

Key Messaging

Report Time

23/03/2020 15:00

Report ID

R16522622

Event

COVID-19

Key Messaging

Current status

- To date, most of Queensland's cases are either people who have recently returned from overseas or have had close contact with those people.
- The number of confirmed cases we see each day is expected to vary as we continue to respond to the situation across the state. Recent totals are a significant increase compared to what we have seen so far, and we understand the community may feel concerned and anxious. It's important for Queenslanders to remain calm, keep informed through reliable sources and follow health advice.
- Queensland Health is continuing to work with the Australian Border Force to screen anyone who returns to Australia from overseas for symptoms of novel coronavirus (COVID-19) and provide them with information on self-quarantine.
- If you have been overseas in the last 14 days and are feeling unwell, see your doctor immediately.
- From Monday 16 March, if you have been overseas and are feeling well, you need to self-quarantine for 14 days from the date you arrived in Australia. You must also self-quarantine if you have been in close contact with someone who already has novel coronavirus (COVID-19).
- While you're self-quarantining, if you start to feel unwell and develop any symptoms at all, but especially a fever or shortness of breath, a cough or a respiratory illness, you should seek immediate medical attention. Call ahead to your GP or emergency department and tell them about your symptoms and your recent travel or close contact, so they can prepare for your visit.
- As a precautionary measure to help slow the spread of novel coronavirus (COVID-19), all non-essential outdoor gatherings of more than 500 people, and non-essential indoor gatherings of more than 100 people, should not go ahead. Any indoor gatherings of less than 100 people should ensure the space is big enough to cater for one person per four-square-meter space.
- All essential day-to-day activities, such as school and work, can proceed as normal.

What we want Queenslanders to know

- It's important that Queenslanders are aware of and informed about COVID-19, but not alarmed.
- Most people (around 80%) will only develop mild illness and recover easily. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop severe illness.
- You are at higher risk of infection if you have had face-to-face contact with a confirmed case for more than 15 minutes or have shared an enclosed space with them for more than two hours. We are not looking for people



that may have passed a confirmed case on the street or in a shop, as the risk in these situations is extremely low.

- The World Health Organisation has characterized novel coronavirus (COVID-19) as a pandemic. In Queensland, this does not change our health advice. You will receive advanced notice if you need to do anything differently.
- Currently, testing for novel coronavirus (COVID-19) is only available for people who are unwell with fever or acute respiratory symptoms AND have travelled to overseas in the past 14 days OR have had contact with a confirmed case of novel coronavirus (COVID-19).
- If you are unwell and haven't been overseas or been in contact with a confirmed case, you may not be tested for novel coronavirus (COVID-19). Your doctor will make this assessment based on your symptoms.

What we want Queenslanders to do

- Not everyone is going to get novel coronavirus (COVID-19), but we all have a role to play in keeping ourselves and others well.
- Keep up the great work in helping to flatten the curve – we all need to act now to slow the spread of novel coronavirus (COVID-19) and reduce the chance of a large peak of the outbreak.
- The best way to look after yourself, your loved ones and the people around you is by washing your hands often and properly, staying home if you're sick, and staying 1.5 metres away from others.
- Avoid shaking hands – it might seem rude, but avoiding unnecessary contact is a smart way of stopping the spread of the virus.
- Stay up-to-date with accurate, reliable information by visiting www.health.qld.gov.au/coronavirus
- There isn't any evidence that wearing a facemask will stop you from catching a virus like COVID-19, so if you're well, you don't need to wear a facemask.
- There is no need to excessively stockpile anything, but it's wise to always have some extra food at home and other supplies like medications and baby needs or pet food, in case you become unwell or need to self-quarantine. Emergency kits are good practice in preparation for any natural disaster or emergency situation.
- It's totally normal to feel concerned when big events happen in the world. We have tips in our blog post about how to look after your mental wellbeing in a crisis (see <https://www.health.qld.gov.au/news-events/news/how-to-look-after-your-mental-wellbeing-in-a-crisis>), including taking time to switch off and focusing on the things you can control, rather than worrying about things you can't control. If you're feeling scared, worried or upset for two weeks or more, or how you are feeling is distracting you from going about your normal routines, it's worth speaking to someone about it – either someone close to you or a medical professional.

