

COVIDSafe Plan

Revised 15.12.2021

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 15.12.2021

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, including
Positive Case Action
Plan
(15.12.2021)

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:

- "Victoria's Roadmap: Delivering the National Plan" revised 24.10.2021
 - Victorian Government: How we work: Victoria 19.11.2021
 - Victorian Government: How we live: Information for Victorians 19.11.2021
- "Fact Sheet for community and non-residential disability services – 2nd December 2021
- Victorian Governments Directive for "Authorised Workers to be COVID-19 vaccinated" 01.10.2021
 - Chief Health Officer's "Open premises Directions (7)"
- Victorian State Government - Commercial Passenger Vehicles Victoria 06.10.2021
- Victorian State Government - Supporting clients who are unvaccinated against COVID-19 2 December 2021
 - Victorian State Government - Bus Safety Victoria 24.08.2021
 - Disability day programs – COVID-19 Guidance 29.10.2021

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

Links to various government resources and websites are provided throughout and at the end of this document

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

- 1.1 Ensure that from 26.11.2021, all Aurora Support Services staff attending the worksite and those working directly with participants offsite have provided evidence of having received their second dose of the COVID-19 vaccine¹.
- 1.2 Ensure that from 08.11.2021 **all** participants in **all** group activities i.e day services and R&R are **fully vaccinated**. Proof of vaccination must be presented via:
 - A COVID-19 digital certificate displayed through either 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
- 1.3 Ensure that from 08.11.2021 **all** participants who are **unvaccinated/partially**

¹ Ensure that **all** Aurora Support Services staff who are considered to be an "excepted person" i.e. have presented the organisation with acceptable medical evidence detailing a medical contraindication which prevents them from being vaccinated, meet with senior staff to discuss appropriate strategies to manage the practical issues which flow from their non-vaccinated status

vaccinated do not join group programs until they are fully vaccinated (refer section 6 for the organisations response to supporting partially vaccinated/unvaccinated participants).

- 1.4 Ensure **all** visitors to our premises i.e. parents, carers, family, friends, contractors, cleaners, residential house staff, health care professionals, volunteers, taxi drivers etc 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 that all staff and participant temperature checks are performed at entry points to the premises before entering the more populated parts of the building.
- 1.8 Ensure all participants are informed of the necessity to obtain a clear temperature check before leaving home/residential facility to attend the service.
- 1.9 Ensure wherever possible that participant temperature checks are performed prior to external transport providers (i.e. taxi’s, supported accommodation, parents etc) leaving the premises - in order to expedite any unwell participant’s return home.
- 1.10 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.
- 1.11 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.
- 1.12 Ensure all participants days and times of attendance are recorded in the Service Attendance sheet daily for tracing purposes as necessary.
- 1.13 Ensure all staff and visitors sign in and out using the “Coronavirus (COVID-19) Conditions of Entry Declaration and Workplace Attendance Register” if attending the premises. Registers are located in all premises foyer areas and staff rooms.
- 1.14 Ensure all staff, participants and visitors attending the premises have a temperature check to ensure their temperature is below 37.5 degrees.
- 1.15 Ensure all participants/staff/visitors to the premises who are carrying a suitable electronic device, register their attendance using the Victorian Government QR code irrespective of the anticipated length of their stay. The staff person assuming this responsibility will be referred to as the COVID-19 Check-in Marshal. N.B. People in attendance at our services, including people with disabilities, who are not carrying a suitable electronic device will not be required to register their attendance using the QR code.
- 1.16 Irrespective of the requirement to register attendance at our services where possible via the Victorian Government QR code, all participants/staff/visitors will still be required to register their attendance via the manual Attendance Record systems currently in place at each service. The manual 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.

