

# COVID-19 Pandemic Management Policy

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## 1. Introduction

### 1.1 Purpose

This Policy and the Policies and Procedures and related documentation set out in section 1.5 below (**Related Documentation**) supports Centre for Inclusive Supports to apply the Risk Management NDIS Practice Standard.

### 1.2 Policy Aims

Centre for Inclusive Supports is committed to ensuring that risks to Participants, Workers and the provider are identified and managed.

### 1.3 NDIS Quality Indicators

In this regard, Centre for Inclusive Supports aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:

- (a) Risks to the organisation, including risks to Participants, financial and work health and safety risks, and risks associated with provision of support are identified, analysed, prioritised and treated.
- (b) A documented risk management system that effectively manages identified risks is in place, and is relevant and proportionate to the size and scale of the provider and the scope and complexity of support provided.
- (c) The risk management system covers each of the following:
  - (1) incident management;
  - (2) complaints management and resolution;
  - (3) financial management;
  - (4) governance and operational management;
  - (5) human resource management;
  - (6) information management;
  - (7) work health and safety;
  - (8) emergency and disaster management.
- (d) Where relevant, the risk management system includes measures for the prevention and control of infection and outbreaks.
- (e) Supports and services are provided in a way that is consistent with the risk management system.

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- (f) Appropriate insurances are in place, including professional indemnity, public liability and accident insurance.

#### 1.4 Scope

- (a) This Policy applies to the provision of all services and supports at Centre for Inclusive Supports.
- (b) All permanent, fixed term and casual staff, contractors and volunteers are required to take full responsibility for ensuring full understanding of the commitments outlined in this Policy.
- (c) The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows and other strategies referred to in the relevant procedure.

#### 1.5 Related Documentation

The application of the above NDIS Practice Standard by Centre for Inclusive Supports is supported in part by and should be read alongside the Policies and Procedures and related documentation corresponding to this Policy in the Policy Register.

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## 2. Definitions

In this Policy:

**Centre for Inclusive Supports** means Centre for Inclusive Supports Inc. ABN 13 517 649 640.

**Client** means a client of Centre for Inclusive Supports (including an NDIS Participant).

**Principal** means Lenka Boorer.

**Reasonably practicable** means that which is, or was at a particular time, reasonably able to be done in relation to ensuring workplace health and safety, taking into account and weighing up all relevant matters including:

- (a) the likelihood of the hazard or the risk concerned occurring; and
- (b) the degree of harm that might result from the hazard or the risk; and
- (c) what the person concerned knows, or ought reasonably to know, about:
  - (1) the hazard or the risk; and
  - (2) ways of eliminating or minimising the risk; and
- (d) the availability and suitability of ways to eliminate or minimise the risk; and
- (e) After assessment, the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

**Representative** means a person specified as the representative of the Client in the Client's Service Agreement or any person who provides personal care, support or help to a Client and is not engaged as a paid or volunteer Worker, often a family member or guardian (if any).

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**Risk Management** means the process whereby hazards are identified, the risks associated with the identified hazard are assessed and the control measures which will eliminate or minimise the risk of injury from the identified hazard are planned and implemented.

**Worker** means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by Centre for Inclusive Supports and includes the Principal.

**Workplace** means a place where work is carried out by Centre for Inclusive Supports and includes any place where a Worker goes or is likely to be while at work including:

- (a) Centre for Inclusive Supports's business premises;
- (b) a Client's home or part of their home (for example, a dedicated treatment room), a vehicle or a community venue, where and while a service is being undertaken; and
- (c) accommodation a Worker occupies that is owned by or under the management or control of the Principal where the occupancy is necessary for the Worker's engagement because other accommodation is not reasonably available.

