Important Information for the Douglas Tourism Industry

Last updated 07/05/2020

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 23/04/2020

Dear members,

We know you are all doing it incredibly tough right now living through this interminable waiting game, waiting to see when we can get back to doing what we do so well, delivering incredible travel experiences to people from all over.

The Tourism Port Douglas Daintree Board met yesterday to endorse the organisations plans for the coming months and confirm a broad number of measures being adopted to conserve funds while the industry is in hibernation. Similar to tourism organisations around the world we are looking at the revival of tourism in four stages: regional drive market, intrastate, interstate and eventually international travel. TPDD is developing plans targeting each of these stages and identifying niche opportunities for Douglas. The team is currently fleshing out our collateral and content for food tourism, accessible travel, sustainability, business events and destination weddings. We continue to work closely with Tourism Tropical North Queensland to align these activities and be best positioned to leverage off the campaigns they will be launching in line with the new regional branding.

The TPDD Board agreed to place a freeze on memberships for a minimum of 6 months with all renewals being paused until at least October. Members that recently renewed will also benefit from this freeze with the additional time being added on at the conclusion of your current 19/20 membership subscription.

TPDD sits on the Douglas Shire Economic Recovery Sub Group which is coordinating programs to support the local economy and its businesses. Please share any initiatives or different business avenues you are working on so we can elevate your work through our channels.

Yours in tourism,

Tara and Mikala

Update 07/04/2020

In the early days of the COVID-19 crisis TPDD developed a ‘Tome’ to consolidate the plethora of information and packages being rolled out. This is a live document that’s a central place to access information and relevant links pertinent to the Douglas tourism industry. As the pace of change slows down we will now update the document at the beginning and end of each week - you can access the tome by clicking here. In addition to the tome, TPDD has developed marketing tips for businesses to consider during their time of hibernation which will be updated weekly with new tips and capacity building opportunities. Keep an eye on the TPDD Industry Facebook page to be notified of updates.

Like every business we are closely examining our expenditure and implementing cost savings to make sure we maximise available funds to push out recovery marketing when the time comes. The TPDD Board will meet later this month to review membership going forward, at present we
have a pause on all renewals.

TPDD is highly appreciative of the support our organisation received from the outgoing Douglas Shire Mayor and Councillors. We have enjoyed a strong working relationship not often seen at the local government level, where destination marketing and management is provided the independence to be consumer driven and effective for the entire industry. Thank you to the outgoing council of Mayor Julia Leu and Councillors Abigail Noli, David Carey, Michael Kerr and Roy Zammataro. We expect the Queensland Electoral Commission to confirm the new Mayor and Councillors next week and look forward to forging a strong working relationship as we focus on rebuilding our industry in this, the hardest of times we’ve seen.

TPDD has been appointed to the newly formed Douglas Shire Council Economic Recovery Sub Group which has launched a new survey to understand how business has been, and is being, effected by COVID 19 and identify what measures are making a difference and what more is needed. Please take the time to fill in the survey so we can best represent your needs in advocating for policy changes and support mechanisms while demonstrating how severely our region has been impacted. Stay in touch with your colleagues, reach out to peak bodies, and let me know what you need in regard to support.

Yours in tourism,

Tara

Read the full update by clicking here.

Update -02/04/2020

The past ten days have been incredibly challenging for the tourism community and while I know everyone is still reeling from business closures or hibernation, staff changes, constrained living arrangements and an almost crippling uncertainty, we also need to look ahead and focus on what can be done now. We are a tenacious and resilient industry, typically characterised by optimism and a can-do attitude. With that in mind the TPDD team has put together a marketing guide to provide you with some ideas which you can look to implement now or think about for the future. This guide is the first in a series which will be released weekly, each focusing on new areas for business owners to look at working on. Click here to see that latest update.

From the Queensland Tourism Industry Council

- The very welcomed JobKeeper payment is challenging for many operators who do not have the cash to make wage payments until the government refunds kick in in May. The advice in the media this morning from Minister for Employment, Skills, Small and Family Business, Michaelia Cash, that businesses should get an interest-free loan from their bank in the meantime, is not proving to be a viable option for many. We are seeking information from the Australian Banking Association. We are also preparing some practical accounting and HR advice for operators who are signing up to the JobKeeper payment.

- There is still some confusion around the issue of accommodating international visitors, including backpackers and also people in camper vans. The basic message is categorically clear: Queensland residents cannot take a holiday. Non-resident visitors can be accommodated but have to adhere to all the relevant social distancing rules and other
official health directives. So, accommodation providers cannot promote ‘self-isolation packages’ to Queenslanders. We are seeking clear information material from the Queensland Government for international visitors (preferable in multiple languages) and for accommodation providers who are still open for non-resident visitors.

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
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 – 05/05/2020

We need your help. Please download the COVIDSafe app today
Download the [COVIDSafe app today](https://www.gov.au/coronavirus) to keep yourself and your community safe by helping our health workers to notify you quickly if you’ve come in contact with someone who has Coronavirus.

With your privacy protected by law, COVIDSafe keeps a secure note of other users you’ve been near if you have to go out. So, if they test positive for Coronavirus, you’ll be notified. It’ll help us stop the spread sooner, so we can all get back to the things we love. Please read the content on the COVIDSafe page before downloading.

