

COVID-19

Communique to regulated providers

Closure of facilities as per Australian Government directives

Due to COVID-19, closures to non-essential services must be observed in community housing facilities, retirement villages and residential parks.

State and territory chief ministers have agreed to implement all these measures through state and territory laws, and all regulatory and contractual requirements are overridden by the new measures.

Under these directions, the following non-essential services (including facilities) are required to close:

Stage 1 – Effective 23 March 2020

- Pubs, licensed clubs and hotels (excluding accommodation)
- Gyms and outdoor sporting events
- Cinemas, entertainment venues, casinos and night clubs
- Restaurants and cafes (excluding takeaway and/or home delivery)
- Religious gatherings and places of worship

Stage 2 – Effective 25 March 2020

- Real estate auctions and open house inspections (except by private appointment)
- Beauty salons including tanning, waxing and nail salons
- Boot camps and personal training services (excluding groups of no more than 2 people)
- Community and recreation centres
- Health clubs, fitness centres, yoga, barre and spin studios
- Social sporting activities
- Saunas, boathouses and wellness centres
- Swimming pools
- Galleries and libraries

In order to comply with the above COVID-19 restrictions on non-essential services and group gatherings, the following actions should occur. This is in addition to previously recommended social distancing measures.

- Close outdoor areas such as public barbeque facilities.
- Close shared facilities such as dining halls, swimming pools, tennis courts, gyms, libraries, games rooms, common sitting areas, places of worship, and beauty salons.
- Introduce a delivery service or takeaway for meal services.
- Limit of 2 people in a resident's room or bathroom facilities at any time.
- Host meetings held by the resident committees, residents and operators via distance such as video or teleconferencing.
- Make phone or video calls accessible to all people living in the village where possible, to enable regular communication with family members. Family and friends should be encouraged to maintain contact with residents by phone and other social communication apps, as appropriate.



- Provide clear information to residents and families regarding cough/sneeze etiquette, hand hygiene; and what to do if they have any symptoms of COVID-19 or another respiratory illness (e.g. fever, cough, shortness of breath, cough, sore throat).
- Advise all visitors and staff to monitor themselves for symptoms of respiratory illness and to stay away from the village while they are unwell. Visitors and staff must not enter the village if they have been diagnosed with COVID-19 until they have ended their period of isolation.

Critical contact details

If your organisation identifies any anticipated 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 or online at www.qld.gov.au/community/disasters-emergencies/queensland-disasters/novel-coronavirus-covid-19.

If you become aware of a staff member or resident with a confirmed case of COVID-19, please follow Queensland Health advice available at health.qld.gov.au/coronavirus or call 13 HEALTH (13 43 25 84).

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. We encourage your organisations to regularly disseminate this information to your staff and clients.

Check the Australian Government website <https://www.australia.gov.au/> for the latest COVID-19 news, updates and advice from Australian Government agencies.

For information on Coronavirus (COVID-19) workplace risk management <https://www.worksafe.qld.gov.au/news/2020/coronavirus-covid-19-workplace-risk-management>

COVID-19 Work Health and Safety Hotline 1300 005 018 – advice for employers.

There are some **alternative information sources** that you may find useful including advice about COVID-19 from the perspective of consumer law and business:

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-latest-news/disaster-assistance/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.

The safety and wellbeing of sector staff, clients, and the wider community is our highest priority.

The department recognises that the COVID-19 situation is emerging and evolving rapidly. Officers have been looking at systems, operations and business continuity plans to ensure we can continue to meet the needs of our customers and maintain business as usual with the outbreak of COVID-19 here in Queensland.

Service continuity is vital, and we will work together as a broad sector, to meet any challenges. The department encourages all Queenslanders to follow the direction of Queensland Health when considering which steps to take to protect their health and safety.
