



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

4 January 2021

COVID-19 (novel coronavirus) update

Further to my letter dated 24 December 2020, 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.

Overnight, Queensland Health released [Aged Care Direction \(No.17\)](#).

Due to the recent COVID-19 cluster in Victoria the Aged Care Direction has been amended with changes **effective from 1am Monday, 4 January 2021**:

- Persons that have been in Victoria on or after 21 December 2020 are not allowed to enter a residential aged care facility unless 14 days have passed since the person was in Victoria;
- Employees, contractors, students, persons providing continuity of care for a resident, and certain other persons may still enter if they have obtained a negative COVID-19 test in Queensland after returning from Victoria. The operator of the residential aged care facility may require the person to provide evidence of the negative test before entry to the facility.

COVID-19 HOTSPOTS

Important update for anyone who has travelled or is travelling to Victoria or New South Wales

While Queensland's borders remain unchanged, anyone currently in Queensland who has been in Victoria on or since Monday 21 December 2020, should [get tested](#) immediately and [quarantine at home](#) or their accommodation until receiving a negative COVID-19 test result.

Queenslanders are urged to reconsider non-essential travel to New South Wales and Victoria as the situation in each state is concerning, and border arrangements may change. Queensland residents that are currently in New South Wales or Victoria should consider returning home.

Queensland resident returning from New South Wales

Queensland residents who have been in a [declared hotspot](#) (currently Greater Sydney) in the last 14 days:

- 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 New South Wales that have not been in a [declared hotspot](#) (currently Greater Sydney) in the last 14 days:

- 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. Hotspots are legally listed so that people travelling from those high-risk areas into Queensland can be identified.

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

NEXT STEPS

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 New South Wales or Victoria must notify their manager immediately.

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.

CARE CENTRES

In line with Phase 2 of [Sundale's roadmap to easing restrictions](#), the following conditions remain 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 will 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.

Care Centre visits are limited to a maximum of two visitors at a time per care recipient.

Visitors must register their intent to visit by booking [online](#) or 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:

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

AGED CARE DIRECTION (No.17)

In line with [Aged Care Direction \(No.17\)](#):

9. 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 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; or
- f. the person has been in Victoria on or after 21 December 2020, unless 14 days have passed since the person was in Victoria.

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.

11. Despite paragraph 9(f), 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 in Queensland after returning from Victoria:

- 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), 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.

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

12. If paragraph 9(f) 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 obtained by the person in Queensland, after returning from Victoria.

13. 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. 14. 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

15. 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.

16. 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.

17. 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.

18. 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

19. 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.

Under [Aged Care Direction \(No.17\)](#), an up-to-date seasonal flu vaccination for visitors is no longer required to gain entry to a Sundale Care Centre. However, to protect the health and wellbeing of Sundale's care recipients and team members, it's strongly encouraged all visitors have an up-to-date seasonal flu vaccination if one is available.

Sundale team members are still required to have an up-to-date seasonal flu vaccination to gain entry to all Sundale Care Centres.

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

Yours sincerely,



Danielle Mackenzie
Sundale CEO