

# Important Information for the Douglas Tourism Industry

Last updated 31/03/2020

We will be sending out updates every couple of days to consolidate and share with members the enormous amount of information and support mechanisms that are being developed by agencies across Australia to tackle the COVID-19 pandemic.

Click on the links below to be taken to the latest information from each sector.

Look after yourselves in these challenging times and if you would like to discuss anything please do not hesitate to give us a call.

You will be alerted of further updates, including important announcements via the Tourism Port Douglas Daintree Industry page and through regular member EDM's.

Yours in Tourism,

Tara, Mikala and Fiona

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## Tourism Port Douglas Daintree Update

Update -26/03/2020 for TPDD CEO Tara Bennett

Right now, no one has the answers; Tourism Port Douglas Daintree doesn't, Douglas Shire Council doesn't, Douglas Chamber of Commerce doesn't, and while the state and federal governments are trying to reduce the impacts, they also can't answer the question of when we'll get our lives and livelihoods back. While TPDD doesn't have the solutions right now we are aligning ourselves to be positioned to advocate on your behalf and to provide answers and the way forward when the future is known. Travellers will come back. At first it will be a trickle and further on the horizon we know there will be pent up demand from international markets once confidence is restored, though it's going to take time.

In the past week we have rewritten our marketing plan three times, adapting to the changing climate and pivoting as required. Much of the activity for March, April and May has been pushed back including Discover Paradise distribution, a regional radio campaign, a wholesale sales incentive, and Welcome to Port Douglas Daintree production, while our social channels continue to engage travel planners for brighter days. We are now formulating plans to target regional, domestic and inbound travellers as each market reopens. In the meantime, TPDD is working on content to bolster our sustainable destination positioning, experience delivery gaps and address accessible tourism opportunities in the Douglas Shire.

For most of you it's probably a question of survival and what your business looks like once borders reopen and people begin to travel. TPDD will be here, supporting you and our community on the road to recovery.

The TPDD team are currently working from home in line with government recommendations but we are still here for you, if you need advice, to talk or a virtual hug please call Tara 0428 581 404 or Mikala 0408 174 754.

We are here to help you get through this anyway we can.

Yours in tourism and recovery,

Tara

### TPDDs COVID-19 ('Rona) Plan

Our friends at Tourism Tropical North Queensland have developed five new initiatives to combat the current crisis which TPDD has adapted to our organisation and region's needs, these are:

1. Your Voice. TPDD will join Douglas Shire Councils' Economic Recovery Subgroup along with Douglas Chamber of Commerce and industry representatives to ensure the voice of tourism is being heard. Industry is invited to share ideas and concerns with me (eo@visitportdouglasdaintree.com) so your voice can be heard.
2. Supporting our People. TPDD will support with updates as the conduit for information between our industry and support agencies and we are happy to talk with anyone who may need a viral hug or just a chat. For the latest information please visit [bit.ly/COVID-19\\_TPDD\\_Update](https://bit.ly/COVID-19_TPDD_Update)

3. Inspire and Engage. TPDD messaging will focus on inspirational content creation to build demand for travel later in 2020. We invite our members to share stories, live feeds and updates as well as awesome social media content - please tag our Facebook and Instagram accounts, @PortDouglasDaintree. We will also call on passionate past visitors to share their stories.
4. Foundations of Recovery. TPDD is constantly evaluating primary and secondary markets ensuring that when visitors, starting with regional travel, domestic, and eventually global, are ready to travel we are top of their list of places to visit. This constantly evolving strategy will be shared with key stakeholders and members to bring everyone along with us.
5. Care for our Community. TPDD is committed to being a positive contributor to our economy through our local purchasing policy, contributing to and promoting community-based activities that support locals during these difficult times and assisting the business community in connecting with local purchasing opportunities.

#### Update – 25/03/2020

##### Every \$\$ counts

For anyone who has an Adobe subscription, Adobe are offering 3 months free subscription due to the current situation with corona virus. Just log into your Adobe subscription and have an online chat – they will apply it straight away.

#### CEO Update – 23/03/2020

Our hearts are aching watching our beloved Douglas tourism industry come to a standstill. We hope you are all keeping your heads above water in these very uncertain times.

I want to assure you that the TPDD team is here to support you through these unprecedented times and we are doing everything we can to keep you updated, share official advice and provide resources that may assist. With this in mind we have developed a dedicated page on our website where the latest updates will be available to you <https://www.visitportdouglasdaintree.com/covid-19-updates>

TPDD continues to monitor our markets and adjust our marketing plans to make sure once all current restrictions have been removed, we are ready to hit the ground running to make sure Douglas is first choice for travellers.

Please reach out to the TPDD team at any time.

#### CEO Update – 17/03/2020

The Douglas Shire is reeling from the escalation of measures to contain the global pandemic, the Coronavirus (COVID-19). We are in unprecedented times with our industry taking one hit after another as international travel comes to a standstill, domestic uncertainty sees upcoming Easter bookings soften and aviation capacity diminishing. This is a fast-moving environment with the situation and its impact changing quickly. Below we have a selection of resources to assist TPDD members in reducing the inevitable impact to their business and be aware of the resources



available and government initiatives that are being developed to help businesses survive and start thinking about their recovery plans for the coming months.

The strategy at present is to pull back on marketing, but not pull out. With this in mind, TPDD will be postponing some of the planned tactical activity that was scheduled to take place in March and April until May and June to make sure we are on the front foot with targeted messaging and activities ready to go. Our destination marketing continues with a focus on the drive market to try stimulating regional visitation over the Easter period and beyond; ongoing digital messaging and preparing our recovery response when the situation changes.

Agility and collaboration, the catch phrases of recent years, are going to be critical to the destinations and industries recovery. TPDD is here to support the Douglas tourism industry through this unprecedented situation and will continue to provide updates as they come through while developing a robust recovery plan in alignment with stakeholders to get the destination front of mind when the world resumes travel planning

## Government Updates

Update – 29/03/2020

### Indoor and Outdoor Public gatherings

National Cabinet agreed to limit both indoor and outdoor gatherings to two persons only. Exceptions to this limit include:

- People of the same household going out together.
- Funerals - a maximum of 10 people.
- Wedding - a maximum of 5 people.
- Family units.

