

Family and Disability Community Based services Roadmap

A guide to the on/off application of Restrictions in response COVID-19 detection or community transmission

- The roadmap aims to balance the rights of clients, staff, visitors and contractors with public health and infection control requirements. It considers the whole of community factors that will be considered in decisions on the levels of restrictions imposed on any Family and Disability Service.
- In the event of an outbreak in community, stringent infection control measures will apply and will be implemented as per advice from the local Public Health Unit and our key Funding and Regulatory Bodies (Department of Children, Youth Justice and Multicultural Affairs <https://www.cyjma.qld.gov.au/news-updates/covid-19-updates>; Department of Communities, Housing and Digital Economy <https://www.chde.qld.gov.au/>; Department of Social Services <https://www.dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support> Department of Education <https://alt-qed.qed.qld.gov.au/covid19>; NDIS <https://www.ndis.gov.au/coronavirus>; NDIS Quality and Safeguarding Commission <https://www.ndiscommission.gov.au/resources/coronavirus-covid-19-information> **NOTE: This Roadmap does not apply to a COVID-19 outbreak - to be managed via the FADS Response Plan and Outbreak Plan**

Situation		No COVID-19 detected in community (Low Risk)	Cases detected in defined community locations and protective measures deemed necessary (Moderate Risk)	Case detected across widespread location or high number of cases in a defined community location – restrictions required (High Risk)
Stage		Maintain vigilance	Temporary Restrictions to Assess the Situation	Restrictions – Until Outbreak Declared Over/Stand Down
Objectives		<ul style="list-style-type: none"> Protect clients/customers Protect PPE stock and establish distribution channels Maintain services for clients and customers 	<ul style="list-style-type: none"> Protect clients and customers Support ongoing connection to clients eg ICT options Increase screening and protection 	<ul style="list-style-type: none"> Protect clients and the community Support ongoing social connection to clients eg ICT options Stop or limit service provision (directive or risk-based decision)
Controls	Staff/ Leaders	<ul style="list-style-type: none"> Localised workforce management plan developed and implemented Staff maintain infection control learning requirements Ensure addresses and staffing visiting locations are available Regular cleaning routines in place as per COVID response plans 	<ul style="list-style-type: none"> If directed - PPE precautions in the identified locations considered for staff working across more than one service in the impacted location, retail settings or delivering service where social distancing cannot be maintained Regular cleaning routines in place as per COVID response plans 	<ul style="list-style-type: none"> If directed – suspension of non-essential service provision or provision of service via alternative means If directed - PPE precautions for staff working within community Locational rostering – clear recording keeping of staff movements
	Clients/Customers	<ul style="list-style-type: none"> Clients and Customers access services as per COVID risk assessments/plans Promote infection prevention and control measures such as hand hygiene using various forms of communication Social distancing and Handwashing maintained Client screen tools implemented 	<ul style="list-style-type: none"> Promote infection prevention/control measures e.g. hand hygiene Social distancing maintained Suspension of services in locations as directed Prepared but not alarmed Client screening tools implemented 	<ul style="list-style-type: none"> Engage additional communication strategies If Directed: Restrictions to non-essential service provision Client screening tools implemented Maintain infection control procedures
	Clients, service providers and Customers	<ul style="list-style-type: none"> Visitors and service providers may enter maintain services - records as per usual practice or via QR code application Entry screening processes for clients attending appointments Customers in Lifeline stores are advised of COVID restrictions 	<ul style="list-style-type: none"> If Directed: suspension of services Continue entry screening processes Use of masks in retail setting in identified locations where practical Temperature testing for child care centres in identified locations 	<ul style="list-style-type: none"> If directed: non-essential service services suspended Entry screening processes implemented via QR Code If directed: essential and/or non-essential required to use face mask
Communications		<ul style="list-style-type: none"> Communication with clients and customers regarding current status Refreshing PPE and infection control training for staff Reinforcing messaging re staying at home and getting tested if symptomatic to staff, clients and customers not attending if unwell Engagement and preparation with community services industry & stakeholders 	<ul style="list-style-type: none"> Information about the direction and the implications of the changes (refer to website) Communications with clients and customers Reinforce messaging to clients and customers not attending if unwell Refresh PPE training and communication to staff regarding infection control Status updates to community services Industry peak bodies & key stakeholders 	<ul style="list-style-type: none"> Update information about the direction and the implications of the changes (refer to website) Communication to clients and customers Communication to staff regarding infection control Status updates to community services Industry peak bodies & key stakeholders
Testing		<ul style="list-style-type: none"> As advised by PHU - clients and staff in the event of a confirmed case (client, staff, customer or visitor) Record on Riskman 	<ul style="list-style-type: none"> As advised by PHU - clients and staff in the event of a confirmed case (client, staff, customer or visitor) Record on Riskman 	<ul style="list-style-type: none"> As advised by PHU - clients and staff in the event of a confirmed case (client, staff, customer or visitor) Record on Riskman
Additional Health Direction		No-Current Direction	Yes – Department of Health and/or Regulatory or Funding Body precautionary Direction restrictions applied to defined residential (or other services) within geographical area, for 48 hours. Review occurs after 48 hours. Restrictions remain in place where a directive applies until replaced or revoked.	Yes – Department of Health Directive and/or Regulatory or Funding Body Direction restrictions applied to defined geographical area until the Direction is replaced or revoked.