Aurora Support Services

COVIDSafe Plan

Revised 18.07.2022

Aurora Support Services COVIDSafe Plan

Business name:	Aurora Support Services Inc
Site location:	851 High Street, Epping
	24 – 26 Vasey Avenue, Lalor
	52 Main Street, Thomastown
	76 Edwardes Street, Reservoir
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Date prepared:	07.08.2020, last revised 18.07.2022

Aurora Support Services COVIDSafe Plan contains:

1. **Information included in the organisation's "Conditions for the Safe Provision of Services During COVID-19 Pandemic" (copy over page)**

2. **Organisational policies and procedures relevant to or developed in response to COVID-19 (available on request)**

3. **Comments relating to current organisational practises or policies/procedures/practices under development or review**

Aurora Support Services

CONDITIONS FOR THE SAFE PROVISION OF SERVICES
During COVID-19 Pandemic

==18.07.2022==

We are pleased to be able to offer our service users a range of quality supports at this
time.
It is important however, that everyone continues to do all they can to stop the spread
of the COVID-19 virus.
The conditions outlined below for the safe provision of services are based on the
most recent Federal and State Government's advice including the:

- Victorian Government "Your COVID-19 Checklist"
- Victorian government "Management of COVID-19 in disability settings" - 26th April
2022
- Pandemic orders issued under Victoria's new Public Health and Wellbeing Act as
updated from time to time which include:
  - COVID-19 Mandatory Vaccination (Specified Workers) Order
  - Movement and Gathering Order
  - Open Premises Order
  - Quarantine Isolation and Testing Order
  - Victorian Border Crossing Order
  - Workplace Order

**Links to relevant organisational and government resources and websites are
provided throughout and at the end of this document**

**This document forms part of the
organisation's COVID-Safe Plan**

**1. While providing Day Services and Individualised Supports Aurora Support
Services will:**

1.1   Ensure that all Aurora Support Services staff attending the worksite and those
working directly with participants offsite have complied with the COVID-19 vaccination
timeframes detailed in the most recent Pandemic orders issued under Victoria's
Public Health and Wellbeing Act.[1]:

1.2   Ensure that **all** participants in **all** group activities i.e day services and Your Lifestyle
are **either fully vaccinated or have provided evidence of being an "excepted
person" (i.e have a valid medical exemption)**.

Proof of vaccination must be presented via:

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[1] Staff who have documented evidence that they are "Excepted Persons" will be required to meet with a senior
member of staff to discuss if a suitable return to work arrangement can be made

- A COVID-19 digital certificate displayed through either the Medicare App, the Service Victoria QR check in, Service Victoria App or smart phone wallet

  or

- A printed version of the COVID-19 digital certificate or immunisation history/statement issued by the vaccination provider, a medical practitioner or the Australian Immunisation Register

    <u>Proof of being an "excepted person" must be presented via:</u>

- A current COVID-19 digital certificate issued by Services Australia and displayed through the Medicare App, Services Victoria App or equivalent smartphone wallet, that states that the person is unable to receive a dose, or further dose of any COVID-19 vaccine that is available in Australia

    or

- A printed version of the COVID-19 digital certificate

1.3 Ensure that **all** participants who are **unvaccinated/partially vaccinated (unless they are an "excepted person" i.e have a valid medical exemption)** do not join group programs or Your Lifestyle until they are fully vaccinated (refer section 6 for the organisation's response to supporting partially vaccinated/unvaccinated participants).

1.4 Ensure **all** visitors to our premises who are required by law to be fully vaccinated (boosted) provide evidence of their vaccination status before entering organisational premises or supporting participants. Proof of vaccination must be presented via:

- A COVID-19 digital certificate displayed through the Medicare App, the Service Victoria QR check in, Service Victoria App or smart phone wallet

- A printed version of the COVID-19 digital certificate or immunisation history/statement issued by the vaccination provider, a medical practitioner or the Australian Immunisation Register

1.5 Unvaccinated parents, family members and friends will be encouraged to remain in contact with the organisation via "non-contact" methods such as phone calls, emails and hard copy correspondence.

