

CQFLPN CORONAVIRUS INFORMATION GUIDE

A snapshot summary of strategic coronavirus websites and resources

MARCH 2020

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Family Law
PATHWAYS
NETWORK

CENTRAL
QUEENSLAND

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AIM: The aim of the CQFLPN Coronavirus Information Guide is to provide a short snapshot summary of strategic, accurate and up-to-date websites and resources that can be depended upon to keep you informed during an ever-changing situation.

Your usual directory or service guide will continue to be useful. Most organisations at the strategic and operational levels are still using their normal phone numbers and email address but the way service is being deliver may have changed

The CQFLPN Coronavirus Information Guide

AA - Must Know for Everyone: The facts/faqs and myth busters – from Qld Health

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/find-the-facts/faqs-and-myth-busters>

Ageing support

- **Council of the Aging (COTA) COVID-19 (Coronavirus) – Information for older Queenslanders**
<https://cotaqld.org.au/information/covid-19-coronavirus-information-for-older-queenslanders/>
- **National Seniors**
All information is up to date at the time of publication. Stay tuned to this website and the Australian Health Department website for further details.
https://nationalseniors.com.au/news/latest/coronavirus-latest-update?utm_source=Social&utm_medium=Facebook&utm_campaign=Coronavirus+update+facebook+130320

Australian Government

Fair Work Ombudsman

Coronavirus and Australian workplace laws: We're here to help you understand your rights and responsibilities at work during the coronavirus outbreak. If you have a question about workplace entitlements, you've come to the right website. We work with employees, employers and the community to educate and encourage compliance with Australia's workplace laws. We encourage employees and employers to work together to find the most beneficial and workable solutions that suit their individual workplaces and circumstances. Working together, there are various options to help business and employment continuity through this time. Continuity of business is a significant issue for employers and their employees during this unprecedented and difficult time. Our interactive graphic below outlines the options available to businesses affected by the coronavirus (COVID-19) outbreak and the implications for employees. Click on each section below for information and links to relevant information.

Businesses and people affected by the coronavirus outbreak may also be eligible for government financial support. See [Government information about coronavirus](#) for links for further information.

On this page:

- [Recent updates](#)
- [Government information about coronavirus](#)
- **Health: Coronavirus (COVID-19) health alert**
The World Health Organization has announced that COVID-19 is a pandemic. Find out how we are monitoring and responding to the outbreak, how you can

help slow the spread of COVID-19 in Australia, and what to do if you have symptoms. We also report the latest official medical advice and case numbers.

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

On this page

- [Current status](#)
 - [Symptoms](#)
 - [Protect others and stop the spread](#)
 - [If you're concerned](#)
 - [Advice for people most at risk](#)
 - [Health and aged care sector advice](#)
 - [Government response](#)
 - **Coronavirus (COVID-19) information for employers**
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-employers>
-
- **Prime Minister of Australia: Media Releases**
<https://www.pm.gov.au/media>
 - **Services Australia (Centrelink)**
Information and services to help you if you're affected by coronavirus (COVID-19) or looking for more details.
<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>

Social Services

The department is supporting individuals and families affected by Coronavirus through a range of measures. See the latest information

<https://www.dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support#who>

- **The Australian Government is providing up to \$100,000 to eligible** small and medium sized businesses, and **not-for-profits (including charities)** that employ people, with a minimum payment of \$20,000. These payments will help businesses' and not-for-profits' cash flow so they can keep operating, pay their rent, electricity and other bills and retain staff. [Extra COVID Funding](#). Source: QFCA

Children and young people

- **Coronavirus: 14 simple tips for better online teaching: The Conversation**
<https://theconversation.com/coronavirus-14-simple-tips-for-better-online-teaching-133573>
- **Coronavirus Booklet for kids**
Download this PDF here: www.mindheart.co/descargables
- **Foster and Kinship Care: Peakcare**

Your attention is drawn to the second [Message to Foster and Kinship Carers](#) from Deidre Mulkerin, Director-General, Department of Child Safety, Youth and Women. It is recommended that you review the responses to [frequently asked questions](#). *Subscribe to [Peakcare eNews and updates](#) go to the [home page](#) of PeakCare's website, scroll down and follow the instructions – it takes a few seconds only.* Respond to the invitation to send PeakCare's Executive Director (lwegener@peakcare.org.au) succinctly stated questions, issues of concern, and/ or recommendations about actions that could be taken to improve our sector's capacity to deal with the impact of the virus.

