



12 January 2021

Our Residents and Representatives  
Riverview Gardens Aged Care Centre  
The Salvation Army Aged Care

**RE: UPDATED DIRECTIVES FROM QUEENSLAND HEALTH**

Dear All,

We are writing in follow-up to the communications we sent to you dated Friday, 8 January 2021, with regards to the restrictions in Queensland as they relate to residential aged care centres. As stipulated by Queensland's Chief Health Officer, the current visitor restrictions for residential aged care centres located in Greater Brisbane will remain in place until otherwise advised. This is reflected in the latest Aged Care Direction (No 19) released by the Queensland Government in conjunction with Queensland Health at 6pm on 11 January 2021, which can be accessed at 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 a result, your Centre will remain at Risk Level 5 on our internal Risk Assessment Matrix until otherwise advised which means that no visitors will be permitted to access the Centre. According to the Chief Health Officer, there will be exceptions granted for visitors if their loved one is palliating, and in this case, visitors will be required to wear a mask. All staff will be required to wear a mask when in the Centre except when eating and drinking. Residents cannot leave the Centre unless they are receiving health care, attending a funeral or for an emergency or for compassionate reasons.

As always, you are encouraged to reach out to the Centre by phone or email should you require an update on the wellbeing of your loved one. We can facilitate regular contact in different ways such as via video or phone calls which will enable our residents to remain connected with their families. Should our team feel there is an assessed need for further support of your loved one, we will liaise with you to develop a specific interaction plan.

We thank you for your continued support and understanding at this time. If you have any questions, please get in touch with your Centre Manager.

Kind regards,

**Samantha Jukes**  
General Manager – Residential Services  
The Salvation Army Aged Care