

MULTICULTURAL COMMUNITIES ZOOM WEBINAR

Wednesday 29TH July, 5:30pm to 6:30pm

UPDATE FROM DR JEANNETTE YOUNG – QUEENSLAND’S CHIEF HEALTH OFFICER (as at 29th July)

- Today is six months exactly since the first case of COVID-19 in Queensland. Sadly there have been 6 deaths in Queensland so far.
- At 29 July 2020 there are 8 active cases in Queensland, 3 new cases announced yesterday. Two of these cases involved young women who travelled to Victoria (where there are high cases of community transmission) then returned to Queensland dishonestly declaring where they had been. Upon returning home, these young women attended a number of locations across greater Brisbane.
- Contact tracing is currently underway to identify who these new cases may have been in contact with since returning.

Key messages to the community

- If you have any symptoms, or if you are unsure, go and get tested and isolate as you wait for the results
- Wherever possible, keep the 1.5m distance
- Leave your correct details when visiting places for easier and efficient contact tracing. In quarantine, do not leave the house.
- Families with vulnerable people (older people, people with chronic diseases) may be at higher risk.
- Although translated materials are available in over 40 languages, they aren't available in all languages. Call 13HEALTH for information and assistance and ask for an interpreter.

Overview of main discussion and questions answered by Dr Jeannette Young

- **Drug/ pharmaceutical therapy** is not available at the moment in treating COVID-19; 100s of trials underway but it's far too early, maybe another year or longer.
- **COVID-Safe App** – Everyone is encouraged to download the COVID-Safe App. 6.5 million Australians have downloaded so far.
- **Hotspots** – Hotspot areas and border restrictions can regularly change – for updates visit: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/border-restrictions>
- **Masks** - Maintaining social distance of 1.5 metres is more effective. Masks should be kept as the last option after putting in place all other measures.
- **Border Declarations** – It is important that everyone is honest when completing border declarations.
- **Drugs for treatment** - No drug available at the moment in treatment. However, Dexamethasone, Remdesivir available to support the symptoms of those who are critically ill.
- **Recent breach of privacy in media** – CHO emphasised that the identity of the two new cases were intentionally not identified by the CHO. Recent media coverage is extremely disappointing.
- **Employment** Casual employees can contact 13HEALTH for support, including financial assistance to support isolation and quarantine requirements. An interpreter service is available via 13HEALTH.
- **Hotel quarantine** - If from overseas or from another state, individuals will fund their own quarantine expenses, however if you are a Queensland resident and are requested to

quarantine by Queensland Health and it cannot be done safely at home, the Queensland Government will fund.

- **Testing:** Testing involves inserting a swab up the nose and down the back of the throat. It is not difficult or painful and most people tested report that it's less painful than a blood test. If people don't agree to testing, they need to be quarantined for additional days in case they are positive. Very few people have refused the test.

COVID 19 Support:

Supports available in Queensland:

Multicultural Communities Phone support

Supports available in Queensland:

Multicultural Connect Line

Supports available in Queensland:

I speak your language

FREE TELEPHONE SUPPORT

Friendly phone calls in your language

Keeping multicultural Queenslanders connected

I Speak Your Language is a free state-wide telephone support program that connects participants with friendly volunteers who speak their language.

- Enjoy weekly chats in your own language
- Feel supported and make new connections
- Find reliable information on COVID-19

1800 95 40 40
ISPEAK@MCCCG.COM.AU
MCCCG.COM.AU

Supports available in Queensland:

Community Recovery Hotline

The Community Recovery Hotline supports Queenslanders in home quarantine who have no other means of support. This includes getting food, medication or essential items due to COVID-19 quarantine and self isolation.

Call 1800 173 349.

Supports available in Queensland:

13 HEALTH

- If you are worried you may have COVID19 call your doctor or call 13 HEALTH (13 43 25 84).
- If you need an interpreter you should ask for one when you ring, it is free.
- The phone line is very busy at the moment so you may need to wait for some time but don't hang up, they are here to help you.
- If you are very sick go to hospital or call 000 for an ambulance

Call 13 HEALTH (13 43 25 84)

One phone call can point you in the right direction

Supports in Queensland

Questions about COVID-19

Questions about COVID-19 including hot spots, border passes, restrictions, [Public Health Directions](#) or other questions, call 134 268.

Queensland Government

Updates and Alerts

- Queensland Health website <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>
- Qld Government Unite and Recover www.covid19.qld.gov.au
- Like Queensland Health on Facebook or follow on Twitter @qldhealthnews
- Like ABC News on Facebook




Domestic and family violence resources

These resources provide information and contact details about where to get help for victims of domestic and family violence (DFV) and information for family and friends who suspect someone they know is being abused. There is also information for people who use violence or abuse about how to get help.

