



12 September 2020

Our Residents and Representatives
The Salvation Army Aged Care

RE: AN UPDATE TO THE AGED CARE DIRECTION

Dear All,

A new Aged Care Direction has been released by Queensland Health and it continues to distinguish between restricted and non-restricted areas in Queensland. Based on information published by the Queensland Government, your Centre is still in a restricted area and therefore will remain at Risk Level 5 on our Risk Assessment Matrix until we receive further Direction from the Public Health Unit.

We understand that this is a challenging time and that your Centre being at Risk Level 5 means that access to the Centre is heavily restricted. It also means that you are not able to see your loved one unless for compassionate reasons such as end of life care and support. We appreciate your patience and understanding with regards to this.

In addition to the Centre being at Risk Level 5, staff are required to wear additional Personal Protective Equipment ("PPE"). This includes eye protection and masks when caring for residents. We realise that these additional measures might make it more difficult to identify and connect with our staff, but they have been implemented by Queensland Health to protect your loved one and the residents in our care.

Should you wish to review Aged Care Direction (No.10), it can be found 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>

Thank you for your understanding as we continue to follow these Aged Care Directions and the Public Health Unit requirements. We appreciate your consideration and your continued support.

If you have any questions, please get in touch with your Centre Manager as they would be happy to assist.

Kind regards,

A handwritten signature in black ink that reads "S Feddema".

Samantha Feddema
General Manager – Residential Services
The Salvation Army Aged Care