Individual states and territories may choose to mandate and/or enforce this requirement. National Cabinet's strong guidance to all Australians is to stay home unless for:

- shopping for what you need - food and necessary supplies.
- medical or health care needs, including compassionate requirements.
- exercise in compliance with the public gathering requirements.
- work and study if you can't work or learn remotely.

National Cabinet agreed that playgrounds, skate parks and outside gyms in public places will be closed. Bootcamps will be reduced to two persons, including the trainer. These measures will be in place from midnight tomorrow night.

### Social Distancing - further measures

National Cabinet discussed further restrictions on activities and venues. Overseas experience indicates further restrictions on personal movement and businesses will be required should the severity of the outbreak worsen in Australia.

States and territories agreed they would implement further measures specific to their own region, including closing categories of venues, where medical advice supported this action. These measures would be risk-based and targeted at non-essential activities. Australians will still be able to access the goods and services needed to safely and sustainably live their lives.

### Advice for Senior Australians including those with existing health conditions

The care and wellbeing of senior Australians remains a priority in this uncertain time.

All Australians respect and value the contribution that older Australians make to our community. Coronavirus has more serious impacts on older Australians, those over 70 years of age and Australians with existing health conditions or comorbidities.

National Cabinet's strong advice is for self-isolation at home to the maximum extent practicable for Australians:

- over 70 years of age;
- over 60 years of age who have existing health conditions or comorbidities;
- indigenous Australians over the age of 50 who have existing health conditions or comorbidities.
- These groups should limit contact with others as much as possible when they travel outside.

### Commercial and residential tenancies

As part of its work on helping businesses hibernate, National Cabinet agreed that short-term intervention is needed for commercial tenancies. Work on this has begun, but there is more to do, including for residential tenancies.

National Cabinet agreed to a moratorium on evictions over the next six months for commercial and residential tenancies in financial distress who are unable to meet their commitments due to the impact of coronavirus.

Commercial tenants, landlords and financial institutions are encouraged to sit down together to find a way through to ensure that businesses can survive and be there on the other side. As part of this, National Cabinet agreed to a common set of principles, endorsed by Treasurers, to underpin and govern intervention to aid commercial tenancies as follows:

a short term, temporary moratorium on eviction for non-payment of rent to be applied across commercial tenancies impacted by severe rental distress due to coronavirus.

- tenants and landlords are encouraged to agree on rent relief or temporary amendments to the lease.
- the reduction or waiver of rental payment for a defined period for impacted tenants.
- the ability for tenants to terminate leases and/or seek mediation or conciliation on the grounds of financial distress.
- commercial property owners should ensure that any benefits received in respect of their properties should also benefit their tenants in proportion to the economic impact caused by coronavirus.
- landlords and tenants not significantly affected by coronavirus are expected to honour their lease and rental agreements; and
- cost-sharing or deferral of losses between landlords and tenants, with Commonwealth, state and territory governments, local government and financial institutions to consider mechanisms to provide assistance.

#### Update – 26/03/2020

The Queensland Government has just made the following announcements in regards to school closures;

- The Premier said schools would still be open to children of parents working in "essential" industries
- Outside school hours care and long day care will also continue
- There have been 493 confirmed cases of coronavirus in Queensland

#### Update – 25/03/2020

Overnight the federal government put in place new procedures – see below a full list of what is now banned.

- Beauty therapy, tanning, waxing, nail salons and tattoo parlours
- Amusement parks and arcades
- Indoor and outdoor play centres
- Hairdressers will be subject to distancing rules with 30-minute max appointments
- Community and recreation centres, health clubs, fitness centres, yoga, barre, spin facilities, saunas, wellness centres, boot camps
- Libraries
- Brothels, massage parlours and sex on premises services

- Personal training is limited to a maximum of 10 people
- Social, sporting-based activities, swimming pools
- Birthday parties and house parties
- International travel
- Weddings are limited to five people and funerals can go ahead with no more than 10 people with social distancing observed.
- Galleries, museums, national institutions, historic sites, libraries, community centres, non-essential facilities, community facilities such as halls and PCYCs
- Food courts in shopping centres will close but takeaway can continue
- Auction houses and open inspections
- Hotels, hostels, bed and breakfasts, campsites, caravan parks, and boarding houses will be a decision for each state and territory
- Outdoor and indoor markets will be addressed specifically in individual states and territories
- Cafes limited to takeaway, as announced on Sunday
- Cinemas, nightclubs, casinos, gambling venues, adult entertainment venues, concert venues, stadiums as previously announced.

### Important Message – 24/03/2020

QUEENSLAND'S border will be closed from midnight, Wednesday 25/03/2020

Anyone travelling into Queensland will be required to self-quarantine for 14 days regardless if they are sick or not.

It's understood freight will be exempt.

#### Australian Government – Essential information as at 5:00pm Monday 23rd March

- Pubs, licensed clubs and hotels (excluding accommodation), places of worship, gyms, indoor sporting venues, cinemas, casinos to close from midday Monday, March 23. Restaurants and cafes to offer takeaway only. Schools and supermarkets can remain open. [Read more.](#)
- To help stop the spread of coronavirus, stay 1.5 metres away from others where possible, wash your hands regularly for at least 20 seconds with soap and water, avoid touching your face and if sick, stay home. [Read more.](#)
- Non-essential mass gatherings are banned for groups of more than 500 people outdoors, or more than 100 indoors. [Read more.](#)
- There are restrictions on visitors to Residential Aged Care Facilities to protect older Australians. Please check with individual facilities for further information.
- From 9pm AEDT 20 March 2020, our borders are closed except for Australian citizens, residents and immediate family members. All arrivals into Australia are required to self-isolate for 14 days, either at home or in a hotel. [Read more.](#)

## Tourism Australia

Update – 31/03/2020

This afternoon the Federal Government announced measures to support workers stood down as a result of the coronavirus. This comes off the back of to the announcement yesterday of [\\$1.1 billion to boost mental health services, domestic violence support, Medicare assistance for people at home and emergency food relief](#) . Additionally, on Saturday it was announced that regional aviation also [has more support](#).

[Social distancing measures continue to increase](#), and whilst these were inevitable steps, the good news is that the Deputy Chief Medical Officer today said that measures introduced to date have already had an impact and pointed to “positive early signs of flattening the curve”.

Last week we launched our webinar series, with over 2500 registering to attend the inaugural session. There will another webinar this Friday at 10.30am, and an invite with more details will come out shortly.

