

COVID-19 Fact Sheet

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/>

How can I help vulnerable Queenslanders?

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 over the age of 70 or over 65 who have existing health conditions, or over 50 if identifying Aboriginal or Torres Strait Islander.

There are three simple things we can all do:

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

To join the Care Army call the Community Recovery hotline on **1800 173 349**, or visit www.qld.gov.au/CareArmy

Non-Government Organisations (NGOs) seeking Care Army volunteers can contact Volunteering Queensland directly at helpdesk@volunteeringqld.org.au or call **(07) 3002 7600**.

In the coming weeks volunteers will be allocated to organisations to respond to the specific needs of vulnerable Queenslanders in the community. Additionally, the Queensland Government is working with non-government service providers, grocery retailers and pharmacies to support the more vulnerable members of our community.

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 as well as a point to resolve whole of government issues being identified by the quarantined travelers or hotel staff.

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

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.

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 health.qld.gov.au/coronavirus website.

What do I do if I've been 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 expected throughout the State.

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
- Ask your child's school to supply assignments or homework by post or email
- 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 as much as you can.

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 contact the caller and provide relevant assistance.

Seniors can now 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 also offer a dedicated shopping hour in store for Seniors and people with disability.

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

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.

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

Tools and resources for the Community Services sector

Community Service Industry Alliance (CSIA) have 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>

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 such as those as a result of 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

Child Safety

The Chief Health Officer's Home Confinement, Movement and Gathering Direction was updated on 2 April 2020 to permit people to leave their residence to continue contact and access arrangements for children under 18 years of age in certain circumstances, or to comply with court orders and directions of public service entities.

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 at

<https://www.legalaid.qld.gov.au/Home>

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 direct access to priority home grocery delivery services from Woolworths, Coles, IGA, Foodland IGA, Foodworks and Harris Farm.

People with a disability

The below information and support is available for people with a 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

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

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>.

Aboriginal and Torres Strait Islander Partnerships

The Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) has assigned liaison officers to communities with large populations of Aboriginal and Torres Strait Islander people to promptly resolve emerging issues. 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>

Employment

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 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/>.

Mental Health Support

The Queensland Government has provided tips on maintaining mental wellbeing during a crisis <https://www.health.qld.gov.au/news-events/news/how-to-look-after-your-mental-wellbeing-in-a-crisis>.

The Australian Government has also announced a new Beyond Blue COVID-19 wellbeing service available at <https://coronavirus.beyondblue.org.au/> or by calling **1800 512 348**.

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/>

Housing

Property owners and agents are encouraged to work together to sustain tenancies as the Queensland Government is implementing a freeze on evictions from rent arrears by tenants impacted by COVID-19. Rental grants will also be available for eligible tenants. The Queensland Government has launched an online rental hub at www.covid19.qld.gov.au/the-hub to provide information and resources to support discussions between property owners and tenants.

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/housing-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. <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 has allocated assistance to businesses, including payroll tax relief, rental relief on government premises, a worker displacement program, liquor licensing fee waiver, energy rebates, and land tax rebates and deferral. For further 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/>

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>

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/>

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> and seasonal workers looking for employment can register their availability at Harvest Trail <https://jobsearch.gov.au/harvest>

Education

A home-based learning module is scheduled for the commencement of Term 2 for all schools and will be in place for at least five weeks until at least 22 May 2020, with schools only open for children of essential workers.

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>

Study Queensland is working with its clients to support them and international students with careers advice, rental issues, financial support, early access to superannuation, changes in study conditions, and visa issues. For more information, visit

<https://www.studyqueensland.qld.gov.au/Live/Student-Support/Information-COVID-19>

Community kindergartens affected by falling enrolment numbers will be assisted by the implementation of a support package for parents to allow them to continue to access in-centre and at home kindergarten services. Refer to the Department of Education and Skills Employment website for further information.

<https://www.dese.gov.au/covid-19/childcare/childcare-faq>

Arts Queensland

The Queensland Government has 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/>

Border closures

Police now have the option to 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.