- 1.17 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.
- 1.18 Ensure all staff or participants with a temperature equal to or above 37.5 degrees are directed to a designated “isolation area” at each premises and remain there until arrangements can be made for them to return home. That person will not be permitted to return to the service until a Medical Clearance is obtained. If the person is able to tolerate a face mask, this should be worn.
- 1.19 Ensure all participants utilising Aurora Support Services transport to and from home receive a temperature check by the driver before getting on the vehicle. Any participant with a temperature equal to or above 37.5 degrees will be asked to remain at home. That participant will not be permitted to return to the service until a Medical Clearance is obtained.
- 1.20 Ensure appropriate personal hygiene practices (i.e. washing hands, coughing into elbow etc) are maintained by staff and participants throughout all activities.
- 1.21 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** at both the premises and in the community. There is limited scope for participants not to wear a face mask outdoors if they can demonstrate the ability to physically distance from others, however this situation must first be assessed and approved by the Manager responsible for the activity.
- 1.22 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. Note: If these strategies are not deemed to be effective by the Program Manager the participant may be requested to remain at home until suitable and effective strategies have been put in place.
- 1.23 Ensure single use, surgical facemasks are worn by Support Workers in all **indoor and outdoor** settings, at both the premises and in the community whilst supporting participants. There is scope for Support Workers not to wear a face mask outdoors if they can demonstrate the ability to physically distance from others, however this situation must first be assessed and approved by the Manager responsible for the activity.
- 1.24 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.
- 1.25 Ensure single use, surgical facemasks are to be worn by Administration staff, Management staff, visitors and contractors in all **indoor and outdoor** settings **unless** they can demonstrate the ability to physically distance from others, in which case face masks are not required. Administration staff are to wear a face mask if/when a participant or visitor enters the Administration area. Facemasks are available at premises reception areas if required.
- 1.26 Ensure staff and participants are aware of the government directive to wear face masks when travelling to and from the service via public transport.
- 1.27 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).
- 1.28 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.

- 1.29 Ensure sanitising hand wash is utilised by participants, staff and visitors when entering or exiting a room/premises.
- 1.30 Ensure physical distancing of 1.5 meters is maintained 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).
- 1.31 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.
- 1.32 Ensure any participant assessed by the Program Manager as 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.
- 1.33 Ensure any participant assessed as being unwell by a Program Manager is requested to go home and will not be permitted to return to the service until a Medical Clearance is obtained.
- 1.34 Ensure couches, chairs, tables and office desks are placed strategically in each program/office area to ensure social distancing.
- 1.35 Ensure all rooms have the number of people permissible to occupy that space specified at the entry point as per current "density limits". Aurora Support Services is maintaining a 2 square meter density limit at all organisational premises.
- 1.36 Ensure all centre based **indoor** activities operate within a 2 square metre density limit and maintain a group size consistent with current government restrictions for disability services (currently there are no restrictions on group size, however keeping indoor activities to small groups is always the organisation's preferred approach)
- 1.37 Ensure all centre based and community based **outdoor** activities maintain a 2 square metre density limit and maintain a group size consistent with current government restrictions for disability services (currently there are no restrictions on group size, however keeping outdoor activities to small groups is always the organisation's preferred approach)
- 1.38 Ensure that all staff use sanitising surface wipes/sprays to thoroughly cleanse work/activity areas before and after activities.
- 1.39 Ensure that all staff use sanitising surface wipes/sprays to thoroughly cleanse mealtime surfaces before and after mealtimes.
- 1.40 Ensure all community facilities accessed by participants and staff during programs are "approved services" under the Victorian Government's current COVID-19 directives.
- 1.41 Ensure that when accessing all community facilities during programs all participants and staff show evidence of their vaccination status i.e
- 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
 - Authorised letter from Aurora Support Services verifying that all staff and participants accessing a community venue have presented suitable documentation to the organisation verifying their fully vaccination status
- 1.42 Ensure staff complete request a copy of a "COVIDSafe Plan" or similar document prior to accessing a community facility for the first time.
- 1.43 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.

- 1.44 Ensure all programs involving close physical contact with others and those involving the potential for community transmission are avoided.
- 1.45 Ensure staff travel with participants strictly within government defined boundaries, unless they are providing transport to and from participants homes or with the expressed permission from their line manager.
- 1.46 Ensure all programs accessing community facilities (i.e. shops) 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.
- 1.47 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)
- 1.48 Ensure all outdoor activities are conducted within current government directives regarding km range (currently unlimited - unless an exemption applies and the activity has been approved by a Manager).
- 1.49 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.
- 1.50 Ensure Program Managers liaise closely with staff, participants and families/carers re timetable changes.
- 1.51 Ensure permanently employed staff work in their assigned service or services unless impracticable for them to do so.
 - 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.
- 1.52 Ensure staff providing individualised supports do not enter the participants home/supported accommodation facility when "picking up" and "dropping off" participants (unless prior arrangements have been discussed and agreed to by all parties). A brief handover of less than 15 minutes can occur on the doorstep between staff/family members whilst all parties adhere to social distancing guidelines.
- 1.53 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.
- 1.54 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.
- 1.55 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.

