for renewing drivers licence for those aged 75+

Due to COVID-19 the Queensland Government has temporarily changed its medical certificate requirements for drivers aged 75 and over. For more information

visit: <https://www.qld.gov.au/transport/licensing/update/medical/notify>

Seniors Enquiry Line

The Seniors Enquiry Line is a statewide referral service for Queensland Seniors, families, friends and grandparents and carers. They can assist with concessions, social activities, household assistance, retirement accommodation, financial and legal matters, health, education, and transport. For more information phone **1300 135 500** or visit <https://seniorsenquiryline.com.au/>.

Elder Abuse Helpline

The Elder Abuse Helpline provides free assistance to anyone who experiences, witnesses or suspects the abuse of an older person by someone they know or trust. All calls are confidential and can remain anonymous. For more information phone **1300 651 192** or visit www.eapu.com.au/helpline.

Industry Code for Aged Care Sector

The Industry Code for Visiting Residential Aged Care Homes during COVID-19 (the Code) has been released by 13 aged care peak bodies and consumer advocacy organisations. The Code creates a nationally consistent approach that ensures residents can receive visitors while minimising the risk of spreading COVID-19. For more information: <https://www.cota.org.au/policy/aged-care-reform/visitor-access-code/>

Global Centre for Modern Ageing

Global Centre for Modern Ageing has launched an information portal brimming with tips and links to help older people stay healthy, connected and active. You'll find information on food and nutrition, health and wellbeing, social connection and much more. For more information visit the website <https://www.gcma.net.au/latest-news/2020/5/13/online-portal-to-help-older-people-stay-healthy-connected-and-active>

How can you help? Join the Care Army

Queenslanders are encouraged to join the Care Army, a group of volunteers who are deployed to protect and support older Queenslanders through the coronavirus pandemic.

Inspired by the Mud Army following the 2011 Queensland floods, the Care Army is looking out for those most at risk, including Queenslanders aged 70 years and over, or 65 years and over with chronic medical conditions; or 50 years and over if Aboriginal or Torres Strait Islander.

There are three simple things we can all do:

1. Make sure seniors have enough food
2. Make sure they have access to all their medication needs
3. Call or video chat to stay connected.

Non-Government Organisations (NGOs) seeking Care Army volunteers can contact

Volunteering Queensland directly at helpdesk@volunteeringqld.org.au or call **(07) 3002 7600**.

Volunteers are now being allocated to organisations to respond to the specific needs of vulnerable Queenslanders in the community.

Additionally, the Queensland Government continues to work with non-government service providers, grocery retailers and pharmacies to support the more vulnerable members of our community.

Scamwatch

Scammers are using the spread of COVID-19 to take advantage of people. Common scams include phishing for personal information, online shopping, and superannuation scams.

Scamwatch urges everyone to be cautious and remain alert to coronavirus-related scams. Scammers are hoping that you have let your guard down. Do not provide your personal, banking or superannuation details to strangers who have approached you. To report a scam or to find out more information visit the website <https://www.scamwatch.gov.au/get-help>

Covid-19 and human rights

The Queensland Human Rights Commission remains committed to protecting and promoting human rights during COVID-19.

While physical offices are closed, the QHRC continue to provide complaint handling, training, and enquiry services. For more information and factsheets visit the website <https://www.qhrc.qld.gov.au/your-rights/covid-19-and-human-rights>

What support is available for people living with a disability?

Disability Information Helpline

The Disability Information Helpline is now active to provide information and referrals for people with disability who need help because of coronavirus, as well as for families, carers, support workers and services. The Helpline, **1800 643 787**, is available Monday to Friday 8:00am – 8:00pm (AEST) and Saturday and Sunday 9:00am – 7:00pm (ARST), excluding national public holidays.

To view the new Management and Operational Plan for COVID-19 for People with Disability (the Plan)

visit www.health.gov.au/resources/publications/management-and-operational-plan-for-people-with-disability. For more information, including Auslan and Easy Read materials visit <http://www.dss.gov.au/disabilityhelp>.

Information from the Queenslanders with Disability Network

The below information and support is available for people with disability on the Queenslanders with Disability Network

website <https://qdn.org.au/home/covid-19/>.

- Get the facts - Easy Read information about COVID-19
- Make a plan - practical tools, resources and tips for developing your own COVID-19 preparedness plan
- Who to contact if you need help - Easy Read information about the Community Recovery Hotline

Priority home delivery assistance for people with a disability

National Disability Insurance Service (NDIS) participants will receive a unique code via SMS or email, which will provide them direct access to priority home grocery delivery services from Woolworths, Coles, IGA, Foodland IGA, Foodworks and Harris Farm.

