

# COVID-19 FAMILY AND DISABILITY SERVICES (FaDS) Client & Customer Safety Response Matrix

Note:

- ✓ The response level (0-5) will be determined by Crisis Management Team (CMT), as determined by the Public Health Unit levels.
- ✓ The FaDS Service/Facility are required to implement the determined action level directions unless exception sought from CMT
- ✓ An Outbreak is declared by the Public Health Unit (PHU)
- ✓ The Disability Direction (DD), Funding Body Directives: State Department - Department of Child Safety, Youth and Women, Department of Communities, Disabilities and Seniors, Department of Housing and Public Works; Department of Premier and Cabinet; Department of Education; Commonwealth Departments - Department of Social Services, Prime Minister and Cabinet; Department of Education, Skills and Employment, State and Commonwealth directives are the minimum requirements. CMT may direct additional requirements
- ✓ Consideration will be given to differentiated responses in restricted areas or larger geographical areas based on service type, transmission rate and/or risk
- ✓ A Department of Health and/or Government Department Directive is applied to a defined geographical area, for 48 hours. A review occurs after 48 hours and if required the restrictions are applied for a period of 14 days or until replaced or revoked.

Safety Response Level determined by	1	2	3	4
COVID-19 prevalence in the Local Govt area, Local Community (LGA/HHS), Hospital or Health Service as advised by QLD Health	Low Risk	Moderate Risk	High Risk	Outbreak
	No or few cases; cases only in quarantine; small numbers of linked cases	A series of unlinked cases; high number of locally-acquired cases; cases with high numbers of local	High numbers of unlinked cases; sustained community transmission	Overwhelming impact on daily operations and/or declared outbreak

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Safety Response Level		1	2	3	4
<b>Entry Screening</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Screening as per checklist guidelines including contact information and COVID questions.	Screening as per checklist guidelines including contact information and COVID questions Child Care Centres – Temperature Checking in addition to COVID questions	Screening as per checklist guidelines including contact information and COVID questions Child Care Centres – Temperature Checking in addition to COVID questions	Screening as per checklist guidelines including contact information and COVID questions All open sites– Temperature Checking visitors in addition to COVID questions.
	Community based/Home Visiting/Office Locations	Home/Visiting Screening as per checklist including COVID questions and contact information; Retail – COVID QR Code completed in core office locations	Home/Visiting Screening as per checklist including COVID questions and contact information. COVID QR Code completed in core office locations	Home/Visiting Screening as per checklist including COVID questions and contact information. COVID QR Code completed in core office locations	Home/Visiting Screening as per checklist including COVID questions and contact information. COVID QR Code completed in core office locations and temperature checking
	Lifeline Retail	COVID Safety Risk Assessment Applies	COVID Safety Risk Assessment Applies	COVID Safety Risk Assessment Applies	COVID Safety Risk Assessment Applies and temperature checking
<b>General visitation</b>	OOHC; SILS/DFV Refuge/Homeless Residents	No Limits on visitors/service providers – entry screening applies	Entry maybe restricted in line with Government Guidelines and Directives.	Entry will now be restricted in line with Government Guidelines and Directives. Entry restricted to essential services only.	Entry will now be restricted in line with Government Guidelines and Directives. Entry restricted to essential services only.
	Community /Home Visiting/Office Locations	No Limits on visitors – entry screening applies	No Limits on visitors – entry screening applies	Essential visiting only, restricted in line with Government Guidelines and Directives. Entry restricted to essential services only.	Essential visiting only, restricted in line with Government Guidelines and Directives. Entry restricted to essential services only.
	Lifeline Retail	No Limits on customers – entry screening and COVID risk assessment plan	No Limits on customers – entry screening and COVID risk assessment plan	Increased vigilance for customers accessing the retail shops. Government DOH guidelines applied – may lead to service suspension	Government DOH guidelines applied – may lead to service suspension
<b>Movement restrictions within a office/residential</b>	OOHC; SILS/DFV Refuge/Homeless Residential	Yes – social distancing	Yes – social distancing	Yes –social distancing, use of common areas to be reviewed	Yes – use of common areas to be reviewed