[Access resources online including brochures, wallet cards and posters in 29 other languages.](#)

Hard copies - [order here](#)

Supports available in Queensland:

Settlement and Community Services Support

Settlement and Community Services will continue to provide support to existing clients via their programs (Eg. HSP, SETS) with some changes to service delivery (phone/face to face)

Queensland Government has provided some additional funding to support COVID-19 recovery in multicultural communities in Queensland. These services include:

- Access Community Services Inc
- QPASTT
- The Migrant Centre Organisation Inc
- World Wellness Group

Translated Resources

Queensland Resources

- [Queensland Health](#)
- [QACC Radio](#) – Audio messages in some African languages
- [Refugee Health Network Qld](#) – Audio messages in some languages

Federal

- [Australian Government Department of Health – Use language search function on left](#)
- [Department of Home Affairs](#)

Other information

- [Health Translations](#) – lists resources by language and regularly updated.
- [Humans Like Us](#) – Videos and resources in 35 languages
- [SBS online portal provides information in 63 languages](#)
- [CORONAVIRUS explained in your language](#) – SBS (51 languages)
- [Australian Red Cross](#)
- [NSW Government Department of Health](#)

Unanswered questions from Zoom’s Chat function

- 1. Are there any extra things to do in Logan and Acacia Ridge?**
 - Anyone experiencing symptoms should get tested
- 2. Should we be encouraging testing if there are no symptoms?**
 - Only if a person from the Queensland Health Contact Tracing team requests that you do so.
- 3. I have a question regarding taking leave when you are waiting for the results for the COVID 19 , if you don’t have leave left are there any special leave? thank you**
 - Speak to your employer about what options are in place, or contact 134 268, the Qld Government COVID phonenumber to find out if there are any special supports available.
- 4. How will I know that I won’t catch COVID while waiting in the line to be tested?**
 - People should practice social distancing in line for testing. You may be offered a mask while waiting or if you have one, wear it.
- 5. Do we know which community exactly are these young ladies from?**
 - This information will not be shared by Queensland Health
- 6. should everyone in the areas mentioned be encouraged to wear face masks?**
 - Not at this time
- 7. can some more popup clinics be set up in areas where we know populations congregating e.g. education centres**
 - Yes, extra clinics have been set up in areas where additional testing is needed.

- 8. what audio messaging is going out to those that speak languages other than English
Kurdish kumanji for example**
- The Qld Health website has done some audio translations, they can be found here: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/support-and-resources/translated-resources>
 - Refugee Health Network Qld also has some additional audio files: <http://www.refugeehealthnetworkqld.org.au/covid-19-audio-information/>
 - QACC also has additional audio files: <https://www.qacc.com.au/qacc-radio/>
- 9. Should we encourage wearing of masks at this point?**
- Only in situations where you cannot practice social distancing
- 10. How about the School from Logan Area?**
- The school has been closed for a deep clean and will reopen when safe to do so
- 11. Are all people come from Overseas must isolate themselves at home or the Hotel?**
- All people returning from overseas are required to quarantine in a Hotel, at their own expense.
- 12. Is there any plan to reduce number of social gathering? particularly in church and shops.**
- Not at this time
- 13. Are Schools in Springfield Lakes and Acacia to close soon?**
- Not unless there is a case identified
- 14. Just wondering what sort of data is being collected during COVID testing. and how is the data being monitored**
- All Hospital and Health Services are collecting data in relation to tested. This information is regularly updated and is publicly available on the Queensland Government website: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/statistics>
- 15. why the council or government cannot impose wearing face mask in Queensland?**
- At this point in time, wearing face masks it is not considered necessary in Queensland
- 16. Just heard Chatswood Hills State School has also been closed**
- The Afterschool care has been closed for a deep clean and will reopen when safe to do so
- 17. can you for see a second wave and lock down coming in QLD soon?**
- We will not know for 14 days if and how much community transmission has occurred
- 18. People going for work in Acacia Ridge and Logan and Springfield what should they do? Do they need permissions enter these areas?**
- Continue good hand washing, practice social distancing and get tested if you have any symptoms. Follow any workplace policies in place.
- 19. There are African-Australian in Africa want to return back. What help the government give them or assisting them for Hotel expenses?**
- At this time anyone returning to Qld from overseas will need to pay for their own return and hotel quarantine once they arrive.
- 20. For people living in Springfield area - what do they need to do? i.e. self isolate?**
- Continue good hand washing and practice social distancing and get tested if you have any symptoms.
- 21. How would the boarder screening and declaration be made effective to avoid this kind happening in future**
- Fines and penalties exist for dishonest border declarations, and people who lie may be prosecuted