- **PeakCare supplied resources**

- [How to talk to your child about coronavirus disease 2019 \(COVID-19\): 8 tips to help comfort and protect children](#), a resource developed by UNICEF targeted to parents
- [How teachers can talk to children about coronavirus disease 2019 \(COVID-19\): Tips for having age appropriate discussions to reassure and protect children](#), a resource also developed by UNICEF targeted to teachers, but which can be easily adapted for use by other professional groups
- [Talking with children about Coronavirus Disease 2019: Messages for parents, school staff, and others working with children](#), a useful description of the principles to be observed by a wide range of adults when talking with children and young people, produced by the United States Centers for Disease Control and Prevention
- [Talking to Children About Coronavirus \(COVID19\)](#), that contains more useful advice from the American Academy of Child and Adolescent Psychiatry
- [Talking to Children about COVID-19 \(Coronavirus\): A Parent Resource](#) produced by the United States National Association of School Psychologists, with links included to other useful resources
- [Tips for Families: Coronavirus](#) produced by Zero to Three's with advice and resources specifically targeted to children aged 3 or below
- Don't like reading? Then go the [Child Mind Institute website](#), watch the [Talking to Kids about the Coronavirus](#) video and share the link with others.

To obtain some inspiration about creative ways in which you can communicate with children and young people about the Coronavirus, click on [Just For Kids: A Comic Exploring The New Coronavirus](#). Or look at this very clever [Hello! I am coronavirus](#) booklet designed by MindHeart.Co to facilitate discussion with children.

- **Qld Dept of Education**

- Frequently Asked Questions
<https://qed.qld.gov.au/about-us/news-and-media/novel-coronavirus/frequently-asked-questions-for-parents>
- Learning@home
<https://education.qld.gov.au/curriculum/learning-at-home>

- **Qld Gov: Child Safety, Youth and Women**

- <https://www.csyw.qld.gov.au/department-child-safety-youth-women>

- <https://www.csyw.qld.gov.au/news/novel-coronavirus>
- **ReachOut.Com have created a “Coping During Coronavirus”** page on their website which is dedicated to articles specifically for young people. Articles range from advice on how to take care of yourself during COVID-19, to dealing with change, mindfulness and other general wellbeing strategies. The page includes articles encouraging young people to seek help through online forums and helplines, and useful advice on things like healthy eating and coping with bad world news. [Go to the ReachOut.com Coronavirus page](#). *Source: Dovetail*
- **Supporting children during the Coronavirus (COVID-19) outbreak: resources from Emerging Minds**
 With recent news and media coverage about the Coronavirus (COVID-19), following on from a difficult bushfire season, it is normal for children and adults to feel overwhelmed and stressed during this time. This curated selection of resources will assist parents and carers to best to support their children and reduce worry and distress. It contains a video, factsheets and tips about what you can expect and how you can help children cope. <https://emergingminds.com.au/resources/supporting-children-during-the-coronavirus-covid-19-outbreak/>
 Also available:
 - [Coronavirus \(COVID-19\)](#),
 - [Anxiety](#),
 - [Parenting](#),
 - [Trauma](#),
 - [Responding to traumatic events](#),
 - [Stress and resilience](#),
 - [TV, online and social media use](#)

Communications

TELSTRA

<https://www.telstra.com.au/covid19/supporting-you-during-covid-19>

Additional data for our customers -We're giving personal and small business customers additional data, and offering unlimited standard home phone calls for pensioners, as part of our response to Coronavirus (COVID-19). We want to help our customers stay connected.

Mobiles and mobile broadband- Register for 25GB of extra data

All our personal and small business post-paid mobile and mobile broadband customers can register for an extra 25GB of data at no extra charge - to use in Australia within 30 days if they register by 31 March 2020.

You can register via the Telstra 24x7 and My Telstra apps until 31 March 2020 and the data will be available within 48 hours. We'll send you an SMS when it's been applied. You won't see the extra data on your bill, but it will appear in your app usage information.

Pre-paid recharges- Register for 10GB of extra data

Our pre-paid mobile and mobile broadband customers with an active recharge of \$40 or more can register for an extra 10GB of data at no extra charge - to use in Australia within 28-30 days (depending on your plan).

You can register via the Telstra 24x7 and My Telstra apps until 31 March 2020 and the data will be applied within 48 hours. We'll send you an SMS once it's been added and the extra data will appear in your app usage information. Unused extra data expires after 28-30 days (depending on your plan) and will not rollover.

Internet- Enjoy unlimited data at home

From Thursday 19 March until 30 April 2020, we're providing unlimited data for our personal and small business customers with home broadband plans (ADSL, **nbn** and cable).

You don't need to do anything. The data will be provided automatically, at no extra charge.

