



Director-General's COVID-19 UPDATE

Deidre Mulkerin | Department of Child Safety, Youth and Women

Dear parents,

I hope you and your families are safe and well during these challenging times.

As you may have seen in the news, Queensland is doing exceptionally well in slowing the spread of COVID-19. It seems the many changes we've been asked to make as a community are working.

But we're not out of this just yet, and we need to continue working together until the health authorities tell us otherwise.

My first priority is keeping your children safe. I'm grateful for your patience and understanding as we've had to change the way we support you and your children. I know these changes have been challenging for everyone involved. This isn't forever, and hopefully things will return to normal soon.

While every family and circumstance is different, I wanted to share some information on the support that is available to you.

Family contact

I know how important family contact is for you and your children. In line with advice from the health authorities, family contact is now mostly through phone, skype, FaceTime or something similar. There may be exceptional circumstances where face-to-face contact continues.

Please talk to your child safety officer about your family contact arrangements, or if you're having any troubles with credit limits or internet access.

Changes to Term 2 learning

[Education Queensland](#) announced that from 20 April to 22 May, children who can be supervised at home are to stay at home for their schooling.

However, schools, early childhood education and care, and outside school hours care services are open for some children. Children will be supervised and will participate in the same learning program as children who are learning at home.

The decision about your child's school attendance has been carefully considered taking into account their unique needs and the needs of others in their household.

If your child is not attending school at this time, the [learning@home](#) site provides all the learning resources needed, as well as [advice for preparing for learning at home](#). Please talk to your child safety officer about your child and how you can support their learning.

Free childcare

You might be interested to know the [Australian Government](#) has made childcare free from April until the end of June 2020. This means that payments will be made directly to early childhood education and care services in place of the Child Care Subsidy and the Additional Child Care Subsidy, and families will not be charged fees during this time.

Support for people with disabilities

If someone in your household or family has a disability, did you know the NDIS has partnered with supermarkets so that families and carers can get help with grocery shopping?

Rather than having to go to the shops, food and other items can be bought online and delivered to the home. NDIS participants will be provided with a code to shop online at Woolworths, Coles, IGA and Foodworks.

You'll find more information on the [NDIS website](#).

Find information

We've been receiving lots of feedback from parents that the information on [our website](#) is helpful. We explain what we're doing to keep children safe and how we're supporting parents and carers during COVID-19. There's also lots of useful links and resources.

If at any time you are feeling worried about what's happening, please talk to your child safety officer or connect with your usual support network. You can also call Lifeline on 13 11 14.

As always, please take care of yourself, and stay safe.

Warm regards,

Deidre Mulkerin

Director-General

Department of Child Safety, Youth and Women

