

9 December 2021

Dear Home Care Friends,

We write to provide you with an update regarding the upcoming Queensland Government Covid-19 requirements and regulations which will come into effect from 17 December 2021 and what this will mean for you as a Home Care client.

The provision of “in-home aged care” is covered by the Queensland Health healthcare directive and therefore the following applies:

- Hand sanitising, social distancing and the use of personal protective equipment (as required) will continue for our staff attending your home
- If you currently attend a social support group, vaccination or exemption evidence will be required in order to participate in any activities involving community hospitality venues.
- The Invigorate programs operating at Scarborough and Wooloowin BallyCara sites have to comply with the mandatory vaccination requirement. If you are not vaccinated we can make arrangements to provide individual social support services in place of the usual group-based program at these locations.
- You do not need to be vaccinated to receive Home Care services however we appreciate noting your vaccination status securely on our records to assist in responding to any future COVID cases.

Please be assured that all BallyCara staff are also required to abide by these directives.

For further information regarding the Queensland Health regulations please visit the following link: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/queensland-restrictions-update> .

If you have any further queries please reach out to your local Home Care Customer Service Coordinator.

Kind regards,



Kate Newton  
Service Quality Director