Your data usage won't be counted during this time, but keep in mind you won't see the extra data on your bill. Our FairPlay policy applies.

Home phone for eligible pensioners- Make unlimited calls

If you're a pensioner and have a home phone plan with us, you'll be able to make unlimited local, national and 13/1300 calls, and calls to Australian mobiles, from your home phone in Australia from Thursday 19 March until 30 April 2020.

You don't need to do anything, unlimited calls will be automatically applied. You'll see \$0 for these calls on your bill and in the app. Source: CQHHS_CQMHAODS

OPTUS

<https://www.optus.com.au/about/media-centre/coronavirus-support>

Supporting Customers in Need

We know customers may find themselves in difficult financial circumstances due to the effects of COVID-19, and we want to assure those customers we'll do our best to provide support and help them stay connected during this time.

We'll be offering to our customers, including small businesses:

Until 30 April 2020, customers can request to put their current monthly Postpaid mobile service plan charges on hold for 90 days should there be no current need for the service (please note that additional charges such as device repayments and extras are not included and will continue to be charged monthly during this period)

Waiving late payment fees for all our customers until 30 April 2020

Stopping disconnection and credit collection activities until 30 April 2020

If you are experiencing financial hardship and need to discuss your options, or if you're eligible for the Government Coronavirus financial support and are experiencing extreme hardship, please Message Us on My Optus App. Our team are compassionate hardship specialists who will do everything possible to help you stay connected

Helping Optus customers stay connected

We are providing a range of additional services and benefits for Optus customers, helping them stay connected at this time.

Boosting mobile data allowances:

We wanted to remind customers about the extra data we are providing to our mobile customers in April. We are providing all eligible mobile subscribers 20GB of free extra data which can be activated within My Optus app anytime during the month of April and valid for 30 days from activation. For our eligible Prepaid customers, we will also be offering 10GB of additional data when you recharge \$40 or more during the month of April 2020. [Click here](#) for more details about these extra data offers.

Source: CQHHS_CQMHAODS

CQ Local Government

- **Banana Shire**
<https://www.banana.qld.gov.au/news/article/225/council-service-delivery-remains-unchanged>
- **Central Highlands**
<http://www.centralhighlands.qld.gov.au/community-support/council-novel-coronavirus-covid-19/>
- **Livingstone Shire**
<https://www.livingstone.qld.gov.au/>
- **Gladstone Regional Council**
<https://www.gladstone.qld.gov.au/coronavirus>
- **Rockhampton Regional Council**
<https://www.rockhamptonregion.qld.gov.au/AboutCouncil/News-and-announcements/COVID19-Community-Information>
- **Woorabinda Aboriginal Shire Council**
https://www.facebook.com/pg/woorabindacouncil/posts/?ref=page_internal

Cyber Security

- **Stay Smart Online**

If you receive a message that you think is a coronavirus scam, delete the message and do not click the link.

Messages that pretend to be government and other trusted organisations are known as [phishing](#) scams. They often contain a link to a fake website, where you are encouraged to enter confidential details.

To protect yourself from phishing:

- Remember, Australian Government agencies will never send you text messages containing web-links.
- Before you click a link, hover over that link to see the actual web address it will take you to (usually shown at the bottom of the browser window). If you do not recognise or trust the address, try searching for relevant key terms in a web browser. This way you can find the article, video or webpage without directly clicking on the suspicious link.
- If you're not sure, talk through the suspicious message with a friend or family member, or check its legitimacy by contacting the relevant business or organisation (using contact details sourced from the official company website).

If you've received one of these messages and you've clicked on the link, or you're concerned your personal details have been compromised, contact your financial institution immediately. If you've suffered financial loss from cybercrime, report it to ReportCyber at www.cyber.gov.au/report. More advice and support on our [Get help](#) page. Stay Smart Online has more advice on protecting your [mobiles and tablets](#).

To stay up to date on the latest online threats and how to respond, sign up to the Stay Smart Online Alert Service, www.staysmartonline.gov.au/alert-service.

Scamwatch

- Since 1 January 2020, the ACCC's Scamwatch has received 94 reports of scams about coronavirus, but warns figures are starting to climb. "Understandably, people want information on the pandemic, but they should be wary of emails or text messages claiming to be from experts. For the most up-to-date information about the coronavirus, visit the [Department of Health](#) and the [World Health Organization](#) websites directly." If you think you have been scammed, contact your bank or financial institution immediately. More information on coronavirus scams is available on the [Scamwatch website](#), including how to [make a report](#) and where to [get help](#).

