



COVID-19 Public Health Directions and Domestic and Family Violence

If you or someone else is in immediate danger, call Triple Zero (000) and ask for the Police. For non-urgent police assistance, phone Policelink on 131 444. If you are unable to call, you can contact the police online at www.police.qld.gov.au/domestic-violence or via an SMS text message to 0437 131 444.

Frequently asked questions

1. I feel unsafe in my home because of domestic and family violence – can I leave the house?

Yes. Under the [Home Confinement, Movement and Gathering Direction](#) you are permitted to leave your principal place of residence to avoid injury or illness or to escape a risk of harm, for example, escaping a risk of harm related to domestic and family violence or accessing a domestic and family violence support service.

2. Am I able to leave home to access support from a domestic and family violence support service?

Yes. Under the [Home Confinement, Movement and Gathering Direction](#), accessing support from a domestic and family violence support service is considered a permitted purpose.

3. Are domestic and family violence service providers still operating?

Yes. Support is still available. Under the [Non-Essential Business, Activity and Undertaking Closure Direction](#), the provision of Domestic and Family Violence services are able to continue to operate.

Some services may provide support in different ways to comply with health directives. This may include providing services via telephone or video-link, or by scheduled appointments with social distancing.

4. Am I allowed to enter Queensland if I am impacted by domestic and family violence, but am not a Queensland resident?

Yes, if you are entering Queensland to avoid injury or escape a risk of harm, for example, a risk of harm related to domestic and family violence, you are considered an exempt person under the [Border Restrictions Direction](#) and will be allowed to enter Queensland.

To help avoid delays at the border you can apply for an Entry Pass online at <https://www.qld.gov.au/border-pass>. A separate application is required for each individual, including children, and all travellers in your party must be eligible for an exemption.

If you are unable to apply for an Entry Pass, or it is unsafe to do so, please contact Queensland Police via *Policelink on 131 444* to discuss your options.

5. What is an 'exempt resident' for the purposes of the Queensland Border Restriction Directives?

An exempt resident is a person who usually lives in Queensland, a person who is moving to Queensland to make Queensland their new permanent home or people living and working close to the border of New South Wales, South Australia or the Northern Territory under specific circumstances.

Details on exempt residents can be found at <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/border-restrictions>



A person who is moving to Queensland to make Queensland their new permanent home must self-quarantine for a period of 14 days. However, the Chief Health Officer may give an exemption from this requirement if the Chief Health Officer considers there are compassionate or other exceptional grounds. See FAQ 9 below for how to apply for an exemption.

6. If I am escaping domestic or family violence from a [COVID-19 hotspot](#), will I need to self-quarantine (I am an exempt resident)?

No, if you are an exempt resident entering Queensland for an essential purpose, which includes escaping a risk of harm, you are not required to self-quarantine. You, and each individual you are travelling with should still obtain a Queensland Entry Pass (see FAQ number 4 above to find out how to obtain a Queensland Entry Pass).

7. If I leave Queensland to escape domestic or family violence to a COVID-19 hotspot, will I have to quarantine on my return (I am an exempt resident)?

No, if you are an exempt resident who was in a COVID-19 Hotspot for an essential purpose, which includes escaping a risk of harm, you are not required to self-quarantine. You, and each individual you are travelling with should still obtain a Queensland Entry Pass (see FAQ number 4 above to find out how to obtain a Queensland Entry Pass).

8. I live in a Designated Area under the [Restricted Access to Designated Areas Direction](#), are there exemptions under this direction if I'm impacted by domestic and family violence?

From Saturday 16 May 2020, there are no designated areas in Queensland. However, if designated areas are added to the Direction in the future, the same exemptions apply for avoiding injury or illness or to escape a risk of harm as detailed above. You can check the [Chief Health Officer public health directions website](#) for any updates about designated areas being declared by going to: <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers>.

9. I believe I have specific circumstances that require an exemption from the public health directions, how do I apply for an exemption?

You can apply for an exemption by going to <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/contact>

10. I live in an area with restricted entry under the Commonwealth's Biosecurity Determination, how does this work if I am impacted by Domestic and Family Violence?

If you live in a remote community with restricted entry under the Biosecurity Determination, there are no restrictions on leaving the area, only on returning.

The Australian Government has restricted entry to remote Aboriginal and Torres Strait Islander communities to protect these communities from COVID-19. All persons wishing to enter a designated area must meet certain conditions of entry including 14 days of self-isolation prior to entry (or return) unless they meet specific criteria for an exemption. A list of the remote communities with entry restrictions and more information about the entry requirements is available at: <https://www.datsip.qld.gov.au/coronavirus/travel-restrictions-remote-communities>.

You are permitted to enter a remote community to escape an immediate threat to your life. While strict entry requirements are in force in remote communities, there is an exemption for personal safety reasons, including for those impacted by domestic and family violence. Under the Biosecurity Determination a person must remain outside a designated area unless they are entering for a specific purpose. This includes entering the area to escape an immediate threat to your life.



11. Where can I find help about Domestic and Family Violence?

In an emergency, call the police on triple zero (000)

- DVConnect, Queensland's statewide domestic and family violence crisis service continues to operate during the COVID-19 health emergency and is available 24 hours a day, 7 days a week to assist those at risk or in need of assistance.
- For those in need of support DVConnect can be contacted through their range of hotlines:
 - Womensline 1800 811 811, anytime 24/7
 - Mensline 1800 600 636, between 9am – midnight, 7 days
 - Sexual Assault Helpline 1800 010 120, between 7.30am – 11.30am, 7 days.
- Kids Helpline - For children and young people (5 - 25 years) Kids Helpline is available 24/7 by phone, WebChat and email. www.kidshelpline.com.au

Visit the Domestic and Family Violence Portal at <https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence> to find out more about:

- what is domestic and family violence
- information for different situations
- how you can stay safe
- where you can find help
- how you can help someone else
- legal help
- domestic and family violence helplines
- finding local support.