



SUNDALE

CREATING COMMUNITIES SINCE 1963



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COVID-19 (novel coronavirus) update

As a valued Sundale team member, I wanted to provide you with an update and outline Sundale's current approach to managing the COVID-19 situation.

SUNDALE CARE CENTRES – RESTRICTED ACCESS

In response to the Queensland Government Public Health Alert which has been issued today for parts of Brisbane and the Sunshine Coast, Sundale has made an informed decision to restrict access at its Care Centres until further notice, despite no confirmed cases of COVID-19 at any Sundale Care Centre or Retirement Community.

Restrictions at Sundale's Care Centre's include:

- Visitors
 - Will be assessed on a case-by case basis
 - Only people providing an essential service will be permitted to enter
 - Sundale will assist visitors with family members in palliative care or for the purpose of end-of-life support
- Residents
 - May only leave the facility to receive health care, attend a funeral, or for an emergency or on compassionate grounds

Sundale will continue to review this decision.

UPDATE

Sundale team members are being reminded to check the [Queensland Health](#) website prior to any shift for the latest COVID-19 information, including current contact tracing alerts and related public health advice.

This recommendation acknowledges the Queensland Government Public Health Alert which has been issued today for parts of Brisbane and the Sunshine Coast

CONTACT TRACING

Sundale team members who have been to any of the below locations at the relevant times, must follow the health advice and notify their manager immediately (prior to entering any Sundale facility or building).

CLOSE CONTACTS - QUARANTINE, GET TESTED AND WAIT UNTIL FURTHER ADVICE FROM QUEENSLAND HEALTH

If you have been to any of the below locations at the relevant times you must:

- immediately travel by private transport directly to your home or accommodation and

[quarantine](#)

- [get tested](#) at your earliest opportunity
- complete the online [contact tracing form](#)

If you are unable to complete the contact tracing form, please call 134 COVID (134 268). After you complete the contact tracing self-assessment you will be contacted by Queensland Health.

- continue to [quarantine](#) until you are contacted by Queensland Health

Date	Place	Suburb	Arrival time	Departure time
Saturday 19 June 2021	Cotton on, DFO Brisbane (Airport) 18th Avenue	Brisbane Airport	4.10pm	4.30pm
Saturday 19 June 2021	Brisbane Portuguese Family Centre Unit 3/1449 Boundary Road	Ellen Grove	7pm	Close
Monday 21 June 2021	Anytime Fitness Hamilton 2 Harbour Rd	Hamilton	TBA	TBA
Tuesday 22 June 2021	McDonald's Glass House Mountains 4288 Bruce Hwy	Coochin Creek	5.45am	6am
Tuesday 22 June 2021	Good Life Gym Fortitude Valley Homemaker The Valley North, Montpelier Rd & Wickham St	Fortitude Valley	7.30am	9.45am
Tuesday 22 June 2021	Miracle Worker massage & Holistic Therapies 79 Russell St	West End	9.30am	5pm
Tuesday 22 June 2021	Anytime Fitness Hamilton 2 Harbour Rd	Hamilton	4.15pm	5.15pm
Tuesday 22 June 2021	Coles Indooroopilly Shopping Centre Shopping Centre, 322 Moggill Rd	Indooroopilly	6pm	6.45pm
Wednesday 23 June 2021	McDonald's Glass House Mountains 4288 Bruce Hwy	Coochin Creek	6am	6.15am

