



Queensland Health

[Home](#) > [Health system and governance](#) > [Legislation & bills](#) >
[Chief Health Officer public health directions](#) > Disability Accommodation Services Direction (No.18)

Disability Accommodation Services Direction (No.18)

Summary

Effective from: 1am AEST 26 May 2021

Posted: 26 May 2021

Direction from Chief Health Officer in accordance with emergency powers arising from the declared public health emergency

Public Health Act 2005 (Qld)

Section 362B

On 29 January 2020, under the *Public Health Act 2005*, the Minister for Health and Minister for Ambulance Services made an order declaring a public health emergency in relation to coronavirus disease (COVID-19). The public health emergency area specified in the order is for 'all of Queensland'. Its duration has been extended by regulation to 29 June 2021 and may be further extended.

Further to this declaration, I, Dr Jeannette Young, Chief Health Officer, reasonably believe it is necessary to give the following directions pursuant to the powers under s 362B of the *Public Health Act 2005* to assist in containing, or to respond to, the spread of COVID-19 within the community.

Guidance

For the purpose of this Direction, **operators of shared disability accommodation services** should ensure physical distancing and risk mitigation measures are in place at a service to the extent practicable, including:

- a. providing appropriate signage that clearly states physical distancing and appropriate hygiene requirements must be followed in a service;
- b. ensuring cleaning and sanitising of all surfaces, doors and high traffic areas in shared disability accommodation services;
- c. structuring staff rosters in a way which minimises staff movements between multiple care facilities wherever possible;
- d. where staff movements can't be avoided, require staff to use **personal protective equipment** (PPE) in accordance with current health advice;
- e. providing additional hand sanitising stations for residents, employees, contractors and visitors to encourage use;
- f. putting in place procedures to closely monitor the health of all employees, with at least daily reporting or check-ins by supervisors;
- g. ensuring tables and seating in common areas of shared disability accommodation services should be managed to provide appropriate physical distancing;

- h. ensure staff are trained and procedures in place to keep family and support people informed where a resident becomes unwell or there is a case identified in the service;
- i. encouraging any person entering the service to have an up-to-date vaccination against influenza, if the vaccination is available to the person;
- j. encouraging residents to continue essential community access but exercise appropriate caution when accessing the community, particularly in restricted areas. *Example - considering if there are other ways to achieve access to services, maintain physical distancing or wearing a mask where physical distancing is not able to be observed.*

Citation

1. This Public Health Direction may be referred to as the *Disability Accommodation Services Direction (No. 18)*.

Revocation

2. The *Disability Accommodation Services Direction (No. 17)* given on 28 April 2021 is revoked from 1.00am on 26 May 2021.

Commencement

3. This direction applies from 1.00am on 26 May 2021 until the end of the declared public health emergency, unless it is revoked or replaced.

PART 1 – REQUIREMENTS FOR ALL SHARED DISABILITY ACCOMMODATION SERVICES

4. This part applies to all ***shared disability accommodation services*** in the State of Queensland.
5. A person must not enter or remain on the premises of a shared disability accommodation service in the State of Queensland from the time of publication until the end of the declared public health emergency if:
 - a. during the 14 days immediately preceding the entry, the person who is an ***international arrival*** arrived in ***Australia*** from a place outside ***Australia***; or
 - b. during the 14 days immediately preceding the entry, or since the start date identified for the ***COVID-19 hotspot***, whichever is shorter, the person has been in a place which at the time of entry is a ***COVID-19 hotspot¹***; or
 - c. the person has been to an ***interstate exposure venue***, unless 14 days have passed since the person was at the ***interstate exposure venue***;

Note: a person who has been to an interstate exposure venue must quarantine as required by the Interstate Exposure Venues Direction (No. 2) or successor.
 - d. during the 14 days immediately preceding the entry, or since the start date identified for the ***interstate area of concern***, whichever period is shorter, the person has been in a place which at the time of entry is an ***interstate area of concern²***; or
 - e. the person has been informed they are a ***close contact*** of a ***diagnosed person***, unless their quarantine period has ended; or
 - f. the person has a temperature equal to or higher than 37.5 degrees or ***symptoms consistent with COVID-19***; or
 - g. the person has been tested for COVID-19 and has not yet received the results of that test.

Exception for a person waiting for a COVID-19 test result

6. Despite paragraph 5(g), a person may enter a shared disability accommodation service if the person is awaiting the result of a COVID-19 test taken in accordance with a **surveillance testing obligation** under a Public Health Direction or Protocol approved by the Chief Health Officer.