2. While providing Day Services and Individualised supports from the Thomaston 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 (with the exception of density quotients which differ as per below).

- 2.2 Ensure that all additional conditions outlined in the Chief Health Officer's "Open premises Directions (7)" 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 parties are aware that "in home" supports that are considered "essential" may still be conducted irrespective of current government restrictions to household numbers.
- 3.2 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 parties are aware that "in home" or "centre based" overnight supports on a 1:1 basis that are considered "essential" may still be conducted irrespective of current government restrictions in the area of accommodation.
- 4.2 Ensure all of the clauses in part 1 are adhered to by the participant, staff, family or visitors during the overnight stay.
- 4.3 Ensure overnight accommodation activities adhere to room density requirements of any centre based or "in home" facility.
- 4.4 Ensure that participants and staff provide their own linen, including fitted/base bed sheet, doona, pillow and pillowcase if advised.
- 4.5 Ensure all beds are thoroughly cleaned and sanitised prior to commencement and at the conclusion of each centre based overnight stay.
- 4.6 Ensure crockery, cutlery and all cooking and eating utensils are not shared and are thoroughly cleaned and sanitised before and after each use.
- 4.7 Ensure single use, surgical facemasks are worn by Support Workers in all indoor and outdoor settings whilst supporting participants.

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 overnight stays are conducted within government approved numbers (currently unlimited) remembering that being indoors increases the risk of spreading the virus.
- 5.3 Ensure overnight accommodation activities adhere to room density requirements of any centre based or community based facility.
- 5.4 Ensure that participants and staff provide their own linen, including fitted/base bed sheet, doona, pillow and pillowcase if advised.
- 5.5 Ensure all beds are thoroughly cleaned and sanitised prior to commencement and at the conclusion of each centre based overnight stay.

- 5.6 Ensure crockery, cutlery and all cooking and eating utensils are not shared and are thoroughly cleaned and sanitised before and after each use.
- 5.7 Ensure single use, surgical facemasks are worn by Support Workers in all indoor and outdoor settings, at both the premises and in the community whilst supporting participants.

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 a singular source i.e. OnCall 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 OnCall provide consistent staff as much as possible to Aurora Support Services to limit the number of different agency staff supporting participants.
- 7.3 Ensure Oncall staff are subject 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 cleaners thoroughly clean and sanitise high usage areas/items such as bathrooms, toilets, showers, taps, door handles and light switches on a daily basis.
- 9.2 Ensure all staff utilise sanitising 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 Refurbish the reception window at 851 High Street to minimise airborne particles from transferring between reception staff and visitors.
- 9.5 Consider the introduction of methods to reduce the physical handling of cash across

the organisation ie EFTPOS, direct debit.

- 9.6 Ensure floor markings are in place to facilitate a 1.5 meter distance between parties in high usage areas across all premises i.e. foyers, kitchens etc.
- 9.7 Encourage all staff to obtain the seasonal flu vaccine (does not prevent Coronavirus however may assist to maintain overall good health and resilience).
- 9.8 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 sanitising wipes before and after each use.
- 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 receive a temperature check by the driver before getting on the vehicle. Any participant with a temperature equal to or above 37.5 degrees will be asked to remain at home. That person will not be permitted to return to the service until a Medical Clearance is obtained.
- 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 wipes before and 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 and 1.29 referring driver and passenger 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 the Coronavirus provided by Local, State and Federal Government.
- 13.2 Communicate on a regular basis with all of our staff regarding the Coronavirus 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 Coronavirus 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.
- 13.6 Ensure all employees working for an additional employer/self-employed provide a Statutory Declaration stating the name and contact details of the additional employer/s and the nature of the work involved.

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 Ensure all staff and participants are informed of the government's QR code system which alerts mobile phone users to COVID-19 cases in their area.