Wednesday 23 June 2021	Miracle Worker massage & Holistic Therapies 79 Russell St	West End	10am	5pm
Wednesday 23 June 2021	Anytime Fitness Hamilton 2 Harbour Rd	Hamilton	4pm	5.30pm
Wednesday 23 June 2021	Goodlife Health Clubs West End West Village, 35 Mollison St	West End	5.15pm	7.15pm
Thursday 24 June 2021	Ampol Petrol Station 132a East-West Arterial Rd	Hendra	6.55am	7.15am
Thursday 24 June 2021	Zarrafas Coffee Hendra 538 Nudgee Road or, 100 East-West Arterial Rd	Hendra	6.55am	7.15am
Thursday 24 June 2021	Hendra Post Office 355 Nudgee Rd	Hendra	7.10am	7.30am
Thursday 24 June 2021	Miracle Worker massage & Holistic Therapies 79 Russell St	West End	12.15pm	5.30pm
Thursday 24 June 2021	Guzman y Gomez Shop 1/18 Stamford Rd	Indooroopilly	7.45pm	8pm
Friday 25 June 2021	Chez Nous Cafe 160 Roma St	Brisbane City	8.15am	8.30am
Friday 25 June 2021	Market Organics 10/620 Moggill Rd	Chapel Hill	9.10am	9.45am
Friday 25 June 2021	Commonwealth Bank of Australia, Indooroopilly Shopping Centre 322 Moggill Rd	Indooroopilly	9.55am	10.25am

Friday 25 June 2021	JB HIFI, Indooroopilly Shopping Centre 322 Moggill Rd	Indooroopilly	10.10am	10.25am
Friday 25 June 2021	Unhas Chic Salon 8/204 Alice Street	Brisbane City	12.30pm	2.30pm
Friday 25 June 2021	Woolworths Metro Teneriffe 105-109 Commercial Rd	Teneriffe	1pm	1.15pm
Friday 25 June 2021	Merlo Coffee Level 2, Virgin Food Court, Domestic Terminal	Brisbane Airport	1.55pm	2.15pm
Friday 25 June 2021	Female Toilets, left of Virgin Food Court (facing food court) Level 2, near Virgin Food Court, Domestic Terminal	Brisbane Airport	2.05pm	2.15pm
Friday 25 June 2021	Woolworths GasWorks 76 Skyring Terrace	Newstead	2.55pm	3.10pm

CASUAL CONTACTS - GET TESTED AND QUARANTINE UNTIL CONTACTED BY QUEENSLAND HEALTH

If you have been to any of the below locations at the relevant times you must:

- immediately travel by private transport directly to your home or accommodation and [quarantine](#)
- [get tested](#) at your earliest opportunity
- complete the online [contact tracing form](#)

If you are unable to complete the contact tracing form, please call 134 COVID (134 268).

- continue to [quarantine](#) until you are contacted by Queensland Health

Date	Place	Suburb	Arrival time	Departure time
Tuesday 22 June 2021	Good Life Gym Fortitude Valley Homemaker The Valley North, Montpelier Rd & Wickham St	Fortitude Valley	9.45am	12.30pm

Wednesday 23 June 2021	Goodlife Health Clubs West End West Village, 35 Mollison St	West End	7.15pm	11.59pm
Thursday 24 June 2021	Emporium Emporium, Ann St	Fortitude Valley	3.30pm	4.30pm
Thursday 24 June 2021	So Sushi Emporium, Ann St	Fortitude Valley	3.45pm	4.30pm
Friday 25 June 2021	Indooroopilly Shopping Centre 322 Moggill Rd	Indooroopilly	9.45am	10.30am

CASUAL BUT LOW RISK CONTACTS - GET TESTED AND QUARANTINE UNTIL YOU RECEIVE A NEGATIVE RESULT

If you have been to the below location at the relevant time, you must:

- immediately travel by private transport directly to your home or accommodation and [quarantine](#)
- [get tested](#) at your earliest opportunity
- continue to [quarantine](#) until you are contacted by Queensland Health

Date	Place	Suburb	Arrival time	Departure time
Saturday 19 June 2021	DFO Brisbane (Airport) 18th Avenue	Brisbane Airport	4pm	4.30pm

LOW RISK CONTACTS – MONITOR FOR SYMPTOMS

If you have been to any of the below locations at the relevant times you must:

1. monitor for [COVID-19 symptoms](#)
2. If you experience any symptoms:
 - a. [quarantine](#) at your home or accommodation
 - b. [get tested](#) and quarantine at home until you receive a negative result
 - c. complete the online [contact tracing form](#)

If you are unable to complete the contact tracing form, please call 134 COVID (134 268). After you complete the contact tracing self-assessment you will be contacted by Queensland Health.

