



SUNDALE

CREATING COMMUNITIES SINCE 1963

1800 786 325
enquiries@sundale.org.au
144 Currie Street,
Nambour QLD 4560
ABN: 33 436 160 489
ACN: 164 270 946

22 January 2021

COVID-19 (novel coronavirus) update

Further to my letter dated 11 January 2021, 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.

TRAVEL

Queensland residents who have been in a [declared hotspot](#) since 11 December:

- Must apply for a [Queensland Border Declaration Pass](#) before entering Queensland;
- Can only enter Queensland by air and will be directed to [quarantine in government arranged accommodation](#).

Queenslanders returning from NSW that have not been in a [declared hotspot](#) (currently Greater Sydney) since 11 December:

- Must apply for a [Queensland Border Declaration Pass](#) before entering Queensland;
- Can enter Queensland by any mode of transportation.

Hotspots are places in Australia or safe travel zone countries where health officials have found a lot of people with COVID-19, or places that are at risk of a lot of COVID-19 infections.

From 1am AEST Monday 21 December 2020, [35 New South Wales LGAs](#) are considered COVID-19 hotspots.

People who have been in a hotspot in the last 14 days or since the hotspot was declared (whichever is shorter), will only be able to enter Queensland if they are a returning Queensland resident or required to enter for a limited range of essential reasons. Queensland residents returning to Queensland from a hotspot must [quarantine](#) for 14 days on entering Queensland in government arranged accommodation at their own expense. This will help reduce the chance that they might infect other people.

CONTACT TRACING

Team members who have been to any of the below locations at the relevant times should:

- a. Monitor for [COVID-19 symptoms](#);
- b. Contact their direct line manager for return-to work status;
- c. If any symptoms occur, get tested and quarantine at home until you receive a negative result.

Date	Place	Suburb	Arrival time	Departure time
Tuesday 5 January	Bunnings Warehouse	Acacia Ridge	2.00pm	2.40pm

Date	Place	Suburb	Arrival time	Departure time
Wednesday 6 January	Sunnybank Cellars (formerly Lucky Star Bottler)	Wednesday 6 January	Sunnybank Cellars (formerly Lucky Star Bottler)	Wednesday 6 January
Wednesday 6 January	Cappriccios Italian Pizza Restaurant Take-away only, waited outside	Maleny	6.30pm	7.00pm
Thursday 7 January	Purple Palate Cellars	Maleny	4.30pm	4.35pm
Thursday 7 January	Woolworths Supermarket	Maleny	4.40pm	4.50pm

Flight No.	Airline	Origin	Destination	Arrival date	Arrival time
JQ570	Jetstar	Melbourne	Brisbane	5 January 2021	11pm AEST

CARE CENTRES

In line with Phase 2 of [Sundale's roadmap to easing restrictions](#), the following conditions are now in place at Sundale's Care Centres.

Face-to-face communication between care recipients and their families and friends is permitted at Sundale.

Face-to-face visitations may take place in a designated visiting room at each site or within Sundale's grounds.

To manage expected demand and to ensure as many families and friends can visit a loved-one who resides at a Sundale Care Centre, visitations may be capped at 30 minutes.

Visitors must register their intent to visit by contacting their Care Centre.

PALLIATIVE CARE

Sundale will help organise visits for family members in Palliative Care or for the purposes of end-of-life support.

CONTINUING CONDITIONS

The following conditions are in place at Sundale's Care Centres. Visitors and care recipients must:

- Practise social distancing - stay at least 1.5 metres away from others;
- Make certain there is at least 2 square metres per person when indoors;
- Practise hand hygiene;
- Practise respiratory hygiene;
- Frequently clean and disinfect your environment;
- Be willing to undergo a screening process (including temperatures / previous travel).

MASKS

Team members are no longer required to wear face masks.

AGED CARE DIRECTION (NO.22)

9. 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 is 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 consistent with COVID-19; or
- e. the person has been tested for COVID-19 and has not yet received the results of that test.

Note: Known contact with a person who has a confirmed case of COVID-19 under paragraph 9(c) 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.

10. Despite paragraph 9(e), 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 9(a) to (d). 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.

11. 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.

WORKFORCE MANAGEMENT

13. 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.

14. 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.

15. 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.

16. 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.

CONTACT INFORMATION

17. The operator of a residential aged care facility must collect and keep contact information about all visitors, including volunteers and contractors, for contact tracing purposes for a period of not less than 30 days and not more than 56 days, unless otherwise specified. This information must include: name, phone number, email address, and the date and time of the visit. If requested, this information must be provided to public health officers within a stated time. The information should be securely stored, not used for any other purpose and deleted after not less than 30 days and not more than 56 days.

RESIDENTS

18. 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

19. Despite paragraphs 9(a) and 9(b), 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.

PREVENT THE SPREAD:

- Stay home if you are sick;
- If you have any [COVID-19 symptoms](#), no matter how mild, [get tested](#) then isolate at home until you get the results and your symptoms resolve;
- Stay 1.5 metres away from other people—think two big steps;
- Wash your hands with soap and water, or hand sanitiser;
- Leave a location if it is crowded.

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

Yours sincerely,



Danielle Mackenzie
Sundale CEO