Disability

- **Disability Royal Commission calls for urgent action**
The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability has issued a [Statement of Concern](#) about the impact of the COVID-19 pandemic on people with disability.
- **NDIS Coronavirus (COVID-19) information and support**
Please check this page regularly for the latest information on the response to coronavirus (COVID-19).
<https://www.ndis.gov.au/coronavirus>
- **NDS Coronavirus**
<https://www.nds.org.au/item/coronavirus-covid-19>
- **Queensland Community Recovery Hotline**
The Department of Communities, Disability Services and Seniors have established a COVID-19 Community Recovery Hotline which can be reached on 1800 173 349.
The hotline is intended for people who have been directed by health staff or government direction to quarantine or self isolate and who have no other support mechanisms. People who call the hotline can register to receive social and emotional telephone support and also help to organise essential deliveries like food and medication. [For more information go to the Queensland Government website.](#)
[For health related questions, advice and information anyone can call 13 HEALTH \(13 43 25 84\) or visit the 13 HEALTH website.](#)
- **QDN (Queenslanders with Disability) e-Blast: Novel Coronavirus (COVID-19) Information for QDN Members (09 March 2020)**
<https://qdn.org.au/e-blast-novel-coronavirus-covid-19-information-for-qdn-members/>
- **Thriving Communities Qld** The Queensland Government has worked with Queenslanders with Disability Network to create COVID-19 resources and

tools for people with disability. Three accessible resources are now available:

- What is coronavirus (COVID-19)?
- What does self-quarantine mean?
- Coronavirus (COVID-19) Essential Items Checklist

These resources can be downloaded in Word and PDF formats from the QDN website: <https://bit.ly/33MnwXV>

Domestic Violence

- **DFV Sector Capacity Building Project on Tenancy Support** is continuing. Due to the current situation and working from home wherever possible, there are a few changes to the way we are supporting DFV services
HELPDESK 3708 4833: Please email any DFV Tenancy related questions to roseb@tenantsqld.org.au and I will call you back. This is a temporary measure.
TRAINING:
DFV Tenancy Toolkit Training is being delivered online, we can deliver webinars to small or larger groups. Please feel free to contact me to discuss your training needs
Contact: Rose Brown | DFV Sector Capacity Building Project Worker Tenants Queensland Inc p | 3832 9447 f | 3910 1108
e | RoseB@tenantsqld.org.au
DFV Workers Helpdesk | 3708 4833
DFV Workers Toolkit <https://tenantsqld.org.au/dv-toolkit/>
tenancy advice | 1300 744 263
www.tenantsqld.org.au

- **Resources for domestic and family violence workers**
 - [Using technology to communicate with survivors during a public health crisis](#)
 - [Best practices when using mobile devices for service delivery](#)
 - [How to operate as a remote service during a public health crisis](#)
 - [Frontline services' best practice guide: employee smartphones and tablets](#)
 - [Frontline Services' Best Practice Guide: Texting with Survivors](#)Source: Family Law Pathways Network (South Australia)

Family Law

- **COVID-19 Update: Changes to the delivery of Registrar and Child Dispute Services**
Managing the health and safety of the community, Judges and staff is a priority. Due to the escalating situation regarding COVID-19, and in anticipation of any further measures announced by Government, some urgent operational arrangements will be put in place effective immediately (unless otherwise noted) across the Family Court and the Federal Circuit Court (the 'Courts').
The aim of the new arrangements is to ensure that all urgent and priority matters are able to be dealt with safely by the Courts, whilst at the same time, ensuring appropriate social distancing is adhered to. It is important to stress that the situation regarding COVID-19 is rapidly changing and the arrangements are subject to change at short notice. See the [Family Court of](#)

[Australia website](#) for all current information, arrangements, clarifications and updated protocols.

<http://www.federalcircuitcourt.gov.au/wps/wcm/connect/fccweb/about/news/covid-notice-cds-registrars>

- *Registrar - face-to-face in-person protocol*
<http://www.federalcircuitcourt.gov.au/wps/wcm/connect/fccweb/about/news/f2f-registrar-protocol>
- *Child Dispute Services - face-to-face interview protocol*
<http://www.federalcircuitcourt.gov.au/wps/wcm/connect/fccweb/about/news/covid-notice-cds-f2f>
- New Instructions have been developed in relation to divorce lists, Family Court of Australia Registrar lists, property lists, PPP500 lists and contravention lists, as well as Registrar conferences and Alternative Dispute Resolution (ADR) events.
<http://www.federalcircuitcourt.gov.au/wps/wcm/connect/fccweb/about/news/covid-notice-cds-registrars>
- All new applications and other documents will need to be filed electronically through the [Commonwealth Courts Portal](#)
- A [Practice Direction](#) has been developed, which applies to all family law and general federal law applications filed in the Court. This Practice Direction relates to Electronic Filing and Viewing of Subpoenas
- More information and instructions are available on [how to eFile](#) via the Portal.