Date	Place	Suburb	Arrival time	Departure time
Saturday 19 June 2021	Escape2 Hiking Shop DFO, The Cct	Brisbane Airport	10am	6pm
Saturday 19 June 2021	Lobby (incl. female toilets) of Park Regis Hotel 293 North Quay	Brisbane City	4.50pm	5.15pm
Saturday 19 June 2021	Brisbane CBD Vicinity of Queen Street Mall	Brisbane City	5pm	6pm

Sunday 20 June 2021	Charlie's Raw Squeeze 730 Sandgate Rd	Clayfield	9am	9.30am
Sunday 20 June 2021	Escape2 Hiking Shop DFO, The Cct	Brisbane Airport	10am	3pm
Sunday 20 June 2021	Royal Brisbane & Women's Hospital Fever Clinic Butterfield St	Herston	3.30pm	4.30pm
Tuesday 22 June 2021	Indooroopilly Shopping Centre 322 Moggill Rd	Indooroopilly	6pm	6.45pm
Friday 25 June 2021	Virgin Terminal Level 2, Domestic Terminal	Brisbane Airport	1.30pm	2.30pm
Friday 25 June 2021	Royal Brisbane & Women's Hospital Fever Clinic Butterfield St	Herston	4pm	5pm

VIRGIN AUSTRALIA

Sundale team members who travelled on the below listed flights, must follow the health advice and notify their manager immediately.

Date	Flight	Route
25 June 2021	VA939	Sydney – Brisbane
25 June 2021	VA334	Brisbane – Melbourne
26 June 2021	VA827	Melbourne – Sydney
26 June 2021	VA517	Sydney – Gold Coast
26 June 2021	VA524	Gold Coast – Sydney

RESIDENTIAL AGED CARE DIRECTION

On Friday evening, Queensland Health replaced Aged Care Direction (No.29) with the [Residential Aged Care Direction](#).

PART 1 – REQUIREMENTS FOR ALL RESIDENTIAL AGED CARE FACILITIES

9. This part applies to all residential aged care facilities in the State of Queensland.

10. A person must not enter, or remain on, the premises of a residential aged care facility in the State of Queensland if:

- a. during the 14 days immediately preceding the entry, the person who is an international arrival arrived in Australia from a place outside Australia; or

- b. during the 14 days immediately preceding the entry, or since the start date identified for the COVID-19 hotspot, whichever is shorter, the person has been in a place which, at the time of entry to the facility, is a COVID-19 hotspot; or
- c. the person has been to an interstate exposure venue, unless 14 days have passed since the person was at the interstate exposure venue;

Note: a person who has been to an interstate exposure venue must quarantine as required by the Interstate Exposure Venues Direction (No. 2) or successor.

- d. during the 14 days immediately preceding the entry or since the start date identified for the interstate area of concern (vulnerable facilities), whichever period is shorter, the person has been in a place which at the time of entry is an interstate area of concern (vulnerable facilities).
- e. the person has been informed they are a close contact of a diagnosed person, unless their quarantine period has ended; or

Note: Close contact with a person who has been diagnosed with COVID-19 under paragraph 10(e) does not include contact that occurs when a residential aged care worker or healthcare worker or practitioner providing health or medical care has been wearing appropriate PPE in accordance with Queensland Health's Residential Aged Care Facility and Disability Accommodation PPE Guidance and has followed recommended infection control precautions.

- f. the person has a temperature equal to or higher than 37.5 degrees or symptoms consistent with COVID-19; or
- g. the person has been tested for COVID-19 and has not yet received the results of that test; or

Note: See the exception in paragraph 11 for a person waiting for a result from a routine surveillance testing obligation.