Queensland Health preparedness

- We understand you may be feeling concerned, but we want to reassure you that we have one of the best health systems in the world and are prepared.
- We want all Queenslanders to know that we've responded to health emergencies in the past and we will do it again.
- While working hard on containing the virus, planning the next phases of our response is well underway to keep Queenslanders safe.

- Queensland is a big state and we're preparing locally, while coordinating nationally and internationally.
- Our hospitals are ready and prepared to respond. Our hospitals have contingency plans in place to triple emergency department capacity and double intensive care unit capacity, if required.
- Queensland Health is also sourcing additional supplies of medicines and equipment, including masks, gloves and ventilators.

National measures

- The Australian Government announced a second financial stimulus package on Sunday 22 March. This package, with the first package announced on 12 March 2020, totals a \$189b. In summary, it provides:
 - Expanded eligibility to income support payments and establishes a new \$550 per fortnight Coronavirus supplement.
 - Two separate \$750 payments to social security, veteran and other income support recipients and eligible concession card holders.
 - People affected by financial stress can access \$20,000 tax-free of their superannuation over 2 years.
 - Superannuation minimum drawdown rates have been temporarily reduced.
 - Small to medium businesses and charities will receive a minimum of \$20,000 and up to \$100,000 to help support business costs and retain staff.
 - The Government will establish the Coronavirus SME Guarantee Scheme and guarantee 50% of new loans issued by eligible lenders to small to medium enterprises.
 - The threshold at which creditors can issue a statutory demand on a company and the time to respond to demands will be temporarily increased.
 - Business investment incentives by offering depreciation and asset write-off concessions.
 - A wage subsidy of up to 50 per cent for an apprentice's or trainee's wage for small businesses.
 - As previously announced, up to \$715m in support will be provided for Australian airlines and airports.
 - More information about the financial stimulus packages is available at:
<https://www.pm.gov.au/media/supporting-australian-workers-and-business>.
- The Federal Budget will be deferred until 6 October 2020. States and territories will work to a similar timetable.
- **Travel restrictions.** Australia has a number of international and domestic travel restrictions in place:
 - Australia closed its borders to all non-citizens and non-residents from 20 March 2020. There are some exemptions - visit immi.homeaffairs.gov.au for details. Australians looking to return home should do so as soon as possible as commercial options are quickly becoming limited. Everyone who flies into Australia will continue to be subject to a strict 14 days self-isolation. The federal government's travel advice for all Australians not to travel overseas at all remains in place.
 - Domestic travel advice was extended on Sunday 22 March to encourage Australians to cancel all non-essential domestic travel. States have begun closing borders, including Queensland, South Australia, Western Australia, Tasmania and the Northern Territory. Queensland will close its borders from midnight Wednesday 25 March. The Queensland Disaster Management Committee will meet tomorrow (24 March) to finalise details - including exemptions like essential services and freight. Further details will be released at that time.
 - The Government formally prohibited international cruise ships from entering Australian ports for an initial 30 days on 15 March.