National Disability Insurance Service participants and providers

NDIS participants and providers can access COVID-19 specific updates, training, alerts and resources on the NDIS Quality and Safeguards Commission

website www.ndiscommission.gov.au/resources/coronavirus-covid-19-information. Accessible information is also available on the NDIS website www.ndis.gov.au/coronavirus.

The National Disability Insurance Scheme announced further initiatives

- For the next five months eligible participants are able to use existing NDIS plan funding to purchase low-cost assistive technology, including smart devices, to enable continued access to disability supports through telehealth and telepractice while physical distancing requirements are in place;
- New support items for Supported Independent Living providers are now available where a participant has been diagnosed with COVID-19, including higher intensity support and professional cleaning services;
- Downloadable access request and supporting evidence forms are now available online on the NDIS website www.ndis.gov.au

Yellow Card portal live

Yellow Cards provide a vital layer of protection for people with disability, ensuring frontline staff have their criminal history checked. A new Yellow Card portal has been fast-tracked to help employers in the disability sector lodge worker screening applications easily online—a change particularly important during the current COVID-19 pandemic. For more information visit: <https://workerscreening.communities.qld.gov.au>

People with Disability Australia

People with Disability Australia have a COVID-19 Hub with information and resources for the needs and rights of people with disability. For

more information visit the PWDA website
<https://pwd.org.au/covid-19-hub/>

Queensland Community Support Scheme

Queensland Community Support Scheme (QCSS) provides support to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities.

People may be eligible for the QCSS if they are under 65 years old (or under 50 years old for Aboriginal or Torres Strait Islander people) with:

- a disability (and are not eligible for the National Disability Insurance Scheme)
- chronic illness, mental health or other condition, or
- circumstances that impact their ability to live independently in the community

To apply, contact the QCSS Access Point on **1800 600 300** or email QCSSaccesspoint@ozcare.org.au.

What support is available for the community sector?

DCDSS continues to meet regularly with key funded partners including Uniting Care Community (Lifeline), Volunteering Queensland, St Vincent de Paul Society, National Disability Services and the Salvation Army to ensure continuity of service provision to vulnerable Queenslanders.

Queensland Government support

The Queensland Government announced a \$4.5 million funding boost for two Queensland charities hit hard by COVID-19.

- Lifeline will receive \$3.5 million to continue counselling services.
- Legacy, whose fundraising in the lead-up to Anzac Day was severely impacted, will receive a \$1 million grant.

Funding is available for NGOs who provide services to First Nations peoples and vulnerable community members affected by mental health, drugs and alcohol issues. For more information about eligibility and how to

apply, call **07 3006 2815** or email CSFB_RFO@health.qld.gov.au.

The Queensland Government has extended COVID-19 support with a dedicated \$900,000 connections package for refugees, asylum seekers and migrants.

Australian Government support

The Australian Government is providing \$100 million in funding to over 300 charities and community organisations in the wake of the COVID-19 economic downturn.

- \$37 million will be shared among almost 200 existing Commonwealth-funded Emergency Relief organisations to boost support and change service delivery methods to comply with social distancing guidelines
- \$7 million to the Red Cross over the next six months to deliver emergency relief and some casework support to people facing significant vulnerabilities who are on temporary visas
- Food Relief providers Foodbank Australia, SecondBite and OzHarvest will share in \$16 million to secure food supplies, transport options and required workforce
- \$20 million to current financial counselling services including the National Debt Helpline, Money Support Hubs and Problem Gambling to increase their capacity to assist more Australians through the economic downturn
- Good Shepherd will use \$20 million to offer about 40,000 Australians access to safe, affordable financial products through the No Interest Loans Scheme.

Details of funded providers are available on the Department of Social Service's service directory <https://serviceproviders.dss.gov.au/>

Also announced is a new National Coordination Group to help lead a response to emergency relief across Australia.

Community Service Industry Alliance

Community Service Industry Alliance (CSIA), in partnership with DCDSS, has developed a Business Continuity and Scenario Planning Template and the Business Continuity and Scenario Planning Tool (accelerator) to support organisations to accelerate their business

planning. Visit the CSIA website for resources, tools and information. <https://csialtd.com.au/coronavirus/industry-planning-and-preparedness>.

Also CSIA, with co-host QCOSS, has convened an Industry Taskforce with representatives from 26 community services organisations. The aim of the Taskforce is to build insights, anticipate issues and emerging challenges and form responses.