- h. the person does not have an up-to-date vaccination against influenza, if the vaccination is available to that person.

Note: the vaccination is not available to a person only if:

- the person has a medical contraindication to the influenza vaccine; or
- the person is observing the recommended waiting period between receiving the COVID-19 vaccine and the influenza vaccine.

Exception for a person waiting for a COVID-19 test result

11. Despite paragraph 10(g), a person may enter a residential aged care facility if the person is awaiting the result of a COVID-19 test taken in accordance with a surveillance testing obligation under a Public Health Direction or Protocol approved by the Chief Health Officer.

Note: A person awaiting COVID-19 test results as part of a surveillance testing obligation must still comply with the requirements in paragraphs 10(a) to (f), and 10(h). For example, a person awaiting results of a routine COVID-19 test required under a protocol must not enter, or remain on, the premises of a residential aged care facility if they have symptoms consistent with COVID-19.

Exception for emergency services by a person without an up-to-date influenza vaccination

12. Despite paragraph 10(h), a person (other than a person whose presence at the premises is for the purposes of providing health, medical, personal care, or pharmaceutical services to a resident of the residential aged care facility), may enter and remain on the premises for the period reasonably required to provide an emergency service that is necessary for the effective operation of the residential aged care facility or to protect the health and safety of staff and residents on the condition that the person must practise physical distancing wherever possible, including maintaining a distance of at least 1.5 metres.

Example – A plumber may make emergency repairs if an employee or contractor with an up-to-date vaccination against influenza is unable to attend.

Note – An ambulance officer, nurse, doctor or other health care worker, including a student, is not permitted to enter premises under this paragraph and must have an up-to-date influenza vaccination due to the health risks posed by close contact with aged care residents if the vaccination is available to the person.

Exception for people entering from interstate area of concern

13. Despite paragraph 10(d), the following persons may enter and remain on the premises of a residential aged care facility, if the person obtains a negative COVID-19 test result in Queensland after returning from an interstate area of concern (vulnerable facilities):

- a. an employee, contractor or student of the residential aged care facility; or
- b. a person providing goods or services that are necessary for the effective operation of the residential aged care facility, whether the goods are provided for consideration or on a voluntary basis; or
- c. a person providing health, medical, personal care (such as hairdressing), pathology or pharmaceutical services to a resident of the residential aged care facility, whether the goods or services are provided for consideration or on a voluntary basis;
- d. the person's presence is required for emergency management, law enforcement or the exercise of a power or function of a government agency or entity under a law; or
- e. the person is a prospective resident of the residential aged care facility or a support person of a prospective resident; or
- f. with the permission of the operator of the residential aged care facility, a person maintaining continuity of care for a resident that cannot be delivered by electronic or non-contact means; or

Example for paragraph (f): A resident may require support from their primary care giver to eat their meals.

- g. the person's presence at the premises is for the purposes of end-of-life visit for a resident of the residential aged care facility.

14. Despite paragraph 13, a person subject to a quarantine order issued by an emergency officer (public health) is not permitted to enter or remain on, the premises of a residential aged care facility in the State of Queensland.

Example – a person who has been in a public exposure site as listed by the Victorian Government and who has travelled to Queensland and is now required to quarantine.

15. If paragraph 13 applies to a person proposing to enter a residential aged care facility, the operator of the facility may require the person to provide evidence of a negative COVID-19 test result obtained by the person in Queensland, after returning from interstate area of concern (vulnerable facilities).

Obligation on operators

16. The operator of a residential aged care facility must take all reasonable steps to ensure that a person does not enter or remain on the premises of the residential aged care facility if the person is prohibited from doing so under this Direction.

17. Nothing in this Direction is to be taken to prevent a resident of a residential aged care facility from entering or remaining upon the premises of the residential aged care facility.