The Court's registry services will be provided remotely, by telephone and through other online services. In urgent circumstances, face-to-face services in a registry may be provided, but only after initial assessment.

If assistance is required, please contact us through [Live Chat](#) or email enquiries@familylawcourts.gov.au

Please note that Registrar migration lists have been suspended until July 2020 by the [Federal Court](#). All information relating to court operations and COVID-19 can be accessed from the [COVID-19 updates and information page](#).

- **Co-parenting in the coronavirus pandemic: A family law scholar's advice: *The Conversation***
<https://theconversation.com/co-parenting-in-the-coronavirus-pandemic-a-family-law-scholars-advice-134093>
- **"COVID-19 & Family Law: This is Not a Drill!". Coronavirus and your Separation & Family Law matter. WEBINAR**
https://www.youtube.com/watch?v=YuGmv_Uprz4&feature=youtu.be
- **Federal Circuit Court of Australia COVID-19 updates and information**
<http://www.federalcircuitcourt.gov.au/wps/wcm/connect/fccweb/online-services/covid/covid-news-hp>
- **Legal Aid Qld**

<http://www.legalaid.qld.gov.au/For-lawyers/Coronavirus-COVID-19-updates>

- **Magistrates Court - COVID-19 response**
Queensland Courts ARE open and hearing cases. See link for arrangements.
<https://www.courts.qld.gov.au/courts/magistrates-court/covid-19-response-magistrates-court>
- **Parenting Orders and COVID-19 - Media Release - Statement from the Hon Will Alstergren**
<http://www.familycourt.gov.au/wps/wcm/connect/fcoaweb/about/news/mr260320>
Long Statement with information that includes:
 1. *It is imperative that parents and carers act in the best interests of their children. This includes ensuring their children's safety and wellbeing. Whilst the Courts make orders that are determined to be in the best interests of a child, caring for and determining the practical day-to-day best interests of a child is primarily the responsibility of parents and carers.*
 2. Consistent with their responsibilities to act in the children's best interests, parents and carers are expected to comply with Court orders in relation to parenting arrangements. *This includes facilitating time being spent by the children with each parent or carer pursuant to parenting orders.*

Health

- **13 HEALTH**
If clients are having physical symptoms as noted in the attached coronavirus document, please contact 13HEALTH. Phone: 1343 2584
- **Coronavirus Resource Centre**
<https://www.mydr.com.au/coronavirus>
- **Qld Health: Current status and contact tracing alerts — novel coronavirus (COVID-19)**
<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/current-status-and-contact-tracing-alerts> *On this page:*
 - [Current status and case numbers](#)
 - [Changes to health and travel advice](#) (Information including confirmed cases in your area.)
 - [Contact tracing](#)
 - [Advice for passengers on a flight with a confirmed case of COVID-19](#)
 - [Symptoms and testing](#)
 - [Travel advice](#)
- **Queensland Government**
[Changes to health and travel advice](#) (Information including confirmed cases in your area.)

Homelessness and Housing

- **Tenants Qld.**

- [INFORMATION FOR TENANTS AFFECTED BY COVID-19 \(Coronavirus\)](#)

- *COVID19 and renting – what tenants need to know.*

Tenants Queensland have developed a fact sheet for tenants and residents whose tenancies are affected by COVID-19. It deals with some of the common issues arising.

Clients can contact Tenants Queensland for free tenancy advice service on 1300 744 263

You can access a copy of the Tenants Queensland fact sheet by [clicking here](#).

- HELPDESK- for professionals

Please email any DFV Tenancy related questions to

roseb@tenantsqld.org.au<<mailto:roseb@tenantsqld.org.au>> and I will call you back. This is a temporary measure.

- **Qld Dept: Housing and Public Works**

- [Housing assistance available](#) to support Queensland's most vulnerable.
 - Information to [support sport and active recreation](#) in Queensland.
 - For [Queensland Health information](#).
 - Information and assistance for [businesses from the Queensland and Australian Governments](#).
 - [Connect on social media](#) to see housing, building and construction, digital technology and sport and recreation activities, and news.