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### 3. Policy

#### 3.1 General

- (a) COVID-19 is a contagious viral infection that generally causes respiratory illness in humans. The World Health Organization (WHO), has declared the COVID-19 outbreak as a 'pandemic'- a Public Health Emergency of International Concern (effective 11 March 2020). This is mainly due to the speed and scale of transmission of the virus in countries around the world, including Australia.
- (b) Presentation can range from no symptoms (asymptomatic) to severe illness with potentially life-threatening complications, including pneumonia.
- (c) People with COVID-19 may experience:
  - (1) fever
  - (2) flu-like symptoms such as coughing, sore throat and fatigue
  - (3) shortness of breath
  - (4) other symptoms may include:
    - (a) runny nose
    - (b) headache
    - (c) muscle or joint pains
    - (d) nausea
    - (e) diarrhea
    - (f) vomiting
    - (g) loss of sense of smell
    - (h) altered sense of taste
    - (i) loss of appetite and fatigue

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- (d) COVID-19 is spread by contact with respiratory secretions and objects or materials which are likely to carry infection, such as clothes, utensils and furniture.
- (e) The Australian Government is constantly updating the current status of COVID-19 including health recommendations, travel, isolation and quarantine restrictions, and a vast collection of resources and information to help people make informed decisions.
- (f) As this information is rapidly changing, Centre for Inclusive Supports is monitoring health alerts and implementing measures suggested by key health experts to minimise the transmission of COVID-19.
- (g) The Centre for Inclusive Supports Work Health & Safety Policy and our Managing and Reducing Risks Matrix reflect our commitment to safety culture and demonstrate our commitment to the physical and psychological health and wellbeing of Workers.
- (h) The evolving nature of COVID-19 and the unprecedented steps required to protect our community as recommended by the Australian Government has resulted in the development of a specific policy to assist Centre for Inclusive Supports to manage risks associated with this pandemic. This Policy will change as required to ensure recommended protective measures against COVID-19 are implemented.
- (i) This COVID-19 Pandemic Management Policy complements and should be read alongside that Policy and supplements the information in those documents in relation to the identification and minimisation of risks associated with COVID-19.

### 3.2 Minimising the transmission of COVID-19

- (a) Centre for Inclusive Supports has implemented a Risk Management process in accordance with the Work Health & Safety Policy to identify risks and hazards to our Workplaces and practices. Where possible, Centre for Inclusive Supports endeavours to eliminate or minimise these risks as is reasonably practicable.
- (b) Effective 15 March 2020, the Australian Health Protection Principal Committee has made recommendations to the general public to help manage the spread of COVID-19. These measures include implementing good hygiene, self-isolation and social distancing.
- (c) Our Workers are committed to assist in infection prevention controls and have completed COVID-19 infection control training.

### 3.3 Personal Protective Equipment

- (a) Masks and alcohol-based hand sanitiser will be provided for use by all Workers.

### 3.4 Communication

- (a) Where appropriate, signs and posters will be displayed at the Centre for Inclusive Supports business premises to remind Workers of the risks of COVID-19 and the measures that are necessary to stop its spread including hand washing and hand rub procedures.
- (b) We will establish regular communication channels with Clients and their support network as well as Workers to share information about COVID-19 and our service delivery as required.
- (c) Due to the fluid nature of COVID-19 and the possibility of self-isolation for some Workers, we will endeavour to inform Clients and their support network of any changes to the nature of our services and supports as required.
- (d) Where possible, consultations with Clients will be held via telephone or online conferencing (such as Skype or Zoom).

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### 3.5 Exclusion / Self-isolation / Self-quarantine

- (a) Only essential Workers, Clients and their Representative will be permitted entry to any Workplace.
- (b) Records of attendance will be kept by the relevant Worker conducting the consultation.
- (c) Workers must use their own pen, paper, computer and other equipment when conducting consultations.
- (d) Any person who is considered a close contact of someone who has a positive diagnosis must not visit a Clients' house or have any face to face contact with a Client of Centre for Inclusive Supports for at least 5 days.
- (e) If you are a close contact with no symptoms, you should not enter other high-risk settings including disability and mental health and aged care residential facilities and healthcare settings, for 5 days after becoming a close contact.
- (f) If you are a close contact with symptoms, test for COVID-19 as soon as possible and you should not work in or visit Centre for Inclusive Supports's premises or our Clients' homes, including other high-risk settings for 5 days after becoming a close contact and until your symptoms have resolved and you return a negative test.
- (g) It is recommended that household members of a person who has a confirmed case (including children) of COVID-19, be isolated from Centre for Inclusive Supports Workers.
- (h) Families must immediately advise Centre for Inclusive Supports if they, or anyone in their family, develops any symptoms of the virus or receives a positive result of the virus whilst in close contact with a Client of Centre for Inclusive Supports.
- (i) Any person (employee, enrolled child, parent, caregiver, visitor or contractor) who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath, must seek urgent medical attention to determine if they need to be tested for COVID-19 and not attend any support or service consultation with Centre for Inclusive Supports under any circumstance.