Workforce Management and Personal Protective Equipment

18. The operator of a residential aged care facility must develop a Workforce Management Plan that:

- a. requires employees, contractors, volunteers and students to notify a residential aged care facility of their additional place of employment, if relevant;
- b. requires employees, contractors, volunteers and students if they become aware of a COVID-19 case identified at an additional place of employment, to notify the operator of a residential aged care facility;

Note: This is to assist with contact tracing when an identified case of COVID-19 is confirmed.

- c. identifies how workforce surge requirements will be met if there is a COVID-19 event at the facility, in accordance with relevant guidance provided by Queensland Health;
- d. provides that the operator must notify the local Health Emergency Operations Centre of a critical workforce shortage for notification purposes.

Note: The requirement for a residential aged care facility to notify the local Health Emergency Operations Centre will support Queensland Health's COVID-19 response.

19. It is recommended that the operator of a residential aged care facility ensure, to the extent possible, that employees, contractors, volunteers and students do not work across multiple care facilities.

Note: Care facilities include but are not limited to hospitals, retirement villages, residential aged care facilities and distinct sections of a facility providing multiple types of care such as a Multi-Purpose Health Service.

20. The operator of a residential aged care facility must ensure that where employees, contractors, volunteers and students do work across multiple care facilities, they must not enter, or remain on, the premises of the residential aged care facility without wearing appropriate personal protective equipment, in accordance with Queensland Health's Residential Aged Care Facility and Disability Accommodation PPE Guidance.

Note: A person who does not, or is unable to wear appropriate personal protective equipment, must not enter a residential aged care facility.

21. The operator of a residential aged care facility must take reasonable steps to ensure the following, in accordance with relevant guidance provided by Queensland Health:

- a. employees, contractors who have contact with residents, volunteers and students undertake face to face infection control and personal protective equipment training; and
- b. ensure an adequate supply of personal protective equipment is available to respond to a confirmed case of COVID-19 within the residential aged care facility.

Residents

22. The operator of a residential aged care facility must take reasonable steps to develop and document appropriate processes to ensure residents and their unique needs can be immediately identified in a COVID-19 event.

Example: This may include requirements for residents to wear identification if appropriate, and to ensure residents' personal preferences and needs are documented appropriately, for example by keeping a hard copy of each resident's relevant records securely stored in the facility, including current medications list, personal care requirements and preferences, and their advance care planning documents and directions.

End of life visitors (international arrivals, COVID-19 hotspots and interstate exposure venues)

23. Despite paragraphs 10(a), 10(b) and 10(c) a person may enter, or remain on, the premises of a residential aged care facility, with the permission of the operator of the facility, if:

- a. the person's presence at the premises is for the purpose of an end-of-life visit for a resident of the residential aged care facility; and
- b. the person has been granted an exemption by the Chief Health Officer, Deputy Chief Health Officer or delegate for an end-of-life visit under a Public Health Direction.

Note: see paragraph 13 for when a person may also be permitted to make an end-of-life visit. For clarity, end of life visitors under paragraph 13 do not require an exemption.

24. A person who enters a facility under an exemption granted under paragraph 50 must comply with all conditions imposed by the Chief Health Officer, Deputy Chief Health Officer or delegate under the exemption.

25. If a person enters a facility under paragraph 23, the operator of the facility must take reasonable steps to manage the person's visit in accordance with the conditions imposed by the Chief Health Officer, Deputy Chief Health Officer or delegate under the exemption.

Example: An operator may need to ensure the resident being visited is in a single room, the visitor wears appropriate personal protective equipment, is escorted to and from the room, and avoids common areas and contact with other residents, visitors and staff.

Sundale will continue to work with Queensland Health and make responsible, considered decisions to help minimise the threat of COVID-19 entering any Sundale facilities.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'DM', with a stylized flourish at the end.

Danielle Mackenzie
Sundale CEO