[About the free Victorian Government QR Code Service | Coronavirus Victoria](#)

- 14.3 Require all staff, participants, visitors and contractors to advise us **immediately**, if they test positive for the Coronavirus, so that all reasonable steps can be taken to mitigate any risk to other staff and participants.
- 14.4 Require all staff, participants, visitors and contractors to advise us **immediately**, if they believe they have had potential exposure to Coronavirus².
- 13.5 Ensure Management staff utilise the organisation's "Record of Response to a Report of Potential Exposure to COVID-19" form to record details of confirmed/suspected cases and to guide organisation's response.
- 13.6 Require that in the event of a proven case of Coronavirus amongst participants, staff, contractors or visitors that the steps in the "Aurora Support Services COVID-19 Positive Case Action Plan" below are adhered to:

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

• Aurora Support Services COVID-19 Positive Case Action Plan

• (to be activated in the event of a positive case of COVID-19 amongst a participant, staff member, contractor or visitor who has physically attended a service site whilst infectious (“infectious period” is defined as being the 48 hours before the test sample was taken which subsequently tested as positive. This date is also known as date “zero”)

1. If still at the service site, immediately isolate the positive case from others and arrange for them to return home or depart from the premises ASAP.
2. 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.
3. 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 government matrix contained in the [Workplaces-business-industry-contact-management-guidance-2021-11-18 \(1\).pdf](#)
4. Inform all Workplace Contacts in person or via phone/text/email of their potential exposure to COVID-19 and their requirement to have a standard PCR test (Polymerase Chain reaction) at a testing centre ASAP and to isolate until receipt of a negative result.
5. If advice of a positive case has been received during service operating hours, facilitate the return home or departure from the premises ASAP for all Workplace Contacts including participants³, visitors, staff⁴ and contractors.
6. Ensure the positive case is forwarded a link to the state government’s “COVID-19 Checklist” or are informed of the Coronavirus Hotline 1800 020 080 to assist them in their isolation requirements (currently 10 days), obligations, supports and recovery.
<https://www.coronavirus.vic.gov.au/checklist>
7. Activate the organisation’s COVID-19 Outbreak Management Plan.
8. Fulfill all organisational government reporting requirements as per clause 13.6 in the “Conditions for the Safe Provision of Services During COVID-19 Pandemic”
9. 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)
10. Ensure all organisational vehicles accessed by the positive case are thoroughly sanitised.
11. If the Workplace Contact is a participant they are required to forward a copy of their negative PCR test before commencing back to services to melissa.lopresti@aurorasupportservices.org.au A RAT (Rapid Antigen Test) is also strongly recommended to be undertaken by participants for a period of 5 mornings after recommencement at the service to confirm their negative status. 5 free RAT tests are available when a participant is getting a standard (PCR) test if they tell the testing centre they attend a disability service
12. If the Workplace Contact is a staff member they are required to forward a copy of their negative PCR test before commencing back at work to rebecca.muscat@aurorasupportservices.org.au . A RAT (Rapid Antigen Test) is also strongly recommended to be undertaken for staff for a period of 5 mornings after recommencement at work to confirm their negative status. 5 free RAT tests are available when a staff person is getting a standard (PCR) test if they tell the testing centre they are a Workplace Contact in a disability setting.
13. If the positive case is a participant or a staff person, ensure that they are supported in their

³ Participants will not be “billed” in the event of a sudden service closure due to a COVID-19 positive case.

⁴ Staff will be “Stood Down Without Pay” in the event of a sudden service closure due to a COVID-19 positive case, however, may access their LSL, Annual Leave or contact the government for financial assistance. For further information:

[Stand downs - Fair Work Ombudsman](#)

<https://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/if-you-need-payment>

[return to service/work.](#)

- 13.7 Ensure the following bodies are notified following a proven case of Coronavirus amongst participants or staff.