### 3.6 Implement effective hygiene measures

- (a) Effective handwashing is a vital strategy to help reduce the spread of the COVID-19 virus. Handwashing with soap and water for at least 20 seconds whenever you cough, sneeze or blow your nose, prepare food or eat, touch your face or use the toilet is required.
- (b) Centre for Inclusive Supports will adhere to National Regulation requirements and Government guidelines to ensure all Clients, families and others who utilise our services and support implement best practice.
- (c) Controls include but are not limited to:
  - (1) Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority.
  - (2) Frequently touched surfaces including tables, handrails, doors, phones, keyboards and EFTPOS facilities are regularly cleaned.
  - (3) Masks and alcohol based hand sanitiser are provided to all Workers.
  - (4) Centre for Inclusive Supports prohibits close contact with anyone with a positive COVID-19 in the past 5 days;

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- (5) Hand & personal hygiene (hand washing with liquid soap and water for 20 seconds and/or using the hand sanitizer provided to Workers).
  - (6) Physical / social distancing and maintaining 1.5m distance from other people at a minimum and spacing furniture Clients and Workers use accordingly.
  - (7) Workers wearing the masks provided when it is anticipated that there may be contact with a patient's blood or body fluids, mucous membranes, non-intact skin or other potentially infectious material or equipment.
  - (8) Invoicing Clients for services rendered and encouraging payment via online bank transfer, rather than taking payment from Clients directly.
- (d) Advice should be sought regarding more intensive cleaning requirements if COVID-19 positive cases are identified.

### 3.7 Notification

#### NDIS

Centre for Inclusive Supports should notify the NDIS Commission using the [notification-event-form-covid-19-registered-providers](#) form, if one of the following events occurs:

- (a) a Worker or Participant is confirmed with the COVID-19 infection.
- (b) A decision of a registered NDIS provider to not accept, on a temporary or permanent basis, new Participants for supports or services that the provider is registered to provide.
- (c) A significant adverse change in wait times for the provision of supports or services to Participants that the provider is registered to provide
- (d) A significant shortfall in available Workers of the registered NDIS provider to provide the supports or services the provider is registered to provide
- (e) The cessation, on a temporary or permanent basis, of the provision of supports or services that the provider is registered to provide.
- (f) A significant increase or decrease in the number of Participants being provided with a support or service as a result of staff losses due to infection or Participant cancellations due to infection
- (g) A decrease in staff that is unexpected and/or to an extent that the provider is unable to provide continuity of services or supports to the NDIS Participants who currently receive such services or supports from the provider.

#### Queensland

- (a) The duty holder must notify Workplace Health and Safety Queensland (WHSQ) of a confirmed or probable case of COVID-19 which has been diagnosed by a medical practitioner and arising out of the conduct of the duty holder or undertaking:
  - (1) that requires the person to undergo immediate treatment in a hospital as an in-patient; or
  - (2) to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work that involves providing treatment or care to a person, or that involves contact with human blood or other bodily substances.
- (b) Concerns regarding a work health and safety issue can be made using an online form at Safe Work Australia or by calling 1300 362 128.

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## 4. General

### 4.1 Relevant Legislation, Regulations, Rules and Guidelines

Legislation, Rules, Guidelines and Policies apply to this Policy and Related Documentation as set out in the Legislation Register.

### 4.2 Inconsistency

If and to the extent that the terms of this Policy are or would be inconsistent with the requirements of any applicable law, this Policy is deemed to be amended but only to the extent required to comply with the applicable law.

### 4.3 Policy Details

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