*Note: A person awaiting COVID-19 tests results as part of a **surveillance testing obligation** must still comply with the requirements in paragraphs 5(a) to (f). For example, a person awaiting results of a routine COVID-19 test required under a protocol must not enter, or remain on, the premises of a shared disability accommodation service if they have **symptoms consistent with COVID-19**.*

Exception for people entering from interstate area of concern

7. Despite paragraph 5(d), the following persons may enter and remain on the premises of a shared disability accommodation service, if the person obtains a negative COVID-19 test result in Queensland after returning from an **interstate area of concern**:
- a. an employee, contractor or student of the shared disability accommodation service; or
 - b. a person providing goods or services that are necessary for the effective operation of the shared disability accommodation service, whether the goods are provided for consideration or on a voluntary basis; or
 - c. a person providing health, medical, personal care (such as hairdressing), pathology or pharmaceutical services to a resident of the shared disability accommodation service, whether the goods or services are provided for consideration or on a voluntary basis;
 - d. the person's presence is required for emergency management, law enforcement or the exercise of a power or function of a government agency or entity under a law; or
 - e. the person is a prospective resident of the shared disability accommodation service or a **support person** of a prospective resident; or
 - f. with the permission of the operator of the shared disability accommodation service, a person maintaining continuity of care for a resident that cannot be delivered by electronic or non-contact means; or
- Example for paragraph (f): A resident may require support from their primary care giver to eat their meals.*
- g. the person's presence at the premises is for the purposes of end of life visit for a resident of the shared disability accommodation service.

8. Despite paragraph 7, a person subject to a quarantine order issued by an **emergency officer (public health)** is not permitted to enter or remain on, the premises of a shared disability accommodation service in the State of Queensland.

Example – a person who has been in a public exposure site as listed by the Victorian Government

9. If paragraph 7 applies to a person proposing to enter a shared disability accommodation service, the operator of the service may require the person to provide evidence of a negative COVID-19 test result obtained by the person in Queensland, after returning from **interstate area of concern**.

Obligation on operators

10. The **operator of a shared disability accommodation service** in the State of Queensland must take all reasonable steps to ensure that a person does not enter or remain on the premises of a shared disability accommodation service if the person is prohibited from doing so under this Direction.

11. The operator of a shared disability accommodation service in the State of Queensland must take all reasonable steps to ensure that a resident of a shared disability accommodation service who has been given a quarantine notice by an **emergency officer (public health)** abides by the notice.
12. Despite paragraphs 5 and 10, the operator of a shared disability accommodation service may allow a person to enter and remain on the premises in accordance with paragraph 13.
13. Nothing in this Direction is to be taken to prevent a resident of a shared disability accommodation service from entering or remaining upon the premises of the shared disability accommodation service. Residents may continue to access any areas of the shared disability accommodation service to which they normally have access, subject to a direction to self-quarantine or self-isolate in accordance with a public health direction.
14. Nothing in this Direction should be taken as limiting the right of people living in shared disability accommodation services from leaving the service. Subject to any general public health direction limiting movement and gatherings by members of the public, operators should ensure essential community access can continue, with appropriate physical distancing and good hygiene practices observed.

End of life visitors

15. Despite paragraphs 5(a), 5(b) and 5(c), a person may enter, or remain on, the premises of a shared disability accommodation service, with the permission of the operator of the service, if:
 - a. the person's presence at the premises is for the purpose of an **end of life visit** for a resident of the shared disability accommodation service; and
 - b. the person has been granted an exemption by the Chief Health Officer, Deputy Chief Health Officer or delegate for an **end of life visit** under a Public Health Direction.

Note: see paragraph 7 for when a person may also be permitted to make an end of life visit. For clarity, end of life visitors under paragraph 7 do not require an exemption.

16. A person who enters premises under an exemption granted under paragraph 15(b) must comply with all conditions imposed by the Chief Health Officer, Deputy Chief Health Officer or delegate under the exemption.
17. If a person enters premises under paragraph 15, the operator of the premises must take reasonable steps to manage the person's visit in accordance with the conditions imposed by the Chief Health Officer, Deputy Chief Health Officer or delegate under the exemption.

Example: An operator may need to ensure the resident being visited is in a single room, the visitor wears appropriate personal protective equipment, is escorted to and from the room, and avoids common areas and contact with other residents, visitors and staff.