- 22. About COVIDSAFE App, there are the problem when it disconnect from bluetooth connection. Any update?**
- The phone needs to be connected to Bluetooth to work. New updates have been made to the app
- 23. We have heard about Chloroquine being used and that there were serious side effects from it. Some are saying it has been an effective treatment . While others don't agree. Are you guys doing on research on to see how effective it is. We used to use it for malaria and it was alright**
- No drugs are available at the moment for treatment of COVID-19. However, Dexamethasone, Remdesivir available to support those who are critically ill.
- 24. What is the different between second waves and the COVID- 19**
- A second wave is the same virus it just means a new outbreak has occurred.
- 25. There this viral news going on social media about hydroxychloroquine and zinc treatment in America. how true is that?**
- No drug are available at the moment for treatment of COVID-19. However, Dexamethasone, Remdesivir available to support those who are critically ill.
- 26. Are there penalties in place, is it case by case?**
- Yes. People who do not follow public health directions can be fined and charged
- 27. Why cant we slam border shut?**
- If this is required, Qld Government will do so
- 28. What about NSW people who are intentionally coming to Logan from a Sydney hotspot not for any special circumstances before Saturday border closure? Will they be allowed to stay or turned around?**
- The Queensland border is closed to anyone who has been in a COVID-19 hotspot in the last 14 days. Currently all of New South Wales, Victoria and the Australian Capital Territory are hotspots. Anyone who has been in a COVID-19 hotspot within the last 14 days will no longer be able to quarantine in Queensland and will be turned away at our border.
- 29. Advice regarding traveling in a car: are they allowed to have 5 passengers or just two passengers - (Driver and second person at the back) to attend community meeting in a socially distanced appropriate venue?**
- You must practice physical distancing as much as possible, including in vehicles. Wherever possible keep at least 1.5 metres away, two big steps, from people you don't live with.
- 30. What strategies do QH have to reach those with language barrier and have literacy issues even in their own language**
- Qld Health recognises that for some people, language is a barrier to accessing information about COVID-19, including how to get tested. Translated resources are available in over 40 languages on the Qld Health website and people are encouraged to call 13HEALTH and ask for assistance and an interpreter.
- 31. If people from refugee background are planning to move to QLD, but don't have proof of residential address, will they be admitted**
- Border restrictions continue to change as required, see the Qld Gov website for a range of helpful question and answers <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/border-restrictions>.

- 32. Where possible can QLD Gov suppress identifying nationalities in particular vulnerable e.g people from refugee and asylum seeker backgrounds as my experience has been... this only supports hatred and racism**
- Yes, Queensland Government will not disclose nationalities or ethnicities of individuals unless it is of public health risk (which at this time it is not)
- 33. If you're sick and staying home, and can't get yourself to a testing clinic (those who have no cars etc), who should people contact for support?**
- Call 13Health
- 34. Are we at a point now to give us a time line when we can travel again? Especially to NZ**
- Not at this time
- 35. If someone tested positive can they test positive again after they have recovered?**
- Some people can test positive for COVID-19 even after they have recovered. A positive test does not always mean a person is infectious.
 - To be released from isolation, a person must meet the criteria that are defined in the public health guidelines produced by the Communicable Diseases Network Australia. If a person meets the criteria for release from isolation, they are not considered infectious, and it is safe for them to be in contact with others.
- 36. What support is QH providing to community leaders to get this information to their communities? Seems like a lot of responsibility is placed on community leaders 'shoulders' to get organised**
- Queensland Health acknowledges the tireless work and responsiveness of CALD community members, leaders, champions, volunteers, groups and services in responding to the needs of community members since the commencement of the pandemic. Without your assistance, the success of our collective efforts to-date would not have been possible.
- 37. Does the Fed Gov have a communications plan to address the hatred and racism that has resulted due to the pandemic? or will we just let this racism and hatred continue**
- The Queensland Government is dismayed at the recent negative media that occurred in response to the new cases of COVID-19 in Queensland and is committed to taking a strong stand against racism and discrimination. Anyone experiencing discrimination or vilification are encouraged to contact the Queensland Human Rights Commission on 1300 130 670 or via the website <https://www.qhrc.qld.gov.au/complaints> Queensland Queensland Health is not in a position to comment on the intentions of the Australian Government.

Other comments and discussion in Zoom Chat

- BTW There are three African shops on station road so not clear which one it is. Can added fear if not clear
- Young community leaders need to be included in the prevention strategy.
- Ref support for community leaders, why not use bicycles and motorcycles for home visits by support workers? This is the strategy used in many third world countries to reach families who don't congregate for community activities. Often the strategy used by UN agencies
- Many messages of thanks
- We have a community Facebook page and most links and important relevant to COVID are posted on Cairns Wantoks Matters

- Self Help Qld 33446919 tech support Zoom, for other support group or networking assistance, admin@selfhelpqld.org.au. we are statewide.
- Cairns African Association - Language specific information. Audio and written - Kinyarwanda and Kiswahili especially. www.cairnsafricanassociation.com
- Adherence to the rules and procedures from the government one way to help our community to be
- Very informative. Much appreciated. community leaders should also keep updating the community members and also insist on social distancing measures. great insight, thank you to the organisers
- Great start, more communication, keep everyone informed to get the information to communities
- really important appropriate funding provided

Many thanks to community members for participating in this webinar, Dr Jeannette Young for participating and the many partners who worked together to organise it including: Queensland Health, Centacare FNQ, Townsville Multicultural Support group, ACCESS Community Services Inc, Multicultural Communities Council Gold Coast Ltd, Ethnic Communities Council Qld, Multicultural Affairs Qld, QPASTT, Qld African Communities Council, Brisbane South PHN, World Wellness Group, Islamic Women's Association Australia, Many Hospital and Health Services as well as Multicultural Australia and Refugee Health Network Queensland.