

Preamble

On 29 March 2020, the Australian Government implemented further restrictions to most indoor and outdoor non-essential gatherings to 2 people and advised that these restrictions are especially important for older people.

The Government's strong guidance to all Australians is to stay home unless for:

- shopping for what you need - food and necessary supplies
- medical or health care needs, including compassionate requirements
- exercise in compliance with the public gathering requirements

Advice for Senior Australians including those with existing health conditions was that Coronavirus has more serious impacts on older Australians, those over 70 years of age and Australians with existing health conditions or comorbidities.

Government's strong advice is for self-isolation at home to the maximum extent practicable for Australians:

- over 70 years of age
- over 60 years of age who have existing health conditions or comorbidities;

These groups should limit contact with others as much as possible when they travel outside.

Given these restrictions and guidance from Government - Operators may consider asking residents for their support to determine how the restrictions, and any additional measures, will be implemented in the village community.

Each operator should consider any changes in the context of their own community and work to develop them through resident consultation and implement them with the support of residents.

The following update would be used where this consultation has occurred, and the proposed measures have been sanctioned by residents. *Operators should select (or add) any action they intend to apply within their community.*

Sample Resident update

Resident Update

Government Restrictions 29 March 2020

Date:

Coronavirus precautionary measures

Dear {insert name}

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Prior to this announcement we met with the Residents' Committee to determine the next actions we needed to take as a community.

During this meeting we reviewed the situation of our village in the context of the most recent Government advice, directions and restrictions. Additionally, we discussed the new measures for aged care and while we recognise that our community is not residential aged care, we are concerned that residents are vulnerable to coronavirus.

For this reason, with the endorsement of the Residents' Committee, we ask residents to support the following measures, which are in line with the revised notice from Government on the 29 March.

Residents returning home, from overseas or interstate:

Will be supported to self-isolate as directed by Government

- Where residents are self-isolating at home a 'STOP in ISOLATION' sign will be placed on their front door
- Those still in transit, will be contacted by us prior to their return and will be advised of the self-isolation requirements

Community centres and indoor common areas are now closed

- All group activities and community events are suspended
- Access to the community centre, pool and gym are suspended
- Outdoor common areas are not to be used for any gatherings

Visitors:

We recognise that the village is your home, and having family and friends visit you, is a part of your life. However, the risks of visitors bringing coronavirus into our community are significant. We understand the following visitor restrictions will mean changes in the way friends and family visit you and ask that you and your visitors comply to them as detailed:

- Visitors are to sign in at reception
- All visitors will undergo a health screening ahead of their visit
- Limit visits to a short duration where possible
- Maximum of two visitors or a single professional service at one time
- Conduct visits in your home only

We recommend that you reduce the chance of spreading the virus by:

- Staying in your home as much as possible
- Keeping interactions with others to what is sensible and necessary
- Maintaining a distance of least 1.5 metres, from others, at all times

Day to Day Village operations

The team will continue to work at the village in their usual capacity, however we have made the decision to limit access to the office to village staff only.

- For general enquires contact us via email or telephone
- Maintenance requests please email or call us
- For deliveries to reception, we will notify you when they can be collected

Please be assured our team will continue to engage with residents during this continually changing situation and is committed to supporting our community to stay safe and well.

If you have any questions, please contact me directly by calling {insert number}

Kind regards

[insert name], [insert position]

For the latest advice, information and resources, go to www.health.gov.au. Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450. If you have concerns about your health, speak to a doctor.