This week we will talk to senior representatives from the Government about how to access some of the initiatives and support announced to date. Additionally, we will also talk to the Chair and Commissioner of the National Mental Health Commission, Lucy Brodgen about support available, and how to approach mental health at time like this.

Update – 30/03/2020

Last week saw the launch of the first of a series of webinars to ensure you have access to decision-makers and the most up-to-date information and advice about the coronavirus to support your business.

We heard from The Hon Simon Birmingham, Minister for Tourism, Trade and Industry and Dr Nick Coatsworth, Deputy Chief Medical Officer, Australian Department of Health. You can watch the recording [here](#).

Update – 25/03/2020 from Phillipa Harrison Managing Director

[Weekly Tourism Webinar Series Kicks off on Friday 27 March at 11am](#)

As flagged in my last update, Tourism Australia will be hosting weekly webinars every Friday, to keep the industry connected and informed as you try to navigate your businesses and people through the current crisis. We will be bringing you the most up to date information direct from the relevant experts.

Minister for Trade, Tourism and Investment Simon Birmingham – Federal Government Update & Industry Support

First up will we be joined by the Minister for Trade, Tourism and Investment Simon Birmingham, who will give an update on the situation as relevant to the tourism sector from a Federal Government perspective. We will also be joined by a senior health official to provide further clarity, and I will provide an update on what Tourism Australia is doing.

Registration Essential – Limited numbers. Spaces are limited, so please register [here](#).

Update – 24/03/2020 from Phillipa Harrison Managing Director

#### **Australian Governments Respond – restrictions & support**

Australian Governments have implemented further restrictions to slow the spread of the coronavirus, while at the same time introducing measures to support jobs, businesses and the economy through the crisis. There's been a lot to absorb, so at the bottom of this note is quite a lengthy summary.

#### **Government Hotline for more information - 13 28 46**

The Federal Government has established an advice hotline for small and medium-sized businesses (13 28 46).

#### **Domestic Travel - avoid non-essential**

You will have all seen the announcement for all non-essential travel to be avoided, made in the lead up to the school holidays.

#### **TA's One Stop Shop for Industry Support – Updated Daily**

To help you navigate the change and access any financial support available, we have created a One-Stop-Shop of information on our [website](#).

#### **TA Webinars Every Friday – Invites to come**

Now that there is so much information out there as people face a mountain of decisions, and work remotely, we will be starting weekly webinars each Friday. This will start off with information specific to the tourism sector from experts ranging from what support is out there for the Industry, to how to keep marketing and manage social media, and to how to best manage mental health. An invite will come out over the next day.

Update - 19/03/2020

#### **5 steps businesses can take**

In the midst of managing the business impacts of the crisis, here are 5 things you might want to think about:

1. Make sure you are following health and safety guidance from the Department of Health.
2. Communicate what health and safety measures you are taking in your business to your customers and partners.
3. The Department of Health has launched a national campaign to inform all Australians about the coronavirus. They have developed a range of resources for businesses to use, find out more [here](#).
4. The Australian, State and Territory Governments have announced a series of measures to support businesses and individuals during this difficult time. Find out more [here](#).
5. Look after your mental health and reach out if you need help.

Update – 17/03/2020



Tourism Australia are continuing to assess all their activities on a day by day basis in the current environment. All international campaign activity aimed at driving immediate bookings is being suspended. Any activities focused on shaping longer term consumer desire to visit Australia in the future are constantly under review to ensure their appropriateness and effectiveness. TA will provide an update in coming days in relation to ATE and Domestic campaign activities.

This morning The Palaszczuk Government announced that it will create a new \$500 million loan facility, interest free for the first 12 months, to support businesses to keep Queenslanders in work and extend the coronavirus payroll tax deferral to all businesses across the state. [Read the full media release here.](#)

## Tourism and Events Queensland

Update – 30/03/2020

In addition to noting TEQ's COVID-19 landing [page](#). There are a number of new and updated CHO directives for sharing with industry, including:

Update – 27/03/2020

With announcements and changes rolling out quickly, TEQ is collating the vital information for tourism and events businesses in the one place on our corporate website:

This is being updated several times per day and aims to help link you to the official sources of information and government directives to aid business decision-making and to provide easy access to the various support that is available.

As a priority, TEQ will be working closely with industry to provide increased support and guidance during these unprecedented circumstances.

Experience delivery does not just happen on the ground, and there is an opportunity to connect and engage with travellers throughout the path to purchase, from dreaming through to booking, experiencing and sharing. During this time, TEQ encourages operators to continue engaging with potential travellers online to ensure their experience is top-of-mind and differentiated when travellers are dreaming of their next holiday.

Now is also a good opportunity to look inward, finding enhancements to service delivery to exceed consumer expectations.

The Tourism Industry Digital Mentoring Program is also being held online across the state and provides a valuable opportunity for operators to participate in one-on-one mentoring with an industry expert. There is no cost to participate in these sessions, and options include:

developing your social media business capability;

developing your capability to take bookings and reservations online

[Click here](#) to register your interest in the program and to find out more.

TEQ's corporate website also contains a host of [useful resources](#) for operators to access. Everything from enhancing Australian Tourism Data Warehouse (ATDW) listings and encouraging online reviews, to free digital webinars is available to enable operators grow their business and develop their experience.

## Tourism Tropical North Queensland

Update – 31/03/2020 from Mark Olsen CEO & Wendy Morris Chair

TTNQ Chair, Wendy Morris and CEO, Mark Olsen, would like to hear from you on what your priorities are. Click on the links below to see their latest address to industry.

[Mark Olsen](#)

[Wendy Morris](#)

Update -27/03/2020 from Mark Olsen CEO

TTNQ CEO Mark Olsen shares a little bit of hope and stories of operators adapting. [Click here to view the video.](#)

Check out Visit Portugal's [video Can't Skip Hope.](#)

TTNQ's purpose is to support our industry to be successful, sustainable and resilient. We are here to support our industry through these turbulent times and if you think there is something more we could do please don't hesitate to let me know by contacting me on [ceo@ttng.org.au](mailto:ceo@ttng.org.au).

TTNQ will continue to give updated advice on the coronavirus crisis and where you can access business support on our [corporate website](#).

Update -26/03/2020 from Mark Olsen CEO & Wendy Morris Chair

Click on links below to see TTNQ Chair Wendy Morris and CEO Mark Olsen talk to members about how the team can help you during the coronavirus crisis.