- A Human Biosecurity Emergency has been declared under the Biosecurity Act 2015. This allows the Commonwealth Health Minister to issue targeted, legally enforceable directions and requirements to combat the virus. Action will be taken to restrict travel into remote indigenous communities under this Act.
- Restrictions on gatherings. To help slow the spread of Coronavirus, the Australian Government advised new stage one restrictions on gatherings on Sunday 22 March in addition to existing restrictions. From midday Monday 23 March:
 - registered and licensed clubs and hotels and pubs (in the licenced area only), entertainment venues, cinemas and casinos, indoor sporting venues and places of worship will be closed. Off-licences and bottle shops will be excluded from arrangements.
 - restaurants and cafes will be restricted to takeaway service only.
 - enclosed space gatherings for funerals etc will have to follow the previously advised guidelines of 1 person per 4 square meters.
- Existing restrictions remain, including:
 - organised, non-essential gatherings of 500 people or more and non-essential indoor gatherings of 100 people or more are no longer permitted. Further guidance, including a definition of 'essential', is available at www.health.qld.gov.au/system-governance/legislation
 - non-essential indoor gatherings of less than 100 people must not have more than one person per 4 square metres of space.
 - everyone should continue to be diligent on social distancing, allowing 1.5m between people.
 - non-essential meetings or conferences of critical workforces, such as health care professionals and emergency services, should also be limited. This advice does not include workplaces, schools, universities, shops, supermarkets, public transport and airports.
- Protection for vulnerable Australians. To protect vulnerable Australians, the Government is introducing visitor restrictions to all residential aged care facilities. Residential aged care is for senior Australians who can no longer live in their own home, unlike retirement villages, where residents live independently. It includes accommodation and personal care 24 hours a day, as well as access to nursing and general health care services.
- An additional funding of \$444.6 million from the Commonwealth will be introduced to support aged care facilities.

Queensland border closures

- Queensland's border closure will take effect at midnight on Wednesday 25 March 2020. The Queensland Disaster Management Committee will meet tomorrow to finalise details - including exemptions like essential services and freight. Further details will be released at that time.

Queensland Government assistance

- The Queensland Government has acted quickly to assist local government, business and industry with resilience and recovery strategies to deal with and mitigate impacts of coronavirus. Support includes:
 - \$500 million loan facility - A new Jobs Support \$500 million loan facility, interest free for the first 12 months, has been created to support businesses to keep Queenslanders in work and will comprise loans of up to \$250,000.

Key Messaging

- Payroll tax deferment - All Queensland businesses impacted by the coronavirus outbreak can defer lodging and paying payroll tax until 31 July 2020.
- An initial \$27.25 million coronavirus industry recovery package to assist local government, business and industry with resilience and recovery strategies. It includes targeted financial support and advice, promotion for Queensland, and counselling and support.
- \$8 million to assist arts sector – support is being provided to small and medium Arts organisations through funding extensions, changes to funding application timeframes and rent relief for tenants based in Queensland Government Arts infrastructure.
- On 18 March, the Queensland Government introduced urgent reforms to help ensure supermarkets stay well stocked. Changes to the planning conditions, to come into effect in days, will address current restrictions on the operating hours of loading docks and distribution centres supplying supermarkets.
- More information about the immediate industry recovery package can be found at: www.qld.gov.au/about/industry-recovery.
- Expressions of interest for the new Jobs Support Loans can be registered at www.qrida.qld.gov.au.
- Information on the deferral options is available at <https://www.business.qld.gov.au/starting-business/advice-support/support/novel-coronavirus>

Treasury

- The coronavirus outbreak has the potential to impose a wide range of direct and indirect costs on the Australian and Queensland economies.
- The overall economic impact will depend on the severity and duration of the crisis. Based on current contagion conditions, Queensland Treasury anticipates the impact to the Queensland economy to be \$3.4 billion in the 2019-20 financial year. Over two financial years, Queensland Treasury is estimating that impact could be as much as \$10 billion.

Innovation

- The Queensland Government, through the Advance Queensland initiative, is providing \$10 million to the University of Queensland for the development of a promising COVID-19 vaccine that could be available early next year.

Tourism

- We recognise the importance of the state's tourism and events industry to Queensland's economy and the need to support this industry through these unprecedented times.
- As part of our constructive response to the COVID-19 pandemic, the Department of Innovation, Tourism and Industry Development will activate an Industry Support Taskforce.
- This taskforce will provide a coordinated approach to engage and respond to key stakeholders around issues relating to this outbreak.

Key Messaging

- The taskforce will bring together other DITID portfolio areas including Tourism and Events Queensland (TEQ) as well as our key industry partners such as the Queensland Tourism Industry Council, Regional Tourism Operators, universities and the Office of the Queensland Chief Entrepreneur to boost impact of our response.
- TEQ continues to liaise with RTOs, stakeholders, partners and operators and is firmly focused on supporting the tourism industry through this crisis.