CSIA is asking community services organisations to share insights and information about on the ground COVID-19 experiences to help inform the COVID-19 Community Services Industry response. To provide feedback call the CSIA Industry Hotline on **1800 027 420**.

CSIA are offering a series of online inclusive economic events. The series will explore different types of service adaptation, along with rapid digitisation, from the past two months with a panel from across Industry. Book tickets online via the website <https://csialtd.com.au/events/inclusive-economies>.

Volunteers

Volunteers and organisations with volunteers will be able to access specialised resources about working during a pandemic, which have been developed by Volunteering Queensland. The resources are interactive and user friendly, allowing volunteers and organisations to complete checklists and record ideas and information relating specifically to their needs for future reference. The resources include:

- Volunteering in Response to a Pandemic: A Practical Guide for Volunteers
- Responding to a Pandemic: A Guide for Volunteer Involving Organisations

The resources are available on the Volunteering Queensland website [-https://volunteeringqld.org.au](https://volunteeringqld.org.au).

Aboriginal and Torres Strait Islander Communities

The Queensland Government has worked with Aboriginal and Torres Strait Islander leadership in remote communities to agree on a three-stage plan to safely ease restrictions in Federal Government-designated biosecurity areas.

The Queensland Government have launched the *Roadmap to easing access restrictions for Queensland's remote communities*, enabling designated communities to transition from the current federal emergency biosecurity restrictions to state-based arrangements under Chief Health Officer public health directions.

Stage 1 of the Roadmap is effective immediately and enables people, to enter a designated community to self-quarantine within that community under approved arrangements, removing a requirement to quarantine for 14 days before entering. Under Stage 1, quarantine exemptions will remain in place for essential workers, those travelling through communities without stopping and those granted an exemption by the Chair of the Local Disaster Management Group in the designated area.

Under Stage 2, the Chief Health Officer will publish a direction that enables communities to become part of 'safe travel zones' residents can easily travel within based on public health advice. A 'Safe Travel Zone' can be made up of a single community, or several local government areas, depending on the risk profile of the area. Stage 2 can commence following the Commonwealth removal of communities from the Biosecurity Determination.

Stage 3 of the Roadmap removes entry and quarantine restrictions, with remote and discrete Aboriginal and Torres Strait Islander communities — plus the Burke and Cook shires — subject to the same provisions as other areas of Queensland under the [Roadmap to Easing Restrictions](#).

More information about remote travel restrictions is available at www.datsip.qld.gov.au/travel

Travel to remote communities

The easing of restrictions allowing for unlimited travel including overnight stays throughout the state does not apply to biosecurity or restricted zones for indigenous communities which will remain in place subject to review in consultation with community members.

Sorry Business

Details on different approaches for Sorry Business and funerals can be found on the DATSIP website <https://www.datsip.qld.gov.au/coronavirus/sorry-business-funerals>.

Health and wellbeing of First Nations Queenslanders.

The Queensland Government has committed \$21 Million toward supporting the health and wellbeing of First Nations Queenslanders and communities during COVID-19. The investment will help facilitate local health partnerships, bolster the frontline health workforce, rollout innovative models of healthcare in the home, increase communication activities and enable surge workforce capacity to respond to community outbreaks.

Domestic and family violence

The Australian Government has announced \$5 million to help address domestic and family violence during the COVID-19 pandemic. This funding will complement The Queensland Governments \$7.5 million package to help manage an anticipated increase in demand for services arising from COVID-19, including funding to boost capacity of the 24/7 statewide crisis service DVConnect, Womensline and Mensline.

There is also a new domestic and family violence reporting tool for non-urgent matters now available via the Queensland Police website

at: <https://www.police.qld.gov.au/domestic-violence>.

People experiencing domestic and family violence may be vulnerable during periods of isolation, including COVID-19. If you, or someone you know, is experiencing abuse, please contact DVConnect Womensline on **1800 811 811** or DVConnect Mensline on **1800 600 636**.

If you are in immediate danger or fear for someone else's safety, call **Triple Zero (000)** and ask for Queensland Police.

For more information, support or resources, visit www.qld.gov.au/domesticviolence.

COVID-19 Domestic and Family Violence Survey

An **online survey** is currently underway to capture the impacts of the COVID-19 pandemic on service delivery and service experience within the domestic and family violence sector.

To get involved visit:

<https://www.getinvolved.qld.gov.au/gi/consultation/7404/survey/7301/view.html?cid=51072>

Child safety

Regularly updated information and resources for foster and kinship carers and service providers is available at <https://www.csyw.qld.gov.au/news/novel-coronavirus>.