[Wendy Morris](#)

[Mark Olsen](#)

How TTNQ can help:

1. Lobbying for business support
2. HR advice (2 hrs)
3. Understanding the programs
4. Accessing the programs
5. Future market insights
6. Market re-entry
7. Creating content
8. Sharing content
9. Online learning and sharing
10. Just listening

TTNQ's purpose is to support our industry to be successful, sustainable and resilient. We are here to support our industry through these turbulent times and if you think there is something more we could do please don't hesitate to let me know by contacting me on <mailto:ceo@ttng.org.au>.

TTNQ will continue to give updated advice on the coronavirus crisis and where you can access business support on our [corporate website](#).



Update -24/03/2020 from Mark Olsen CEO

Tourism Tropical North Queensland was created 45 years ago, because we are greater when we are together.

Now more than ever our industry needs to pull together to support each other and weather the storm of global uncertainty, so that we can come out the other side stronger than if we face the challenges alone.

TTNQ is acutely aware of the size of the challenge of the weeks and months ahead. Every business in our region will be affected. Our role continues to be as the amplifier of the voice of the industry, the voice of compassion, the voice of reason, the voice of inspiration and the voice of hope. When the globe emerges from this worldwide health emergency, people will be looking for places they can reconnect, revitalise and renew. Places they can just breath, and that place is here in Cairns and Great Barrier Reef.

For us to recover we need to act now to stop the spread so that we can be ready to respond. That means immediately implementing the social distancing policy and sticking to it. Let's respond now, to be ready later to welcome the world with open arms.

TTNQ will be shifting its focus from destination awareness and conversion to industry support and inspiration. We will do this through five new initiatives across the business:

1) Your Voice

TTNQ will join Advance Cairns, Cairns Chamber of Commerce, Cairns Regional Council and other key local bodies on an Economic Response and Recovery Steering Committee to ensure the voice of tourism is being heard at all levels of Government. Industry is invited to share ideas and concerns directly with me so your voice can be heard. We will establish a list of Industry Advocacy Priorities and share these with you. We will share industry updates by video three times a week.

2) Supporting our People

TTNQ will work with the key employment agencies to ensure that staff who are looking for work locally are being supported. We will be working with other sectors that have short-term staffing needs to help connect our people with short term opportunities so they can return when we recover.

3) Inspire and Engage

TTNQ will be moving our messaging to inspirational content creation and invite our members to share stories, live feeds and updates as well as awesome social media content that we can share through our channels. We will be aiming to build our global audience of loyal followers ready to share our story. We are keen to co-create content with you and work with your teams to inspire them around the brand through webinars.

4) Foundations of Recovery

TTNQ is building our recovery marketing platform ensuring that when visitors, starting with locals and expanding globally, are ready and it is safe to return to travelling that we are already top of their list of places to visit. We will map out and share our approach and would be keen to get your input and involvement.

5) Care for our Community

TTNQ is committed to being a positive contributor to our community through our local purchasing policy, contributing to community-based activities that help to lift our spirits in these



difficult times, and working with Councils and the LTOs to offer our support to local initiatives that build stronger community spirit and support.

TTNQ's purpose is to support our industry to be successful, sustainable and resilient. We are here to support our industry through these turbulent times and if you think there is something more we could do please don't hesitate to let me know by contacting me on [ceo@ttnq.org.au](mailto:ceo@ttnq.org.au).

TTNQ will continue to give updated advice on the coronavirus crisis and where you can access business support on our corporate website.

Wendy Morris – Chair of TTNQ and Mark Olsen CEO of TTNQ both did a video address to members which you can view by clicking on their names below.

[Wendy](#)

[Mark](#)

Update – 17/03/2020

The Board and CEO of TTNQ, on the invitation of Federal Member for Leichhardt Warren Entsch, meet with the Federal Tourism Minister Simon Birmingham yesterday along with Champion members, Advance Cairns and the Cairns Chamber of Commerce to discuss the current situation and how the Federal Government can shape its response.

Five key themes were identified with a range of immediate response and mid-term recovery measures discussed. The key themes and responses included:

- Managing the message
- Supporting staff short term
- Retaining talent: Waiving GST
- Maintaining the diversity of businesses in the region: Interest free loans
- Driving future demand

[Click here](#) to read the full released of what was discussed.

## ATEC – North Queensland Branch

Update – 27/03/2020

Our member webinar on Wednesday saw more than 400 industry people come together online in what was the first of a regular series of live updates we will be delivering. Adam Lambert from the Dept of Health, along with Pip Harrison from TA and Steve Visser from BDO shared key facts, intel, interpretation and insights, keeping us all informed in this constantly evolving situation. Read the [webinar story here](#).

You can watch the webinar recording [here](#) and join the conversation in the ATEC Academy's [members' forum](#). We encourage everyone to share their thoughts and queries.

Update – 23/03/2020

### Update from ATEC CEO – Peter Shelley

We find ourselves in an unprecedented crisis. Businesses on their knees, revenues instantly gone and the challenge of passengers trying to find their way home before the border's close tonight. ATEC is doing what we can to support you, including strong advocacy to Governments across the country to urgently deliver practical financial support for the many businesses under pressure. Today, we shared an open letter to the PM and Federal Ministers, and we've written to every Premier and Chief Minister across the country to urgently throw their support in behind our industry.

We are here, we are listening and acting on your behalf and hope that when this all passes, we will be ready to [#bringbackbetter](#) and rebuild this great industry of ours.

### Calls for government support

We've been really pushing hard for government to step up for our industry and deliver practical measures which will help keep doors open and staff employed. The initial federal stimulus package, whilst welcomed, did little to offer any real support as the situation escalated rapidly and access to funds has been slow. Our open letter to Government was widely circulated today, and ATEC has written to every Premier and Chief Minister calling for urgent and immediate support.

### ATEC COVID-19 webinar

COVID-19 Update Webinar (save the date)

ATEC will be running COVID-19 industry update via webinar next week to help all members stay up-to-date with the rapidly changing circumstances, and the impact the virus is having on our industry. The webinar will feature senior presenters from the Department of Health (an update on the spread of the virus), the Government Treasury (an overview of the Government stimulus package), and Tourism Australia (an update on the impact the virus is having on our inbound tourism sector).

