

## Issue 157 – November 2020

### COVID register of contact information

Under the *Restrictions on Businesses, Activities and Undertakings Direction (No. 8)* (or any subsequent direction) issued by the Chief Health Officer, Dr Jeannette Young, brothels may only operate in compliance with the Queensland Government *COVID Safe Industry Plan: Queensland Sex Industry* (the Plan).

Under the Plan, brothels must maintain a register of contact information for any and all clients, workers, visitors and contractors who attend the premises, **which may be used for the purpose of COVID-19 contact tracing by public health officers**. The information which must be kept, includes:

- each person's full name
- two alternate forms of contact, such as mobile phone number and email address (or residential address if an email address is not available)
- the date and time of arrival
- where possible, a time of departure/estimated duration of appointment, along with any other available information that may allow for more effective contact tracing
- records indicating participants in each appointment.

The information must be readily available and provided to public health officers within at least one hour for inspection upon request. According to the Queensland Government fact sheet, *Privacy: Collecting and storing personal information during COVID-19*:

Public health officers will contact the business owner or operator if a person diagnosed with COVID-19 states they attended the business at a time when they were considered infectious. This may be in person or via telephone. Public health officers will require the information on each patron or staff for a specific date and time period. Public health officers will not provide details of the person diagnosed with COVID-19.

#### Importantly, the Plan requires that:

- **collection and storage of the required information is privacy compliant**
- **the information is securely stored, not used for any other purpose, and destroyed after 56 days.**

This means that the information should:

- only be given to public health officers
- be protected and locked away so that it cannot be seen or accessed by unauthorised persons
- not be used for marketing purposes, or for workers to contact clients for personal reasons, or to give out sex worker details to clients or other workers

- be securely destroyed (such as by shredding hard copy records) after 56 days.

As the fact sheet says:

If you mishandle your patrons' personal information it may lead to a loss of trust and considerable harm to your reputation. A significant breach may result in a loss of customers or business partners and revenue.

Failure to meet the privacy requirements of the Plan may amount to a breach of the *Restrictions on Businesses, Activities and Undertakings Direction*, and could result in the issue of a prescribed infringement notice (PIN) of \$1,334.50 under the *Public Health Act 2005*.

### Mental wellbeing

The social and economic impacts of pandemics and the associated community restrictions means that it can be a time of heightened uncertainty, stress, anxiety and negative emotions for many people. This is especially the case for those experiencing the most impact like business owners, people who have become unemployed, health care workers, those who get sick or who have family and friends who get sick, and people required to quarantine or self-isolate. The need for social distancing can increase feelings of disconnection, isolation and loneliness. According to the Australian Institute

of Health and Welfare: “There have been notable rises in the use of crisis lines and mental health services since the onset of the COVID-19 pandemic.”

At times like this, it is important that we take extra care to look out for not just our own mental wellbeing but also for that of others who might be having trouble coping. It might help to:

- reach out and connect to family and friends
- be kind to yourself and others
- maintain a daily routine
- exercise regularly and eat healthily and avoid excessive consumption of alcohol
- establish a good sleep routine
- practice mindfulness
- do things you enjoy or something new, engage in social activities and hobbies
- limit the continual exposure to news and social media about COVID-19 and obtain information from reputable sources
- stay as positive as possible and beware of a pattern of negative self-talk
- try to maintain a sense of perspective, remembering that this situation will one day pass.

There are a range of websites with useful information and resources to help people cope, including:

- Head to Health - [www.headtohealth.gov.au](http://www.headtohealth.gov.au)
- Your Mental Wellbeing - <https://mentalwellbeing.initiatives.qld.gov.au/>

- Queensland Mental Health Commission - [www.qmhc.qld.gov.au](http://www.qmhc.qld.gov.au)
- Beyond Blue - [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Black Dog Institute - [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)
- Lifeline - [www.lifeline.org.au](http://www.lifeline.org.au)
- Life in Mind - <https://lifeinmind.org.au/>
- Phoenix Australia - [www.phoenixaustralia.org](http://www.phoenixaustralia.org)
- E-Mental Health in Practice - [www.emhprac.org.au](http://www.emhprac.org.au)
- Reach Out - [www.reachout.com](http://www.reachout.com)
- MindSpot Clinic - [www.mindspot.org.au](http://www.mindspot.org.au)
- Australian Psychological Society - [www.psychology.org.au](http://www.psychology.org.au)
- Australian Red Cross - [www.redcross.org.au](http://www.redcross.org.au)

Whatever you do, don't suffer in silence. If you are having trouble coping or feeling overwhelmed, seek help:

- talk to a trusted friend or family member
- call a support service like Lifeline (13 11 14) or Beyond Blue (1300 22 4636)
- see a General Practitioner or mental health professional
- phone 13 HEALTH (13 43 25 84) for 24-hour assessment, referral, advice and hospital and community health centre contact details
- phone 1300 MH CALL (1300 642255) which is a confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders,

- available 24-hours a day. It can provide support, information, advice and referral call the Multicultural Connect Line (<https://worldwellnessgroup.org.au/help/line/>) on 1300 079 020. It is open from 9.00 am to 4.30 pm Monday to Friday and is a Queensland-wide service for people from multicultural backgrounds, which provides support and information to find aid, assistance and mental health services for people in their own language.

### 2020 PLA meeting dates

The PLA Board generally meets on the first Monday of each month. Meeting dates for the remainder of 2020 are: 7 December. *Whilst current at the time of printing, these dates are tentative and subject to change without notice.*

### Vacancies for approved manager positions

**Platinum 175:** Seeking full-time/part-time approved manager. Will be responsible for day-to-day management of the brothel including front of house client queries, facilitating bookings, and in-house sales and promotion. A high level of commitment to customer service, excellent work ethic, reliability, and excellent communication skills are essential. We offer competitive pay and work/life balance. Please email resume with cover letter to [manager@platinum175.com.au](mailto:manager@platinum175.com.au) (attention Tania) or call 0400701898.

**Please note that approved manager advertisements may be submitted at any time for inclusion in the next available edition of the newsletter. They should be emailed to [pladmin@iprimus.com.au](mailto:pladmin@iprimus.com.au).**