Education

- On 22 March, the National Cabinet received advice from the Australian Health Protection Principal Committee (AHPPC) that schools should remain open. The National Cabinet accepted that advice.
- However, in recognition of concern within the community around COVID-19, from 23 March Queensland parents of students in state schools will be offered a choice as to how their children receive their learning.
- Schools will remain open and parents can send their children to school in the knowledge they will be safe. The government announced last week an increase in school cleaning time and this is happening from today.
- If parents wish to keep their children home from school, they may do so.
- The newly-developed [learning@home](#) website, accessible via the Queensland Education website, is open to the public. It provides a range of activities to support students to continue their learning, as well as general advice and links to a range of high-quality public learning sites.
- Two-week units of work for Prep to Year 10 across English, Mathematics, Science, HASS (History and Geography), Digital Technologies and Design and Technologies will also be available via this website. These materials will continue to be made available, with fortnight 2 uploaded by the end of the week. These units are available in a digital and print format.
- If parents choose to keep their child at home, they must be responsible for them. They must ensure their children stay at home and that they continue their learning using the material and websites that can be accessed online.
- The Queensland school break will begin on Monday 6th April until Friday 17th April. Schools will reopen on Monday 20th April, unless health advice states otherwise.
- A number of independent schools have also indicated a move to online learning or extended Easter holidays.
- On Friday 20 March, all Australian Education Ministers agreed that NAPLAN will not proceed this year. This decision was made in recognition of the disruption being created by COVID-19 to school routines and to enable teachers to continue their focus on student learning and wellbeing. NAPLAN Online practice tests that were to occur in some schools next week will no longer proceed.
- All school trips, camps and excursions scheduled to commence from 21 March 2020 are to be postponed or cancelled until further notice.
- International student and staff travel has also been suspended.
- From 21 March, 2020, all interschool sport is cancelled until further notice. Representative school sport and Queensland School Sport team participation has been cancelled, including district, regional, state, national, international competitions, effective from 17 March 2020 until further notice.
- The importance of increased hygiene and cleaning standards in Specialist Settings/Programs/Facilities is continuing to be communicated.
- Many of these resources are being shared with non-state sectors and, on request, with other states and territories free-of-charge.

- For students in Year 11 and 12, the Queensland Curriculum and Assessment Authority has long-established protocols that cater for illness or disruption to assessment processes in order to minimise any disadvantage or impact. Impacted schools will work with the QCAA and any affected students through these protocols.
- Local government elections will see 776 schools host polling booths.
- For more information visit www.qed.qld.gov.au.

Transport and Main Roads

- Public transport is an essential service and running on schedule: However, non-essential travel should be avoided, noting most public transport is considered essential but strategies to reduce transmission should be implemented.
- Services across SEQ and regional Queensland, including school buses, are currently running as scheduled. There are no changes, cancellations or disruptions from COVID-19.
- Cleaning has been increased across all modes of public transport with operators sanitising buses, trains, trams and ferries on a daily basis.
- Public transport is like any other public space: People should follow the latest Health Department advice. Commuters should treat public transport like they would any public space. Health and safety are our priority.
- We are monitoring developments, talking regularly with other transport and health agencies and continuing to act on official government advice.
- It is important for customers and transport staff to:
 - wash your hands thoroughly after being in public places
 - protect yourself and others – stay at home if unwell and practice good hygiene
 - avoid contact with anyone who has symptoms and also cover your nose and mouth when you cough or sneeze
 - keep using common sense when travelling — masks are not needed.
- We're in close contact with Queensland Health and our operators and will let the public know if anything changes through all our customer channels.
- Sanitisation practices are important across all of our customer service centres and customer contact centres are currently open with daily cleaning in place.
- We are encouraging customers to use online services and reminding them to cancel or reschedule any bookings like driving tests or vehicle inspections if they feel unwell or are required to self-isolate.
- We have more than 60 online services available at www.tmr.qld.gov.au/onlineservices with options to renew registrations or driver licences from home.
- Customers who need to complete a transaction in person while unwell or self-isolating can call us on 13 23 80 for further assistance.
- As the essential travel only is being advised by government, until further notice, travel to Palm Island is limited to people involved in providing essential services to the community.
- Border restrictions have also come into place and TMR is providing signs and messaging regarding the Northern Territory entry restrictions on Queensland roads.
- Changes are also occurring within Queensland waters and from Monday, Maritime Safety Queensland has decided to enact a two-port policy.
- This policy will mean that restrictions at the Port of Brisbane will be consistent with the Federal Government advice on receiving foreign vessels into Australia – with the exception of vessels and crew from China and

South Korea (Vessels and crew from these nations will still need to observe the 14-day isolation period until further notice).