If you are concerned about possible harm to a child please contact the Department of Child Safety Youth and Women via your local Regional Intake Service <https://www.csyw.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres/regional-intake-services> or for after-hours concerns call **1800 177 135**

For parenting disputes regarding children and living arrangements contact Legal Aid Queensland visit <https://www.legalaid.qld.gov.au/Home>.

Housing

The Queensland Government has implemented a range of measures to Queensland's rental market due to COVID-19. Under a new regulation, tenants who have experienced excessive financial hardship cannot be evicted or listed in a tenancy database for rent arrears.

The Queensland Government has launched an online rental hub at www.covid19.qld.gov.au/the-hub

The **Residential Tenancies Practice Guide**, located on the rental hub site, provides a guide for navigating requirements and protections for residential tenancies impacted by COVID-19.

Information regarding housing services, social housing applications, bond loans or rental grant applications is provided on the Housing Assist QLD

app. <https://www.qld.gov.au/housing/renting/using-assist-qld-app#haq>.

You can also call **13 QGOV (13 74 68)** for information about available support (including urgent housing needs) or search for your nearest Housing Service Centre online to for housing assistance.

<https://www.qld.gov.au/housing/public-community-housing/housing-service-centre>.

Residential Tenancy Authority (RTA)

The RTA provides information and support regarding bond management, dispute resolution, investigations and prosecutions, and education services, visit their website for further information <https://www.rta.qld.gov.au/>.

Homeless Hotline

The Queensland Government has launched a housing and homelessness plan as well as enhancements to the Home Assist Secure program. For more information visit <https://www.qld.gov.au/housing/buying-owning-home/maintenance-modifications/maintenance-assistance/home-assist-secure>.

The Homeless Hotline (**1800 474 753**) provides phone support and a referral service for people who are experiencing homelessness or are at risk of homelessness.

To locate emergency or crisis accommodation in Queensland, visit <https://www.qld.gov.au/housing/emergency-temporary-accommodation/emergency-accommodation>.

Business

The Queensland Government will waive more than \$33.8 million in State land rent for 1 April to 30 September 2020 to help support business during COVID-19. Land rent relief applies to Land Act lessees, licensees or permit to occupy holders who conduct a business on state land.

This is on top of \$2.5 billion in measures already announced by the Government to support Queensland businesses and jobs, including payroll tax relief, rental relief on government premises, a worker displacement program, liquor licensing fee waiver, and energy rebates.

On 7 May, the Queensland Government announced a \$360 million assistance package through which businesses employing Queenslanders will be exempt from paying payroll tax on the Federal Government's JobKeeper payments. Exempting JobKeeper from payroll tax assessments helps protect Queensland businesses and jobs.

For COVID-19 jobs and business support information contact Business Queensland's **Small Business Hotline** on **1300 654 687** or visit <https://www.business.qld.gov.au/>, or the Department of Employment, Small Business and Training at <https://desbt.qld.gov.au/>.

Queensland Government is backing local businesses by setting a 25% target of all government purchases to be from Queensland small and medium sized businesses from 1 July.

Queensland small businesses can now apply for grants up to \$10,000 under a new \$100 million package to help them counter the impact of COVID-19. Small businesses, including micro businesses, can apply for a share in the grants program to help pay for financial, legal or other professional advice, marketing and communications activities and digital or technology strategy development. The grants can also be used to buy specialised digital equipment or business specific software to help move their business online. Applications are

open now and will close when funding has been exhausted. For more information or to apply visit <https://www.business.qld.gov.au/starting-business/advice-support/grants/adaption>

Land tax relief and payment deferrals for commercial and residential property owners are available. To apply, visit www.qld.gov.au/landtax.

The Immediate Industry Recovery Package website (<https://www.qld.gov.au/about/industry-recovery>) also contains information about the COVID-19 economic relief package.

TAFE Queensland now offers free Financial Resilience Webinars to assist small businesses manage their financial obligations. To access these webinars, visit <https://go.tafeqld.edu.au/covid-19-home.html>.

The Queensland Rural and Industry Development Authority (QRIDA) has a Jobs Support loan facility that provides 12-month, interest-free loans up to \$250,000 to support businesses to keep Queenslanders in work. Applications can be registered at <http://www.qrida.qld.gov.au/>.

Building and construction workers are not considered visitors and can carry out work in residential properties if residents are healthy and not self-isolating. For more information visit www.safeworkaustralia.gov.au.

Manufactures, Suppliers and Producers

The Queensland Government has announced a \$50 million boost to target and support the expansion of Queensland's vital manufacturing sector and production capacity of health consumables, devices and PPE.