People, other than essential workers, are also restricted from entering remote Aboriginal and Torres Strait Islander communities that are designated areas under emergency provisions

of the *Biosecurity Act 2015 (Cwth)*. Essential workers include those delivering supplies, as well as healthcare providers, law enforcement officers and emergency personnel. People wanting to return to their communities must self-quarantine for 14 days before they re-enter the general community. Visit <https://www.datsip.qld.gov.au/coronavirus> for further information on travel restrictions.

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>

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/>

National parks

For a list of closed national parks, waterholes, walking tracks and state-owned waterways (including lakes and dams), visit <https://parks.des.qld.gov.au/covid-19/>

Transportation

All Transport and Main Roads (TMR) customer service centres remain open, however all mobile units are closed and practical driving tests have been suspended for three months.

Learner drivers are still allowed to accrue their requirement of 100 hours of supervised driving.

For TMR's online services, visit <https://www.tmr.qld.gov.au/>

Maritime Safety Queensland (MSQ) has outlined restrictions and advice to boat and other water vessel users. Information can be found on the MSQ website at <https://www.msq.qld.gov.au/About-us/News-and-stories/Coronavirus>

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**.

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

To join up to the Care Army call the Community Recovery Hotline on **1800 173 349**, or visit www.qld.gov.au/CareArmy

If you are registered as being in quarantine in Queensland, and need essential supplies with no other means to access them, contact the Community Recovery Hotline on **1800 173 349**.

If you are a National Disability Insurance Service (NDIS) participant and you are concerned about your exposure to COVID-19, please call the Department of Health's hotline **1800 020 080**. If you would like 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**.

If you are seeking general information about COVID-19 contact the National Coronavirus Health Information Line on **1800 020 080**. It operates 24 hours a day, seven days a week.

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

If you need information about the Australian Government's support for people impacted by COVID-19, including Economic Support Payments and allowances for people who are in self-quarantine and can't work, visit www.servicesaustralia.gov.au

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

headspace: 1800 650 890

Kids Helpline: 1800 551 800

MensLine Australia: 1300 789 978

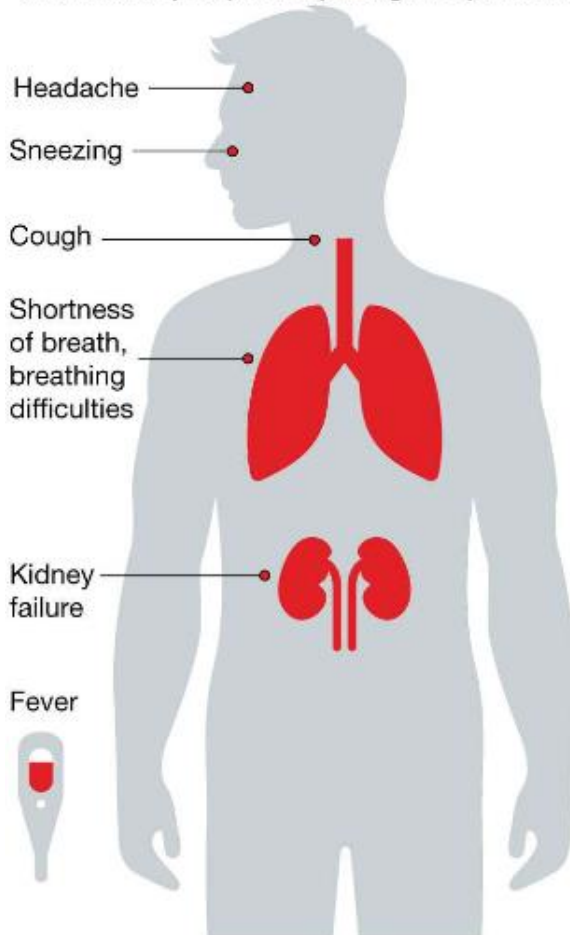
Rental Tenancy Authority: 1300 366 311

Seniors Enquiry Line: 1300 135 500

DVConnect Mensline: 1800 600 636

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.



Reduce your risk



Clean hands with soap and water or alcohol-based hand rub



Cover nose and mouth when coughing and sneezing with a tissue



Avoid close contact with anyone with cold or flu-like symptoms



Thoroughly cook meat and eggs



Avoid unprotected contact with live wild or farm animals