

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 details on 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 in addition to the information provided on the <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19> website.

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**.

Symptoms of coronavirus

The virus usually begins as a fever, which is followed by a dry cough. After approximately one week the cough leads to shortness of breath with some people requiring hospital treatment.

The infographic features a central grey silhouette of a human torso with red internal organs. Labels on the left point to the head (Headache, Sneezing), throat (Cough), lungs (Shortness of breath, breathing difficulties), and kidneys (Kidney failure). A separate thermometer icon is labeled 'Fever'. To the right, a red box titled 'Reduce your risk' contains five circular icons with corresponding text: 1. Hands being washed with water and soap: 'Clean hands with soap and water or alcohol-based hand rub'. 2. A hand holding a tissue to the nose and mouth: 'Cover nose and mouth when coughing and sneezing with a tissue'. 3. A person coughing with a red fever icon: 'Avoid close contact with anyone with cold or flu-like symptoms'. 4. A plate with a cooked egg and meat: 'Thoroughly cook meat and eggs'. 5. A pig: 'Avoid unprotected contact with live wild or farm animals'.

Public Health directions

The Chief Health Officer 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.

From 2 May, in addition to leaving home for essential purposes, Queenslanders may also leave for recreational activities including having a picnic, going for a drive, taking a boat out and shopping for an outfit or a book, provided social distancing and good hygiene is practiced; stay within 50 km of your home; and only joined by people who usually live with you, or one other person. Reminder, the Non-Essential Business Direction remains in place.

A Protecting Public Officials and Workers (Spitting, Coughing and Sneezing) Direction now applies. The Direction allows for a \$1,335 on the spot fine.

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 covid-safe.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.

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.

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.

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

National Cabinet endorsed the sector-led draft 'Code of Conduct on Pandemic Procedures' for residential aged care. The draft Code has been developed by, and agreed with, peak bodies representing the majority of aged care providers and consumers

The draft Aged Care Visitor Access Code is available on COTA Australia's website <https://www.cota.org.au/policy/aged-care-reform/visitor-access-code/> It is currently with individual providers and consumers for consultation until 7 May.

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.

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.

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 about the Yellow Card Portal, 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/>

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.

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.

Business Continuity Planning

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**.

Aboriginal and Torres Strait Islander Communities

In an effort to slow the spread of COVID-19, under the *Biosecurity Act 2015* the Australian Government has restricted entry to certain Aboriginal and Torres Strait Islander communities in Queensland ('designated areas').

Everyone must go into quarantine for 14 days before entering or re-entering a designated area. If you are entering a restricted community you must meet the following entry conditions:

- No COVID-19 related symptoms in the last 14 days
- No overseas travel in the last 14 days
- Not entering for the purpose of breaking the law
- Not prohibited from entering by any other law

The quarantine rule applies every time you want to enter a restricted community. Queensland Police can enforce the restrictions and issue on-the-spot fines.

Essential services workers are the exception to the 14 day quarantine rule. Essential workers do not need to go into quarantine before entering a community but must not have shown signs or symptoms of COVID-19, or been outside of Australia in the 14 days before entry and

- Have an approved 'human biosecurity management plan' (essential services workers only).

Changes with the Public Health direction from 2 May mean community members can travel up to 50 km from their home, but biosecurity restrictions regarding re-entry into these designated areas remain in place. For example if you are in Yarrabah and travel to Cairns, you will need to ensure you adhere to the biosecurity restrictions including quarantine requirements.

Further information about how travel restrictions apply is available

at <https://www.datsip.qld.gov.au/coronavirus/travel-restrictions-remote-communities>

The Queensland Government and local District Disaster Management Groups are facilitating emergency quarantine accommodation where required for those returning to home to their communities in designated areas.

The Queensland Government will continue to work in partnership with Aboriginal and Torres Strait Islander councils so that local leaders can make decisions for their communities' safety and wellbeing.

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>.

Queensland Parliamentary Committees' Inquiries

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>

Domestic and Family Violence

The Queensland Government has taken urgent action to support domestic and family violence victims with the immediate injection of almost \$5.5 million 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, including 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.

