

## COVID MANAGEMENT

It is important that our support staff and customers continue to receive safe and effective services during this time. This document contains important information about how we can keep each other safe.

### What are essential disability services?

Essential disability services are supports or services that are essential to a person's health, safety, behaviour or wellbeing. If a person were to not receive these services it may result in harm being suffered, this would be considered to be neglect and is taken very seriously.

### COVIDSafe principles

The Federal and State Government have provided advice for disability services organisations on how they can protect their customers and the community.

These principles and examples of actions required by disability service providers are outlined in **Table 1**:

Principles	Actions
<b>Ensure physical distancing</b>	<ul style="list-style-type: none"> <li>Staff, clients and volunteers should maintain a distance of 1.5 metres at all times (where practical)</li> <li>Disability services should apply the density quotient (also known as the 4-metre rule) which limits the number of people permitted to share a space at any one time</li> <li>The 4-metre rule applies to each single undivided area in an indoor space, and for an enclosed outdoor space it applies to the total area</li> </ul>
<b>Wear a face mask</b>	<ul style="list-style-type: none"> <li>Disability service providers must ensure appropriate PPE is worn by staff and that staff are trained on how to use PPE</li> <li>All employees providing services to a person with disability must wear a face mask at all times</li> <li>Customers may direct for their staff to wear PPE that they believe to be appropriate for their services</li> <li>Information about requirements for PPE is available at:  <a href="https://www.health.gov.au/sites/default/files/documents/2020/09/guide-to-personal-protective-equipment-ppe-for-disability-care-providers.pdf">https://www.health.gov.au/sites/default/files/documents/2020/09/guide-to-personal-protective-equipment-ppe-for-disability-care-providers.pdf</a> </li> </ul>

<b>P328</b>	<b>COVID-19 GUIDELINES</b>
-------------	----------------------------

<b>Practice good hygiene</b>	<ul style="list-style-type: none"> <li>Ensure soap and sanitiser is available at all disability service sites</li> <li>Ensure regular and frequent cleaning of shared spaces, vehicles and equipment</li> <li>In addition to cleaning, providers should display a cleaning log in shared spaces.</li> </ul>
<b>Keep good records and act quickly if staff become unwell</b>	<ul style="list-style-type: none"> <li>Support staff to stay home and get tested if unwell</li> <li>Records must be kept of all people entering a work premises for longer than 15 minutes including:               <ul style="list-style-type: none"> <li>the person's first name; and</li> <li>a contact phone number; and</li> <li>the date and time at which the person attended the work premises; and</li> <li>the areas of the work premises which the person attended.</li> </ul> </li> </ul>
<b>Avoid interactions in close spaces</b>	<ul style="list-style-type: none"> <li>Organisations are strongly encouraged to move activities outside if possible</li> <li>Maintain physical distancing and wear appropriate PPE</li> <li>Stagger the use of communal spaces.</li> <li>Social and community interaction being done online using video chat services</li> </ul>
<b>Create workforce bubbles</b>	<ul style="list-style-type: none"> <li>Ensure staff members are not working across multiple work sites / settings.</li> <li>Ensure staff are aware of the requirement to provide a declaration if they are working for another employer.</li> <li>Employers must maintain a record of all workers and staff who have disclosed they are working across more than one work site.</li> </ul>

### **PPE and other resources**

Enhanced Lifestyles offers PPE (gloves and facemasks) to all customers and employees and arrangements for pickup or delivery can be made through the office by contacting us by phone on (08) 8340 2000 or by email to

[admin@enhancedlifestyles.com.au](mailto:admin@enhancedlifestyles.com.au)

The NDIS also offers other options to purchase and claim PPE through your funding as well as other allowances.

The NDIS has extended the following support measures due to the continuing risk of COVID-19 in the Australian community:

- ongoing increased access to [support coordination](#)
- access to low-cost [assistive technology](#) to support services while maintaining social distance
- [one-off deep cleaning](#) of your home for a support worker related COVID-19 diagnosis
- [personal protective equipment](#) (PPE) for certain participants living in restricted areas
- [PPE for certain providers](#) delivering support in restricted areas
- cleaning services and additional self-isolation and COVID-19 diagnosis supports in [supported independent living](#) arrangements.

### **Further information**

For more information please contact:

Service Delivery Team - to inform us about changes you need to your rosters and supports

Phone - (08) 8340 2000

Email - [services@enhancedlifestyles.com.au](mailto:services@enhancedlifestyles.com.au)

General Manager of Accommodation and Services - to discuss any particular concerns about health conditions, risks or health support procedures

Phone - (08) 8340 2000

Email - [services@enhancedlifestyles.com.au](mailto:services@enhancedlifestyles.com.au) attn: Sarah Maynard

Quality Team – to provide feedback, make a suggestion or lodge a complaint

Phone - (08) 8340 2000

Email - [feedback@enhancedlifestyles.com.au](mailto:feedback@enhancedlifestyles.com.au)

Website - <https://enhancedlifestyles.com.au/contact/feedback/>

State Government Covid-19 Information Line

Phone – 1800 253 787

NDIS Contact Centre

Phone – 1800 800 110

Or read our Covid-19 Management Procedure (P327) for how we have changed our supports to provide a more safe environment for employees and customers.