- This two-port policy means vessels can be received into the Port of Brisbane without any time-based restrictions provided safeguard measures are maintained in line with the ABF Commercial Vessel Advice 20 March 2020.
- Additionally, MSQ will continue to work with Brisbane maritime service providers to ensure sufficient supplies of protective equipment can be accessed.
- All other Queensland ports will remain under the guidance of Wednesday's [General Managers Direction](#) which effectively requires all vessels being received to observe a 14-day isolation period since their last international port before being granted entry.
- Any exemptions to the Direction in these ports will continue to be processed by MSQ in line with previous advised processes.

Current exemptions for vessels from NZ, South Pacific Islands, Singapore and PNG continue to apply to regional ports. MSQ will monitor exemptions on a ship-by-ship basis to ensure a trace back of the past 14 days of a vessel's movements (regardless of its last port) is understood and there has been no potential for infection to be introduced to the vessel and not detected.

- Protecting our vital supply lines to ensure they continue to be open, through protecting our maritime workforce remains our priority. Equally however, we must ensure essential trade can be received into, and exported out of, Queensland.
- An Australian Government ban on cruise ships from foreign ports from arriving to Australian ports for an initial 30 days will go forward on a rolling basis.
- These decisions have been made by maritime and health experts to protect our communities during this international pandemic.

Employment, Small Business and Training

- The Department of Employment, Small Business and Training is providing information and support to small and medium businesses, including sole traders and apprentices, trainees and their employers.
- Businesses affected by the coronavirus can apply for a relief package to defer lodging and paying payroll tax returns until 31 July 2020.
- Current Queensland and Australian Government support information is included on the Business Queensland website (www.business.qld.gov.au), Department website (www.desbt.qld.gov.au) or by calling the Small Business Hotline on 1300 654 687.
- TAFE Queensland is continuing to provide training and is exploring options to ensure ongoing delivery of services, including examining alternative modes of delivery, where possible.

Queensland Fire and Emergency Services

- QFES is continuing to maintain a responsive and effective fire and rescue service across Queensland.
- To help minimise the risk of transmission of the virus, we have scaled back some non-essential activities such as educational visits to community events and schools, restricted travel and minimised face-to-face meetings.

Key Messaging

- You may see QFES personnel wearing protective face masks and gloves when responding to calls for assistance. This is a standard safety measure – for both the community and our crews – during a pandemic, so we can maintain critical fire and rescue services to the community.

Queensland Police Service

- As part of the QPS response, police officers conduct compliance checks on people where necessary and in support of Queensland Health.
- Police have certain powers under the Public Health Act 2005 (PHA) to ensure compliance with the intent of the PHA, and penalty provisions apply.
- The graduations of police recruits who are nearing the completion of their training are being fast-tracked.
- This will reduce the risk of the transmission of COVID-19 in Queensland's Police Academies and immediately support the number of frontline police officers.
- The community can be reassured the Queensland Police Service has processes in place to ensure there are sufficient resources to maintain ongoing calls for service.

Queensland Ambulance Service

- The Queensland Ambulance Service (QAS) has implemented extra screening measures for patients calling Triple Zero (000) to identify potential COVID-19 cases.
- The QAS is reminding the public to keep Triple Zero (000) for emergencies and follow the advice of Queensland Health if you have coronavirus symptoms such as fever, sore throat, cough or shortness of breath.