1.6 Ensure all person's vaccination status information is collected, recorded and stored in a private and confidential manner as per organisational policy and procedures.

1.7 Ensure external transport providers assist participants under their care to alight their vehicle and to enter the care of an Aurora Support Services staff person before leaving the property.

1.8 Ensure all external transport providers entering the building are considered to be a visitor and are subject to all relevant provisions of this document pertaining to visitors.

1.9 Ensure all participants days and times of attendance are recorded in the Service Attendance sheet daily for tracing purposes as necessary.

1.10 Ensure all staff and visitors continue to sign in and out using the manual Attendance Registers if attending the premises. Registers are located in all premises foyer areas and staff rooms.

1.11 Ensure all participants continue to register their attendance via the Attendance Record

systems currently in place at each service. The Attendance Record systems are necessary to record all persons on site in the event of an evacuation emergency, in the case of an electrical outage or disruption, and for broader organisational purposes.

1.12   Ensure all visitors to organisational premises are deemed by Management to be "necessary" for responsible service provision, and that the length of the visit is contained strictly to that which is required.

1.13   Ensure all staff or participants with COVID-19 or Flu like symptoms are directed to a designated "isolation area" at each premises and remain there until arrangements can be made for them to return home. The person in question may be requested by Management to provide a medical clearance before being permitted to return to the service. If the person is able to tolerate a face mask, this should be worn.

1.14   Ensure all participants utilising Aurora Support Services transport to and from home who present with COVID-19 or Flu like symptoms are advised by the driver to remain at home. The participant in question may be requested by Management to provide a medical clearance before being permitted to return to the service.

1.15   Ensure appropriate personal hygiene practices (i.e. washing hands, coughing into elbow etc) are maintained by staff and participants throughout all activities.

1.16   Ensure that all participants are supported to maintain a 1.5 metre distance between self and others, and to wear a face mask (if they are able to do so) when **indoors** and (**outdoors** if they cannot maintain a 1.5-meter distance between themselves and others).

1.17   Ensure any participants who cannot maintain social distancing and/or cannot wear a facemask where required due to the nature of their disability have strategies in place developed in conjunction with their family/carer to assist them in this area.

1.18   Ensure single use, surgical facemasks are worn by Support Workers in all **indoor** (and **outdoor** settings if they cannot maintain a 1.5-meter distance between themselves and others). Note that any Support Worker who has a medical condition which renders the wearing of a face mask unsuitable has a "lawful exemption" from doing so. Such staff must consult with their Line Manager to assess the risk involved in not wearing a face mask and discuss and file note any controls that are required to minimise the risk of cross infection i.e. wearing a face shield, not working with vulnerable participants etc

1.19   Ensure **additional** Personal Protective Equipment is utilised by Support Workers where necessary i.e. gloves when preparing meals or assisting participants with personal hygiene; a disposable fluid repellent gown and eye protection when it is anticipated that they may come in contact with blood, body fluids, mucous membranes.

1.20   Ensure single use, surgical facemasks are to worn by all visitors and contractors in **indoor** settings and in **outdoor** settings if unable to physically distance.

1.21   Ensure single use, surgical facemasks are worn by Administration staff **indoors** if they are greeting someone at reception, or in the event that a participant, visitor, or contractor enters the administration area. Otherwise facemasks are not required to be worn by Administration staff in the office environment.

1.22   Ensure staff and participants are aware of the government directive to wear face masks when travelling to and from the service via public transport.

1.23   Ensure drivers of external transport providers i.e. taxi drivers and supported accommodation services are aware of the directive to wear face masks whilst providing transport to participants to and from the services (Aurora Support Services Director staff will monitor and if necessary, address non-compliance).