NDIS Commission

<https://www.ndiscommission.gov.au/providers/notice-changes-events/notification-covid-19>

Worksafe

[A Notifiable Incident](#)

Department of Families, Fairness and Housing

RREMOutbreak@dffh.vic.gov.au

Victorian Government

Coronavirus Hotline ph 1800 020 080

Victorian Public Health Unit ph 1300 651 160,

Federal Government

National Coronavirus Helpline ph 1800 675 398

Links to government documents/resources

<https://www.dffh.vic.gov.au/community-services-mandatory-vaccination-policy-word>

<https://www.dffh.vic.gov.au/fact-sheet-community-and-non-residential-disability-services-word>

<https://www.dffh.vic.gov.au/community-services-mandatory-vaccination-policy-word>

<https://www.dffh.vic.gov.au/disability-day-programs-covid-19-guidance>

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
<p>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.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • Cleaning and PPE Responsibilities (all services) <p>Comments:</p>
<p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • Conditions for the Safe Provision of Transport – External providers <p>Comments:</p>
<p>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.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • Individualised COVIDSafe Checklist • Group Programs COVIDSafe Checklist • COVID-19 Cleaning Procedure <p>Comments:</p>
<p>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).</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • COVID-19 Cleaning Procedure <p>Comments:</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Replace high-touch communal items with alternatives.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • COVID-19 Cleaning Procedure <p>Comments:</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
<p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • COVID-19 Cleaning Procedure • Individualised COVIDSafe Checklist • Group Programs COVIDSafe Checklist <p>Comments:</p>
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • Cleaning and PPE Responsibilities (all services) • COVID-19 Cleaning Procedure <p>Comments:</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
<p>Ensure that all staff that can and/or must work from home, do work from home.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> Working from Home Policy <p>Comments:</p>
<p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> N/A <p>Comments:</p>
<p>Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> Quarantine and Isolation Procedure during COVID-19 including COVID-19 Situation and Response Flowchart <p>Comments:</p>
<p>Configure communal work areas and publicly accessible spaces so that:</p> <ul style="list-style-type: none"> 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. <p>Also consider installing screens or barriers.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> COVID-19 Density Regulations Door poster <p>Comments:</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • N/A <p>Comments:</p>
<p>Modify the alignment of workstations so that workers do not face one another.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • Addressed in Return to Safe Workplace Plan <p>Comments:</p>
<p>Minimise the build up of workers waiting to enter and exit the workplace.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • N/A <p>Comments:</p>
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • N/A <p>Comments: <i>A variety of information posters are displayed across all premises</i></p>
<p>Review delivery protocols to limit contact between delivery drivers and staff.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • N/A <p>Comments:</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
	<i>Protocols to be formally developed and posters displayed</i>
<p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • N/A <p>Comments:</p>
<p>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.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • COVID-19 Density Regulations Door poster <p>Comments: <i>A variety of information posters are displayed across all premises</i></p>

Guidance	Action to ensure effective record keeping
Record keeping	
<p>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.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • Coronavirus (COVID-19) Conditions of Entry Declaration and Workplace Attendance Register for staff/visitors/contractors (all services) <p>Comments:</p>

Guidance	Action to ensure effective record keeping
<p>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • OHS Policy <p>Comments: <i>Various OHS related posters are displayed in the workplace including photo ID of Workplace reps</i></p>

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
<p>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • N/A <p>Comments: <i>Business Continuity Plan under development</i></p>
<p>Prepare to identify close contacts and providing staff and visitor records to support contact tracing.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • Quarantine and Isolation Procedure during COVID-19 including COVID-19 Situation and Response Flowchart <p>Comments:</p>
<p>Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> • N/A <p>Comments:</p>

Guidance	Action to prepare for your response
<p>Prepare for how you will manage a suspected or confirmed case in an worker during work hours.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> Quarantine and Isolation procedure during COVID-19 including COVID-19 Situation and Response Flowchart <p>Comments:</p>
<p>Prepare to notify workers and site visitors (including close contacts)</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> Record of Response to a Report of Potential Exposure to COVID-19 Quarantine and Isolation Procedure during COVID-19 including Situation and Response Flowchart <p>Comments:</p>
<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> Worksafe Policy re Notifiable Occurrence <p>Comments:</p>
<p>Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.</p>	<p>Refer Aurora Support Services “Conditions for the Safe Provision of Services During COVID-19 Pandemic”</p> <p>Aurora Support Services relevant Policies/Procedures available on request</p> <ul style="list-style-type: none"> 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

Guidance	Action to prepare for your response
	<ul style="list-style-type: none"> • Participants Return to Service Checklist following Recovery from COVID-19 Infection <p>Comments:</p>

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

Signed



Name Sarah Russell

Date revised 15.12.2021