



## Director-General's UPDATE

16 March 2020

Dear foster and kinship carers

I wish to update you on the evolving situation of the novel coronavirus (COVID-19) in Queensland.

The health and wellbeing of our children and young people, and the families who care for them, are our top priority.

We are working closely with other Queensland Government agencies, peak bodies and foster and kinship care agencies to monitor the situation and identify and manage any impact on our operations.

We will be providing the most accurate information on COVID-19 as quickly as possible so that you are supported during this challenging time. There are a number of different ways we will do this:

- Through our peak bodies: PeakCare, Queensland Foster and Kinship Care, CREATE, Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSIPP)
- Through our foster and kinship care agencies
- Facebook: @childfamilyqld
- Website: [www.csyw.qld.gov.au/covid-19](http://www.csyw.qld.gov.au/covid-19)
- [Carer Connect app](#)

It is important that you stay informed about what is happening and protect yourself and the children in your care against infection through good hygiene practice. Further advice and information about the COVID-19 is available on the [Queensland Health website](#).

If you or the children in your care develop flu-like symptoms, please:

- stay at home
- call a doctor or 13 HEALTH (13 43 25 84) immediately
- seek medical advice if your child has other underlying medical conditions
- call your child safety officer.

It is also important to continue to encourage the children in your care to:

- wash their hands regularly with soap and water, particularly before and after eating, and after going to the toilet
- use alcohol-based hand sanitiser if soap is unavailable

- cover coughs and sneezes with a tissue or the inside of their elbow
- dispose of tissues in the bin immediately.

There has been much media coverage on COVID-19, and it is natural for children and young people to have questions or concerns. The [Department of Education](#) has developed information for parents and carers to keep in mind when supporting the children in their care during this time.

If you feel concerned about what is happening, please talk to your child safety officer or your foster and kinship care worker.

You will find a range of resources, FAQs and information on available support on the [Queensland Health website](#). In the meantime, please look after yourself, your family and friends.

Regards

**Deidre Mulkerin**  
Director-General  
Department of Child Safety, Youth and Women