Justice and Attorney-General

- The Queensland Civil and Administrative Tribunal has made some changes to its operations in response to the emerging situation. For more information visit www.qcat.qld.gov.au/about-qcat/covid-19.
- All JPs in the Community signing sites are closed until further notice. Information on where to find a JP is at www.qld.gov.au/findjp.
- Queensland Courts are open and hearing cases, but they have made some changes to court operations to reduce the potential for transmission of the virus. Specific information for each court is available here: <https://www.courts.qld.gov.au/covi-19-response>.

Aboriginal and Torres Strait Islander Partnerships

- The Queensland Government has declared a *Disaster Situation — State Level* that covers the whole state, including Aboriginal and Torres Strait Islander communities.
- This declaration enables Indigenous communities to activate disaster management arrangements to restrict access to communities for essential services only.
- The Premier and Deputy Premier have been meeting with the Mayors and Chief Executive Officers from Queensland's Aboriginal and Torres Strait Islander councils by teleconference to discuss public health planning for COVID-19 in remote communities and seek their views on the state and national response.

Key Messaging

- Mayors and CEOs of Aboriginal and Torres Strait Islander councils support restricted travel into their communities, with the majority of councils in Queensland already limiting visitors except for those people delivering essential services.
- Students returning home from boarding school are being supported to return immediately, and will be subject to local health requirements including quarantine on return to their communities to ensure the virus does not spread.
- The Australian Government will support Aboriginal and Torres Strait peoples in remote communities across Australia to ban non-essential travel to the communities, in an effort to prevent the spread of coronavirus to First Nations peoples.
- People will be restricted from entering or leaving designated areas under emergency provisions of the Biosecurity Act 2015, with decisions to close communities made by communities and their leaders.
- Large gatherings for Sorry Business and other cultural gatherings are banned under the Federal Government's social distancing rules.
- The Queensland Government will continue to work in partnership with remote Aboriginal and Torres Strait Islander councils so that local leaders can make decisions for their communities' safety and well-being.

Housing and Public Works

- HPW tenants who need support are asked to call their local Housing Service Centre in the first instance or use the Tenant Assist Qld app. Like all Queenslanders, our customers are encouraged to follow the direction of Queensland Health when considering which steps to take to protect their health and safety.
- Queensland State Archives remains open between 9am-4.30pm Monday to Friday, however all QSA public events, guided tours and public programs have been postponed until further notice.

Agriculture and Fisheries

- The Department of Agriculture and Fisheries (DAF) is delivering a \$3.66m package to support industry through market diversification grants, waiving fisheries fees, promotion of local seafood and produce through #eatQld and business counselling.
- Applications are open for a \$500,000 industry grants package to support Queensland agribusiness exporters directly affected by coronavirus. For more information go to qld.gov.au
- Government is working closely with the agricultural industry to plan for current and emerging issues, particularly around supply chains, labour impacts and movement of essential goods. We understand industry have concerns about changes to border arrangements. We will work with industry as a priority to sure up supply chains but this will be consistent with direction provided by Queensland Health in relation to COVID-19 risks.
- Queensland Government is continuing to work with industry to implement business continuity plans to ensure our supply chains are able to continue to deliver.

Arts Queensland

- Current events are impacting creative programming, business operations, and audience participation across the state.

- Arts Queensland is working to help manage any issues identified by the sector on a case by case basis.
- The Queensland Government announced over \$8 million in funding relief measures for the sector on 18 March 2020—visit www.arts.qld.gov.au.
- The State Library of Queensland, Queensland Museum, and Queensland Art Gallery | Gallery of Modern Art will close to the public from 23 March.
- Queensland Performing Arts Centre has cancelled all events until 30 April 2020 at this stage, and is reviewing its forward program in light of current advice on mass gatherings.
- Queensland Museum Network has cancelled the 2020 World Science Festival Brisbane 2020 (25-29 March) and some remaining World Science Festival Queensland events in Gladstone, Toowoomba and Townsville.
- The Judith Wright Centre and Festival House in Brisbane, and Bulmba-ja arts centre in Cairns, are also closed to the public from 23 March 2020.