ATO Webinars

**COVID-19 stimulus package information - free webinar**
Is your small business affected by COVID-19? Come to this free 60 minute webinar to find out how the Government’s stimulus package can help your small business. Multiple sessions are on offer but GET IN FAST! Register at: [ Tax support for small business](https://www.ato.gov.au/coronavirus)

Learn how to make the move from AUSkey to myGovID via this free webinar
The myGovID app is an easy and secure way to prove who you are when using government online services. Register at: [myGovID Small Business Digital Identity](https://www.gov.au/mygovid)

Extension of time to enrol for the JobKeeper scheme
The Australian Commissioner of Taxation has extended the time to enrol for the initial JobKeeper periods, from 30 April 2020 until 31 May 2020. Enrol for the [JobKeeper Payment](https://www.ato.gov.au/jobkeeper) now.
For the first two fortnights (30 March – 12 April, 13 April – 26 April), we will accept the minimum $1,500 payment for each fortnight has been paid by you even if it has been paid late, provided it is paid by 8 May 2020. If you do not pay your staff by this date, you will not be able to claim JobKeeper for the first two fortnights.

COVID-19 Cyber Scams
There has been an increase in COVID-19 themed cyber activity to either install software or steal your personal information and banking details. Find out [how to keep your business safe from scams](https://www.gov.au/coronavirus/ RectTransform). Cyber Security – Protecting your small business
The [Australian Cyber Security Centre](https://www.cyber.gov.au) (ACSC) has published advice on how small businesses can better protect themselves from cyber attacks and disruptions during COVID-19.
A [guide](https://www.cyber.gov.au/coronavirus) has been developed to help small and micro businesses adapt to working during the COVID-19 pandemic. This document will help businesses with simple and actionable advice in order to both identify common and emerging cyber threats and develop resilient business practices to protect themselves.

Australian Small Business Advisory Services
Now is the perfect opportunity to review your digital presence. One on one consultations and webinars are available online, subsidised by the Australian Small Business Advisory Services initiative. Local advisors include [Clinton Begg](https://www.gov.au/coronavirus) (Mackay Isaac Whitsundays and North Queensland); [Tolita Dukes](https://www.gov.au/coronavirus) (Whitsundays); [Renee Dembowski](https://www.gov.au/coronavirus) (Cairns and FNQ); and [Nicky Jurd](https://www.gov.au/coronavirus) (Cairns and FNQ).
Update – 23/04/2020

- Job seekers will be exempt from reporting their mutual obligation requirements up to and including 22 May 2020. Read More.
- Restrictions on elective surgery will gradually ease from Tuesday 28 April. Read more.
- Everyone should stay home unless you are: shopping for what you need, receiving medical care, exercising or travelling to work or education. Read more.
- No more than two people should be out in public together, with the exception of family and household groups. Check State and Territory websites for further enforcement information.
- The Government has passed legislation for the $130 billion JobKeeper Payment to keep more Australians in jobs and support businesses affected by the Coronavirus. Read more.
- A new Higher Education Relief Package will support workers who have been displaced as a result of the COVID-19 crisis and who are looking to upskill or retrain. It will also provide funding certainty to higher education providers. Read more.
- The Australian Government has now received 58 million protective face masks that will help protect frontline health workers at risk of COVID-19. Read more.
- There has been an increase in COVID-19 themed cyber activity towards websites designed to either install software or steal personal information and banking details. Learn more about protecting yourself against cybercrime, or report a cybercrime.
- The Australian Government guarantees domestic aviation network to capital cities and regional centres. Read more.
- Stay informed. Download the official government “Coronavirus Australia” app in the Apple App Store or Google Play, or join our WhatsApp channel on iOS or Android.

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:

- 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 – 07/05/2020

INDUSTRY SUPPORT

**Support for tourism businesses in National Parks**
Tourism businesses operating in Commonwealth National Parks managed by Parks Australia will benefit from a new financial relief package made available through the Australian Government’s $1 billion Relief and Recovery Fund. Deputy Prime Minister and Minister for Infrastructure, Transport and Regional Development, Michael McCormack, said the package would provide temporary relief from licence and permit charges for tourism businesses operating in Kakadu and Uluru-Kata Tjuta National Parks. Eligible businesses will be contacted directly by Parks Australia to facilitate the payments.

**New health and safety guidelines and tools for managing the workplace risks of COVID-19**
Safe Work Australia, an Australian government statutory body established to develop national policy, has released a number of work health and safety guidelines and tools for Australian workplaces to use in managing the health and safety risks posed by the coronavirus. The Restaurant and Catering Industry Association has also released ‘COVID-19 Best Practice Guidelines’ to provide guidance for food service businesses to help them prepare for a return to work as States and Territories begin to ease coronavirus restrictions.

AUSTRALIA NEWS

**Trans-Tasman tourism bubble will launch ‘as soon as it’s safe’**
New Zealand Prime Minister, Jacinda Ardern, joined Australia’s National Cabinet yesterday to discuss a trans-Tasman travel zone with Australia’s Prime Minister, Scott Morrison. Both have committed to a travel zone ‘when it’s safe to do so’. Australia’s National Cabinet will review the country’s current coronavirus restrictions this Friday 8 May 2020.

**Qantas extends flight cancellations**
The Qantas Group has continued to strengthen its ability to deal with the short and likely long-term impacts of the coronavirus crisis. It has also extended flight cancellations from end-May through to the end of July, which were still at pre-coronavirus levels - but some capacity can be added back in if domestic and Trans-Tasman restrictions ease in coming weeks.

**Live from Aus Campaign**
An extension of our With Love from Aus campaign, Live from Aus will bring some of Australia’s best tourism offerings ‘live’ into the living rooms of hundreds of thousands of Australians. We’ll be highlighting the best that Australian tourism has to offer, from Australia’s unique culture to stunning natural beauty, world class food and drink and exceptional wildlife. Live from Aus will be hosted by an array of Australian personalities, advocates and industry operators who will educate, entertain and inspire viewers with a range of interactive experiences, including cooking demonstrations, wine tastings, exercise classes, cultural immersion sessions and Australian wildlife encounters.