Domestic and Family Violence Prevention Month

Each May, Queensland marks Domestic and Family Violence (DFV) Prevention Month to raise community awareness and help put an end to DFV in the community. For a full list of events being held visit <https://www.csyw.qld.gov.au/swe/domestic-family-violence-prevention-month/events-calendar>

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 by locating your regional service centre <https://www.csyw.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres>, 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>.

CREATE Foundation

The Queensland Government has announced funding for the CREATE Foundation to help them connect with kids in care, check in on them during COVID-19 restrictions and refer them to appropriate services.

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.

For current 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/>.

Help Queensland small businesses recover by buying local products and services this May for #SupportSmall Month.

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.

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/>

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/>.

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

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.

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/Bacpackers>

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

Queensland agriculture and commercial fishing business can hire seasonal workers under a new COVID-19 framework.

Any seasonal worker coming to Queensland will need a border pass and details of:

- where they had been for the previous two weeks
- written confirmation of a job in Queensland; and
- where they planned to reside.

If they have come from a declared COVID-19 hotspot, they must also self-quarantine for 14 days.

An agribusiness, commercial fisher or labour hire company employing seasonal workers, accommodation facilities that house seasonal workers, and private workforce transport providers that offer services to these businesses, must have a health management plan.

More information on these changes are available online for businesses, including templates for the 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.

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

Arts Queensland

The Queensland Government announced funding relief for the Arts sector to support funding extensions, changes to funding application timeframes and rent relief for tenants in Queensland Government Arts infrastructure. Arts Queensland is helping to manage issues identified by the Arts sector due to restrictions on creative programming, business operations, and audience participation, for further information visit the website <https://www.arts.qld.gov.au/>.

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

All practical driving tests have been suspended for three months. 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.

Maritime Safety Queensland (MSQ)

From 2 May, boats can be used for recreation provided boaties stay within 50km of home, social distance is practiced and there is no more than one other person, or with family who ordinarily live in the same household. Social distancing rules apply at boat ramps and on boats. A Notice to Mariners has been issued about border restrictions. More information can be found on the MSQ website at <https://www.msq.qld.gov.au/About-us/News-and-stories/Coronavirus>.

Queensland Border closures

Border restrictions to Queensland started on 3 April. Police can issue on-the-spot fines to those attempting to cross the Queensland border for non-essential travel. Those wishing to enter Queensland, either by road or air, will require a permit to do so. Any Queenslanders

returning from virus hot spots in other states will be required to quarantine for 14 days. For further information on exemptions to the border ban, as well as to request a Queensland Entry Pass, visit <https://www.qld.gov.au/border-pass>.

National Parks

From 2 May some National Parks will re-open for picnics and walks. Social distancing rules in these re-opened parks still apply. Campgrounds will remain closed. For a list of national parks re-opening visit <https://parks.des.qld.gov.au/covid-19/>

From 2 May, SEQWater and SunWater operated dams and weirs are open for recreational activity (day use only), including fishing, swimming and boating. Campgrounds and barbeque facilities in these areas remain closed.

Fossicking

For information and a full list of what fossicking and General Permission Areas are open for day use only or closed, please visit <https://www.dnrme.qld.gov.au/home/news-publications/covid-19-industry-updates>

Note anyone visiting these sites is subject to current social distancing guidelines and the requirement to stay within 50 kilometres of their home.

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.jobsfinder.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-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/in>

[dividuals/subjects/affected-coronavirus-covid-19](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

Kindy, Prep, Year 1, Year 11 and Year 12 students will return on **Monday 11 May**.

Children of essential workers, vulnerable children and children in designated Indigenous communities will continue to be able to attend school for supervision.

The **25 May** is the **proposed** re-opening of schools to students in remaining grades, with an assessment of state-wide response to easing of restrictions is on 15 May.

Social distancing measures to protect adults 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.

A home-based learning module will continue for students in Years 2-10. The Queensland Government has worked with schools to roll out additional support measures including:

- An initial extra 5,254 laptops for families in need
- 5,000 sim cards for students without internet connectivity
- 4,000 dongles and hot spots
- New and repurposed laptops, iPads and internet devices from the Resources Industry.

Parents are encouraged to contact schools for more information about accessing these resources. For information and support call the

state school hotline **1800 570 793** and early childhood families **1800 454 639**.

Further Department of Education information, including a frequently asked questions page can be accessed

at <https://qed.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>.

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>

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.

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

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

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