Communities, Disability Services and Seniors

- The Department of Communities, Disability Services and Seniors (DCDSS) has activated the Community Recovery Hotline to support vulnerable Queenslanders in home quarantine.
- People who are in quarantine, and aren't able to organise the delivery of essential food and medications they need, are able to phone the Community Recovery Hotline on 1800 173 349.
- The Hotline is for Queenslanders, such as people with disability and seniors, who don't have the capacity to look after themselves in quarantine and don't have family or friends close by to assist.
- DCDSS is also continuing to support the community services and disability services sector.
- The department is working with a number of stakeholders, including the Community Services Industry Alliance (CSIA), Queenslanders with Disability Network (QDN) and Queensland Council of Social Service (QCOSS), to ensure the community services and disability sectors are prepared for COVID-19, and to draw upon their expert knowledge to inform forward planning around human and social recovery.
- DCDSS is the lead agency for Human and Social Recovery and will continue 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 Red Cross is continuing to provide an outbound telephone psychosocial support service for people registered as being in home quarantine.

Environment and Science

- The Department of Environment and Science (DES) is working to support the nature-based tourism sector.
- Through the \$27.25 million Immediate Industry Recovery Package, the Queensland Government is providing relief to tourism operators on national parks impacted by decreased patronage, in the form of fee relief through to July 2020.
- To protect isolated and vulnerable communities, all Cape York national parks remain closed and the Mossman Gorge section of Daintree National Park has also been closed to protect the Mossman Gorge community.
- Queensland's national parks and forests will remain open for day use visitors, walking, birdwatching and other recreational pursuits.

Key Messaging

- Campgrounds will remain open where the risk is considered manageable through social distancing, good hygiene practice and limiting camper numbers. Additional information will also be provided to campers to assist with social distancing and hygiene practice.
- Plans are in place to manage camper numbers at the two largest camping areas (Teewah Beach and Inskip Point), subject to further information on non-essential travel bans.
- Campers with Easter and School holiday bookings are urged to check regularly updated information published on Park Alerts website for any changes to camping arrangements <https://parks.des.qld.gov.au/park-alerts/>
- Some visitor attractions have also been closed, or have limited hours and tours:
 - Daisy Hill Koala Centre is closed.
 - Mon Repos Turtle Centre - no night tours.
 - Chillagoe Caves have closed.
 - Fort Lytton is open but there will be no tours or performances.
 - The David Fleay Wildlife Park has closed.
- Further closures will be considered in the event of non-essential travel bans.
- For a full list of national park and forest partial and full closures, visit www.des.qld.gov.au.
- Environmental assessment services continue to be delivered within statutory timeframes ensuring no impact on the economy and business.
- The department's Pollution Hotline and environmental incident response functions continue to operate.

Queensland Corrective Services

- We are focused on the safety and security of our officers, prisoners and visitors to our facilities.
- Queensland Corrective Services is implementing Stage 2 visitation restrictions, which will see all personal visits to Queensland adult prisons cease on Monday, March 23, in line with the latest health advice on social distancing and gatherings as recommended by the Chief Medical Officer at this time.
- All other visits, including legal, service provider or official visits will be conducted in accordance with advice from the Chief Health Officer, particularly with regards to social distancing.
- This is a nationally consistent approach, and one supported by the Chief Medical Officer.
- This step is being taken to protect the health of our officers and the people in our care, and taking into account the limitations of our built environment.
- A small number of officers and prisoners have been tested for COVID-19 as a precautionary measure and Queensland Corrective Services is not aware of any positive tests.
- The safety and security of our prisons is an absolute priority, and we have put significant effort into developing contingency planning to ensure this.
- Visit <https://corrections.qld.gov.au> for information on visit to QCS centres.

Child Safety, Youth and Women

- The department is providing information and support to peak bodies and key community organisations to ensure ongoing critical service delivery including child safety services and women's domestic violence crisis shelters.

Key Messaging

- Current events are impacting awareness raising events across the state, with events being postponed where appropriate or alternative arrangements put in place. For example, Youth Week from 1-8 April will continue but will mainly be done through the use of social media.
- We are communicating with grant recipients to enable alternate options for projects that are unable to be delivered as originally planned.

