

COVID-19 Information Sheet – Queensland (QLD)

Disclaimer: The information below should not be considered an exhaustive list and service delivery may change. Please contact organisations and services directly for the most up to date information and to enquire further about eligibility. Red Cross does not determine eligibility for the third party services listed.

Australian Government Updates

Economic support: For information on the Australian Government's economic response to the coronavirus visit the [Treasury webpage](#).

In addition to the financial support available through Australian Red Cross, people in Australia living on temporary visas may be eligible for additional support through state government funds, tertiary education institutions, or other community organisations.

Emergency relief: Information on [emergency relief assistance](#) or support available for those affected by coronavirus is available on the [Department of Social Services \(DSS\) website](#).

The website also contains detailed information on Covid-19 economic support measures including [economic support payments](#) and [special benefits payments](#).

A list of DSS funded emergency relief providers is below.

Health support: With the relaxing of restrictions, and opening of state and some international borders, Australian governments are encouraging everyone to remain COVID safe. [The Department of Health website](#) reports on the latest case numbers across the country, provides official medical advice and information for the treatment of COVID-19. Some practical tips to keep yourself and others safe includes:

Physical distancing

- When and where possible, remain 1.5 metres away from other people.
- Avoid physical greetings such as handshaking, hugs and kisses.
- Take extra care if you are using [public transport](#).
- Avoid crowds and large public gatherings.
- Wear a mask when in public.

Workplaces & schools

- Follow the recommended government [health and hygiene advice](#).
- Avoid non-essential face to face meetings.
- Provide alcohol-based hand rub for all staff.
- Eat lunch at your desk or outside rather than in the lunchroom.
- Regularly clean and disinfect surfaces that many people touch
- Open windows or adjust air conditioning for more ventilation
- Stay at home if you are feeling unwell.

Working in Australia: All workers in Australia have the same rights and protections, regardless of citizenship or visa status. Your employer must comply with Australian workplace and immigration laws, including their obligation to:

- Pay you the correct pay rate for all time worked
- Provide a safe workplace.
- For information on [working](#) in Australia visit the [Home Affairs website](#).

The [Fair Work Ombudsman](#) provides education, assistance, advice and guidance to employers and employees, and can inquire into and investigate breaches of the Fair Work Act.

Additionally, the Australian Red Cross' [Support for Trafficked People Program](#) provides assistance for people who have experienced forced labour, human trafficking, labour exploitation and forced marriage. For more information, [visit the website here](#).

DSS emergency relief providers

Brisbane

- The Salvation Army 1800 177 833
- St Vincent De Paul Society (07) 3010 1000
 - [Assistance hotline](#) – 1800 846 643
- Immigrant Women's Support Service ([IWSS](#)) (07) 3846 3490
- Community (07) 3510 2700
 - Multicultural support, NILS & housing
- 3rd Space Homelessness Support (07) 3254 1144
 - [Homeless Hotline](#) – 1800 474 753

Cairns

- The Salvation Army (07) 4041 7229
- CentaCare FNQ (07) 4044 0130
 - Settlement Services & Community Engagement
- Ravenshoe Primary [Health Care](#) Centre (07) 4097 6223
- St Vincent De Paul Society (07) 3010 1000
 - [Assistance hotline](#) – 1800 846 643
- Marlin Coast Neighbourhood Centre (07) 4055 6440
 - [Emergency relief](#) for families and individuals
- Mareeba Community Centre (07) 4092 1948
 - [Emergency relief](#) program Tuesday & Friday
- Innisfail [Youth and Family](#) Care Inc. (07) 4061 2778
- ECHO Empowering Services 0417 138 793
 - [Emergency relief](#) Monday – Thursday
- Mossman Support Services (07) 4098 2836
 - [Emergency Relief](#) Monday & Wednesday
- Community Service Tablelands (07) 4091 3850

Ipswich

- The Salvation Army (07) 3202 1668
- Anglicare 1300 111 278
 - Food relief, financial assistance, housing
- St Vincent De Paul Society (07) 3010 1000
 - [Assistance hotline](#) – 1800 846 643
- [Riverview](#) Community Centre (07) 3816 2111
- Leichardt One Mile [Community Centre](#) (07) 3812 1270

- Ipswich Assist (07) 3413 1070
 - Emergency relief & counselling
- Access Ipswich (07) 3412 8222
 - Settlement & Employment services
- [Belong](#) Community (07) 3277 4893

Logan

- YFS Logan (07) 3826 1500
 - Support for [international students](#) and others
- The Twin Rivers Centre (07) 3382 4000
 - [Emergency relief](#), phone appointments only
- The Salvation Army (07) 3208 6445
- Anglicare 1300 111 278
 - Food relief, financial assistance, housing
- St Vincent De Paul Society (07) 3010 1000
 - [Assistance hotline](#) – 1800 846 643
- Access Gateway Logan (07) 3412 8222

Sunshine Coast

- United Synergies (07) 5442 4277
 - Homelessness support service
- The Salvation Army (07) 5443 8248
- St Vincent De Paul Society (07) 3010 1000
 - [Assistance hotline](#) – 1800 846 643
- IFYS Ltd. (07) 5438 3000
 - Disability, family & youth support
- Caloundra Community Centre (07) 5491 4000

Gold Coast

- The Salvation Army (07) 5443 8248
- Anglicare Southern (07) 5578 0800
- Surfers Paradise Anglican Crisis Care (07) 5531 6013
 - Covid19 [emergency relief](#)
- St Vincent De Paul Society (07) 3010 1000
 - [Assistance hotline](#) – 1800 846 643
- [Gold Coast Youth Service](#) (07) 5572 0400

Beenleigh

- YFS Logan (07) 3826 1500
 - Support for [international students](#) and others
- The Twin Rivers Centre (07) 3382 4000
 - [Emergency relief](#), phone appointments only
- The Salvation Army (07) 3208 6445

- Anglicare 1300 111 278
 - Food relief, financial assistance, housing
- St Vincent De Paul Society (07) 3010 1000
 - [Assistance hotline](#) – 1800 846 643
- Access Gateway Logan (07) 3412 8222

Redcliffe

- The Salvation Army (07) 3208 6445
- St Vincent De Paul Society (07) 3010 1000
 - [Assistance hotline](#) – 1800 846 643
- Caboolture Community Care (07) 5495 6400
 - Counselling and other services
- Bribie Island Neighbourhood Centre (07) 3408 8440