



QPASTT

Queensland program of assistance
to survivors of torture and trauma

April Update: QPASTT service delivery continues during the COVID-19 pandemic

1. Is QPASTT open?

Yes, QPASTT continues to operate Monday to Friday from 9am to 5pm. Service delivery continues under the current COVID-19 restrictions but it looks a bit different because our staff are now working from home and our offices are closed.

2. How is QPASTT delivering its service?

While the restrictions are in place, we can't deliver face-to-face counselling, group work, community activities and events in the usual ways. However where possible, we are delivering group work in different formats; we have launched our Homework Club in a new online format; and we continue to support communities. You can still contact us and we will continue to offer support to you, your family and/or your community. You can still talk to your counsellor or usual contact person during working hours by phone, email and other platforms such as whatsapp or zoom. If you are new to QPASTT, contact us and we can put you in touch with a staff member who can help you.

3. How can QPASTT help?

Your life may have changed a lot since the COVID-19 outbreak and restrictions.

With those changes, it is normal to feel worried, afraid and anxious. If you are experiencing any of these feelings, we can offer you support. You can talk about your worries and concerns to a person who has been trained to listen, and if needed we can offer you a range of QPASTT support services or connect you with other organisations that can offer additional help.

Please note that if you need information or help with physical health and symptoms related to COVID-19, we advise you to call your GP or go to the Queensland Health website www.health.qld.gov.au, or the Commonwealth Government website www.health.gov.au. For non-urgent health advice, you can also call **13HEALTH (13 43 25 84)**.

If you are experiencing serious symptoms like difficulty breathing, call 000 immediately.

4. How can I get into contact with QPASTT?

You can contact us in the usual way – by phone, by email, or by completing a self-referral form. If you need an interpreter, call us first and we will arrange for an interpreter so that we can speak with you in your preferred language.

Phone: 3391 6677

Email: admin@qpastt.org.au

Website: www.qpastt.org.au

Referral form: <https://qpastt.org.au/make-a-referral/>

QPASTT Main Office

ABN: 50043097082

Address: 28 Dibley Street, Woolloongabba Qld 4102

Postal Address: PO Box 6254, Fairfield, Qld 4103

T: +61 (0)7 3391 6677 **F:** +61 (0)7 3391 6388 **E:** admin@qpastt.org.au

5. What if I need help when QPASTT is closed?

Here are some other useful services that you could contact:

Lifeline	13 11 14
Suicide call-back	1300 659 467
1800 RESPECT (DV, and family violence)	1800 737 732
13 HEALTH (if you think you may have COVID19)	13 43 25 84
Child Safety (business hours)	1300 682 254
Child Safety (after hours)	1800 177 135
Kids Helpline	1800 551 800
Mental Health Access Line	1300 64 22 55.

If you need an interpreter for any of these services, call TIS on 131 450 first and then TIS will connect you with the service you want.

6. Where can I find translated and audio information and resources about COVID-19?

Go to: <http://www.refugeehealthnetworkqld.org.au/>. This website contains information from multiple sites including governments, SBS, Australian Red Cross.

Go to: Queensland Health at www.health.qld.gov.au

7. How can I receive regular updates about COVID-19?

The Australian government offers a free downloadable app with daily updates called 'Coronavirus'. To download this app, go to:

<https://www.health.gov.au/resources/apps-and-tools/coronavirus-australia-app>

Also go to: Queensland Health at www.health.qld.gov.au

QPASTT Main Office

ABN: 50043097082

Address: 28 Dibley Street, Woolloongabba Qld 4102

Postal Address: PO Box 6254, Fairfield, Qld 4103

T: +61 (0)7 3391 6677 **F:** +61 (0)7 3391 6388 **E:** admin@qpastt.org.au