






# Visitor Protocols – COVID Safe (QLD)

**Welcome!** To keep everyone safe during your visit:

	<p><b>Access is not permitted to people who have been in any <a href="#">COVID 19 hotspot</a></b></p> <p><b>Access will be denied if any person:</b></p> <ul style="list-style-type: none"> <li>- Is feeling unwell (cold and flu like symptoms, loss of smell or taste)</li> <li>- Has a fever (body temperature above 37.5°C)</li> <li>- Has in the last 14 days visited:             <ul style="list-style-type: none"> <li>o <a href="#">Any 'Self isolate and get tested' or 'Monitor for Symptoms' sites'</a>* (Check the website site for exceptions)</li> <li>o Or has arrived in Australia from overseas</li> </ul> </li> <li>- Has been in contact with someone diagnosed with Covid-19</li> <li>-</li> </ul>
	<p><b>We will check your temperature.</b></p> <ul style="list-style-type: none"> <li>• Results of the test are not stored and are not linked to your name</li> <li>• You will be denied access to our site if the thermometer indicates a reading 37.5 or above after testing</li> <li>• The results of your test will not be disclosed to any other party or linked to any records</li> <li>- We can provide you a copy of our privacy policy on request</li> </ul>
 	<p><b>While onsite please:</b></p> <ul style="list-style-type: none"> <li>• Maintain physical distancing; stay 1.5m away from others where possible</li> <li>• Follow the instructions provided by our Team Members</li> <li>- <b>Wash your hands, or use the hand sanitiser on entry and exit</b></li> </ul>
	<p>These rules are intended to keep our Customers, children, and young people safe. <b>Please:</b></p> <ul style="list-style-type: none"> <li>- <b>Record your name and phone number on arrival</b></li> <li>- Contact us before you visit</li> <li>- Follow these rules</li> <li>- Be respectful towards our team</li> <li>- Let us know if you don't feel well</li> </ul>

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/disability-accommodation-services>

For more information please email our Customer Service Support team at [customerservicesupport@lifestylesolutions.org.au](mailto:customerservicesupport@lifestylesolutions.org.au) or call us on **1800 249 075**

Thank you for your understanding during this challenging time.