1.24   Ensure all PPE is disposed of in the designated, foot operated, closed waste containers provided at each service site, and that hands are sanitised in between the

removal of each item of PPE.

1.25 Ensure at least 70% alcohol sanitising hand wash is available for use by participants, staff and visitors when entering or exiting a room/premises.

1.26 Ensure physical distancing of 1.5 meters is maintained/encouraged between all parties throughout the activity (except for when performing direct care supports). Ensure all participants are supported to understand and maintain social distancing (ie no hugging, no close contact).

1.27 Ensure activities/meetings are conducted outside wherever possible as there is a lower risk of coronavirus (COVID-19) transmission between people if they are outdoors.

1.28 Ensure staff are aware to apply the Small Business Ventilation Guidelines to improve ventilation and reduce the risk of COVID-19 i.e.

- Make the most of natural ventilation by opening doors and windows wherever possible

- Make use of existing mechanical ventilation such as air conditioning and heating systems that introduce outdoor air into indoor spaces

- Investigate use of portable air purifiers (Executive Director)

- Use ceiling fans and pedestal fans to circulate fresh air throughout the space

- Limit numbers in any indoor space where practicable

1.29 Ensure any participant assessed by the Program Manager as being unable to manage potentially contagious behaviour ie sneezing, coughing, personal hygiene requirements etc is requested to remain at home until suitable hygiene management strategies have been put in place.

1.30 Ensure any participant assessed as being unwell by a Program Manager is requested to remain/go home. In certain circumstances the participant may be requested by Management to provide a Medical Certificate prior to return to the service.

1.31 Ensure couches, chairs, tables and office desks are placed strategically in each program/office area to maximise social distancing.

1.32 Whilst there are currently no restrictions on density limits or group sizes, keeping indoor and outdoor activities to small groups is the organisation's preferred approach)

1.33 Ensure that all staff use at least 70% alcohol sanitising surface wipes/sprays to thoroughly cleanse work/activity areas after activities.

1.34 Ensure that all staff use sanitising at least 70% alcohol sanitising surface wipes/sprays to thoroughly cleanse mealtime surfaces after mealtimes.

1.35 Ensure that when accessing community facilities all participants and staff show evidence of their vaccination status if required.

- A COVID-19 digital certificate displayed through the Medicare App, the Service Victoria QR check in, Service Victoria App or smart phone wallet

- A printed version of the COVID-19 digital certificate or immunisation history/statement issued by the vaccination provider, a medical practitioner or the Australian Immunisation Register

1.36 Ensure staff request a copy of a "COVIDSafe Plan" or similar document prior to accessing a community facility for the first time.

1.37 Ensure staff request a copy of a "COVIDSafe Plan" or similar document from all allied health professionals, contractors etc who visit the premises and who are likely to have contact with participants.

1.38 Ensure all programs involving close physical contact with others and those involving

the potential for community transmission are assessed and avoided if deemed necessary.

1.39 Ensure all programs accessing community facilities comply with any room density requirements for that specific facility and do so in numbers which ensures that social distancing requirements can be monitored and maintained by all parties.

1.40 Ensure all programs accessing public outdoor places comply with government directives in relation to public gathering numbers (currently unrestricted). A public outdoor place is a park or garden in a public place, outside of the home. Whilst currently outdoor activity numbers are unrestricted, keeping outdoor activities to small groups is always the organisation's preferred approach)

1.41 Ensure that participant access to other organisational premises/community facilities has Management approval and that appropriate attendance records are kept to assist in contact tracing if necessary.

1.42 Ensure Program Managers liaise closely with staff, participants and families/carers re timetable changes.

1.43 Ensure permanently employed staff work in their assigned service or services unless impracticable for them to do so or when redeployed to other services.

1.43 Ensure casually employed staff work in their assigned service or services for each shift.

- Ensure appropriate attendance records are kept for all permanent and casual staff to assist in contact tracing if necessary.

