

COVID-19

Communique to residential service providers

Directions regarding public gatherings and use of common areas

To help protect residents and staff and stop the spread of COVID-19, residential service providers must observe the [Limits on public gatherings for coronavirus \(COVID-19\)](#) and the [Non-essential business, activity and undertaking Closure Direction \(No.4\)](#).

Providers must make changes to the way they operate their service and keep these changes in place until the end of the declared public health emergency.

Providers will not be breaking any other law or legal requirement by following these directions.

Unless directed otherwise, service providers are still required to follow the relevant accreditation standards as required for the operation of the residential service.

General public gathering advice

All service providers, associates, and residents must monitor themselves for symptoms of respiratory illness. Residents must stay in their own rooms while they are unwell. Visitors and staff must not enter the service if they have been diagnosed with COVID-19 until they have ended their period of isolation.

Guests in resident rooms

Providers must impose a limit of 1 additional person in a resident's room at any time. The resident and additional person must strictly observe social distancing at all times.

External service providers

External support service providers, such as NDIS providers, **must be allowed** to enter the premises to provide important services that meet the critical needs of residents, so long as strict hygiene protocols are followed.

Closures of common areas

The following common areas must be closed:

- outdoor facilities such as swimming pools and tennis courts
- indoor areas such as gyms, libraries, games rooms, places of worship, and beauty salons.

Indoor common areas

The following indoor common areas must observe the limit of 2 people, with no more than one person per 4 square metres:

- kitchens
- dining rooms
- bathrooms
- lounge rooms.



Dining in large residential services

In large residential services where residents eat in a shared dining room, providers must:

- (1) reconfigure the dining room to support the indoor common area rules and social distancing. This option would require staggered meal delivery to residents in the dining area; or
- (2) close the dining area and commence a 'knock and drop' food delivery service to resident rooms. This option would require taking advance orders from residents using a limited menu.

Outdoor common areas

Outdoor areas such as outdoor seating, grassed areas, and barbecue facilities can still be used, providing:

- they are part of the residential service or in the grounds of the residential service
- the limit of 2 people and social distancing is observed.

Meetings

Meetings organised by the service provider, associate, staff members or residents are to be held via distance such as video or teleconferencing.

Critical contact details

If you become aware of a staff member or resident with a confirmed case of COVID-19, please follow Queensland Health advice on the [Queensland Health website](#) or call 13 HEALTH (13 43 25 84).

If your organisation identifies a confirmed case of COVID-19 or potential issues or risks in **ensuring continuity of service**, please notify us by contacting our team via phone 07 3008 3450 or email regulatoryservices@hpw.qld.gov.au.

Should you have any people presenting who require **assistance**, please contact the Community Recovery Hotline on 1800 173 349 and access information about [Queensland Government community support](#) during COVID-19.

Please remember to check the [Queensland Health website](#) frequently for accurate information about the COVID-19 virus in Queensland and what you can do to prevent transmission and minimise service impacts. Please disseminate this information to your staff and residents.

Check the [Australian Government website](#) for the latest COVID-19 updates and advice.

Access information on Coronavirus (COVID-19) [workplace risk management](#).

Call COVID-19 Work Health and Safety Hotline 1300 005 018 for employer advice.

Access Fair Trading information for [consumers and businesses affected by COVID-19](#).

We would like to take this opportunity to thank you for your ongoing support and efforts as we work together to respond to COVID-19 in Queensland.