**Kick off launch - on 15 May on The Project**
Live from Aus will kick off on Friday 15 May with a special one-hour broadcast at 7:30pm on The Project on Network Ten. ‘The Love Australia Project’, proudly supported by Tourism Australia, will be headlined by some of the nation’s favourite tourism and entertainment personalities who will help shine a spotlight on our unparalleled offerings. This will be followed by a full weekend program on 16 and 17 May of live content on Tourism Australia’s social media channels.
Focussed on dreaming - at a time when TV viewership is up
Even though the ability to travel is currently on hold and the timing of the recovery is still uncertain, it is important that Australia does not go quiet as a destination. While people can’t travel right now, they can still dream and plan for future holidays. Tourism Australia’s marketing job right now is about keeping Australia front of mind for domestic and international travellers by using this enforced period of self-isolation to engage with people in their living rooms, feed their escapism and inspire them to travel again once the restrictions start to lift. With the world in various stages of isolation, people are turning to media for information, entertainment and inspiration. Traditional TV viewership has increased 63 per cent, and internet browsing by 70 per cent. As part of that, viewership of live content across social channels has nearly tripled in the past month. Live from Aus aims to capitalise on this trend by feeding consumers desire for positive and engaging content. This will place Australia in the best possible position to capture pent-up travel demand once travel restrictions lift and people can travel again.

Factsheet attached
A factsheet is attached with further information about the campaign. You can also refer to our corporate site – tourism.australia.com/livefromaus.

Update – 05/05/2020
Join our webinar this Friday: Domestic travel – What we know so far, our strategy and approach to come, and our new activation
Date and time: 11am to 12pm, 8 May 2020
Speakers:
TA Update & our new marketing initiative - Pip Harrison, MD and Susan Coghill, CMO, TA
The domestic landscape - insights and sentiment - James Luddington, bda, Marketing Planning
TA’s domestic strategy and approach, Robin Mack, EGM, Commercial, TA.
Register for the webinar here.

Queensland restaurants lobbying for June reopening
Queensland Premier Annastacia Palaszczuk said she would begin discussions with the industry this week to work out how restaurants and cafes could be “COVID-safe”. Restaurant and Catering Australia CEO Wes Lambert said he was hoping for a re-opening within weeks and has proposed the following guidelines:
A register of guests
Tables and chairs cleaned after each patron
Disposable menus
Disposable or recyclable cutlery
Mr Lambert has said that the state’s current social distancing restrictions would also need to be relaxed for restaurants to re-open profitably.

Update 30/04/2020 – Pip Close CEO
New Initiatives coming to get everyone dreaming
Over the coming weeks, Tourism Australia will be launching new initiatives designed to encourage Australians to start dreaming about their next domestic holiday. With international borders likely to remain closed for some time, we will be increasing our focus on the domestic market. Whilst domestic tourism alone won’t fill the vacuum of lost international business, more Australians travelling domestically has the potential to deliver much needed revenue to our industry.
Webinar with Minister for Trade, Tourism and Investment, Senator the Hon. Simon Birmingham
Our regular industry webinar also continues this Friday, 1 May at 11am. This week we will be joined by Australia’s Minister for Trade, Tourism and Investment, Senator the Hon. Simon Birmingham and Tourism Australia’s Regional General Manager, for South and South East Asia, Brent Anderson, who will give an update on the region. Register [here](#).

Applications are now open for Tourism Australia’s Business Events Advance Program 20/21
I’m pleased to announce also that applications are now open for Tourism Australia’s Business Events Advance Program 20/21. The Advance Program is a partnership marketing initiative that provides financial assistance to support marketing and distribution projects aimed at driving visitation to Australia for business events. This year, due to the coronavirus, Tourism Australia has expanded the application criteria to allow greater access for smaller projects. This includes lowering the minimum project request amount to $10,000, offering two rounds of applications per year, and streamlining the application process. A webinar explaining the Advance Program will take place on 30 April 2020 at 2pm (AEST). Register for the webinar [here](#). For more information see the [Advance Program Prospectus](#). Applications for round one close on Monday 1 June 2020.

Update – 23/04/2020

It is ANZAC Day this coming weekend, and like so many things at the moment, and this year will be very different to previous years. Traditional dawn services and marches will not be possible, but those ANZAC values of mateship and camaraderie are as relevant as ever as we remember our service men and women this weekend.

It is hard to believe that just over a month ago, many of us were together in Adelaide at the Destination Australia Conference talking about resilience and recovery. While we still have a long road ahead and we can't all be together right now, those themes are more important than ever. Watch this recap video for a reminder of what we have to look forward to once we're able to meet again.

Our next webinar will be held this Friday at 9am for an update from Sally Cope, Tourism Australia’s Regional General Manager for the United Kingdom and Northern Europe. Rob Dougan, our General Manager of Marketing Strategy will be sharing Tourism Australia’s approach to the uncertain times ahead and Adele Labine-Romain, from Deloitte, will give some insights on what the path to tourism recovery might look like. Register [here](#).

Pip Harrison

There are a number of dedicated resources available for businesses to access during the coronavirus (COVID-19) pandemic:

- The Australian Tourism Export Council (ATEC) has partnered with the Australian Chamber of Commerce and Industry (ACCI), to record a webinar on the JobKeeper Program. ACCI has also released a guide on the JobKeeper payment to help businesses navigate the program.
- New information has been released for temporary visa holders in Australia.
- Legal Aid SA has boosted its free legal assistance for South Australians hit hard by coronavirus.
Australia’s baseline coronavirus restrictions to be reviewed by 14 May 2020
National Cabinet met yesterday to take further decisions to protect Australians from the coronavirus.
The Prime Minister and State and Territory Leaders agreed that Australia will continue to progress a successful suppression strategy for the virus based on data that confirms the measures put in place to suppress the virus have largely been successful in slowing and reversing the growth of cases in Australia.
To continue to suppress COVID-19, National Cabinet has commenced further work on Australia’s public health response including enhanced testing, tracing and local health response capabilities. This work will feed into National Cabinet’s review of baseline restrictions by 14 May 2020.
Cabinet will meet again on Friday, 24 April, 2020.

