

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 health.qld.gov.au/coronavirus 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 figure. On the left, red lines point to various parts of the body, each labeled with a symptom: 'Headache' (forehead), 'Sneezing' (nose), 'Cough' (throat), 'Shortness of breath, breathing difficulties' (lungs), 'Kidney failure' (kidneys), and 'Fever' (a separate thermometer icon). On the right, a red banner reads 'Reduce your risk'. Below this banner are six circular icons, each with a corresponding text instruction: 1. Hands being washed with water and soap: 'Clean hands with soap and water or alcohol-based hand rub'. 2. A tissue being used to cover the nose and mouth: 'Cover nose and mouth when coughing and sneezing with a tissue'. 3. A person with a fever: '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'.

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

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.

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'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 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.

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 of grocery stores 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.

What support is available for people living with a disability?

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 www.dss.gov.au/disabilityhelp.

Information from the Queenslanders with Disability Network

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

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.

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.

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

The sector-led group will be charged with identifying issues at the local, state and national level and providing advice directly to the Federal Minister on how to meet emerging needs.

- \$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/>

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.

What help is available 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>.

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.

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 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 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**.

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.

Domestic and Family Violence, Custody arrangements

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.

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 visit

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

Housing

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. 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.

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#faq>.

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, Employment and Financial Support

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, and energy rebates. 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/>.

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.

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>.

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>.

The Jobs Finder Queensland portal has access to nine free, short online training courses in a range of areas such as food service, health and aged care, transport, and mental health support. There will also be a range of free short courses in areas such as digital literacy, cyber security and business. Visit www.jobsfinder.qld.gov.au to access these courses.

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/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

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.

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>.

International Students

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

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>.

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>

ANZAC dawn service

This year's ANZAC day dawn service will be broadcast from the Australian War Memorial. The event will not be open to the public to maintain social distancing.

Transport and Borders

Transport

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>.

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>.

Agriculture and National Parks

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>.

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. For further information on COVID-19 agribusiness support visit www.business.qld.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/>.

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/>.

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.

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

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