



Last updated: 23/04/2020

VISITORS TO SUPPORTED INDEPENDENT LIVING HOMES IN QUEENSLAND DURING COVID-19

Our priority at Life Without Barriers during COVID-19 is protecting the safety and wellbeing of every person we support as well as our staff. We are committed to continuing to safely operate our Supported Independent Living (SIL) services in Queensland in a way that limits the spread of COVID-19 (Coronavirus). There have been new regulations issued by the Queensland Government as of 8 April 2020, which we are obliged to implement in line with the Stay At Home Direction.

For the period of the Stay at Home Direction, the following applies:

- 1) Only essential visitors are allowed in SIL homes.** This includes rostered staff (attending for their shift), urgent health/medical professionals, residents, emergency maintenance staff, and essential deliverers (medications/food/PPE), who should only deliver at the front door.
- 2) Families may visit to provide care and support to a resident.** Visits are limited to one visit per day per resident, with a maximum duration of 2 hours. No more than 2 people at any one time are allowed. We ask that if you are intending to visit that you notify staff at the house in advance as we are required to manage the number of visitors in the house at all times. Visitors are also asked to practice good hygiene and social distancing during their visit, keeping a 1.5m distance from others.
- 3) If a resident chooses to stay with their immediate family rather than their SIL house,** they can do so with the support of their key decisionmakers. This choice will also be dependent on if the resident's community is accessible during this time and the ages of the people they will be in contact with. The Qld Government advises against visiting relatives over the age of 70 or with existing medical conditions to help keep everyone safe. During their stay, we ask families ensure that the resident observes all social distancing and hygiene requirements where possible, and avoids contact with anyone suspected or confirmed of being positive for COVID-19. Life Without Barriers staff will contact all families and residents to advise them of these latest requirements and make suitable plans
- 4) Residents are able to leave their SIL home** under the same circumstances as all other members of the community, in line with Stay At Home Directions. This means shopping for food, medical attention or exercise, accompanied by one other person. However, it is advised by the Qld Government that Aboriginal or Torres Strait Islander people with existing health conditions and who are aged over 50, remain at home to protect their health and wellbeing.

We understand how important relationships with family are and we will do all we can to enable this to continue positively via technology, such as phone calls or video calls.

If you have any questions, please call our Life Without Barriers National COVID-19 Response Call Centre on 1800 313 117, or check our website for further updates at www.lwb.org.au. For more detailed information on Stay at Home requirements, please refer to the Qld Government.

This is a good faith direction based on what we understand from Qld Government advice as of 23/04/2020

Information for families of people who receive Supported Independent Living (SIL) services from Life Without Barriers in Queensland

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