

COVID-19 Update

30 April 2020 13:00

Residents,

Whilst the last couple of months have been filled with uncertainty, and have created a lot of anxiety for some of our residents, it is incredibly pleasing to see that the Australian Governments' plan has been successful in reducing the number of Covid-19 cases. At the time of writing, New South Wales had experienced only 2 new cases since 8pm on 28 April 2020.

Federal and State Governments seem to be indicating that a loosening of restrictions is imminent. In New South Wales, from Friday 1 May 2020, two adults (and their children) will be able to visit and spend time in another household, but only for essential reasons. An essential reason can include to provide care for others, including easing isolation and improving mental health.

Effective from Wednesday 29 April 2020, we removed the restriction on non essential trades work. We still ask our residents to consider whether or not they need works to occur; and also ask that they ensure trades exercise social distancing and good hand hygiene whilst in our resort. They must only attend the villa they are doing work for, and not go anywhere else within the resort.

You will notice over the coming weeks that we are making masks and hand sanitizer available to all of our residents. These items have been very difficult for our residents to purchase, and we are pleased to have been able to assist you by procuring these items.

We have been working hard on providing you with an alternative to your instructor led exercise classes. Last week we trialled online streaming at PLR Caloundra, and are working on resolving some small issues that arose. This week we have this service available at six of our resorts, and where technology allows, we hope to continue to roll this service out to all resorts over the next few weeks.

We are also pleased to announce the introduction of a weekly take away/home delivered comfort meal. This will be effective from next Thursday 7 May 2020, and will be in addition to the free soup currently being provided. Residents will need to order via the online meal portal as usual, and will require a meal voucher as payment.

The measures put in place by Palm Lake Group, and our residents excellent efforts in adhering to guidelines, have resulted in Palm Lake Resorts continuing to be a safe place to be during this pandemic.

Continue to practice good hygiene by:-

- Making sure to clean your hands thoroughly for at least 20 seconds with soap and water, or an alcohol based hand rub;
- Cover your nose and mouth when coughing and sneezing with a tissue or a flexed elbow
- Avoid close contact with anyone with cold or flu like symptoms

Make sure you stay home if you are sick.

Stay safe and well.



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