1.44 Ensure staff providing individualised supports do not routinely enter the participants home/supported accommodation facility when "picking up" and "dropping off" participants (unless specifically invited or required to do so). A brief handover on the doorstep is generally appropriate between staff/family members whilst all parties adhere to social distancing guidelines.

1.45 Ensure 1:1 support options are conducted in such a manner that social distancing requirements can be monitored and maintained along with strict adherence to all hygiene and social distancing practices.

1.46 Ensure staff complete and forward to their line manager an "Individualised COVID Safe Checklist" after each episode of 1:1 support to a participant at an organisational premises, in the community or in a participants home.

1.47 Ensure staff complete and forward to their line manager a "Group COVID Safe Checklist" after each episode of group activities or group transport as required.

1.48 Require all staff and participants to adhere to the Australian Government directives if they have travelled to any overseas country.

Refer to

https://www.coronavirus.vic.gov.au/information-overseas-travellers for current advice about obligations for returning international travellers.

2 While providing Day Services and Individualised supports from the Thomastown Library and Community Centre (Social Links) Aurora Support Services will:

2.1 Ensure all of the conditions in section 1 are adhered to by all relevant parties

2.2 Ensure that all additional conditions outlined in the "Open Premises" Orders pertaining to being a "patron" of the facility are adhered to.

2.3 Ensure Aurora Support Services liaises with Thomastown Library and Community

Centre and the Whittlesea Council regarding an assurance that heating, ventilation and air conditioning systems are functional, well maintained and meet regulations in this area.

3. While providing day/evening "in home" supports on a 1:1 basis Aurora Support Services will:

3.1 Ensure all of the conditions in section 1 are adhered to by the participant, staff and members of the household.

4 While providing emergency overnight "in home" or "centre based" supports on a 1:1 basis Aurora Support Services will:

4.1 Ensure all of the clauses in part 1 are adhered to by the participant, staff, family or visitors during the overnight stay.

4.2 Ensure that participants and staff provide their own linen, including fitted/base bed sheet, doona, pillow and pillowcase if advised.

4.3 Ensure all beds are thoroughly cleaned and sanitised prior to commencement and at the conclusion of each centre based overnight stay.

4.4 Ensure crockery, cutlery and all cooking and eating utensils are not shared and are thoroughly cleaned and sanitised before and after each use.

4.6 Ensure single use, surgical facemasks are worn by Support Workers in all **indoor** and (**outdoor** settings if they cannot maintain a 1.5-meter distance between themselves and others).

5 While providing "centre based" or "community based" overnight group supports Aurora Support Services will:

5.1 Ensure all of the clauses in part 1 are adhered to by the participant, staff, family or visitors during the overnight stay.

5.2 Ensure that participants and staff provide their own linen, including fitted/base bed sheet, doona, pillow and pillowcase if advised.

5.3 Ensure all beds are thoroughly cleaned and sanitised prior to commencement and at the conclusion of each centre based overnight stay.

5.4 Ensure crockery, cutlery and all cooking and eating utensils are not shared and are thoroughly cleaned and sanitised before and after each use.

5.5 Ensure single use, surgical facemasks are worn by Support Workers in all **indoor** and (**outdoor** settings if they cannot maintain a 1.5-meter distance between themselves and others).

6 While providing "individualised" supports to partially vaccinated/unvaccinated participants Aurora Support Services will:

6.1 Ensure all parties are aware that "individualised" **offsite only** services are offered to unvaccinated participants only whilst staffing resources and organisational resources allow such services to continue.

6.2 Ensure all of the conditions in section 1 relating to social distancing, health and hygiene practises are **strictly** adhered to by the participant and staff, particularly fully

sanitising the vehicle before and after each activity.

6.3   Ensure activities are held in **outdoor, well-ventilated settings or in government approved indoor community settings.**

6.4   Ensure the staff person providing the support is aware that the participant they are supporting is unvaccinated/being treated as unvaccinated due to non-disclosure of vaccination status, and that they have fully consented to provide such supports.