Virgin Australia goes into voluntary administration after bailout fails
Despite two conditional bailout attempts by the NSW and Queensland Governments, Virgin Australia yesterday went into voluntary administration, potentially affecting the livelihoods of up to 15,000 staff and contractors. The airline has appointed Deloitte to act as administrators.
Prime Minister Scott Morrison confirmed today that he will lend support to the restructure, appointing the CEO of Macquarie Bank to examine the commercial offers on the table.

Update – 21/04/2020
Industry Webinar – Friday 24th April at 9.00am
The webinar will start a little bit earlier this week to enable Sally Cope, Tourism Australia’s Regional General Manager of the United Kingdom and Northern Europe, to join us and offer her perspective on developments in the UK and EU.

We will also be starting to discuss more and more different perspectives on what the future will look like post coronavirus for Australia and the tourism sector, based on what insights are already out there. That is overwhelmingly the biggest question we keep getting asked, and I will confirm tomorrow who our guests will be as we kick off this discussion. We do hope you can join us, so click here to register.

JobKeeper applications open
Enrolment is now open for the Australian Government’s $130 billion JobKeeper Payment scheme. The scheme supports businesses significantly affected by the coronavirus. The JobKeeper Payment is open to eligible employers, sole traders and other entities to enable them to pay their eligible employees’ salary or wages of at least $1,500 (before tax) per fortnight. More information is available here.

Update -17/04/2020
Australian coronavirus restrictions to remain in place at least another 4 weeks
National Cabinet met yesterday to review social distancing measures and plan the pathway out of lockdown. Federal, State and Territory Leaders thanked Australians for staying home where possible over the Easter long weekend and stressed the critical importance of continuing to adhere to self-isolation, social distancing and quarantine arrangements, particularly for returned travellers. While it was agreed that Australia is doing well compared to other countries,
restrictions are expected to remain in place for at least the next month. Leaders will meet again on Tuesday 21 April 2020.

**Federal Government backs regional domestic flights**
Qantas and Virgin Australia Groups will operate a minimum domestic network servicing the most critical metropolitan and regional routes in Australia thanks to a significant investment from the Federal Government of up to an initial $165 million. Underwriting the cost of the network, which includes all state and territory capital cities and major regional centres, comes in addition to the more than $1 billion of Federal Government support for Australia’s aviation industry in response to the coronavirus pandemic.

**Update - 15/04/2020**

**Weekly Tourism Webinar - Friday 17 April at 11am**

We will be hosting our next webinar this Friday 17 April from 11-12 noon.

This week’s topics and guests
This week’s guests are talking about what you have told us in feedback you want to hear:

*Coronavirus Latest Update - Dr Nick Coatsworth, Deputy Chief Medical Officer* - will join us to give an update on the latest state of play and also answer some questions direct from you.
*TA Update – and US Deep Dive - I* will be providing an update on where things are at for TA with a deep dive into the US with Jane Whitehead our Regional General Manager.
*Social media and marketing activities – Susan Coghill our Chief Marketing Officer and Anita Godbeer our GM - PR, Social, Content & Consumer Marketing* will join us to talk all things social media, to outline what we are doing at this point in time, and help give you a steer for your own activities.

Registration
Please register [here](#) for this week’s call.

Q & A – submit questions in advance
Please submit questions in advance on this week’s topics as you

**Update - 8/04/2020**

**JobKeeper passes** - Today the Australian Government passed its $130bn JobKeeper wage recovery package to support Australian workers and businesses affected by the coronavirus pandemic – a much needed boost for our sector. This brings the Government’s total support for the economy in response to the coronavirus to $320 billion. Information about the measures and how you may benefit is set out in more detail below.

**JobKeeper wage recovery package**. The package includes support for long-term casual employees, and part-time workers. National Cabinet will meet again on 9 April 2020.

With the industry welcoming the wage subsidy solution that we have sought from the Commonwealth Government, many operators are not in a position to come up with the cash to pay wages until May when the federal funding arrives. We have sought advice directly from the Australian Banking Association and Anna Bligh. An announcement was made today and we
received this information.

Australia's banks are indicating that they are supporting the JobKeeper program ([updated fact sheet](https://www.ab.org.au/industry-support/jobkeeper-program/)), while employees wait for the scheme to make the first payments. Businesses may be able to use the upcoming JobKeeper program payment as a basis to seek credit in order to pay their employees until the first payment is made.

“As many businesses face a number of weeks of little or no cash flow before they receive payments under the Government’s JobKeeper program, Australian banks may be able to help.”

“As many businesses may be eligible for credit, for example, an extension to their overdraft, which can offer them cashflow to pay their staff, while they wait for the JobKeeper program to make the first payments. Each business will be assessed on a case by case basis to determine the assistance that may be appropriate to their circumstances.

“Businesses affected by the COVID-19 crisis should contact their bank to access these initiatives and discuss what support is available to them including options to defer loan repayments for up to six months,” she said.

*ABA CEO Anna Bligh*

For more information click here.

**Update – 02/04/2020 from Phillipa Harrison Managing Director**

There was a lot to digest in Monday’s update in terms of support announcements and restrictions, so below is a much shorter note with the highlights from the last two days.

The States and Territories continue to announce support packages and health measures, and the Federal Government today announced an extra $48.9 million into the Export Market Development Grants Program.

The information is changing daily, so in addition to TA’s "One-Stop-Shop" website please make sure you click on the official links we provide to take you to the most relevant official government sites. Industry associations are also working through what this means for their members so please also contact them if you have any specific questions.

Further to my invite earlier today, we are continuing with our webinar series to make sure that you have direct access to decision-makers and thought-leaders. We hope that you can join us this Friday at 2pm AEDT to hear from Australia’s Prime Minister, Scott Morrison as well as senior Government representatives. To join us, please register [here](https://www.ab.org.au/industry-support/jobkeeper-program/), and if you have ideas for future webinars please drop us a line.

