



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

24 August 2020

## COVID-19 (novel coronavirus) update

Further to my letter dated 22 August 2020, as a valued member of the Sundale team, I wanted to provide you with an update and outline Sundale's current approach to managing the COVID-19 situation (formally known as novel coronavirus).

In line with [Aged Care Direction \(No.9\)](#), Sundale's Aloaka Care Centre in Kilcoy remains a *Restricted Residential Aged Care Facility*, despite no confirmed cases of COVID-19 at a Sundale Care Centre or Retirement Community.

The decision to restrict access at Aloaka Care Centre follows a directive from Queensland Health relating to multiple new cases of COVID-19 linked to the Brisbane Youth Detention Centre in Wacol.

The decision to make Aloaka Care Centre a *Restricted Residential Aged Care Facility* acknowledges Queensland Health's concerns the COVID-19 cluster could be widespread.

*In partnership with Queensland Health, Sundale will continue to review this decision.*

Any healthcare worker or employee of an Aged Care service who has travelled to, or has had close contact with someone who has travelled to/from to the [below locations](#) must also notify their manager immediately.

Date	Place	Suburb	Arrival time	Departure time
9 August 2020	IGA Express	Forest Lake	~6.30am	~6.40am
9 August 2020	Anytime Fitness, Village Square	Browns Plains	11am	12:10pm
9 August 2020	Woolworths, Browns Plains Grand Plaza	Browns Plains	11am	12pm
10 August 2020	Spotlight	Browns Plains	~9:30am	~9:45am
10 August 2020	Coles, Forest Lake Shopping Centre	Forest Lake	~10.00am	~10.15am
10 August 2020	Anytime Fitness, Village Square	Browns Plains	10:15am	11:25am
10 August 2020	Woolworths, Browns Plains Grand Plaza	Browns Plains	~11am	~12:30pm
10 August 2020	Greenbank Takeaway	Greenbank	5:30pm	5:40pm
10 August 2020	Woolworths, Forest Lake Shopping centre	Forest Lake	unknown	unknown

11 August 2020	BP Wacol (Cnr Boundary & Progress Rds)	Wacol	~6am	~6:15am
11 August 2020	Mt Gravatt Swimming Pool, Wecker Rd (updated)	Mt Gravatt	11.25am	12.05pm
11 August 2020	Dami Japanese Restaurant	Mt Gravatt	~12pm	unknown
12 August 2020	Lakeside Fruit Barn, Forest Lake Shopping Centre	Forest Lake	4pm	~4.30pm
12 August 2020	Woolworths, Forest Lake Shopping centre	Forest Lake	~4:30pm	~5pm
12 August 2020	Thai Antique	Carina Heights	6pm	6:15pm
12 August 2020	Coles, Browns Plains Grand Plaza	Browns Plains	~7:15pm	unknown
13 August 2020	Australian Nails, Forest lake Shopping Centre	Forest Lake	11am	~12am
13 August 2020	Forest lake Shopping Centre	Forest Lake	11am	3pm
13 August 2020	Fig Tree Bakehouse, Forest Lake Shopping Centre	Forest Lake	12pm	unknown
13 August 2020	Nandos, Forest Lake Shopping Centre	Forest Lake	after 12pm	unknown
14 August 2020	OfficeWorks	Browns Plains	~10am	~10:10am
14 August 2020	Coles, Browns Plains Grand Plaza	Browns Plains	After 10am	before 11am
14 August 2020	Ikea	Slacks Creek	11am	2pm
14 August 2020	Woolworths, Marsden on Fifth shopping centre	Marsden	~11:15am	~11:30am
14 August 2020	Anytime Fitness, Village Square	Browns Plains	2:20pm	3:30pm
14 August 2020	Bunnings	Browns Plains	~2:30pm	~3pm
14 August 2020	Aldi, Forest Lake Village Shopping Centre	Forest Lake	~4pm	~4.30pm
14 August 2020	Coles, Forest Lake Shopping Centre	Forest Lake	~4pm	~4:30pm
15 August 2020	K-Mart, Browns Plains Grand Plaza	Browns Plains	~9:30am	~9:45am