7.   When using Agency staff Aurora Support Services will:

7.1   Ensure Agency staff are procured from an agency who have previously supplied Aurora Support Services with a copy of their "COVID-19 Response Plan" which incorporates measures to prevent the spread of COVID-19 virus by agency staff.

7.2   Request the agency to provide consistent staff as much as possible to Aurora Support Services to limit the number of different agency staff supporting participants.

7.3   Ensure Agency staff adhere to all requirements in Clause 1 (above).

8.   When accommodating students on placement Aurora Support Services will:

8.1   Ensure the educational facility requesting the student placement supplies Aurora Support Services with a copy of their "COVIDSafe Plan" which incorporates measures to prevent the spread of COVID-19 virus by students.

8.2   Ensure all students on placement are subject to all requirements in Clause 1 (above).

9.   To maximise cleaning and health precautions at all premises Aurora Support Services will:

9.1   Ensure external contracted cleaners thoroughly clean and sanitise high usage areas/items such as bathrooms, toilets, showers, taps, door handles and light switches on a daily basis using prescribed COVID safe cleaning products with at least 70% alcohol base.

9.2   Ensure all staff utilise sanitising 70% alcohol wipes on workplace phones, keyboards, lockers, desk ware, mobility equipment at the start and end of each working day.

9.3   Ensure an "Administration Area Cleaning Log" is maintained to record daily "after lunchtime" cleaning and sanitising of Administration area.

9.4   Consider the introduction of methods to reduce the physical handling of cash across the organisation ie EFTPOS, direct debit.

9.5   Encourage all staff to obtain the seasonal flu vaccine (does not prevent Coronavirus however may assist to maintain overall good health and resilience).

9.6   Advise all Aurora Support Services participants to receive free seasonal flu vaccine (does not prevent Coronavirus however may assist to maintain overall good health and resilience). Note: free seasonal flu vaccine is available for those with medical risk factors – phone 1300 882 008 for further information.

10. **While providing transport to and from program activities in organisational vehicles Aurora Support Services will:**

10.1   Ensure where possible passengers sit in the back seat, as far removed from the driver to maintain physical distance. If there are more than two people in the vehicle physical distancing should be maximised as much as is practicable.

10.2   Ensure vehicle surfaces are thoroughly cleaned with at least 70% alcohol sanitising wipes before and after each use. 70% alcohol sanitising wipes are kept in vehicles as well as in other areas of each premises.

10.3   Ensure drivers set the air conditioning to external airflow instead of recirculation and open a window if possible.

11. **While providing transport to and from home and our day services in organisational vehicles Aurora Support Services will:**

11.1   Ensure all participants utilising Aurora Support Services Transport are visually assessed for COVID-19/Flu symptoms by the driver before getting on the vehicle. Any participant assessed as having COVID-19/Flu symptoms will be asked to remain at home. That person may be requested by Management to provide a Medical Clearance before returning to the service.

11.2   Ensure drivers set the air conditioning to external airflow instead of recirculation and open a window if possible.

11.3   Ensure vehicle surfaces are thoroughly cleaned with sanitising 70% alcohol sanitising wipes after each use.

11.4   Ensure participants and their families/caregivers understand that whilst physical distancing will be maximised where possible, a distance of 1.5 meters is not practicable on all occasions.

12. **While providing supports to participants who utilise external transport providers i.e public transport, taxis, supported accommodation vehicles or private family vehicles Aurora Support Services will:**

12.1   Ensure all participants who travel to and from the service via public transport, taxi, supported accommodation vehicle or private family vehicle are made aware that they are participating in a personal travel arrangement and may continue do so at their own discretion.