Suppliers and producers are asked to identify supply chain gaps to help keep production lines flowing and protect jobs. The manufacturer's supply matching request form can be accessed at <http://dsdmip.qld.gov.au/index.php/industry/industry-support-dsd/manufacturer-s-supply-matching-request-form/view/form>.

The Queensland Government is also working with the Industry Capability Network (ICN) to also connect manufacturers with those seeking particular products. To access this service, visit www.QLDCovid19.icn.org.au.

Safe Food Queensland has developed a guideline and checklist for agricultural, meat and livestock processing operations, and advice for moving to home delivery services. <https://www.safefood.qld.gov.au/newsroom/guideline-for-reducing-workforce-impacts-related-to-covid-19/>

Council programs

The Queensland Government is investing \$200 million into the local council program across the state which will upgrade or refurbish playgrounds, swimming pools, community centres, caravan parks, sport and recreation facilities, libraries, water and sewer infrastructure, and waste management facilities. The aim of the funding will be to increase local jobs in Queensland.

Tourism

Queenslanders will be able to undertake unlimited travel including overnight stays throughout the entire state from 1 June.

Businesses offering accommodation, including caravan parks can now open for all customers.

Tourism experiences for up to 20 customers can also re-open.

Tourism businesses are urged to regularly check advice given by Tourism and Events Queensland at <https://teq.queensland.com/>.

Tourism businesses requiring information on how each stage in Queensland's three-step roadmap applies to them can check the Q&As available on the COVID19 website.

The Queensland Government announced an extra \$50 million to help support tourism businesses, theme and animal parks. The Queensland Government will also deliver a domestic marketing campaign to align with the easing of restrictions to encourage Queenslanders to holiday at home. Ahead of interstate travel resuming, Queensland

Government will be working hard with airline partners to deliver great fares to appeal to the nine million Australians who take an international trip each year and won't be able to in 2020.

This Year's Ekka Show Holiday (People's day) will be move from Wednesday 12 August to Friday 14 August, to create a one-off long weekend giving locals the chance for a mini-break and giving the tourism industry a much-needed boost. If any councils wish to change or postpone their nominated Show Holiday to a later date because of COVID 19, they are encouraged to write to Minister Grace Grace with the request.

Unite and Recover for Queensland Jobs

The Queensland Government announced the first stage of the state's economic reset *Unite and Recover for Queensland Jobs* with a focus on Queensland jobs. The strategy includes:

- Maintain infrastructure investment at more than \$50 billion over the next four years
- A \$400 million Accelerated Works Program to deliver new road, bridge and pavement sealing works across the state
- A further \$200 million in 2020-21 for a Works for Queensland program to support jobs and fund productive building projects
- An \$11.25 million expansion of the Household Resilience Program in cyclone affected areas.

The package includes several initiatives to enable growth in the energy sector, skilling for the future, support for tourism, manufacturing and international education and support for small businesses including Small Business Adaption Grants of up to \$10,000 to support businesses through the pandemic.

Framework for COVID Safe Businesses

All businesses should use the framework to be COVID safe.

- [Framework for COVID Safe Businesses](#)
- [Supporting information for the framework](#)

COVID Safe Checklists

COVID Safe checklists are required for businesses that provide dining-in for customers, such as restaurants, cafes, pubs, RSLs, clubs, and hotels (food courts remain closed) and beauty therapy services:

- [COVID safe checklist for Restaurants and Cafes etc.](#)
- [COVID safe checklist for Beauty Therapists and Nail Salons](#)
- [COVID safe checklists and COVID safe plans FAQs.](#)

If you do not offer these services, you do not need to complete a checklist. All businesses should, however, be following [the work health and safety guidelines](#).

COVID Safe Plans

More information will soon be provided around the COVID Safe Plans referred to in the Roadmap to Easing Restrictions. These will be industry best practice and demonstrate that businesses in compliance with the plan have created a safe environment which may allow greater flexibility in the application of the restrictions. <https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

COVID Safe Mandatory Training

An online training program is currently being developed to provide all staff in industries requiring a COVID Safe Checklist with training which will allow them to help ensure a COVID Safe work environment. This training will be mandatory and must be completed within two weeks of a business opening/reopening. Staff starting with your business after this two-week period must complete this training before commencing.

The COVID Safe training programs will be available online for dining services and beauty therapy services through TAFE Queensland shortly. To register for the training visit the website <https://tafeqld.edu.au/covid-safe>.