Contact information

18. The operator of a shared disability accommodation service must collect and keep contact information about all visitors, including volunteers and contractors, for contact tracing purposes for a period of not less than 30 days and not more than 56 days, unless otherwise specified. This information must include: name, phone number, email address, and the date and time of the visit. If requested, this information must be provided to public health officers within a stated time. The information should be securely stored, not used for any other purpose and deleted after not less than 30 days and not more than 56 days.

PART 2 — MANAGING ACCESS TO NON-RESTRICTED SHARED DISABILITY ACCOMMODATION SERVICES

19. Any person may enter a non-restricted shared disability accommodation service under this Part and in accordance with paragraph 5 above.

Example – A medical practitioner, hairdresser or attorney.

PART 3 – REQUIREMENTS FOR RESTRICTED SHARED DISABILITY ACCOMMODATION SERVICES

20. The purpose of this Part is to provide requirements for **restricted shared disability accommodation services**.

Person Permitted to Enter A Restricted Shared Disability Accommodation Service

21. A person must not enter, or remain on, the premises of a **restricted shared disability accommodation service** in the State of Queensland from the time of publication of this direction until the end of the declared public health emergency unless:

- a. the person is an employee, contractor or **student** at the restricted shared disability accommodation service; or
- b. the person's presence at the premises is for the purposes of providing goods or services that are necessary for the effective operation of the restricted shared disability accommodation service, whether the goods or services are provided for consideration or on a voluntary basis; or
- c. the person's presence at the premises is for the purposes of providing health, medical, therapeutic, social work, **essential disability support** or pharmaceutical services to a resident of the restricted shared disability accommodation service, whether the goods or services are provided for consideration or on a voluntary basis; or
- d. the person's presence at the premises is for the purposes of **end of life visit** for a resident of the restricted shared disability accommodation service; or

Note – Paragraphs 15 to 17 require particular persons to obtain an exemption before attending a disability accommodation service for an end of life visit.

- e. the person's presence at the premises is required for the purposes of emergency management, law enforcement or the exercise of a power or function of a government agency or entity under a law; or

Example – A community visitor exercising a function under the Public Guardian Act 2014

- f. the person's presence at the premises is necessary to comply with or give effect to orders of any court or tribunal of Australia; or
- g. the person's presence at the premises is in the person's capacity as a prospective resident of the restricted shared disability accommodation service; or
- h. an operator of a restricted shared disability accommodation service or person with responsibility or authority to control access to the service has granted permission for a person to enter a restricted shared disability accommodation service for the purposes of providing behavioural, emotional or social support to a resident or prospective resident that cannot be delivered by electronic or non-contact means, including advocacy services.

Example: A person may require support from an advocate or person who has provided long-term informal support to assist the person with disability and which could include behavioural support.

Visitors

22. A person may not visit a resident in a restricted shared disability accommodation service other than in accordance with paragraphs 21(d) or (h) above.

Note – personal visits are not permitted in a restricted disability accommodation service.

23. Any person attending a restricted shared disability accommodation service must, to the extent reasonably practicable:
- a. practise physical distancing; and
 - b. limit their contact with other persons at the facility.

Wearing of Face Masks

24. Any person (other than a resident) must not enter, or remain on, the premises of a restricted shared disability accommodation service without wearing a single use surgical face mask, in accordance with Queensland Health's **Residential Aged Care Facility and Disability Accommodation PPE Guidance**. This includes employees, contractors, students and volunteers.
25. A person who is required to wear a mask under paragraph 24 may use a face shield instead of a single use surgical mask in order to:
- a. communicate with a resident where visibility of the mouth is essential for communication, or
 - b. provide services to a resident with disability if it is reasonably anticipated there is a risk of the person with disability becoming distressed because the person is wearing a mask.

Note: Refer to Queensland Health's Residential Aged Care Facility and Disability Accommodation PPE Guidance for guidance about face shields.

26. Despite paragraphs 24 and 25, a person may remove their single use surgical face mask or face shield if wearing one is not safe in all the circumstances.

Example – a person may temporarily remove their face mask if wearing one will cause severe distress to a resident.

27. A person who removes their single use surgical face mask or face shield under paragraph 26 must resume wearing the single use surgical face mask or face shield as soon as practicable after the circumstance ends.

Example – a person must resume wearing a face mask as soon as they leave the distressed resident's room.

Workforce Management and Personal Protective Equipment

28. The operator of a restricted shared disability accommodation service must ensure, to the extent reasonably practicable, that employees, contractors, students and volunteers do not work across multiple care facilities.