15 August 2020	Anytime Fitness, Village Square	Browns Plains	10:25am	11:35am
16 August 2020	Woolworths, Marsden on Fifth shopping centre	Marsden	~10am	~10:15am
16 August 2020	Coles, Browns Plains Grand Plaza	Browns Plains	~10:30am	~11am
16 August 2020	Anytime Fitness, Village Square	Browns Plains	1:20pm	2:30pm
16 August 2020	Riverlink Shopping Centre	Ipswich	Morning	Morning
16 August 2020	The Reject Shop	Ipswich	Morning	Morning
16 August 2020	Jamaica Blue coffee shop	Ipswich	Morning	Morning
17 August 2020	Indooroopilly Shopping Centre	Indooroopilly	11:00am	1pm
17 August 2020	BUPA	Indooroopilly	11:00am	1pm
17 August 2020	Origin Kebabs	Indooroopilly	11:00am	1pm
17 August 2020	Greenbank Takeaway	Greenbank	~6:30pm	~6:40pm
17 August 2020	Costco Bundamba self-service fuel station	Bundamba	Afternoon	Afternoon
18 August 2020	BCF	Greenslopes	~12:30pm	~1pm
18 August 2020	Rock and Roll Butcher (Formerly Brisbane Bulk Meats), Logan Rd, Greenslopes	Greenslopes	1pm	Unknown
18 August 2020	Chemist Warehouse (Waratah Dr)	Crestmead	Afternoon	Afternoon
18 August 2020	Uncle Bill's Takeaway	Brassall	5:45pm	6:15pm
18 August 2020	BP Wacol (Cnr Boundary & Progress Rds)	Wacol	Evening	Evening
19 August 2020	12 RND Fitness	Birkdale	8am	9:30am
19 August 2020	Woolworths, Browns Plains Grand Plaza	Browns Plains	~9:30am	unknown
19 August 2020	The Jam Pantry	Greenslopes	10:30am	11:45am
19 August 2020	Red Cross Op Shop, Sherwood Rd	Sherwood	12.30pm	~1pm
19 August 2020	Westfield Carindale Shopping Centre	Carindale	~1pm	~3pm

19 August 2020	Indooroopilly shopping Centre	Indooroopilly	1pm	4pm
19 August 2020	Myer	Indooroopilly	1pm	4pm
19 August 2020	David Jones	Indooroopilly	1pm	4pm
19 August 2020	Touch of Indian	Indooroopilly	1pm	4pm
19 August 2020	Bras 'n' Things, Westfield Carindale	Carindale	~1pm	~3pm
19 August 2020	Ghanda clothing, Westfield Carindale	Carindale	~1pm	~3pm
19 August 2020	Myer, Westfield Carindale	Carindale	~1pm	~3pm
19 August 2020	Newsagent in Sherwood, Sherwood Rd	Sherwood	1.10pm	~1.20pm
19 August 2020	Baskin Robbins, Camp Hill Market Place	Camp Hill	~5:30pm	~5:40pm
19 August 2020	Pho Inn, Camp Hill Market Place	Camp Hill	~5:30pm	~5:40pm
19 August 2020 - 20 August 2020	Ipswich Hospital ED	Ipswich	11:00pm	6:19am
20 August 2020	Woolworths, Marsden on Fifth shopping centre	Marden	~10am	~10:15am
21 August 2020	Woolworths, Forest Lake Shopping centre	Forest Lake	~10:30am	~10:45am
21 August 2020	The Chop Shop (Butcher), Forest Lake Shopping Centre	Forest Lake	~10.45am	~11.15am
21 August 2020	Best & Less, Forest Lake Shopping Centre	Forest Lake	~10.45am	~11.15am

Next steps, including whether you are allowed to return to work or enter any Sundale facility will be assessed on a case-by-case basis and could include a period of mandatory self-isolation.

Anyone who has been to the above-mentioned locations at these times should monitor their health and, if they develop even the mildest of COVID-19 symptoms, get tested.