Lifeline Corporate Training

Lifeline offer nationally accredited and non-accredited training, for organisations that want to enhance their staffs knowledge and skills to ensure their mental health and well-being is supported. Courses can be delivered face to face or via e-learning. For more information visit the website <https://www.unitingcareqld.com.au/lifeline/corporate-training>

Queensland Small Business Commissioner

Queensland Small Business Champion Maree Adshead will take on the new role of Queensland Small Business Commissioner until the end of 2020 to help businesses recover from the impacts of COVID-19. The Commissioner will provide a single point of contact for small businesses handling leasing disputes. For assistance and information on commercial leasing issues please visit: www.business.qld.gov.au/qsbc or call 1300 312 344

Arts Queensland

Arts Queensland is helping to manage issues identified by the Arts sector on a case by case basis due to restrictions on creative programming, business operations, and audience participation, for further information visit the website <https://www.arts.qld.gov.au/>.

The Queensland Government announced a further \$500,000 to support stART, a new quick turnaround grant program for Queensland's independent creative artists, producers, designers, technicians and arts workers.

The funding will be distributed through the Regional Arts Services Network and other Arts Queensland funded small to medium organisations and allocated to each region on a population basis

Grant applications will open soon, and information is available at www.arts.qld.gov.au.

Agriculture and Fisheries

To ensure farmers and fishers have enough labour, the Australian Government is making temporary changes to visa arrangements to allow working holidaymakers to extend their stay in Australia by up to one year. For further information visit the Department of Home Affairs website <https://covid19.homeaffairs.gov.au/Backpackers>

Seasonal workers looking for employment should can availability at Harvest Trail <https://jobsearch.gov.au/harvest>.

Queensland agriculture and commercial fishing businesses can hire seasonal workers under a new COVID-19 framework, which includes mandatory health management plans and entry and quarantine requirements. More information is available online for businesses including templates for health management plans at <https://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/coronavirus-support/seasonal-workers-covid19/>

Information has also been developed for seasonal workers, including temporary visa

holders, on their requirements at <https://www.covid19.qld.gov.au/help-and-advice/backpacker-information>

The Queensland Government has brought together a team of more than 100 Agriculture Coordination Officers to support producers, the agriculture industry and local governments manage effects of COVID-19.

The Queensland Government will freeze irrigation prices for a year and absorb dam safety costs as part of ongoing measures to support Queensland business and industry through the COVID-19 crisis. For more information on advice and assistance for agriculture businesses during the COVID-19 emergency, including financial and wellbeing support, visit: <https://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/coronavirus-support>

Justice

Laws passed in State Parliament allow for flexible arrangements for certain legal transactions, such as witnessing documents in response to COVID-19 and social distancing requirements.

Queensland Courts

Queensland Courts are open and hearing cases with some changes to operations to reduce the potential for transmission of the virus. Specific information for each court is available at courts.qld.gov.au/covid-19-response

Justices of the Peace

Justices of the Peace in the community signing sites are closed, however Justices of the Peace and Commissioners for Declarations are still available to witness documents. To access the online register visit qld.gov.au/findjip

Queensland Parliament

Two inquiries were referred to parliamentary committees. The Economics and Governance Committee will inquire and report on the Queensland Government's economic response to COVID-19. The Health, Communities, Disability Services and Domestic and Family Violence Prevention Committee will inquire and report on the Queensland Government's health response to COVID-19. For information about the committees' inquiry timeline and activities visit: <https://www.parliament.qld.gov.au/work-of-committees/committees>

Transport

A \$54.5 million passenger transport assistance package is being delivered for regional bus, ferry, aviation services and personalised transport industry to ensure the sustainability of essential transport services during the COVID-19 pandemic.

All Transport and Main Roads (TMR) customer service centres remain open, however mobile units are closed. Customers are encouraged to access online services.

There are several changes relating to for personal and business vehicle registration if the vehicle is currently not being used. There is also a freeze on heavy vehicle registration fees until 30 June 2021. For more information visit www.qld.gov.au/transport/registration

Heavy vehicle practical driving tests have resumed in several locations across the State, with health and safety measures introduced. Bookings will be prioritized for those who had tests cancelled and emergency service drivers. Light vehicle practical driving tests remain suspended. Learner drivers are still allowed to accrue their 100 hours of supervised driving requirement, with free learner licence renewals also being provided.

Normal public transport services are running as scheduled and school services have resumed.

With restrictions easing, people are urged to maintain social distancing where possible, avoid crowding on public transport services and listen to staff for advice. Customers should remember three key principles when travelling:

1. Leave a gap between themselves and others
2. Adjust their travel to avoid peak periods
3. Keep it clean by following health advice (good hygiene practices).