- **[Housing and homelessness immediate response fund](#)**

Minister for Housing and Public Works Mick de Brenni announced a \$24.7 million eight-point Housing and Homelessness COVID-19 Immediate Response Fund. The funds are designed to provide an immediate package of support for Queenslanders experiencing vulnerability. As part of the package Queensland households will receive a \$200 rebate and small businesses will receive \$500 off their electricity bills. The rebates will be applied automatically to electricity bills.

Jobs and Employment

- The **Chamber of Commerce and Industry Queensland (CCIQ)** is the voice of Queensland business and it recognises many employers are facing complex human resource situations at the moment. CCIQ is offering a **complimentary 12-month subscription** to its Business Essentials membership for anyone signing up before 31 March 2020 (new members only). You'll get Fair Work help, plus marketing insights and cost-saving tips. The package is normally worth \$792. [CCIQ Sign Up](#)
- **Fair Work Ombudsman**
Coronavirus and Australian workplace laws: We're here to help you understand your rights and responsibilities at work during the coronavirus outbreak. If you have a question about workplace entitlements, you've come to the right website. We work with employees, employers and the community to educate and

encourage compliance with Australia's workplace laws. We encourage employees and employers to work together to find the most beneficial and workable solutions that suit their individual workplaces and circumstances. Working together, there are various options to help business and employment continuity through this time. Continuity of business is a significant issue for employers and their employees during this unprecedented and difficult time. Our interactive graphic below outlines the options available to businesses affected by the coronavirus (COVID-19) outbreak and the implications for employees. Click on each section below for information and links to relevant information. Businesses and people affected by the coronavirus outbreak may also be eligible for government financial support. See [Government information about coronavirus](#) for links for further information.

On this page:

- [Recent updates](#)
- [Government information about coronavirus](#)
- **Services Australia (Centrelink)**
Information and services to help you if you're affected by coronavirus (COVID-19) or looking for more details.
<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>
- **Qld. Department of Employment, Small Business and Training**
Novel coronavirus support for businesses and employees
<https://desbt.qld.gov.au/training/employers/novel-coronavirus>
- **Statement by Senator the Hon Michaelia Cash, Minister for Employment, Skills, Small and Family Business** about increased flexibility being applied to job seeking arrangements that have been introduced by the Federal Government in response to the impact of the Coronavirus. Please click [here](#) to view
- **WorkCover Qld**
Coronavirus (COVID-19) workplace risk management
<https://www.worksafe.qld.gov.au/news/2020/coronavirus-covid-19-workplace-risk-management>

Justice of the Peace Program

- **Access to Justices of the Peace**
After considerable deliberation, Justices of the Peace Branch (JP Branch) has made the decision to temporarily suspend the JPs in the Community program from Saturday, 21 March 2020. In this interim period, the [After-hours JP Search](#) function, , will be the main avenue for the community to access witnessing officers.

Mental Health (MHAODS)

- **Adis is a 24 hour, 7 day a week support service for people in Queensland with alcohol and drug concerns, their loved ones and health professionals.** As the landscape of the AOD sector changes rapidly in the

midst of Coronavirus, Adis are continuously monitoring the status of AOD service providers across the state, to ensure they can provide callers with up-to-date information regarding any program suspensions and/or changes to service provision. If you aren't sure about what services are available in your region to help with AOD concerns, give Adis a call on 1800 177 833. For more information on the services provided by Adis go to the [Adis 27/7 Alcohol and Drug support website](#).

- **Australian Psychological Society**
Coronavirus (COVID-19) information for Australians
<https://www.psychology.org.au/COVID-19-Australians>
- **Beyond Blue**
Looking after your mental health during the coronavirus outbreak
<https://www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak>
 - Help Lines List: Beyond Blue
<https://www.beyondblue.org.au/get-support/national-help-lines-and-websites>
- **Central Queensland Mental Health and Other Drugs: 1300 MHCALL (1300 64 2255) One number for 24 hour specialist mental health care for anyone anywhere in Queensland referrals | crisis | support** In an emergency always dial Triple Zero (000) Source: QFCA
- **Factsheet that highlights a range of free online and app-based mental health programs** for those experiencing mild to moderate mental health symptoms and are unable to access face-to-face or telehealth psychology sessions. <https://www.emhprac.org.au/wp-content/uploads/2020/03/Full-COVID-19-Factsheet-.pdf> Source: QFCA
- **Head to Health**
COVID-19 Support
<https://headtohealth.gov.au/covid-19-support>
- **Lifeline**
Mental health and wellbeing during the Coronavirus COVID-19 outbreak
<https://www.lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>
- **MindSpot**
Coronavirus (COVID-19)
<https://mindspot.org.au/coronavirus>
- **Queensland Mental Health Commission** [useful information and links](#) to mental health resources.

