

# COVID-19 Fact Sheet

## Retirement village operators

Updated 7 September 2020

# COVID-19 advice for retirement village operators

This factsheet provides information and advice to operators of retirement villages in South Australia. It outlines the measures that operators should take to reduce the risk of COVID-19 to retirement village residents and others.

The [Direction](#) under the *Emergency Management Act 2004* to limit entry into residential aged care facilities **does not apply to retirement villages**. However, retirement villages and residents must comply with the restrictions set out under the [Emergency Management \(Public Activities\) \(COVID-19\) Direction 2020](#).

More information on current restrictions are available on the SA Government [COVID-19 website](#).

It is important that operators of retirement villages stay informed as directions and guidelines change due to the evolving status of COVID-19.

For information about residential aged care facilities co-located with other facilities, including retirement villages, visit the [SA Health website](#).

### Key principles

- > **Density requirements:** There must be a maximum of 1 person per 2 square metres.
- > **Physical distancing:** People should practise physical distancing (keeping 1.5 metres distance from others) wherever and whenever possible.

### Travel restrictions

Travel restrictions are changing frequently, please check [www.sa.gov.au](http://www.sa.gov.au) for the latest updates.

### Public Activity

Food and beverages (including alcohol) can be consumed by patrons while seated at tables, at the bar or ordering area. However, food preparation and production cannot occur at the same bar.

### Visitors at residential premises

Gatherings of 50 people are permitted at residential premises, providing the 1 person per 2 square metre density requirement is adhered to.

### Gatherings at a private place

Gatherings at a private place (not a public place or residential premises) are now restricted to no more than 100 people regardless of whether they are indoor or outdoor.

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### Weddings, funerals and wakes

There is a 150 person maximum permitted for weddings, funerals and wakes, regardless of the venue (such as a hotel or other entertainment premises).

### Licensed venues – e.g. hotel, pub, restaurant, function centre

The 1 person per 2 square metres rule applies. If your event is being held at a 'relevant licenced premises' at which more than 1000 people are expected to be present, a COVID Management Plan is required. If the event is being hosted at a 'relevant licensed premises' or 'nightclub' as defined by the direction, dancing and the consumption of liquor is not permitted.

### COVID Marshals

From Friday 21 August 2020, you must have a COVID Marshal if your business or activity is, or involves, any of the following:

- > Hospitality: Any business or activity providing food and/or beverages for **on-site** consumption to members of the public, including pubs, bars, restaurants, cafés, wineries, cellar doors, dining areas, food courts, take-away operators etc.
- > Gyms and fitness centre: Gyms and fitness centres/studios, pilates, yoga, spin, barre, dance and similar studios, health clubs, etc.
- > Indoor and outdoor sports clubs: e.g. football, cricket, netball, soccer, tennis clubs, racing (horse/greyhound) clubs (both indoor and outdoor areas).
- > Swimming pools available for public use: Publicly owned pools and businesses that operate with a swimming pool the public can use, including associated facilities such as showers, change rooms etc.
- > Religious or faith-based ceremonies: Includes both ceremonies and services held at places of worship, such as churches, mosques, synagogues or temples, and ceremonies or services held elsewhere. This does not include weddings or funerals.
- > Supermarkets and hardware stores.
- > Distribution centres.
- > Businesses or activities that are required to have a COVID Management Plan.

COVID Marshals are required to complete the prescribed SA Health COVID Marshal Training. More information, including the online training, is available at [www.covid-19.sa.gov.au/recovery/covid-marshals](http://www.covid-19.sa.gov.au/recovery/covid-marshals).

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The following activities are allowed to take place in on-site established areas, provided that the limit of 1 person per 2 square metres is adhered to and a COVID Management Plan or COVID Safe Plan is in place:

- > Retail, shopping and food courts
- > Restaurants, cafes, pubs, breweries, wineries and hospitality
- > Casino, gaming rooms and facilities in pubs and clubs
- > Cinemas, theatres, galleries and museums
- > Libraries, community centres and RSL halls
- > Indoor play centres, amusement arcades and amusement parks
- > Beauty salons, nail salons, tattoos, massage (non-therapeutic)
- > Regional travel, campgrounds, caravan parks and pools
- > Worship
- > Funerals and weddings limited to a maximum of 150 people
- > Gyms, indoor fitness and dance classes
- > Non-contact and contact outdoors and indoor sports and training, and indoor recreation activities (training and competition)
- > Face-to-face social support groups under the Commonwealth Community Home Support Program, provided that the organisation has a COVID-Safe Plan

**Retirement village residents should be advised to:**

- > Stay at home and contact their GP for advice about getting tested if they are unwell, even with mild symptoms of cold or flu
- > Continue to stay connected to their doctor about existing health concerns
- > Wash their hands regularly, practise good cough/sneeze etiquette and wipe down frequently touched surfaces
- > Get their annual flu vaccination – free for people over the aged of 65
- > Practise physical distancing wherever possible
- > Minimise the use of shared equipment
- > Vulnerable people, such as older people and people with chronic health conditions, should talk to their doctor about what is appropriate for them.

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### Additional resources for retirement village operators and residents

Please call the below numbers or visit the websites or contact for more information.

- > **SA COVID-19 Information Line** 1800 253 787
- > **SA COVID-19 Mental Health Support Line** (8am-8pm, 7 days) 1800 632 753  
[SACOVIDMentalHealth.org.au](https://www.sacovidmentalhealth.org.au)
- > **Older Person's COVID-19 Support Line** 1800 171 866  
(advice, support, referrals and connection for Older Australians)
- > **Aged Rights Advocacy Service** 8232 5377 or 1800 700 600  
(free, independent, confidential services for older people and their representatives living in residential aged care, their own home, or a retirement village, receiving CHSP or HCP, and at risk of/or experiencing abuse from a trusted person) [sa.agedrights.asn.au](https://www.sa.agedrights.asn.au)
- > **COTA SA**  
[cota.org.au/information/covid19](https://www.cota.org.au/information/covid19)

If the resident is deaf, hard of hearing, or has a speech or communication impairment, contact **National Relay Service** on 1800 555 677 and ask them to call the COVID-19 infection hotline.

For **Translating or interpreting services**, call 131 450

The **Australian Department of Health** has released COVID-19 factsheets for:

- > [Older Australians](#)
- > [Retirement villages](#)

Anyone experiencing potentially life threatening symptoms should call **Triple Zero (000)**.

If you know of someone who is breaching the quarantine or isolation directions put in place, please call **Crime Stoppers** on 1800 333 000.

### Training for operators and staff

An [online training module](#) providing information on COVID-19 infection control has been released by the Australian Government. This includes signs and symptoms of the virus, how to keep safe and myth busting. The training offers practical information on how to prevent the spread of COVID-19 and measures to take when visitors attend, which may be of relevance in the retirement village setting.

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## For more information

Office for Ageing Well  
Department for Health and Wellbeing  
SA Health, Government of South Australia

[www.sahealth.sa.gov.au/COVID2019](https://www.sahealth.sa.gov.au/COVID2019)

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