12.2   For more information about obligations of commercial passenger vehicle drivers, including taxi drivers visit https://cpv.vic.gov.au/drivers/coronavirus-covid-19/coronavirus-covid-19-faqs2/driver-faqs

12.3   Refer clause 1.23 referring driver obligations to wear face masks.

12.4   Aurora Support Services will issue all external transport providers with a document outlining expected cleaning protocols and social distancing rules as detailed in the most current Coronavirus disease (COVID-19) instruction issued by the Victorian Government – Commercial Passenger Vehicles Victoria.

13. To maximise Information, Communication and Training Aurora Support Services will:

13.1 Monitor new information on a daily basis regarding COVID-19 provided by Local, State and Federal Government.

13.2 Communicate on a regular basis with all of our staff regarding COVID-18 to keep them up to date with relevant information and risk mitigation strategies, including providing them with online training

13.3 Display information posters at all premises regarding steps to reduce the risk of COVID-19 and effective infection control strategies.

13.4 Communicate with participants/carers via memos, emails and phone calls as necessary

13.5 Ensure all Support Workers complete mandatory training modules as specified by the organisation and subject to change from time to time regarding COVID-19 in general, COVID-19 infection control and how to safely use PPE.

14. To ensure appropriate responses to confirmed/suspected COVID-19 cases Aurora Support Services will:

14.1 Ensure all staff, participants and their families receive a copy of the organisation's Quarantine and Isolation (during COVID-19) Procedure along with the COVID-19 Situation and Response Flow Chart.

14.2 Require all staff, participants, visitors and contractors to advise their direct line manager immediately, if they test positive for the COVID-19, so that all reasonable steps can be taken to mitigate any risk to other staff and participants.

14.3 Require all staff, participants, visitors and contractors to advise the organisation immediately, if they believe they have had potential exposure to COVID-19[2].

14.4 Ensure Management staff utilise the organisation's "Record of Response to a Positive COVID-19 Case and their Workplace Contacts" form to record details of confirmed/suspected cases and to guide the organisation's response.

14.5 Require that in the event of a proven case of COVID-19 amongst participants, staff, contractors or visitors that the steps in the "Aurora Support Services COVID-19 Positive Case Action Plan" below are adhered to:

Aurora Support Services COVID-19 Confirmed Case/ Probable Case of COVID-19 and Close Contact Action Plan

(to be activated in the event of notification of a Confirmed case (i.e. via PCR test) or Probable case (i.e via RA test) amongst a participant, staff member, contractor or visitor who has attended a service site whilst infectious ("infectious period" is defined as being the 48 hours before the onset of symptoms, or if asymptomatic the date the test sample was taken which subsequently tested as positive. This date is also known as date "zero")

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[2] Refer to bottom of page - Aurora Support Services COVID-19 Situation and Response Flow Chart for definitions of "contacts".

(A)   Whenever an Aurora Support Service staff first receives advice that a participant, staff member, contractor or visitor have become a Positive Case and may have visited the premises whilst infectious they must immediately inform the Positive Case's direct Line Manager.

(B)   If the Positive Case is a participant or staff the Line Manager will ensure that the Positive Case is aware that they will need to isolate at home for 7 days.

(C)   Using the [Record of Response to a Positive COVID-19 Case and Their Workplace Contacts](#)   the Line Manager will identify all organisational premises that the Positive Case has attended during their "infectious period" via Attendance records, including any organisational vehicles or taxi's that they may have travelled in.

(D)   Using the Record of Response the Line Manager will identify all Workplace Contacts of the Positive Case i.e. participants, visitors, staff and contractors who have been in the same indoor space or have travelled in the same vehicle as the positive case during their "infectious period" using the current definitions of close contact.

(E)   The Line Manager will forward the completed Record of Response to the Executive Director for next steps.

(F)   The Executive Director will facilitate the contact of all Workplace Contacts in person or via phone/text/email/communication book to inform them of their potential exposure to COVID-19 and their respective isolation, testing and return to work/service requirements. Current advice for participants and staff will be as follows:

(G)   **Exemption from being a Close Contact** - if you have recovered from COVID-19 within 4 weeks of ending your isolation period, you are exempted from testing and quarantine requirements if you are exposed to another case. Therefore, if you are informed by our organisation that you have become a workplace contact, and this exemption applies to you, please inform your direct line manager for our records.