- *Coronavirus and mental health*
<https://www.qmhc.qld.gov.au/awareness-promotion/prevention/coronavirus-and-mental-health>
- **ReachOut.Com** have created a “**Coping During Coronavirus**” page on their website which is dedicated to articles specifically for young people. Articles range from advice on how to take care of yourself during COVID-19, to dealing with change, mindfulness and other general wellbeing strategies. The page includes articles encouraging young people to seek help through online forums and helplines, and useful advice on things like healthy eating and coping with bad world news. [Go to the ReachOut.com Coronavirus page](#)
- **Mobile Phone Apps**
 - **What’s Up**
 Cognitive Behavioural Therapy (CBT) and Acceptance Commitment Therapy (ACT) methods to help you cope with Depression, Anxiety, Stress, and more
<https://au.reachout.com/tools-and-apps/whats-up>
 - **Smiling Mind**
 A daily mindfulness and meditation guide at your fingertips
<https://www.smilingmind.com.au/>
 - **Headspace**
 Take a moment with a meditation
<https://www.headspace.com/covid-19>
 - **Calm**
 Calm provides people experiencing stress and anxiety with guided meditations, sleep stories, breathing programs, and relaxing music
<https://www.calm.com/>
 - **FearTools- Anxiety Aid**
 Breathe feature for calming down
<https://www.feartools.com/>

Multicultural

- **SBS has translated important Coronavirus (COVID 19) information into 63 languages!**
 Click [here](#) to access the Portal (where people can access translated info in one spot).

Murri Support

- **NACCHO**
<https://www.naccho.org.au/home/aboriginal-health-alets-coronavirus-covid-19/>

NFP Organisation support

- **Business Continuity**
 - <https://communitydoor.org.au/planning-and-evaluation/business-continuity>
 - <https://csialtd.com.au/disastermanagement>
- **Community Door COVID Support**

With the COVID-19 outbreak and advice changing at such a rapid pace, we want to ensure you have access to up-to-date and relevant information on how it will impact you and your organisation in one place. We are continually updating information on the COVID-19 support pages on Community Door to help you, your clients and your organisation. You can access FAQs and checklists, industrial relations information, templates for business continuity and pandemic emergency plans, workplace guidelines for COVID-19 responses, as well as client and service specific resources. [Stay up to date at the COVID-19 support pages](#)
- **Community Services Industry Alliance (CSIA)**

What you need to know to prepare your organisation
CSIA is here to advance the Community Services Industry by doing business better, especially in times of disaster and unprecedented health events.
<https://csialtd.com.au/coronavirus>
- **Coronavirus (COVID-19) information for employers**

An information sheet for employers about coronavirus (COVID-19).
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-employers>
- **Insolvency: McCullough Robertson**

The measures recently announced include the following changes to the law which will last for six months, unless extended further:

 - a moratorium against personal liability for 'insolvent trading', i.e. failing to prevent a company incurring debts while insolvent, for debts incurred in the ordinary course of business;
 - an increase in the debt required for creditors to be able to issue a statutory demand on a company from \$2,000 to \$20,000 (a company's failure to satisfy a statutory demand allows a creditor to apply to wind up the company in insolvency);
 - an increase in the time to satisfy a statutory demand from 21 days to six months;
 - an increase in the threshold for a creditor to serve a bankruptcy notice from a judgment debt of \$5,000 to a judgment debt of \$20,000 (an individual debtor's failure to satisfy a bankruptcy notice allows a creditor to apply to bankrupt the individual); and
 - an increase in the time period for individual debtors to respond to a bankruptcy notice from 21 days to six months.

See: <https://www.mccullough.com.au/2020/03/24/revolutionary-variation-of-australias-insolvency-system-for-coronavirus-era/>

- **Justice Connect**
 - [Managing employees through a national health crisis.](#)
 - [Fact sheet](#) considers an employee's leave entitlements in these circumstances.
 - Resources on [employees](#) and [volunteers](#) for more information about your obligations.
 - [Contact us](#) if this information doesn't answer your specific query.
- **The Employment Law Implications of COVID-19: Carter Newell Lawyers**
<https://www.carternewell.com/page/Publications/2020/the-employment-law-implications-of-covid-19/>
- **The Australian Government is providing up to \$100,000 to eligible** small and medium sized businesses, and **not-for-profits (including charities)** that employ people, with a minimum payment of \$20,000. These payments will help businesses' and not-for-profits' cash flow so they can keep operating, pay their rent, electricity and other bills and retain staff. [Extra COVID Funding](#). Source: QFCA