Details

When: Wednesday 25 March

Time: 1.00 – 2.00 pm (EDT)

Registration to open on Monday 23 March

### Borders are closed

Australia is closing its borders to all non-citizens and non-residents. The entry ban takes effect from 9pm AEDT Friday, 20 March 2020, with exemptions only for Australian citizens, permanent residents and their immediate family, including spouses, legal guardians and dependants. New Zealand citizens who live in Australia as Australian residents are also exempt, as are New Zealanders transiting to New Zealand. Exemptions for Pacific Islanders transiting to their home



countries will continue to apply. Australian citizens and permanent residents and those exempt from our entry restrictions will continue to be subject to a strict 14 days self-isolation. Government has indicated that this will be reviewed 'weekly'.

Battening down the hatches

We are heartened to hear plenty of positivity about what recovery looks like when it arrives. But in the meantime, we are making sure we apply the necessary prudent fiscal measures here at ATEC as well. All travel and any non-essential expenditure have been frozen, and we have a sensible crisis management plan activated. And of course, reach out for a chat either via phone or email anytime.

## Douglas Shire Council

Update – 30/03/2020

Essential information

Updated: 12:48pm AEST on Monday, 30 March 2020

Business closures: Latest information on [non-essential business closures](#). New restrictions for business commenced 11.59pm, Wednesday 25 March 2020.

Queensland border closures: [Information about Queensland state border access restrictions](#), including who is exempt. You can also read the [Chief Health Officer directive on border closures for more information](#).

Payroll tax relief package: You may be eligible for one or more of a range of [payroll tax relief measures](#).

Power bill relief: Your business may be eligible for a \$500 rebate off energy bills (PDF, 153KB) if you consume less than 100,000kWh. This will be automatically applied on your business electricity bills.

Business support fact sheet: Read a [summary of Queensland Government support for businesses \(PDF, 186KB\)](#).

Contact us: Phone the Small Business Hotline on 1300 654 687 or take our [business impact survey](#) so we can link you with relevant support.

We wish to advise that due to COVID-19 the Small Business Recovery Centre Team will be transitioning to working remotely from Monday 30<sup>th</sup> March.

With the vast majority of our small business owners adhering to health recommendations and not visiting the SBRC in person, rather choosing to reach out via phone or email, we do not believe that this temporary change will impact our ability to deliver support and services.

The SBRC can be reached by calling either 0459 873 781 (primary number) or 0436 859 932 or via email [sbrc@desbt.qld.gov.au](mailto:sbrc@desbt.qld.gov.au).

As soon as it is practical and safe to do so, the SBRC will re-open.

Update – 25/03/2020

As a precautionary response to reduce the risk of COVID-19 within the community, travel on the Daintree Ferry will be restricted to local residents and essential services only from **midday Thursday, March 26**.

Residents will be required to provide proof of their residential address, drivers licence, local ferry card or be a regular user who can be identified by the ferry contractor. Essential services includes:

- Freight
- Trades and Construction

- Emergency vehicles
- Emergency workers
- Those travelling to and from work
- Court orders including family court
- Compassionate grounds
- Medical treatment

#### INTEREST FREEZE ON RATES NOTICES

Douglas Shire Council will provide immediate relief to ratepayers by freezing interest on rates and working on further relief packages after the 2020 Local Government Elections.

What does this mean?

No further interest will accrue on any rates and water account balances within assessments until further notice.

For more details, please go to <https://douglas.qld.gov.au/council-information/coronavirus-covid-19/>

Update – 24/03/2020

Douglas libraries and Mossman Pool will close from **5pm on Wednesday** until further notice as a precautionary measure to reduce the risk of COVID-19 in Douglas Shire.

Douglas Shire Council has also announced several other measures, including changes to its customer service centres, in line with expert health advice and social distancing restrictions announced by the Federal Government.

The Port Douglas Markets are cancelled, and Mossman Nursery is closed until further notice.

The Bloomfield Track is closed at Emmagen Creek, north of Cape Tribulation, until further notice as part of the State Government's travel restrictions to the Cape.

Council is encouraging anyone who may have symptoms to avoid public areas and practice social distancing to save lives.

Read full details here: <https://bit.ly/3bpeD9n>

As a precautionary measure to reduce the risk of COVID-19, Council has cancelled and made changes to regular events, programs and initiatives, effective immediately.

#### ACTIVE8 FREE FITNESS

- ✗ Aquafit
- ✗ Seniors Make a Splash
- ✗ Seniors Movement & Parkour
- ✓ Zumba
- ✓ Tai Chi
- ✓ Just Start Fitness

#### DOUGLAS LIBRARIES

- ✗ Baby Rhyme Time

- ✘ Storytime
- ✘ Tech-Savvy Senior Workshops
- ✘ Lego & K'Nex
- ✘ Music & Song

#### MOSSMAN POOL

- ✘ Learn to Swim classes
- ✘ Aquafit
- ☑ Club training & public swimming will continue with additional measures to ensure the safety of patrons.

#### ANZAC DAY

✘ RSL Qld advised Sub Branches to cancel commemorations. The Mossman Sub Branch is recommending that residents tune into the national dawn service on television or radio on April 25.

#### PORT DOUGLAS MARKETS

☑ Continue to operate for now. Council is closely monitoring the situation and senior management is meeting regularly to review business operations and service delivery.

## HR Updates

Update – 31/03/2020 -HR Dynamics

We all knew that an announcement was imminent today, and the Government certainly delivered an announcement! We have two more new phrases that have entered our vocabulary today - **Job Seeker** and **Job Keeper**. **The legislation is now being drafted for Job Keeper payments so there are a lot of unknowns.** We are all trying to work through what it means and how it impacts business and we hope to have more information to you about this. We have registered with the ATO (and recommend that you do as well on the ATO website) for the updates and will definitely pass this information out as it comes to hand.

The latest announcement is below.

ABC News - Wage Subsidies

<https://www.abc.net.au/news/2020-03-30/coronavirus-wage-subsidies-government-businesses-workers/12103108>

Stand Down - including clarification of public holidays

We know that many of you are in the unfortunate event of having to stand down staff. It has been an absolutely terrible situation for employers and employees the past few weeks. Just as a reminder, FWO have clarified that public holidays are payable on Stand down and don't forget that leave still accrues on stand down as well.