As ever, please reach out to me if you have any queries, concerns or feedback.

**New Funding boost to support Australian exporters and tourism businesses**

The Australian Government will inject an extra $49.8 million into the Export Market Development Grants (EMDG) program in the 2019-20 financial year, allowing exporters and tourism businesses to get additional reimbursements for costs incurred in marketing their products and services around the world. Federal Trade and Tourism Minister Simon Birmingham said the funding boost would provide much needed relief and a timely cash flow injection for exporters and tourism businesses within the scheme who were doing it tough. “We recognise the current COVID-19 crisis is placing immense pressure on Australian exporters and tourism businesses, many of whom felt the earliest and deepest aspects of the economic downturn,”.
Further information on the EMDG scheme and how to apply can be found [here](#).

**Australian Government launches coronavirus app**
Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent information and updates are published. Download [here](#).

**New date for the Tokyo Olympics**
The 2020 Tokyo Olympics postponed due to the coronavirus will now take place in approximately a year’s time: The Olympic Games Tokyo 2020 will be celebrated from 23 July to 8 August 2021. The Paralympics will be celebrated from 24 August until 5 September 2021. Sending strength and good wishes to all athletes who have been training so hard for this momentous event.

**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 30/04/2020 for TEQ CEO and Board

TEQ’s CEO and Board members are providing weekly updates and insights on the COVID-19 crisis for Queensland’s tourism and events businesses. This week Board member and tourism business operator, James Dixon, talks about what it might look like coming out the other side of this pandemic from an operator’s perspective. He considers some of the impacts of social distancing, future changes to the distribution system and the opportunities that the domestic market will offer.

Watch update here.

Queensland restrictions ease slightly this weekend - what does it mean for businesses?

The Home Confinement Direction has been updated to reflect an easing of restrictions coming into effect from Saturday, 2 May.

In addition to leaving home for essential purposes, people in Queensland may leave home for recreational activity such as having a picnic, going for a drive, taking a boat out or shopping for non-essential items. This recreational activity must be within 50km of their home, undertaken with members of their household, or one other person, and all people must continue to practice social distancing.

It is important to note that recreation does not include staying overnight - the easing of restrictions refers to day trips only.

In relation to commercial business operations, Queensland Health has provided Tourism and Events Queensland and tourism operators further clarity on permitted operations from this Saturday, 2 May:

- Recreational hire items such as stand-up paddle boards, kayaks, boats, scooters and surfboards are not listed as non-essential businesses and are able to operate while adhering to social distancing and good hygiene practices. Clients must remain within a 50km radius of their principal place of residence and can only be accompanied by members of their household, or one other person.

- Lessons (along the lines of personal training - instructor plus one) on recreational craft such as paddle boards, kayaks or surfboards are permitted while adhering to social distancing and good hygiene practices. Clients must remain within a 50km radius of their principal place of residence.

- Social sporting-based activities such as sailing trips, diving trips or fishing charters are limited to two people, with social distancing observed and while remaining within 50km of your principal place of residence. Long distance, off-shore or overnight trips are not considered appropriate recreation activities.

- Previously closed retail stores may re-open, as there is no public health direction restricting these businesses and the Home Confinement Direction changes now allow Queenslanders to leave home to visit these retailers. See FAQs for more scenarios.

In addition, the Non-Essential Business Direction has been updated to provide even further clarity on who can stay in accommodation. These restrictions remain in place above and beyond the upcoming changes to the Home Confinement Direction.
From 12:01am, Saturday 2 May, some areas of National Parks will reopen for day use only. This includes the reopening of summit tracks at Mount Coolum, the Glasshouse Mountains and Mt Bartle Frere. All camping areas and camp sites in Queensland’s national parks, forests and recreation areas are closed. Full park closures apply to Mt Barney, Moogerah Peaks, Hinchinbrook Island National Park, Moreton Island (Moorgumpin), North Stradbroke Island (Minjerribah) and Fraser Island (K’Gari).

Update – 23/04/2020 from CEO Leanne Coddington

Reset, restart, regenerate

Join TEQ’s CEO Leanne Coddington as she discusses the six key areas of focus for the organisation to support Queensland’s tourism and events industry’s recovery post-COVID-19. This short session with Leanne covers TEQ’s initial planning and actions across marketing and consumer demand, events, experiences, aviation, research and industry engagement, and asks some thought provoking questions that businesses need to consider while resetting and preparing to re-enter the market.

Watch here

Update – 02/04/2020

TEQ Board member Karen Hanna Miller talks about the vast impact of COVID-19 on the tourism and events industry, shares some tips on what businesses can focus on now, and highlights the impact to Queensland’s events calendar throughout this challenging time - Watch the video here.

Queensland’s Chief Health Officer is issuing health directions to contain, or respond to, the spread of COVID-19 within the community. The directions are being issued and updated regularly, and it is important that Queensland’s businesses heed the directions outlined.

Above all, a Home Confinement Direction has been issued for Queensland, legislating a restriction on all people in Queensland from leaving their home except for permitted, essential reasons (such as to obtain essential goods, medical appointments or essential work).

Directions have been issued restricting the operation of non-essential businesses and mass gatherings. Businesses should be clear on the details and exemptions listed in these directions, while keeping the home confinement direction as the main guide. Now is not the time to travel, or encourage travel, other than for essential reasons.

People travelling back home (e.g. in a caravan) are permitted to stay in accommodation, with social distancing observed, as they safely expedite their journey to their residence.

Essential workers may stay in accommodation in order to complete essential work (e.g. emergency services or essential infrastructure workers)

TEQ’s dedicated COVID-19 webpage is updated daily with links to official directions and information, and we urge business owners to ensure they consider all directions in conjunction with each other. If you are still confused or concerned, or would like to be considered for quarantine accommodation, you are urged to contact your Destination Director at TEQ.

