

Unite against COVID-19



Communique to the Homelessness and Housing sector – three-day lock down in parts of Queensland

29 June 2021 – The Department of Communities, Housing and Digital Economy

Three-day lockdown announced from 6:00pm Tuesday 29 June

The Premier and Minister for Trade, the Honourable Anastacia Palaszczuk has announced a **three-day lockdown** for parts of Queensland effective from 6:00pm Tuesday 29 June.

Impacted local government areas include **Noosa, Sunshine Coast, Ipswich, Logan, Redlands, Moreton Bay, Brisbane, Gold Coast, Scenic Rim, Lockyer Valley, Somerset, Townsville (including Magnetic Island) and Palm Island.**

In addition to the above-mentioned areas, there are other restrictions for people in the **rest of Queensland.** The Queensland Health Restrictions are here: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/restrictions-in-qld-update>

Delivery of housing and homelessness services during lockdown

Housing assistance is an essential service for government, including community housing and specialist homelessness services. It is expected these services continue to operate.

Housing Service Centres across the state will remain open and continue to provide essential housing services to the community. Customers are encouraged to contact their local Housing Service Centre by telephone before visiting and adhere to Queensland Health advice.

Housing help is available for people who need it. Anyone experiencing, or at risk of, homelessness can call the 24/7 hotline on 1800 474 753, or your local Housing Service Centre, where trained staff are available to assist.

No persons outside of the lockdown areas should be brought into an impacted local government area for emergency accommodation.

The purchase of personal protective equipment (PPE) is allowable program expenditure and should be purchased by providers. Please notify your Contract Officer if your organisation is unable to source a supply of PPE.

Please continue to stay in touch with your local Contract Officer during this time. We will continue to provide updates on our response to COVID-19.

Specialist homelessness services

For emergency accommodation for people experiencing or at risk of homelessness, please contact your local Housing Service Centre.

Community Housing Providers

For community housing providers, for any works scheduled during the lockdown period, please liaise with your usual QBuild contact.

New Check In Qld app requirements from 9 July

The use of the **Check In Qld app will be mandatory from 9 July for businesses, organisations and venues across a number of new sectors**. Visit www.covid19.qld.gov.au/check-in-qld to find out if your organisation is affected and how to register to use the app.

The Check In Qld app is a free, contactless, secure and convenient way to manage customer data collection for your organisation. Wide adoption of the app ensures businesses, organisations and venues remain open with confidence that staff, guests and customers can be quickly and easily contacted if there is an outbreak. The app is safe, secure and private. Check in details will be stored securely by the Queensland Government for 56 days and will only be used if required for contact tracing purposes.

The Check In Qld app is simple to download and use – download it from your app store or visit covid19.qld.gov.au to get started. Once registered, you will be provided with a starter kit which includes posters with your unique QR Code.

Visit www.COVID19.qld.gov.au or call 134 COVID (134 268) for more information.

Business Continuity Planning

The Queensland Government is committed to continuing to work with housing and homelessness services across Queensland to ensure service continuity during the response to COVID-19. The department appreciates you working with your regional Contract Officers and local networks to develop responses that meet the needs in your area.

We know that all organisations have undertaken significant work to update their **Business Continuity Plans** to support ongoing service delivery during the COVID-19 pandemic, considering current and future staff capacity and mechanisms to ensure the safety of staff and clients.

You can access resources developed by the [Queensland Council of Social Service](#) and the [Community Services Industry Alliance](#) to help you review and update your Business Continuity Plan.

The department encourages all funded providers to follow the direction of Queensland Health when considering which steps to take to protect the health and safety of their staff, customers and tenants.

If your organisation identifies any issues or risks in ensuring continuity of service or has a staff member or client with a confirmed case of COVID-19, please **notify us** by contacting your Contract Officer. A **COVID-19 Incident – Notification by Funded Providers Form** would need to be completed (refer attached).

Latest information from Queensland Health

As the COVID-19 situation continues to evolve across the State, we recommend you regularly check the latest Queensland Health **restrictions, directives and guidelines** via the Queensland Health website: www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19

If you become aware of a staff member or client with a possible or confirmed case of COVID-19, please follow [Queensland Health advice](#) or call 13 HEALTH (13 43 25 84).

The latest contact tracing information is available from the [Queensland Health website](#): <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/contact-tracing>.

Where to get tested

Information on where to get tested and fever clinics is available on the Queensland Health website: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/testing-and-fever-clinics>

For more information

Funded service providers should direct any questions in relation to policies, procedures and the allocation and expenditure of funds to their Contract Officer. If your organisation identifies any anticipated issues or risks in ensuring continuity of service, please notify your Contract Officer immediately.

If your organisation operates a Residential Service and has any questions relating to impacts of COVID-19 please contact Regulatory Services by emailing regulatoryservices@hpw.qld.gov.au or phone 07 3008 3450.

Australian Government directions

Check the Australian Government's website - <https://www.australia.gov.au/> for the latest COVID-19 news, updates and advice from Australian Government agencies, including information available in a range of Culturally and Linguistically Diverse languages.

Thank you again for your ongoing support and efforts as we work together to respond to COVID-19 in Queensland.