(H)   The Executive Director will fulfill all organisational government reporting requirements as per clause 14.7 in this document

(I)   Contact external cleaning contractors to perform a thorough sanitisation of indoor spaces accessed by positive case (note there is no longer a requirement for government certified "deep cleaning" to be performed)

(J)   Ensure all organisational vehicles accessed by the positive case are thoroughly sanitised with 70% alcohol sanitising wipes.

(K)   If the Positive Case is a participant or a staff person, ensure that they are supported in their return to service/work.

14.6   Ensure that all relevant bodies are notified via the link below following a **proven case** of COVID-19 amongst participants or staff or in the event of a **COVID-19 Outbreak** which may be declared if:

-    5 or more staff and/ or participants are diagnosed (RA or PCR test) and

-    the cases are linked epidemiologically and

-    the cases occurred within 7 days from the time the first person was diagnosed.

- the LPHU will determine whether an outbreak should be declared.

[Where to report COVID-19 cases (dffh.vic.gov.au)](#)

Victorian Government

Coronavirus Hotline ph 1800 675 398

Victorian Public Health Unit ph 1300 651 160,

Federal Government

National Coronavirus Helpline ph 1800 020 080

Links to government and organisational documents/resources

[Disability Day Program Operational Guidance - DFFH - 13 December 2021.docx (live.com)](#)

[Supporting unvaccinated clients guidance - 2 December 2021.docx (live.com)](#)

[Your COVID Checklist | Coronavirus Victoria](#)

[Pandemic Order Register | health.vic.gov.au](#)

[https://www.coronavirus.vic.gov.au/worker-vaccination-requirements](#)

[https://www.health.vic.gov.au/covid-19/infection-prevention-control-resources-covid-19](#)

[https://www.coronavirus.vic.gov.au/ventilation](#)

[Infection prevention control resources - COVID-19 | health.vic.gov.au](#)

[Department of Families Fairness and Housing Victoria | Community services sector – COVID-19 (dffh.vic.gov.au)](#)

[https://www.dffh.vic.gov.au/disability-settings-covid-19-guidance-v13](#)

[Face masks and federal discrimination law | Australian Human Rights Commission](#)

[Face masks - when to wear a face mask | Coronavirus Victoria](#)

NDS (National Disability Services) Contacts:

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Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Cleaning and PPE Responsibilities (all services)** **Comments:**
Where possible: enhance airflow by opening windows and adjusting air conditioning.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Conditions for the Safe Provision of Transport – External providers** **Comments:**
In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Individualised COVIDSafe Checklist** • **Group Programs COVIDSafe Checklist** • **COVID-19 Cleaning Procedure** **Comments:**

Guidance	Action to mitigate the introduction and spread of COVID-19
Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **COVID-19 Cleaning Procedure** **Comments:**
Replace high-touch communal items with alternatives.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **COVID-19 Cleaning Procedure** **Comments:**

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **COVID-19 Cleaning Procedure** • **Individualised COVIDSafe Checklist** • **Group Programs COVIDSafe Checklist** **Comments:**
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Cleaning and PPE Responsibilities (all services)** • **COVID-19 Cleaning Procedure** **Comments:**

Guidance	Action to mitigate the introduction and spread of COVID-19

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
Ensure that all staff that can and/or must work from home, do work from home.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Working from Home Policy** **Comments:**
Establish a system that ensures staff members are not working across multiple settings/work sites.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** **Comments:**
Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Quarantine and Isolation Procedure during COVID-19 including COVID-19 Situation and Response Flowchart** **Comments:**