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 – 06/05/2020

Cracking the COVID-19 Code - Webinar Series
Regional Economic Recovery
You are invited to our next FREE webinar in the Cracking the COVID-19 Code series, supported by TTNQ, Cairns Chamber of Commerce and Advance Cairns.
Hear from The Hon. Senator Jonathon Duniam, the Assistant Minister for Regional Tourism and Assistant Minister for Forestry and Fisheries.

Senator Duniam will discuss the economic impact of COVID-19 across the regions - including the Federal Government's plans to assist heavily impacted regions who will feel the effects for months to come.
Wednesday 6th May at 9.00am – register here https://us02web.zoom.us/

Update – 22/04/2020

in response to the unprecedented crisis facing the industry, Tourism & Events Queensland (TEQ) in partnership with TTNQ will be waiving your annual membership fee for ATDW. The fee waiver will be applied on 15 May 2020 and will extend your membership by 24 months from your next membership renewal date. To qualify for the fee waiver, you must be a member of ATDW on 15 May 2020.
There is no action to take if you are an ATDW member on 15 May 2020. However, please take note of the following:
If your ATDW membership renewal date occurs prior to 15 May 2020, you will need to renew your membership to qualify for the fee waiver.
If your renewal date occurs in the period of 15 May 2020 – 15 June 2020, please disregard any emails to renew your membership which are sent automatically from ATDW Online.
For any TPDD members who are not currently members of ATDW, please contact Mikala to receive a free coupon code as soon as possible to ensure you are registered by 15 May 2020 to receive the 24 month offer.

Update – 21/04/2020

FREE webinar in the Cracking the COVID-19 Code series, supported by TTNQ and Cairns Chamber of Commerce.

Mental Health and Wellbeing in the Workplace with Mark Schmitt from Thrive in Work
Wednesday 22 April, 9am on zoom

Mark is a workplace mental health expert with many years of experience negotiating the challenges of employees, work and psychological health. With a background in tourism, marketing and extensive travel volunteering in communities around the globe, Mark has a unique style of presenting. He is a passionate advocate for mental health with a clear, careful and impacting communication style designed to engage and teach.

The topics he will cover in this webinar include:
What is ‘mental health’?
Why do I need to understand my mental health?
Anxiety during the Covid-19 challenge
How to look after myself and my team
Opportunities for positivity
The Tao of Pooh – a few key lessons from a fictional bear!

Register: [https://zoom.us/webinar/register/WN_8cyYnEHBTS6VMwUIBLOfRA](https://zoom.us/webinar/register/WN_8cyYnEHBTS6VMwUIBLOfRA)

Update – 17/04/2020

The team at TTNQ are now working on reduced hours to ensure we conserve members’ and partners’ funds for the recovery. When contacting us, it’s possible the team member you are looking for may not be available to respond straight away. Please be patient and we will come back to you as soon as possible. Thanks for your understanding. [Click here for the latest update from Mark Olsen](#)

Update – 01/04/2020 from Mark Olsen CEO

The Prime Minister’s announcement of the JobKeeper payment could be a lifeline for tourism businesses needing to retain staff while they are not able to trade. TTNQ and our members have lobbied for a wage subsidy as a priority for the tourism sector and I encourage you to investigate whether it will assist your business.

»» View JobKeeper payment information.

Over the past three weeks the region has seen more than $200 million in cancellations and lost visitor spend with more than 2650 jobs lost in the tourism industry.

JobKeeper will allow businesses to pay critical staff such as marine engineers, wildlife keepers, housekeepers, maintenance staff and our vital sales and marketing teams who need to remain in their roles while the business is closed to enable a quick recovery.

It will support many businesses in the retail and hospitality sector including accommodation, cafes operating a takeaway menu, and small retailers to retain some staff so they can continue to operate.

Tropical North Queensland is home to highly skilled and specialised staff including marine skippers and engineers, Master Reef Guides and Savannah Guides and TTNQ will work with government to see how these roles can be further supported and utilised during the down time.

The destination’s recovery will be strengthened if these teams are in place with strategies ready to entice people to travel again.

If the industry is ready to accelerate it could bring forward $500 million in visitor spend in our region and support 2500 jobs coming back on line up to six months earlier.

The Federal and State governments and Cairns Regional Council have announced multiple packages to help businesses and individuals financially. TTNQ has collated these on our [corporate website](#) to assist members and we are a phone call away if you need help.

I also encourage you to be mindful of the stress this extraordinary global crisis is placing on you, your family and your friends. Please reach out to them, seek help and ensure you are not trying to cope alone.
A reminder that TTNQ is offering every TTNQ member **up to two hours’ of free HR advice from HR Dynamics**. TTNQ will cover this cost. Please take advantage of this service.

We all need to be kind to ourselves and others.

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](mailto:mark.olsen@ttnq.org.au)

[Wendy Morris](mailto:wendy.morris@ttnq.org.au)

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.](https://www.youtube.com/watch?v=Hr55qOw2q0)

Check out Visit Portugal's [video Can't Skip Hope.](https://www.visitportdouglas.com/itineraries/cant-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@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.](https://www.ttnq.org.au/)

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](mailto:wendy.morris@ttnq.org.au)

[Mark Olsen](mailto:mark.olsen@ttnq.org.au)

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@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.

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

8/40 Macrossan St Port Douglas Q,4877  visitportdouglasdaintree.com  info@visitportdouglasdaintree.com
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.

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.

