



Last updated: 25 February 2022

Important information for you

Support through COVID-19

As you know, COVID-19 continues to spread across Australia and here in Queensland. Protecting your health and wellbeing, and the safety of our staff and visitors, is our number one priority. We have made some temporary changes to our usual practices to help us ensure we protect you and your loved ones during these times.

Important information for residents

We know that settling into a new environment can feel challenging, especially in current circumstances. Please know we are here for you as you settle in. To keep you safe in your new home we ask that you follow the temporary requirements we have introduced.

It is really important you practice social distancing where possible by maintaining a minimum of 1.5m distance from others at all times.

We encourage you to have your COVID-19 and seasonal influenza vaccination status up-to-date when you move in. Also, if there are outbreak restrictions in place, there may be restrictions on you leaving the grounds.

The coming and going and visitation restrictions may change if we are under outbreak restrictions. Staff will inform you of current visitation guidelines in place and keep you up-to-date if things change.

Important information for visitors

We understand this time might feel daunting for families too. You can best support your loved ones, other residents, and our staff by following our COVID safe measures if you are visiting our facilities.

We will check all staff and visitor temperatures before entry to the facility. Those who are experiencing a temperature equal to or above 37.5 degrees celsius will not be permitted to enter the facility. We are also undertaking a COVID-19 screening process which includes Rapid Antigen Testing (RAT). Visitors are required to undertake a RAT prior to entering the facility. You will also need to show your current COVID-19 and seasonal influenza vaccination status as per Australian Government legislation.

It is important that you adhere with social distance requirements of 1.5m between you and your loved one, staff, other residents and any other visitors. Depending on the time of your visit and Queensland's COVID situation, you may be asked to wear appropriate personal protective equipment such as a mask and gloves, which we will supply. This requirement will be communicated to you on arrival should this measure be in place.

Have questions?

We know this is a difficult time for many so if you have any questions about the measures we are taking, please get in touch with your local Service Manager.