Guidance	Action to mitigate the introduction and spread of COVID-19
Configure communal work areas and publicly accessible spaces so that: • **there is no more than one worker per four square meters of enclosed workspace** • **workers are spaced at least 1.5m apart** • **there is no more than one member of the public per four square meters of publicly available space.** **Also consider installing screens or barriers.**	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **COVID-19 Density Regulations Door poster** **Comments:**
Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** **Comments:**
Modify the alignment of workstations so that workers do not face one another.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Addressed in Return to Safe Workplace Plan** **Comments:**
Minimise the build up of workers waiting to enter and exit the workplace.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** **Comments:**
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** **Comments:**

Guidance	Action to mitigate the introduction and spread of COVID-19
	A variety of information posters are displayed across all premises
Review delivery protocols to limit contact between delivery drivers and staff.	Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic" Aurora Support Services relevant Policies/Procedures available on request Comments: *Protocols to be formally developed and posters displayed*
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic" Aurora Support Services relevant Policies/Procedures available on request Comments:
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the 'four square metre' rule.	Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic" Aurora Support Services relevant Policies/Procedures available on request • **COVID-19 Density Regulations Door posters** Comments: *A variety of information posters are displayed across all premises*

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic" Aurora Support Services relevant Policies/Procedures available on request • **Coronavirus (COVID-19) Conditions of Entry Declaration and Workplace Attendance Register for staff/visitors/contractors (all services)** Comments:

Guidance	Action to ensure effective record keeping
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **OHS Policy** **Comments:** *Various OHS related posters are displayed in the workplace including photo ID of Workplace reps*

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** **Comments:** *Business Continuity Plan under development*

Prepare to identify close contacts and providing staff and visitor records to support contact tracing.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"**
	
	Aurora Support Services relevant Policies/Procedures available on request
	  • **Quarantine and Isolation Procedure during COVID-19 including COVID-19 Situation and Response Flowchart**
	
	  • **Aurora Support Services COVID-19 Confirmed Case/ Probable Case of COVID-19 and Close Contact Action Plan**
	
	Comments:

Guidance	Action to prepare for your response
Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** • **Aurora Support Services COVID-19 Confirmed Case/ Probable Case of COVID-19 and Close Contact Action Plan** **Comments:**
Prepare for how you will manage a suspected or confirmed case in an worker during work hours.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Quarantine and Isolation procedure during COVID-19 including COVID-19 Situation and Response Flowchart** • **Aurora Support Services COVID-19 Confirmed Case/ Probable Case of COVID-19 and Close Contact Action Plan** **Comments:**
Prepare to notify workers and site visitors (including close contacts)	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"** **Aurora Support Services relevant Policies/Procedures available on request** • **Record of Response to a Report of Potential Exposure to COVID-19** • **Quarantine and Isolation Procedure during COVID-19 including Situation and Response Flowchart** • **Aurora Support Services COVID-19 Confirmed Case/ Probable Case of COVID-19 and Close Contact Action Plan** **Comments:**

Guidance	Action to prepare for your response

Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"**
	
	Aurora Support Services relevant Policies/Procedures available on request
	  • **Worksafe Policy re Notifiable Occurrence**
	
	  • **Aurora Support Services COVID-19 Confirmed Case/ Probable Case of COVID-19 and Close Contact Action Plan**
	
	Comments:

Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.	**Refer Aurora Support Services "Conditions for the Safe Provision of Services During COVID-19 Pandemic"**
	
	Aurora Support Services relevant Policies/Procedures available on request
	  • **Quarantine and Isolation procedure during COVID-19 including COVID-19 Situation and Response Flowchart**
	  • **Employees Return to Service Checklist following Recovery from COVID-19 Infection**
	  • **Participants Return to Service Checklist following Recovery from COVID-19 Infection**
	  • **Aurora Support Services COVID-19 Confirmed Case/ Probable Case of COVID-19 and Close Contact Action Plan**
	
	Comments:

I acknowledge I understand my responsibilities and have implemented this COVIDSafe plan in the workplace.

Signed

Sarah Russell

Name Sarah Russell

Date revised   18.07.2022