#### **Restricted Residential Aged Care Facility**

##### **Not permitted**

6. A person must not enter, or remain on, the premises of a residential aged care facility in the State of Queensland from the time of publication of this direction until the end of the declared public health emergency if:

- a. during the 14 days immediately preceding the entry, the person arrived in Australia from a place outside Australia; or
- b. during the 14 days immediately preceding the entry, the person has been in a COVID-19 hotspot; or
- c. during the 14 days immediately preceding the entry, the person had known contact with a person who has a confirmed case of COVID-19; or
- d. the person has a temperature equal to or higher than 37.5 degrees or symptoms of acute respiratory infection; or
- e. the person does not have an up to date vaccination against influenza, if the vaccination is available to the person.
- f. Example – the vaccination is not available to a person with a medical contraindication to the influenza vaccine
- g. Sundale will continue to work with Queensland Health and make responsible, considered decisions to protect the health and wellbeing of its care recipients and team members to help minimise the threat of COVID-19 entering a Sundale Care Centre.

## Care Centres

### *Person Permitted To Enter A Restricted Residential Aged Care Facility*

23. A person must not enter, or remain on, the premises of a restricted residential aged care facility in the State of Queensland unless:
- a. the person is an employee or contactor of the restricted residential aged care facility; or
  - b. the person's presence at the premises is for the purposes of providing goods or services that are necessary for the effective operation of the restricted residential aged care facility, whether the goods are provided for consideration or on a voluntary basis; or
  - c. the person's presence at the premises is for the purposes of providing health, medical, personal care or pharmaceutical services to a resident of the restricted residential aged care facility, whether the goods or services are provided for consideration or on a voluntary basis; or
  - d. the person's presence at the premises is for the purposes of end of life visit for a resident of the restricted residential aged care facility; or
  - e. the person's presence at the premises is required for the purposes of emergency management, law enforcement or the exercise of a power or function of a government agency or entity under a law; or
  - f. the person's presence at the premises is in the person's capacity as a prospective resident of the restricted residential aged care facility or as a support person of a prospective resident of the restricted residential aged care facility.

24. A person may not visit a resident in a restricted residential aged care facility other than in accordance with paragraph 23(d) above.

*Note – personal visits are not permitted in a restricted residential aged care facility.*

25. Despite paragraph 23, a person must not enter, or remain on, the premises of a restricted residential aged care facility in accordance with Part 1, paragraph 6.

## Residents

26. The operator of a restricted residential aged care facility must not permit a resident, excluding an end of life resident, to leave the facility except:

- a. to receive or access health care; or
- b. to attend a funeral; or
- c. in the case of emergency or on any other compassionate grounds.

### **Wearing of Face Masks**

27. Any person (other than a resident) must not enter, or remain on, the premises of a restricted residential aged care facility without wearing a single use surgical face mask.

*Note – a person who does not, or is unable to wear a mask, must not enter a restricted residential aged care facility.*

### **Workforce Management and Personal Protective Equipment**

28. The operator of a restricted residential aged care facility must ensure, to the extent reasonably practicable, that employees, contractors and volunteers do not work across multiple residential aged care facilities.

*Note – care facilities include but are not limited to hospitals, retirement villages and residential aged care facilities.*

29. The operator of a restricted residential aged care facility must ensure that employees, contractors and volunteers who do work across multiple care facilities:
- a. wear, if necessary, appropriate personal protective equipment, in line with the Australian Guidelines, when working at a restricted residential aged care facility; and
  - b. use new personal protective equipment when entering a different residential aged care facility. The doffing and donning of personal protective equipment should be done in accordance with the Australian Guidelines.

*Note: this paragraph is in addition to the requirement to wear masks as outlined in paragraph 27.*

30. A person providing health, medical, personal care or pharmaceutical services to multiple residents in a restricted residential aged care facility, must ensure compliance, where relevant and if necessary, with the wearing of personal protective equipment in accordance with the Australian Guidelines.

31. The operator of a restricted residential aged care facility must take all reasonable steps to ensure:
- a. the appropriate use of personal protective equipment in paragraphs 29-30 by persons at a residential aged care facility; and
  - b. adequate supply and stock management of personal protective equipment.

Sundale will continue to work with Queensland Health and make responsible, considered decisions to protect the health and wellbeing of its care recipients and team members to help minimise the

threat of COVID-19 entering a Sundale Care Centre.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'DM', with a horizontal line through the middle of the letters.

Danielle Mackenzie  
Sundale CEO