Queensland Border Closures

For information on exemptions to the border ban, as well as to request a Queensland Entry Pass, visit <https://www.qld.gov.au/border-pass>.

Recreation and Sport

Queenslanders will be able to undertake unlimited travel (except restricted areas) including overnight stays throughout the entire state from 1 June, including recreational water-based travel within Queensland without restrictions.

National parks

All national park and state forest day use areas and walking tracks have reopened (except some popular rock pool destinations).

Recreation Areas including K'gari (Fraser Island), Minjerribah (North Stradbroke Island), and Mulgumpin (Moreton Island) have reopened.

Before leaving home check for up-to-date information for a specific location: <https://parks.des.qld.gov.au/covid-19/>

Fossicking

All fossicking areas across the state are re-open, please visit <https://www.dnrme.qld.gov.au/home/news-publications/covid-19-industry-updates>

Sport

A number of Queensland Government sporting facilities are temporarily closed, and sport and active recreation activities suspended.

Visit <https://www.hpw.qld.gov.au/> for information on closures. Contact clubs directly to discuss memberships.

The Queensland Government announced a \$51.3 million Return to Play recovery assistance package for community sport, providing a \$2,000 grant for up to 7,000 clubs state-wide to buy cleaning equipment and other essentials. The package also includes \$150 FairPlay vouchers to cover sign on fees for 73,000 children from low income families, grants for minor works of up to \$20,000 for clubs, and 10.8 million across 77 state-level sporting and recreation organisations.

Employment

The Jobs Finder Queensland portal has access to nine free, online training courses in a range of areas such as food service, health and aged care, transport, mental health support, digital literacy, cyber security and business. For more information visit www.jobfinder.qld.gov.au

The Australian Government has developed a Jobs Hub for people unemployed as a result of COVID-19. To find jobs, visit <https://www.dese.gov.au/covid-19/jobs-hub>.

Financial support

Financial Counselling

Financial assistance and support is available from the Australian Government. For more information visit the Services Australia website. <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>.

Further support is available through the National Debt Helpline on **1800 007 007** <https://ndh.org.au/> or MoneySmart <https://moneysmart.gov.au/>.

The financial impacts of COVID-19 are evolving rapidly and hit different members of society unevenly. The Salvation Army are offering free financial counselling on their website <https://www.salvationarmy.org.au/need>

<https://www.salvationarmy.org.au/need-help/financial-assistance/covid-19/> and free videos and action plans to help people get through the challenge times, for more information

visit <https://www.salvationarmy.org.au/need-help/financial-assistance/youre-the-boss/be-the-boss/>

Centrelink

Information about the support and payments available and registering your intention to claim, can be found on the Centrelink COVID-19 website. <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>

There is also assistance for those who have been impacted by COVID-19 but do not currently receive Centrelink benefits at <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/people-who-dont-get-payment-from-us-coronavirus-covid-19>.

Low income earner 'No Interest Loans'

Those on a low income may be eligible to apply for a 'No Interest Loan'. For more information and details on how to apply, visit the Good Shepherd Microfinance website. <https://goodshepherdmicrofinance.org.au/>.

Emergency Relief Providers

The Department of Social Services directory has a list of active grants and organisations providing emergency relief on their website <https://serviceproviders.dss.gov.au/>.

Help for temporary visa holders

The Australian Government is providing funding to Red Cross for emergency relief and casework support for people who are on temporary visas. Red Cross will provide one-off emergency relief payments to help people on temporary visas who have no way to support themselves and who have urgent needs with essential needs like food and medicine.

Temporary visa holders who believe they are eligible can email Red Cross at Nat_MSP_COVID@redcross.org.au.

Education

All Queensland state school students have returned to regular classroom learning.

If parents choose to keep their child at home, they remain responsible for their supervision, learning, safety and wellbeing at home or elsewhere.

Social distancing measures at schools will include:

- Staff and students who are unwell must not attend school
- All adults must maintain social distancing of 1.5 metres
- Adults must not gather in groups in and around school grounds, car parks, school gates and outside classrooms
- Parents should use stop, drop and go options rather than walking children into school grounds
- Strict personal hygiene protocols, including the cleaning of high touch surfaces such as desks and door handles, will remain in place.

For information and support call the state school hotline **1800 570 793** and early childhood families **1800 454 639**. Or visit the website <https://ged.qld.gov.au/about-us/news-and-media/novel-coronavirus>.

Community Kindergartens

Community kindergartens affected by falling enrolment numbers are benefiting from a Queensland Government support package to ensure these vital services remain open.