Update – 15/04/2020

Webinar: Financial Management, Legal Obligations & Leasing Arrangements

You are invited to our next FREE webinar in TTNQ’s Cracking the COVID-19 Code series. Financial Management For Businesses with Grant Thornton
- Boosting cash flow for employers stimulus measure
- ATO relief: tax variations and deferrals
- Fixed asset related measures: Instant asset write-off / Backing Business Investment
- Payroll tax relief
- Loan related measures: Job support loans / Coronavirus SME Guarantee Scheme
AND
Legal Issues on Commercial Tenancies with MacDonells Law
- What does the government rent relief announcement mean for tenants and landlords?
- How much do tenants have to pay? How do I get it, how much is it and how long is it for?
- What happens to rent reviews, security bonds, personal guarantees and outgoings?
- What is this “reasonable recovery period” after the pandemic ends?
- How do I structure and document the rent relief?

If you are looking for business support call the Cairns Coronavirus helpline on 1300 396 102

Register Here.
ATEC – North Queensland Branch
Update – 03/04/20

**Business hibernation – downscaling to survive webinar**

This week's webinar attracted 480 participants – members from across the country keen to hear from industry leaders on their strategies for business hibernation, challenges and top tips for survival. Our expert panel, consisting of Jacqui Walshe (Walshe Group), Michael Nelson (Pinnacle Tourism Marketing), Renae Trimble (Accor), James Dixon (Down Under Tours), Peter Graham (Voyages Indigenous Tourism Australia), Denis Pierce (ATEC Chair) and Peter Shelley unpacked the current situation and highlighted challenges including the pace of change and access to cash. Recurring tips centred around communication, preserving cash, optimism and realism. Read the story [here](#) and visit the [covid-19 channel](#) to continue the conversation and read the meeting notes. You can also watch the recorded webinar [here](#).

**EMDG gets a boost**

ATEC welcomed the government’s announcement on Wednesday that they would boost the pool of funds for EMDG by $49.8 million but cautioned that the move, whilst positive, would not assist operators whose EMDG claims had extended beyond the eight year cap. The decision to waive the export performance test was also positive which means that instead of grants being scaled down, applicants would receive the full eligible benefit. Read more at the [Austrade website](#). ATEC will continue to advocate for additional 'EMDG-style' grants as part of its recovery efforts.

**JobKeeper Payment**

ATEC has collaborated with the Australian Chamber to produce a [JobKeeper Payment – Quick Employer Guide](#) includes new information out from Treasury around meeting the eligibility requirements, as well as new issues which have come to light including the interaction with the apprenticeship and trainee subsidy and genuine redundancy with rehires. This informative guide will continually be updated and linked to [ATEC’s Employment Matters and Workplace Support link](#).

**Update – 02/04/2020**

Along with the rest of the world, ATEC is working on a solution to deliver our key program virtually!

We are always searching for ways to provide you with opportunities to stay connected & maintain key commercial relationships during these challenging times. ATEC is looking to introduce a range of virtual event options that members can engage in to facilitate these needs.

**ATEC’s virtual engagement opportunities:**
- **Virtual Networking** – stay connected with the local ATEC branch from afar
- **Virtual Market Updates** – market insights via our key buyers on the frontline
- **Virtual Pitch** – product updates from sellers for buyers
- **Virtual Famils** – virtual video tours of seller’s products & experiences
- **Virtual B2B Workshops** – maintain key commercial relationships via a series of 1 to 1 workshop appointments online

We invite you to [register your interest to attend our virtual events](#)

**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 – 22/04/2020

Through its two COVID-19 recovery group committees – the Economic Recovery Group; and Social and Human Recovery Group – Council is backing the community and its local businesses with the launch of the ‘Do It In Douglas’ Campaign.

The campaign encourages the community to think before they buy and support local businesses while also sharing creative ways to connect with each other through social distancing. The Do it in Douglas campaign is centred around three themes:

40 Days in 40 Ways – Sharing creative ways to make the most of staying at home while social distancing. Tune into council's facebook page each day to participate.

Buy Douglas: Build Douglas – Encouraging people to think before they buy and support a local business wherever possible.

Street Bank – A community-run initiative that supports neighbours in times of need.

Off the back of the Federal Government’s decision to cancel all non-essential outdoor and indoor gatherings, close venues and non-essential businesses, Council, TPDD and Douglas Chamber of Commerce are encouraging all residents to do their part to support local businesses wherever possible over the coming months.

Update – 02/04/2020

Douglas Libraries has launched a dedicated Facebook page to build connections and serve up a suite of community services to help residents through social isolation during the COVID-19 pandemic.

The Human and Community Recovery Group has started discussing ways to connect the community through Douglas Libraries following the closure of Mossman and Port Douglas libraries.

Douglas Libraries Team Leader Deb Somersall said the library would re-focus its efforts to supporting the community through virtual means.

See full media release here.

Follow the new Facebook page here.

Update – 01/04/2020

In line with the Chief Health Officers direction on home confinement and permitted reasons for leaving home, transfer stations in Douglas Shire are closing to residents from Saturday (April 4) until further notice.

People who do not receive a waste collection service at their property will be allowed to dispose of bagged food/household waste only at Killaloe, Cow Bay and Daintree stations.

Newell Beach Transfer Station will close until further notice. Council’s regular kerbside wheelie bin service will continue as per usual.
Please note: commercial customers can continue to use Killaloe Transfer Station for waste disposal generated as part of their normal business operation where that business is an essential service.


Update – 30/03/2020

Essential information

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


Queensland border closures: [Information about Queensland state border access restrictions](https://www.qld.gov.au/health/coronavirus/about-the-northern-border), including who is exempt. You can also read the [Chief Health Officer directive on border closures for more information](https://www.qld.gov.au/health/coronavirus/about-the-northern-border).

Payroll tax relief package: You may be eligible for one or more of a range of [payroll tax relief measures](https://www.qld.gov.au/health/coronavirus/business-support).

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.