Queensland Government

- **Education**

The Queensland Government, led by Queensland Health, continues to work closely with the Australian Government and other agencies to manage the outbreak of coronavirus (COVID-19). *If you have arrived in or returned to Australia in the last 14 days and are feeling unwell, see a doctor immediately.* Please check [Queensland Health COVID-19](#) for the latest health advice including FAQs and self-quarantine information. The Australian Federal Department of Health also provides [information regarding COVID-19](#). For school status and other information please see <https://qed.qld.gov.au/about-us/news-and-media/novel-coronavirus>

 - Frequently Asked Questions
<https://qed.qld.gov.au/about-us/news-and-media/novel-coronavirus/frequently-asked-questions-for-parents>
 - Learning@home
<https://education.qld.gov.au/curriculum/learning-at-home>
- **Queensland Community Recovery Hotline**

The Department of Communities, Disability Services and Seniors have established a COVID-19 Community Recovery Hotline which can be reached on 1800 173 349.

The hotline is intended for people who have been directed by health staff or government direction to quarantine or self isolate and who have no other support mechanisms. People who call the hotline can register to receive social and

emotional telephone support and also help to organise essential deliveries like food and medication. [For more information go to the Queensland Government website.](#)

[For health related questions, advice and information anyone can call 13 HEALTH \(13 43 25 84\) or visit the 13 HEALTH website.](#)

- **Current status and contact tracing alerts — novel coronavirus (COVID-19)**

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/current-status-and-contact-tracing-alerts> On this page:

- [Current status and case numbers](#)
- [Changes to health and travel advice](#) (Information including confirmed cases in your area.)
- [Contact tracing](#)
- [Advice for passengers on a flight with a confirmed case of COVID-19](#)
- [Symptoms and testing](#)
- [Travel advice](#)

- **Child Safety Youth and Women**

- <https://www.csyw.qld.gov.au/department-child-safety-youth-women>
- <https://www.csyw.qld.gov.au/news/novel-coronavirus>

- **Department of Employment, Small Business and Training**

Novel coronavirus support for businesses and employees

<https://desbt.qld.gov.au/training/employers/novel-coronavirus>

- **Thriving Communities Qld** The Queensland Government has worked with Queenslanders with Disability Network to create COVID-19 resources and tools for people with disability. Three accessible resources are now available:

- What is coronavirus (COVID-19)?
- What does self-quarantine mean?
- Coronavirus (COVID-19) Essential Items Checklist

These resources can be downloaded in Word and PDF formats from the QDN website: <https://bit.ly/33MnwXV>

- **Housing and Public Works**

- [Housing assistance available](#) to support Queensland's most vulnerable.
- Information to [support sport and active recreation](#) in Queensland.
- For [Queensland Health information](#).
- Information and assistance for [businesses from the Queensland and Australian Governments](#).
- [Connect with us on social media](#) to see our housing, building and construction, digital technology and sport and recreation activities, and news.

- **Queensland Health Updates**

https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19?utm_medium=Online&utm_source=Hero%20feature&utm_campaign=Nov%20Coronavirus

- **Qld Dept: Housing and Public Works**
 - [Housing assistance available](#) to support Queensland's most vulnerable.
 - Information to [support sport and active recreation](#) in Queensland.
 - For [Queensland Health information](#).
 - Information and assistance for [businesses from the Queensland and Australian Governments](#).
 - [Connect on social media](#) to see housing, building and construction, digital technology and sport and recreation activities, and news.
- **Queensland Cabinet and Ministerial Directory: Media Releases**
<http://statements.qld.gov.au/>
- **WorkCover Qld**
Coronavirus (COVID-19) workplace risk management
<https://www.worksafe.qld.gov.au/news/2020/coronavirus-covid-19-workplace-risk-management>
- **Queensland Government unveils \$4 billion relief package**
The Queensland Government will invest an additional \$4 billion in measures to support Queenslanders' health, their jobs and businesses. Premier Annastacia Palaszczuk said the measures are an unprecedented response to an unprecedented crisis. "Our \$300 million household relief package will give Queensland households \$200 off their utility bills, building on the \$50 asset dividend we have already announced.

Volunteering

- **Emergency Volunteering**
Register your expression of interest to help on Volunteering Queensland's emergency volunteering website (EV CREW) – emergencyvolunteering.com.au/qld.
- **Volunteering Qld**
Information on preparing your volunteer program for novel coronavirus (COVID-19)
<https://www.volunteeringqld.org.au/blog/1761-novel-coronavirus-information-for-volunteer-involving-organisations>