Youth Justice

- All personal visits to youth detention centres will cease today (23 March 2020) and all other visits including legal, service provider and other official visits will be conducted in accordance with advice from the Chief Medical Officer.
- Detention Centres are working with families and other visitors to facilitate video link and phone contacts with young people. This approach is supported by the Chief Medical Officer.
- The department has been communicating directly with parents, carers and families of young people in detention to give updated visitor advice and reassure them that all precautions are being taken to prevent exposure to COVID-19.
- The department is undertaking significant contingency planning to ensure essential service delivery in the community and ensure the health and safety of our staff and the young people in the youth justice system.
- No young people in detention have been tested for COVID-19 and there's been no exposure to the virus at either the Brisbane or Cleveland Youth Detention Centres.
- We are working closely with staff, courts, police, corrective services, stakeholders and non-government organisations to ensure the delivery of essential youth justice services across the state.

Public Service Commission

- Queensland public sector Ready Reserves have been activated to assist in the up-coming local government elections and to mobilise to other areas of government priority as they emerge.

Local Government

- Information for Councils regarding caretaker restrictions with regards to communicating to communities is available on the Department of Local Government, Racing and Multicultural Affairs (DLGRMA) website: <https://www.dlgrma.qld.gov.au/>. Councils are encouraged to proactively communicate and should not refrain from providing important information to communities, particularly in relation to public health and safety issues arising from COVID-19.

Multicultural Affairs

- COVID-19 information that has been translated into a number of languages is available via DLGRMA website – visit <https://www.dlgrma.qld.gov.au/about-us/our-department/novel-coronavirus-covid-19.html>
- The department has provided 4EB with a 30 sec community notice to be translated into over 50 languages and broadcast across the 4EB network of community radio.

Key Messaging

- The department is supporting CALD/vulnerable groups with access to central information and government agencies/services by translating key messages and hosting meetings with community leaders.

Energy and water

- Energy and water supply across Queensland remains uninterrupted.

WorkCover Queensland

- WorkCover Queensland continues to deliver our normal business and also to receive claim applications for COVID-19 from customers, undertake determinations, manage claims and work together with Queensland businesses. WorkCover is also talking to many workers and employers with queries about their existing, non-COVID19 claims and how they are being managed as there is some interruption in treatment availability and return to work services as a result of social distancing requirements.
- More information and Frequently Asked Questions (FAQs) are available on the WorkSafe website <https://www.worksafe.qld.gov.au/> (direct link is <https://www.worksafe.qld.gov.au/claims-and-return-to-work/novel-coronavirus-covid-19-faqs>).
- Many businesses in Queensland will experience increased financial concerns as a result of COVID-19, and WorkCover is working to provide employers with advice and support with their premium. In general, the approach is:
 - Should an employer be in this situation, they should contact WorkCover to discuss arrangements
 - At first instance, WorkCover will work with employers to review the estimated wages they have previously supplied for the current year and adjust them as appropriate
 - This may result in a reduction in premium or potentially a refund
 - In addition, WorkCover will also work with employers on alternative and extended payment arrangements where possible.

Cross River Rail

- The Cross River Rail Delivery Authority (CRRDA) is continuing to monitor and respond to the COVID-19 situation and is committed to acting within all Government guidelines and advice.
- Safety of staff and workers on the Cross River Rail project is paramount and CRRDA is in constant dialogue with not only Government but also its major works contractors, to ensure best possible practice is adhered to at both the offices and worksites from which the Cross River Rail project is currently being delivered.
- CRRDA is also working with its major contractors to understand any impacts on project delivery and to prepare best possible mitigations.

Racing

- All TAB and non-TAB meetings across the state will be conducted without patrons until further notice.
- DLGRMA is working with Racing Queensland to help manage ongoing impacts

Sub Issue

- Nil.

Hot Issues

- Nil.

Approval

Prepared	Scott Duffield - Coordinator	23/03/2020 20:29
Endorsed	Scott Duffield - Coordinator	23/03/2020 20:29
Approved	Roger Wilson - SDCC Commander	23/03/2020 20:50