Contact us: Phone the Small Business Hotline on 1300 654 687 or take our [business impact survey](https://www.qld.gov.au/health/coronavirus/business-support) 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 30th 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

Don't forget TPDD members are eligible for 2 free hours with HR Dynamics

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

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

Stand Down Accruals Clarified

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
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 form 38 flights to 14
Services from Cairns to Hamilton Island, Melbourne and Uluru have been suspended.

**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:  
Chamber of Commerce and Industry Queensland

Update – 07/05/2020

JobKeeper Payments Exempt from Payroll Tax
In recent weeks we have heard from many businesses concerned they will be hit with a higher Payroll Tax bill due to accessing the vital JobKeeper Payments and we voiced those concerns to the Government.

Today Deputy Premier Jackie Trad announced that JobKeeper Payments would be exempt from Payroll Tax, which is a welcome relief and win for many businesses across Queensland.

We are pleased that the collective voice of the business community has been heard and look forward to more announcements to come.

Last week, we released our Recovery Plan, and we will continue to advocate and strongly urge the Government to implement the priorities outlined, so we can all get back to business as soon as possible. View plan here.

Update – 14/04/2020

Temporary changes to 99 Modern Awards – Introduction of Schedule X

Late yesterday, the Fair Work Commission made changes to 99 Modern Awards to provide an estimated 4.4 million employees with access to unpaid pandemic leave and provide them with the ability to take annual leave at half pay.

What are the temporary changes?
Two weeks' unpaid pandemic leave

Employees who are covered by the Modern Awards now including Schedule X will be able to access two weeks of unpaid pandemic leave if they:
Are required by government or medical authorities or on the advice of a medical practitioner to self-isolate (and is therefore prevented from working); OR
Is otherwise prevented from working by measures taken by government or medical authorities in response to the COVID-19 pandemic

The clause states that if the employer requests, the employee must provide the employer with evidence for the reason of taking such leave.

The new clause also specifies that employees accessing unpaid pandemic leave will not have their service broken, i.e. the time will count as service for the purpose of entitlements under the relevant Modern Award and the National Employment Standards.

Annual leave at half pay
This new clause allows employers and employees to agree to take twice as much annual leave, at the rate of half pay.

What this means for example, is; an employee may have one weeks' annual leave accrued but they request to their employer to have that one week paid out over two weeks.

The employees annual leave balance, in the above example will be deducted by one week.

* Make sure you check the relevant Modern Award and the employees employment contract to see
if annual leave loading is payable. If the employee is entitled to annual leave loading, this will also need to be paid out.

If employees take annual leave at half pay, the employer must record the agreement in writing and keep a copy of the agreement as an employee record.

**What are the 99 Modern Awards that have been changed?**
For a full list of all Modern Awards that now include Schedule X, visit the Summary of Decision [here](#).

**Who can access unpaid pandemic leave?**
All full-time, part-time and casual employees can access this leave. Employees do not have to accrue it.

**Can an employee take more than two weeks pandemic leave?**
By agreement with the employer, employees may access more than two weeks unpaid pandemic leave.

**Who can take annual leave at half pay?**
Employee who have annual leave accrued (full-time and part-time employees) will be eligible to take annual leave at half pay.

**When do the changes apply?**
The changes are in effect now and at this stage, will be until 30 June 2020. The Fair Work Commission may extend this time period, however at this point in time, the new Schedule X will cease after 30 June 2020.

The new Schedule X in the 99 Modern Awards apply from the employees first full pay period on or after 8 April 2020 until 30 June 2020.

**Are the changes all the same?**
The 99 Modern Awards that have been varied to include the new Schedule X – Additional Measures During the COVID-19 Pandemic all include the same provisions, so if you are an employer who has multiple relevant Modern Awards, you do not need to spend time deciphering different clauses.

There is an exception however to three (3) Modern Awards that had earlier been varied, those being:
1. Clerks – Private Sector Award 2010
2. Restaurant Industry Award 2010
3. Hospitality Award 2010

You can read more about those changes [here](#).

**Where can I access the Modern Awards?**
Access your relevant Modern Award [here](#).

**Need more help?**
CCIQ has made it easier for businesses to manage their staff through this pandemic by providing a number of free resources. The Employer Guide in particular will be available on our website from next week.

Update – 03/04/2020
Even though there are still many people falling through the cracks, employers and employees breathed a collective sigh of relief after learning on Monday of the Federal Government’s Jobkeeper plan. The PM announced that childcare services will now be free for people working in essential businesses – an attempt to keep the economy going and throw a lifeline to the early education sector at the same time.

We’ve taken up the fight for commercial tenants, calling on the Palaszczuk Government and local councils to deliver rent assistance, reimburse land tax, and give Council rates relief in those local government areas where that's not yet in place. No doubt one of you will ask Small Business Minister Shannon Fentiman how businesses are supposed to pay rent at times like this when we chat live with her tomorrow morning. Register here to be part of that conversation.

Queensland's border restrictions will escalate to a “no permit, no entry” system from tomorrow at 12:01 am. Full detailed information on how this will work can be found here.

Update – 27/03/2020

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

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. Our dedicated team will be available between 7am - 9pm across Australia, Monday to Sunday.

Updated Information – 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](https://www.servicesaustralia.gov.au) for further information on assistance for individuals.

Visit business.gov.au for details on the complete assistance available:
- [Support available for sole traders](https://www.business.gov.au/)
- [Support available for employers](https://www.business.gov.au/)
- [Support available for companies](https://www.business.gov.au/)

*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](https://my.gov.au/) 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](https://www.business.gov.au/) 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
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 25th 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 26th 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 so that we can get our list us 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
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 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](https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth-service-delivery.html).

**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://www.beyondblue.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](https://www.beyondblue.org.au/conditions/coronavirus/during-the-coronavirus-crisis).

If you’re feeling distressed or overwhelmed, Beyond Blue have mental health professionals are 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).