

13 December 2021

Dear Residents, Family & Friends,

We write to provide an update regarding the upcoming Queensland Government Covid-19 regulations which will come into effect from 17 December, 2021 and what this will mean for accessing BallyCara facilities.

As an Approved Provider of Aged Care, the mandate brought into force by the Chief Health Officer's public health direction requires the following.

- From 17<sup>th</sup> of December unvaccinated persons will be unable to enter Residential Aged Care Facilities in Queensland (unless you have a certified exemption due to a medical contraindication). We thank all those people who have already provided their vaccination evidence. If you have not already done so, please ensure you have your vaccination (or certified exemption) evidence on your next visit and our concierge personnel can assist you in uploading into our secure zipline check in system.
- We confirm that this mandatory requirement is for all people 16 years and over.
- Our standard screening questions and temperature check-in (below 37.5 degrees) will also remain as part of the safeguards for all Residents. We are pleased to advise we have streamlined the number of questions into the following:
  1. Have you visited any designated hotspots, areas of concern or exposure venues in the last 14 days?
  2. Have you had contact with a person with COVID-19 in the last 14 days?
  3. Do you have COVID-19 symptoms of fever (37.5 degrees or more), cough, shortness of breath, sore throat, loss of smell or taste, runny nose, diarrhoea, nausea, vomiting or fatigue?
  4. Have you been tested for COVID-19 and are waiting for the results of that test (except for tests due to surveillance testing obligations)?
  5. Have you been diagnosed with COVID-19 or asked to quarantine?
  6. Are you entering in response to an emergency or provide an emergency service; or

- to undertake a legislated regulatory or compliance function.
- We continue to ask the following of all Visitors:
  - wash their hands before entering and leaving the facility
  - stay 1.5 metres away from others where possible
  - stay away when unwell
  - follow requests from the facility to help keep staff and residents safe.
- We further realise that many of you enjoy the hospitality of our onsite Coffee Bar and as this hospitality offering is also governed by the Qld Health regulations, evidence of vaccination or evidence of exemption will be required for all who wish to dine in (inside or outside within Coffee Bar area). Those who are unvaccinated will be allowed to purchase takeaway.

Please be assured that all BallyCara staff are also required to abide by these directives. For further information regarding the Queensland Health regulations for Residential Aged Care please visit the following link: <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/aged-care> .

As we traverse the period ahead we will continue to communicate regarding any changes to these regulations from Queensland Health.

We ask that you please pass this information to all friends and family members who are anticipating visiting our aged care homes from 17 December onwards.

Our Residential Services team led by Kerry Mahedy are happy to respond to your further queries in regard to these arrangements.

Kind regards,



Kate Newton  
Service Quality Director