Public Holidays Clarified

[https://www.fairwork.gov.au/library/k600473\\_employee-stand-down-on-a-restricted-trading-day](https://www.fairwork.gov.au/library/k600473_employee-stand-down-on-a-restricted-trading-day)

Stand Down Accruals Clarified

[https://www.fairwork.gov.au/library/k600466\\_does-leave-accumulate-during-a-stand-down-](https://www.fairwork.gov.au/library/k600466_does-leave-accumulate-during-a-stand-down-)

Book Online:

<https://humanresourcedynamics.gettimely.com/Booking/Location/104196?mobile=True>

Please note that as part of TPDD's reciprocal membership agreement with TTNQ, TPDD members are able to access up to two hours' of free HR advice from HR Dynamics. TTNQ will cover this cost. Find out the full details by clicking on the below link

<https://tourism.tropicalnorthqueensland.org.au/novel-coronavirus-industry-impact/hr-advice-from-hr-dynamics/>

## What is happening in Aviation?

Update 23/03/2020

Aviation is changing on a daily if not hourly basis and the Australian Government has advised all Australian not to travel at this time – at this stage we are aware of the following changes to routes into Cairns.

### International

The borders are now closed, and international travel is no longer an option.

### Qantas:

Has announced the following changes to their services:

Sydney – Cairns route will drop from 14 flights to 7.

Brisbane - Cairns route will drop from 38 flights to 14

Services from Cairns to Hamilton Island, Melbourne and Uluru have been suspended.

<https://www.qantas.com/au/en/travel-info/travel-updates/coronavirus/qantas-australian-domestic-network-changes.html>

### Jetstar:

Brisbane – Cairns route has been suspended

Adelaide – Cairns route has been suspended

Perth – Cairns route has been suspended

### Tiger:

Brisbane – Cairns route will be suspended from April 1 to June 30.

Sydney – Cairns route will be cancelled as of April 1.

### Virgin:

The following flights changes take place from April 1 to June 14.

Melbourne – Cairns route has been suspended

Sydney – Cairns route has been suspended

## Queensland Health

Update – 30/03/2020

NEW [Home confinement Direction](#)

NEW [School and Early Childhood Service Exclusion Direction](#)

NEW [Self-quarantine for persons arriving in Queensland from overseas Direction](#)

UPDATED [Mass Gatherings Direction \(No 2\)](#)

UPDATED [Non-essential business, activity and undertaking Closure Direction \(No.3\)](#)

Please keep up to date on directives via the Queensland Health [website](#).

Update – 17/03/2020

Queensland Health has created the below guides to assist people with the management of the outbreak and we encourage all members to read the below:

[COVID-19 information for hotels and hotel staff:](#)

[COVID-19 isolation guidance:](#)

The most current information in relation to COVID-19 is available via the Queensland Government website, however, this should be checked regularly:

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

## Chamber of Commerce and Industry Queensland

Update – 27/03/2020

CCIQ has compiled an up to date list of cash flow options that are available to businesses effected by COVID-19

<https://www.cciq.com.au/coronavirus-information/available-support/government-support/cashflow-support/>

Visitors have been replaced by a flood of bad news, a social media storm and extensive information feeds from government and industry bodies. We do not want to add to the information overload but are keen to make you aware of how we continue to do our best to support you and work with governments on your behalf to direct as much assistance to tourism and hospitality businesses and employees as possible.

- We have a strong and important industry presence with multiple working groups and task forces particularly with the Queensland Government but also with the Commonwealth.
- We take all the concerns and suggestions you provide us with (by telephone or email) straight to the relevant decisions makers. Your information is invaluable and important – we are happy to hear from you (also to just lend an ear when necessary!). Our priorities remain the same as before: cash(flow) and employment support.
- Tomorrow we will join the Deputy Premier in a newly established Worker and Industry Support Fund Taskforce. The terms of reference are not clear yet but we will keep you posted.
- It is obvious to all that significant additional government support will be required to maintain the functionality of our industry in anticipation of a recovery. It is easier to nurse a patient back to health with all means possible rather than reviving an expired one....
- We are evaluating all of our own programs, including in capacity building and skill development, to assess if and how they can be adapted to the current circumstances and be relevant to operators.
- We are working closely with our partners at DITID, TEQ, RTOs and some of our other stakeholders to ensure we provide you, the operators, with the most efficient support possible and avoid any duplication.

Nobody feels the pain from this economic crisis more than the operators whose businesses are at risk or their employees who are losing their jobs. Our hearts really do go out to you. The emotional stress is apparent everywhere. We will put some focus on these issues as well. I can only say that everyone here at QTIC is entirely committed to pulling out all stops to help you in any way we can. We are focused on being your voice more than ever before. Thank you for your support.

[You can read the full release sent out yesterday here.](#)

Update – 19/03/2020

CCIQ have come up with a number of resources to assist businesses during these challenging times – please see below;

[Coronavirus Resource Centre](#)



You will find a series of resources, guides and news to help you get prepared for the coronavirus.

[COVID-19 Webinar Series](#)

Register online for coronavirus-specific webinars on managing your people, working remotely, tips in reducing your operating costs, and government support.

[COVID-19 Employer Guide](#)

If you haven't already, download the employer guide on how to manage your workplace in the face of an outbreak.

[FREE COVID-19 Templates](#)

We have compiled the top HR paperwork you need to provide a safe and compliant working environment for your staff.

Update – 17/03/2020

CCIQ has created a dedicated web resource with COVID-19 specific response content covering; managing staff, government support, cutting costs, remote working and employer assistance support, [click here to learn more](#).

## Government Support

Update- 30/03/2020

The government is introducing a \$1,500 "Job Keeper" payment. Businesses will be paid up to \$1,500 a fortnight, per employee, for the next six months. Mr Morrison said the Job Keeper payment was "to keep Australians in their jobs even when the work dries up". The Job Keeper payments will not only be for full-time workers. Treasurer Josh Frydenberg said the payments would also be available to part-time workers, sole traders and casuals who have been with their employer for 12 months or more. Payments will flow from the first week of May but will be backdated to today.

New Zealanders living in Australia on 444 visas will be able to access the \$1,500 fortnightly payments, the government has confirmed. Businesses applying for the Job Keeper payment will need to prove their turnover has dropped at least 30 per cent. Companies with an annual revenue of \$1 billion will need to prove a 50 per cent drop.

Links to be provided in the coming days.