Note – Care facilities include but are not limited to hospitals, retirement villages and residential aged care facilities.

29. The operator of a restricted shared disability accommodation service must ensure that employees, contractors and volunteers who do work across multiple care facilities:

- a. wear appropriate personal protective equipment, in accordance with Queensland Health's **Residential Aged Care Facility and Disability Accommodation PPE Guidance**, when working at a restricted disability accommodation service; and
- b. use new personal protective equipment when entering a different restricted disability accommodation service.

Note: This paragraph is in addition to the requirement to wear masks as outlined in paragraph 24.

30. The operator of restricted shared disability accommodation services must take all reasonable steps to ensure:
- the appropriate use of personal protective equipment in paragraphs 24 and 29 by persons at a restricted disability accommodation service; and
 - adequate supply and stock management of personal protective equipment.

PART 4 – OTHER MATTERS

31. The Chief Health Officer may grant a person an exemption from all or part of these directions on the basis of exceptional circumstances.
32. An **emergency officer (public health)** can require the operator of a shared disability accommodation service to comply with additional directions if the emergency officer believes the direction is reasonably necessary to assist in containing, or to respond to, the spread of COVID-19 within the community.

PART 5 - PENALTIES

A person to whom the direction applies commits an offence if the person fails, without reasonable excuse, to comply with the direction.

Section 362D of the *Public Health Act 2005* provides:

Failure to comply with public health directions

A person to whom a public health direction applies must comply with the direction unless the person has a reasonable excuse.

Maximum penalty—100 penalty units or 6 months imprisonment.

Dr Jeanette Young
Chief Health Officer

25 May 2021

Published on the Queensland Health website at 1am AEST 26 May 2021

SCHEDULE 1 - Definitions

For the purposes of this Public Health Direction:

Australia means the Commonwealth of Australia and includes the external territories of Norfolk Island, Christmas Island, Cocos (Keeling) Islands, Coral Sea Islands and Heard and McDonald Islands but excludes the Australian Antarctic Territory.

Close contact has the same meaning as in the *Management of Close Contacts Direction (No. 2)* or its successor.

COVID-19 hotspot means particular areas of Australia decided by the Chief Health Officer and published on the Queensland Health website <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/declared-hotspots-direction>¹.

Diagnosed person has the same meaning as in the *Management of Close Contacts Direction (No. 2)* or its successor.

Emergency officer (public health) means an emergency officer appointed under the *Public Health Act 2005*.

Note: Emergency officers appointed under the Public Health Act 2005 include public health officers and police.

End of life visit means a visit by a person for the purposes of end-of-life support for a resident.

Essential community access means leaving the facility for essential activities, including to receive or access health care, disability services, attend employment, obtain food or other essential goods or services or access outdoor physical or recreational activity related to a person's physical or mental wellbeing, including to assist with providing behavioral support.

Essential disability support means essential care and support provided to a person with disability, including but not limited to: bladder and bowel management, medication management, behavior management, respiratory management, Percutaneous Endoscopic Gastromy (PEG) Changes, pressure relief/turning and wound care, assistance with feeding and hydration, and assistance with basic personal hygiene.

International arrival means a person who arrives in Queensland on a flight that is not a **quarantine-free flight** or who, in the 14 days immediately before their arrival to Queensland-

- a. has been in a place outside **Australia**, other than a **safe travel zone country**; or
- b. arrived in **Australia** by sea; or
- c. arrived in **Australia** by air on a flight that is not a quarantine-free flight, regardless of whether the flight originated from a **safe travel zone country**; or
- d. has been in a place declared a **safe travel zone country hotspot**.

Interstate area of concern means a particular area of Australia decided by the Chief Health Officer and published on the Queensland Government website <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/interstate-areas-of-concern²>.

Interstate exposure venue has the same meaning as in the *Interstate Exposure Venues Direction (No. 2)* or its successor.

Non-restricted shared disability accommodation service means a shared disability accommodation service in the State of Queensland, other than a restricted shared disability accommodation service.

Operator of a disability accommodation service means a person who owns, controls or operates the disability accommodation service.

Personal Protective Equipment (PPE) means the relevant personal protective equipment referred to in Queensland Health's **Residential Aged Care Facility and Disability Accommodation PPE Guidance**.

Physical distancing includes remaining at least 1.5 metres away from other persons where possible.

Public health officer includes an emergency officer (general), a contact tracing officer or an authorised person under section 377 of the *Public Health Act 2005*.