Visit the Department of Education and Skills Employment website for further information. <https://www.dese.gov.au/covid-19/childcare/childcare-faq>.

International students

Study Queensland has launched the online Queensland Student Hub Network to give international students aged 18 and over

counselling and support on visas, accommodation, wellbeing, crisis assistance, referrals to NGOs and other international student support. For more information visit studyqueensland.qld.gov.au/Live/Student-Support.

1800QSTUDY (**1800 778 839**) is a hotline for international students across Queensland. The service supports students, agents, chaperones, parents and homestay providers with 24/7 phone support and general enquires regarding studying in Queensland. Services include: afterhours support; accommodation advice; public transport and travel advice; employment advice; health and wellbeing referrals; legal and complaint referrals. A translation service is available.

Students are encouraged to contact their university and schools directly as many are offering assistance packages

Contact Home Affairs regarding student visa enquiries: <https://covid19.homeaffairs.gov.au/>

The Queensland Government in partnership with Baz Luhrmann and his daughter Lilly, will provide \$10 million to support more than 20,000 international students. The Luhrmann Appeal will be run in partnership with Study Queensland, charity warehouse GIVIT and the Queensland Government Care Army. To donate goods or money visit <https://givit.worldsecuresystems.com/donate-funds>

The State Library of Queensland

The State Library of Queensland will present a fun program of daily online activities for children on their Facebook page for more information visit <https://www.slq.qld.gov.au/whats-on>

Talking to children about COVID-19

It can be difficult to explain COVID-19 to children, Red Cross have developed some ideas and tips to help parents navigate the conversation. For more information visit the website <https://www.redcross.org.au/news-and-media/news/talking-to-kids-about-covid-19>

Birdie and the Virus

A new children's book, *Birdie and the Virus* was launched by Children's Health Queensland to help young children understand the COVID-19 pandemic. The book is developed by the Queensland Centre for Perinatal and Infant Mental Health part of Children's Health Queensland Hospital and Health Service.

Birdie and the Virus can be read online for free in English, Farsi, Italian, Japanese, Chinese and Korean. An animated reading, including a handwashing song, can also be accessed through www.childrens.health.qld.gov.au/covid-19-birdie-virus/

Contacts

Health

Serious symptoms such as difficulty breathing – Call **000** and ask for an ambulance.

Health concerns, contact **13 HEALTH (13 432 584)**.

Need a translator or interpreter? **131 450**

Tips to stay healthy: www.health.qld.gov.au/coronavirus

Mental health advice: Health to Health www.headtohealth.gov.au/covid-19-support/covid-19

Need help or want to help someone else?

In quarantine and need help? Contact the Community Recovery Hotline on **1800 173 349**.

Want to join the Care Army? Call the Community Recovery Hotline on **1800 173 349**, or visit www.qld.gov.au/CareArmy

Living with Disability and need information?

NDIS participant and concerned about your exposure to COVID-19 – call the Department of Health on **1800 020 080**.

NDIS participant and need to speak to the National Disability Insurance Service – call **1800 800 110**.

If you are deaf or have a hearing or speech impairment, you can call the National Relay Service on **1300 555 727**.

General COVID-19 information (National)

If you would like further information about the Australian Government's response to COVID-19, visit the Australian Department of Health's website at www.health.gov.au

Want more info about COVID-19 contact the National Coronavirus Health Information Line on **1800 020 080**. It operates 24 hours a day, seven days a week.

Queensland Government have launched a new Queensland COVID-19 data website which breakdowns regional data by Local Government Area, giving communities more oversight of their local cases. Available at health.qld.gov.au/covid-data

Economic support

Need economic support. You can find information about the Australian Government's support for people impacted by COVID-19 here: www.servicesaustralia.gov.au

Experiencing domestic violence or worried about someone who might be?

If you require domestic or family violence support services call DVConnect Womensline **1800 811 811** or Mensline **1800 600 636** or to find a local support service visit www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support

Other contacts

Beyond Blue: 1300 224 636

Health Direct Hotline: 1800 022 222

Lifeline: 13 11 14

National Home Doctor: 13 74 25 (13 SICK)

Elder Abuse Prevention Unit: 1300 651 192

DVConnect Womensline: 1800 811 811

State School Hotline: 1800 570 793

International Student Hotline: 1300 981 621

Headspace: 1800 650 890

Kids Helpline: 1800 551 800

MensLine Australia: 1300 789 978

Rental Tenancy Authority: 1300 366 311

Seniors Enquiry Line: 1300 135 500

DVConnect Mensline: 1800 600 636

Early Childhood Families: 1800 454 639

1800QSTUDY: 1800 778 839