Update – 26/03/2020

The Queensland Government has acted quickly following advice from industry about how businesses have been impacted since COVID-19 (coronavirus) struck in January 2020 and announced a COVID-19 economic relief package – including;

- \$2.5 billion for workers and industry
- Payroll Tax Relief
- Industry Support Package
- Other support for business
- \$300 million for households
- \$1.2 billion for health
- Immediate Industry Recovery Package
- Economic functional recovery group (EFRG)
- Worker Transition Scheme and rapid response

[Click here to see what is available under those categories.](#)

Update – 23/03/2020

### Coronavirus business support

If your business has been affected by the coronavirus, we have a team of dedicated customer representatives who can help you on [13 28 46](tel:132846). Our dedicated team will be available between 7am - 9pm across Australia, Monday to Sunday.

### Updated Information – [business.gov.au](http://business.gov.au)

The Australian Government has announced additional measures to support businesses impacted by the coronavirus.

Additional announcements include:

[Boosting cash flow for employers](#)

Up to \$100,000 to eligible small and medium-sized businesses, and not for-profits (NFPs) that employ people, with a minimum payment of \$20,000

Under the enhanced scheme, employers will receive a payment equal to 100 per cent of their salary and wages withheld (up from 50 per cent), with the maximum payment being increased from \$25,000 to \$50,000. In addition, the minimum payment is being increased from \$2,000 to \$10,000.

An additional payment is also being introduced in the July – October 2020 period. Eligible entities will receive an additional payment equal to the total of all of the Boosting Cash Flow for Employers payments they have received. This means that eligible entities will receive at least \$20,000 up to a total of \$100,000 under both payments.

#### [Temporary Flexibility in the Corporations Act 2001](#)

Temporarily increasing the threshold at which creditors can issue a statutory demand on a company and the time companies have to respond to statutory demands they receive.

The ATO will tailor solutions for owners or directors of business that are currently struggling due to the Coronavirus, including temporary reduction of payments or deferrals, or withholding enforcement actions including Director Penalty Notices and wind-ups.

#### [Coronavirus SME Guarantee Scheme](#)

The Government will provide a guarantee of 50 per cent to SME lenders to support new short-term unsecured loans to SMEs. The Scheme will guarantee up to \$40 billion of new lending.

The Government is cutting red tape by providing a temporary exemption from responsible lending obligations for lenders providing credit to existing small business customers. This reform will help small businesses get access to credit quickly and efficiently.

#### [Reserve Bank of Australia – Term Funding Facility for the Banking System](#)

Banks will have access to at least \$90 billion in funding at a fixed interest rate of 0.25 per cent.

This will reinforce the benefits of a low cash rate by reducing funding costs for banks, which in turn will help reduce interest rates for borrowers. To encourage lending to businesses, the facility offers additional low-cost funding to banks if they expand their business lending, with particular incentives applying to new loans to SMEs.

The Government is providing the Australian Office of Financial Management (AOFM) with \$15 billion to invest in structured finance markets used by smaller lenders. This program will assist smaller lenders, who will not benefit from the RBA's term funding facility, to maintain access to funding and support competition in the lending market. This in turn will help keep mortgages and other borrowing costs for businesses low.

#### *Income Support for Individuals*

Over the next six months, the Government is temporarily expanding eligibility to income support payments and establishing a new, time-limited Coronavirus supplement to be paid at a rate of \$550 per fortnight.

Visit [Services Australia](#) for further information on assistance for individuals.

Visit [business.gov.au](http://business.gov.au) for details on the complete assistance available:

[Support available for sole traders](#)

[Support available for employers](#)

[Support available for companies](#)

### Supporting sole traders through the effects of Coronavirus

The Morrison Government is expanding the eligibility criteria for JobSeeker Payment to support sole traders and Australians who are self-employed if their income is negatively affected by the economic impact of the Coronavirus.

Under temporary changes to social security rules sole traders will be encouraged to keep their business operating but may be able to access income support should their earnings take a significant hit.

Minister for Families and Social Services Anne Ruston said the changes mean that sole traders who were now eligible for JobSeeker or Youth Allowance (other) would also receive the \$550 fortnightly Coronavirus supplement.

Refer to [MyGov](#) for up to date details.

### Update – 19/03/2020

The Queensland Government earlier this week announced that it will create a new \$500 million loan facility, interest-free for the first 12 months, to support businesses and keep Queenslanders in work. It will also extend the coronavirus payroll tax deferral to all businesses across the state. [Find out more here](#)

This support is in addition to the \$27.25m Immediate [Industry Recovery Package](#) announced last month

## Queensland National Parks

Update- 26/03/2020

During this time of uncertainty, we are committed to taking every precautionary measure to protect the health and safety of our visitors and employees. In response to #COVID-19 (coronavirus) ALL camping areas in Queensland national parks, state forests and recreation areas are closed until further notice.

Campers who are currently on site will be notified today to prepare to leave within the next 24 to 48 hours.

Four-wheel drive trails, mountain bike trails, walking tracks and trails, bushwalks and national park coastal walks, remain open.

People who are visiting these areas and taking part in recreation activities in national parks and other areas, should continue to follow the Queensland Health advice about not travelling outside of their local area and for public gatherings and social distancing.

## Domestic Travel Update – Parker Travel Collection

Update -23/03/2020

### Domestic Trade Summary

The majority of the domestic market trade has advised that whilst retail stores will be remaining open at present, no marketing/advertising campaigns will be undertaken in the short term to try and revive business.

Flight Centre - all marketing on hold for March and April with future activity to be constantly reviewed. Will look to feature product specials online, presently in recovery plan with domestic expected to bounce back first and will be their priority.

Helloworld - no plans as yet on when active marketing or advertising will be taking place. Retail stores will focus on drive market within their own region with specials and offers. Helloworld product seeking all products to roll over this season rates for 2021-22 to encourage clients to postpone instead of cancel. This is recommended, but ensure you update your seasons for 2021-22 with the school holidays.

Ignite - a core part of much of TTNQ advertising over the last 12 months, the TTNQ campaign scheduled for 1 April has been postponed to 1 May

## Updates from Local Businesses

Update – 24/03/2020.

### Restaurants:

#### Offering Takeaway

Zinc – is closed to the public but still offering takeaway and delivery -order online [www.zincportdouglas.com](http://www.zincportdouglas.com)

Beach Shack Port Douglas – closed Monday and Tuesday but still offering takeaway and delivery on the other day

N17 Burger Co – open form 11am – 9pm takeaway only.

