

Creating a safe environment for clients, employees & our communities during the COVID-19 Pandemic

COMMUNITY
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Introduction

The health, safety and wellbeing of clients, our employees and our communities has always been critically important to Community Living Australia.

The work Community Living Australia undertakes is essential for many people in our community. The people we support are more likely to develop serious complications if infected by the COVID-19 virus. During these uncertain times, Community Living Australia has put in additional measures to keep people safe.

What Community Living Australia is doing to keep people safe

General Safeguards

- All employees have been re-trained in infection control
- We have increased the frequency of environmental cleaning
- Additional cleaning protocols have been provided to employees
- We continue to source additional Personal Protective Equipment
- Community Living Australia offices are closed to the public. Contact can still be made via phone and email
- All employees will continue to follow health guidelines regarding self-isolation and social distancing
- We are monitoring and working closely with regulators and health authorities to ensure we are acting on the most up-to-date information
- A freeze on new services will be effective immediately
- 3 weeks' supply of essential products are being sourced for critical services
- A dedicated COVID-19 response team has been established to respond to any enquiries regarding the virus. This team can be contacted on 8536 5881 or clacovid@claut.com.au.

What Community Living Australia is doing to keep people safe

Client Safeguards

- We are identifying any clients who may be at heightened risk of infection and will be providing them with support
- All Day Option services will remain suspended for the foreseeable future
- All non-critical In Home Support, Community Participation, and Recreation Services will remain suspended for the foreseeable future
- Respite services will remain suspended for the foreseeable future
- External visitors to accommodation services will be limited to two at any time and for a maximum period of one hour. Before entering an accommodation service, any visitor must confirm they:
 - have not travelled overseas in the last 14 days
 - have not arrived from interstate in the last 14 days
 - have not been in any contact with a confirmed case of COVID-19 in the last 14 days
 - are not living with or have come into close contact with someone who is currently self-isolating as directed by a GP or government agency
 - do not have any cold or flu-like symptoms
 - are adhering to government direction regarding social distancing
- If visitors are unable to provide this signed confirmation, they will not be allowed to enter the house. We understand this may cause clients and visitors frustration, but again it is to help safeguard everyone involved
- We have sourced and developed resources to help clients understand the virus, good hygiene, infection control and how to safeguard themselves.

What Community Living Australia is doing to keep people safe

Employee Safeguards

- All employees have access to Community Living Australia's Employee Assistance Program for confidential counselling on 1300 667 700
- We provide regular updates regarding good hygiene, infection control and how to safeguard themselves
- We are working with the sector to provide worker security
- We are supporting employees who can work from home, to do so
- Meetings will be held via secure internet links or telephone where possible
- Employees are being provided with extra information to help feel connected and stay healthy at home
- Only mandatory training is being undertaken.

Next steps

Whilst we understand that the measures may prove inconvenient and frustrating, we hope you understand and support our efforts to keep people safe.

Community Living Australia is actively reviewing current health and government advice and may change or add additional measures to safeguard people.

We will lift any restrictions as soon as it is safe to do so. Community Living Australia will continue to provide regular updates as new developments occur.

Regular updates will be provided to clients, employees and stakeholders on the virus, good hygiene, infection control and Community Living Australia's response to any developments.