



SUNDALE

CREATING COMMUNITIES SINCE 1963



1800 786 325



enquiries@sundale.org.au



144 Currie Street,
Nambour QLD4560

ABN: 33 436 160 489

ACN: 164 270 946

15 July 2021

COVID-19 (novel coronavirus) update

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

RESTRICTIONS EASED

The Queensland Government will ease COVID-19 restrictions at Care Centres throughout Queensland from 6am tomorrow morning (excluding 11 Local Government Areas in South East Queensland).

BINDAREE CARE CENTRE

In line with [Residential Aged Care Direction \(No.2\)](#), from 6am tomorrow morning (16 July 2021), Bindaree Care Centre will be reclassified as a *Non-Restricted Residential Aged Care Facility*.

Visitors must:

- Wash their hands before entering and leaving the facility;
- Practise physical distancing;
- Limit their contact with other persons at the facility.

From 6am tomorrow morning, care recipients can leave Sundale for a range of reasons, including but not limited to:

- Exercise;
- Attending small family gatherings (as long as physical distancing can be maintained);
- Receiving or accessing health care including mental health and allied health services;
- Receiving end of life support or Palliative Care;
- Attending a funeral;
- Visiting another residential aged care facility.

Sundale will require 48 hours notification of any care recipient leave requests. This is to ensure sufficient time is allocated to undertake all relevant risk assessment processes prior to the care recipient's leave commencing.

Visitors must register their intent to visit by either booking online via the [Sundale website](#) or by contacting their Care Centre.

PART 1 – REQUIREMENTS FOR ALL RESIDENTIAL AGED CARE FACILITIES

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

Note: see Part 5 for when a person is taken to have been in a COVID-19 hotspot

- 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; or

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.
- i. the person is entering as a student and has been in a restricted area in the preceding 14 days, unless the person is a vaccinated student.

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 tests 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 51 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.

PART 2 – MANAGING ACCESS TO NON-RESTRICTED RESIDENTIAL AGED CARE FACILITIES

26. The purpose of this Part is to manage contact between residents and non-residents of a non-restricted residential aged care facility.

Visitors

27. A person may enter a non-restricted residential aged care facility under this Part unless the person is prohibited from entering the residential aged care facility under paragraph 10.

Examples – A relative, friend, medical practitioner, hairdresser or attorney.

28. There is no limit under this Public Health Direction on the number of visitors at a non-restricted residential aged care facility.

Note – See Part 3 for requirements for visitors to a restricted residential aged care facility.

29. If a person is attending a non-restricted residential aged care facility to visit a resident, they must, to the extent reasonably practicable:

- a. practise physical distancing; and
- b. limit their contact with other persons at the facility.

Residents

30. The operator of a non-restricted residential aged care facility may permit a resident to leave the facility for any purpose.

Note – Residents who form part of a familial group (for example, couples, siblings) or close friends should be permitted to leave the facility together. A resident who leaves a residential aged care facility must comply with other Public Health Directions. For example, the Movement and Gathering Direction (No. 9) and its successors place restrictions on the number of people who may gather outdoors or at residences.

CONTACT TRACING

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.

Sundale team members who have been to any of the [listed](#) exposure venues at the relevant times, must follow the health advice and notify their manager immediately, prior to entering any Sundale facility or building.

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 'Michelle McGowan', with a small flourish at the end.

Michelle McGowan
Executive Manager Aged Care and Community Services