Rattle n Hum – closed until further notice offering takeaway from 5pm

Whileaway – closed to the public, still offering takeaway coffee and snacks.

Sparrow – closed to the public, still offering takeaway coffee which are available to be ordered online

Barrier Reef Tavern – restaurant is closed to the public but offering takeaway. Bottle shop remains open as per usual.

Café Fresq – currently offering takeaway.

Grant Street Kitchen – open for takeaway only.

Monkey Joes – closed to the public but open for takeaway and delivery.

Surfy Port Douglas – open for takeaway and delivery text orders 0400 409 693

Dave's Takeaway – open for takeaway phone 07 4099 4474

Han Court Chinese – open for takeaway and delivery

Siam by the Sea – open for takeaway and delivery

Choo Choo's at the Marina – open for takeaway from 8am – 1pm

Toast Sandwich Bar – open for takeaway and delivery on Macrossan Street

Chilli's Pizza & Trattoria – open for takeaway and delivery Tuesday – Sunday call 4099 4444 or 0423 510 720

Mossman Bowls Club - open from 12pm to 7pm every day for food and alcohol takeaways only.

#### Closed

Salsa Bar & Grill – closed until further notice

Watergate Port Douglas – closed until further notice.

The Tin Shed Port Douglas – closed until further notice.

St Crispin's Café – closed until further notice

High Tide – closed until further notice – another update to come in the next day.

Melaleuca – closed until further notice.

Barbados – closed until further notice

Lure Restaurant – closed until further notice

Little Larder – closed until further notice

Hemingways Brewery – closed until further notice

Iron Bar – closed until further notice

Tiki Bar @Plantation Resort – closed until further notice

Thala Beach Nature Reserve – closed until further notice

#### Touring:

Calypso Reef Cruises – Tours as suspending until further notice.

The Wildlife Habitat – closed until further notice.

Hook-A-Barra – is closed to the general public effective immediately.

Rainforest Station – is closed until further notice.

Koala Gardens – is closed until further notice.

Port Douglas Tourist Information Centre and Adventure Centre – closed as of 24/03/20 until further notice.

Sailaway Reef Charters – closed until further notice.

Brett's Kuranda Tours and Outback Tasting Adventures – closed until further notice

Hartley's Crocodile Adventures – will close at 5pm Wednesday 25<sup>th</sup> March until further notice

Lady Douglas - closed until further notice.

Solar Whisper – closed until further notice.

Avis/Budget – closed until further notice.

Wavelength - Will now be offering private and shared charters for those who wish to snorkel the Great Barrier Reef!

Skyrail Rainforest Cableway – closed from Thursday 26<sup>th</sup> March until further notice.

Back Country Bliss – closed until further notice

Tony's Tropical Tours – closed until further notice

#### Services:

All essential services will remain open at this point in time.

Port Douglas Markets – closed until further notice

Mossman Pool – closed as of 5pm 24/03/20

Mossman Nursery – closed until further notice

Douglas Libraries – closed until further notice

\*\*\*Our apologies if we have missed anyone we are trying to keep up with the announcements as they are made via social media. If your operation has closed or changed hours please get in touch with Mikala [info@visitportdouglasdaintree.com](mailto:info@visitportdouglasdaintree.com) so that we can get our list up to date as possible\*\*\*

Update – 19/03/2020

**Mossman Gorge Centre** – in response to COVID-19, the Queensland Government is taking proactive steps to reduce potential risks to vulnerable people in our community. As a result, Mossman Gorge in Daintree National Park will be closed until further notice.

**Rainforestation Nature Park** – Effective immediately RFS will be closed every Sunday until further notice.

**Skyrail Rainforest Cable Way** - Effective immediately Skyrail will be closed every Sunday until further notice.

**AquaQuest** - Entrada Group will cease operating AquaQuest out of Port Douglas, with immediate effect.

## Local Events Postponed

Update - 23/03/2020

### Port Douglas Race Week

After much discussion on the current circumstances the Port Douglas Yacht Club faces with the Covid-19 virus spread, the difficult decision to suspend Quicksilver Port Douglas Race Week 2020 has been made by the Committee.

Update - 19/03/2020

### Port Douglas Carnivale

Port Douglas Carnivale 2020 has been postponed in line with recommendations from the Federal Government on non-essential mass gatherings. Douglas Shire Council will investigate the possibility of holding aspects of the festival, originally scheduled for May this year, as part of its economic recovery to the COVID-19 pandemic at a future date.

### Ironman Cairns

The 2020 Cairns Airport IRONMAN Asia-Pacific Championship Cairns and IRONMAN 70.3 Cairns will not take place as planned on June 7, 2020. They are working to secure a new race date, visit [www.ironman.com/im-cairns](http://www.ironman.com/im-cairns) for the latest information.

## Looking after yourself in these Challenging Times

Update - 19/03/2020

#### Department of Health

The Australian Government has announced a COVID-19 National Health Plan – Primary Care – Bulk Billed MBS Telehealth Services.

The temporary Medicare Benefits Schedule (MBS) and Department of Veterans' Affairs (DVA) items will allow doctors, nurses, midwives and mental health professionals to deliver services via telehealth provided those services are bulk billed.

The new MBS items will allow people to access essential health services in their home while they undergo self-isolation or quarantine and reduce the risk of exposure to COVID-19 for vulnerable people in the community. This is a temporary six-month measure. [Click here to view the fact sheet.](#)

#### Beyond Blue

During difficult times, it's important to take every opportunity to support your mental health and wellbeing. Beyond Blue have shared some tips below for how you can cope with the impact of coronavirus (COVID-19).

Members of the Beyond Blue community continue to support one another at their dedicated 'Coping with the coronavirus' online forum thread: [bb.org.au/33cNdQU](https://bb.org.au/33cNdQU). It's a safe place where anyone can share how they're feeling about the coronavirus and offer support to those affected. You can also visit their dedicated information page about mental health and the coronavirus [here](#).

If you're feeling distressed or overwhelmed, Beyond Blue have mental health professionals available 24/7 at the Beyond Blue Support Service on 1300 22 4636 or at [beyondblue.org.au/getsupport](https://beyondblue.org.au/getsupport) for online chat (3pm-12am AEST) and email (responses within 24 hours).

For immediate support call Lifeline on 13 11 14 and in an emergency, always call triple zero (000).