



5 February 2021

Our Residents and Representatives  
The Salvation Army Aged Care  
Queensland

**RE: A NEW AGED CARE DIRECTION FOR QUEENSLAND**

Dear All,

We are writing to advise you that the Queensland Government, in conjunction with Queensland Health, have released a new Aged Care Direction for Queensland. At 7:30pm on 4 February 2021, Aged Care Direction No 23 came into effect and it replaces Aged Care Direction No 22. According to this new Direction, the following will now be in place at your Centre:

- Clause 11 - 12: A person must not enter the residential aged care facility in Queensland if:
  - The person has been in Greater Melbourne on or after 29 January 2021 unless 14 days have passed since the person was in Greater Melbourne, unless you obtain a negative COVID-19 test result and are:
    - an employee, contractor or student of the residential aged care facility
    - a person providing goods or services that are necessary for the effective operation of the residential aged care facility
    - a person providing health, medical, personal care (such as hairdressing), pathology or pharmaceutical services to a resident of the residential aged care facility
    - the person is a prospective resident of the residential aged care facility or a support person of a prospective resident
    - with the permission of the operator of the residential aged care facility, a person maintaining continuity of care for a resident that cannot be delivered by electronic or non-contact means (e.g. A resident may require support from their primary care giver to eat their meal).
    - the person's presence at the premises is for the purposes of end of life visit for a resident of the residential aged care facility.

Please be advised that this new Direction may be updated given the evolving situation in Western Australia and that we will advise you accordingly. Additionally, your Centre will remain at Risk Level 3 on our internal Risk Assessment Matrix until otherwise advised.



We ask that continue you be mindful of your hand hygiene and physical distancing when visiting your loved one. If you have any questions, please get in touch with your Centre Manager.

Kind regards,

A handwritten signature in black ink that reads "Sjukes".

**Samantha Jukes**

General Manager – Residential Services  
The Salvation Army Aged Care