Quarantine-free flight means a flight that only carries passengers who have declared that in the 14 days prior to the flight's departure they have only been in a **safe travel zone country** and have not been in a **safe travel zone country hotspot**.

Note: Information about quarantine free flights is available from the Australian Department of Home Affairs: <https://covid19.homeaffairs.gov.au/new-zealand-safe-travel-zone³>.

Residential Aged Care Facility and Disability Accommodation PPE Guidance means the Queensland Health document *Pandemic Response Guidance: Personal protective equipment in Residential Aged Care and Disability accommodation services* https://www.health.qld.gov.au/_data/assets/pdf_file/0016/1003633/pandemic-response-guide-ppe-agedcare-disability-services.pdf⁴, or its successor.

Resident of a shared disability accommodation service means a person who is ordinarily or temporarily resident at the facility.

Restricted area means a particular area of Queensland decided by the Chief Health Officer and published on the Queensland Health website <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/queensland-covid-19-restricted-areas⁵>.

Restricted shared disability accommodation service means a shared disability accommodation service located in a **restricted area**.

Safe travel zone country has the same meaning as in the *Quarantine for International Arrivals Direction (No. 9)*, or its successor.

Safe travel zone country hotspot has the same meaning as in the *Quarantine for International Arrivals Direction (No. 9)*, or its successor.

Shared disability accommodation service means a service, including the forensic disability service under the *Forensic Disability Act 2011*, where:

- a. four or more people with disability reside with people who are not members of their family; and
- b. the residents share enclosed common living areas within the facility whether inside or outside, and
- c. the residents are provided with disability supports within the facility.

Student means a student under the supervision of an employee or contractor of the restricted shared disability accommodation service.

Surveillance testing obligation means a requirement under a Public Health Direction or Protocol approved by the Chief Health Officer for a person to be routinely tested for COVID-19, who does not have **symptoms consistent with COVID-19** and is not required to self-isolate while awaiting a test result unless there is another lawful reason for them to isolate.

Symptoms consistent with COVID-19 means fever or history of fever, symptoms of acute respiratory infection (cough, shortness of breath, sore throat), loss of smell, loss of taste, runny nose, diarrhoea, nausea, vomiting or fatigue.

Last updated: 26 May 2021

Understanding this Direction

Information to help you understand what this Direction means for you staying home, going out and having visitors to your home.

[Find out more](#)⁶

Pandemic Response Guidance on Personal Protective Equipment

The [Pandemic Response Guidance on Personal Protective Equipment \(PDF 331 kB\)](#)⁴ provides additional guidance about the recommended use of PPE in shared disability accommodation services depending on the risk of community transmission of COVID-19 that has been identified. This guidance should be used to keep residents, employees and other people entering shared disability accommodation services safe.

Links

1. <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/declared-hotspots-direction>
2. <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/interstate-areas-of-concern>
3. <https://covid19.homeaffairs.gov.au/new-zealand-safe-travel-zone>
4. https://www.health.qld.gov.au/__data/assets/pdf_file/0016/1003633/pandemic-response-guide-ppe-agedcare-disability-services.pdf
5. <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/queensland-covid-19-restricted-areas>
6. <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/disability-accommodation-services>

[Copyright \(https://www.health.qld.gov.au/global/copyright-statement\)](https://www.health.qld.gov.au/global/copyright-statement)

[Disclaimer \(https://www.health.qld.gov.au/global/disclaimer\)](https://www.health.qld.gov.au/global/disclaimer)

[Privacy \(https://www.health.qld.gov.au/global/privacy\)](https://www.health.qld.gov.au/global/privacy)

[Right to information \(https://www.health.qld.gov.au/system-governance/contact-us/access-info\)](https://www.health.qld.gov.au/system-governance/contact-us/access-info)

[Accessibility \(https://www.qld.gov.au/help/accessibility/\)](https://www.qld.gov.au/help/accessibility/)

[Jobs in Queensland Government \(https://smartjobs.qld.gov.au/jobtools/jncustomsearch.jobsearch?in_organid=14904\)](https://smartjobs.qld.gov.au/jobtools/jncustomsearch.jobsearch?in_organid=14904)

[Other languages \(https://www.qld.gov.au/languages/\)](https://www.qld.gov.au/languages/)

© The State of Queensland (Queensland Health) 1996-2021

[Queensland Government \(https://www.qld.gov.au/\)](https://www.qld.gov.au/)