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	Community /Home Visiting/Retail Shops	Yes – social distancing	Yes – social distancing	Yes – review non-essential service delivery restrictions	Yes – restrict non-essential service delivery
<b>New admissions and readmissions</b>	OOHC; SILS/DFV Refuge/Homeless Residents	No restrictions	No restrictions	No restrictions	No restrictions
	Community /Home Visiting	No restrictions normal screening applies	No restrictions normal screening applies	Continue with new client engagement with pre-visit phone call screening prior to essential home visit	Continue with new client engagement with pre-visit phone call screening prior to essential home visit
<b>Testing and reporting</b>	OOHC; SILS/DFV Refuge/Homeless Residents	As required for symptomatic residents/staff Reporting as per Riskman procedure	As required for symptomatic residents/staff Reporting as per Riskman procedure	As required for symptomatic residents/staff Reporting as per Riskman procedure	As required for symptomatic residents/staff Reporting as per Riskman procedure
	Community /Home Visiting/Retail Shops	As required for symptomatic residents/staff Reporting as per Riskman procedure	As required for symptomatic residents/staff Reporting as per Riskman procedure	As required for symptomatic residents/staff Reporting as per Riskman procedure	As required for symptomatic residents/staff Reporting as per Riskman procedure
<b>Group Programs and Training</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Normal operations social distancing	Normal operations social distancing, additional PPE required Follow FaDS Training and Group Work Risk Assessment Plan	Normal operations social distancing, additional PPE required. Follow FaDS Training and Group Work Risk Assessment Plan	Normal operations social distancing, additional PPE required. Follow FaDS Training and Group Work Risk Assessment Plan
	Community /Home Visiting/Retail Shops	Normal operations social distancing	Normal operations social distancing, additional PPE required, Follow FaDS Training and Group Work Risk Assessment Plan	Non-essential groups and training suspended. Follow FaDS Training and Group Work Risk Assessment Plan	Non-essential groups and training suspended. Follow FaDS Training and Group Work Risk Assessment Plan
<b>Service Delivery</b>	OOHC; SILS/DFV Refuge/Homeless	Normal Operations, FaDS COVID pandemic plan in place (preparation)	Normal Operations with increase screening vigilance. Ensure all SIL clients have emergency COVID preparedness plans in place. Increased cleaning routines	Normal Operations with increase screening vigilance. Ensure all SIL clients have emergency COVID preparedness plans in place. Review	Normal Operations with increase screening vigilance. Ensure all SIL clients have emergency COVID preparedness plans in place. Review

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	Residents			service models to ensure COVID safe houses. Increased cleaning routines	service models to ensure COVID safe houses. Increased cleaning routines
	Community /Home Visiting/Retail Shops	Normal Operations, FaDS COVID pandemic plan in place (preparation). Lifeline Retail COVID Risk Assessment Plans in place	Normal Operations with increase screening vigilance. Risk assessment plans in place	Normal Operations with increase screening vigilance. Risk assessment plans in place. Review – potentially suspend service delivery in non-essential services. COVID Risk assessment plans Lifeline Retail in place	Normal Operations with increase screening vigilance. Risk assessment plans in place. Review – potentially suspend service delivery in non-essential services, may move to close Lifeline Retail
Staff	OOHC; SILS/DFV Refuge/Homeless Residents	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell All staff to be compliant with COVID vaccination policy.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell; Use of PPE maybe required  All staff to be compliant with COVID vaccination policy.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell. Use of PPE maybe required.  All staff to be compliant with COVID vaccination policy.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell. Use of PPE maybe required  All staff to be compliant with COVID vaccination policy.
	Community /Home Visiting/Retail Shops	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell All staff to be compliant with COVID vaccination policy.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell; Use of PPE maybe required  All staff to be compliant with COVID vaccination policy.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell; Use of PPE maybe required Redeployment of staff as needed; stand downs as per closure/suspension plan All staff to be compliant with COVID vaccination policy.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell, Use of PPE maybe required Redeployment of staff as needed; stand downs as per closure/suspension plan All staff to be compliant with COVID vaccination policy.
Staff PPE Use	OOHC; SILS/DFV Refuge/Homeless Residents	As required by standard precautions for infection prevention.	As required by standard precautions for infection prevention. Refer to FaDS COVID-19 PPE Matrix and any PHU/CHO directives.	As required by standard precautions for infection prevention. Refer to FaDS COVID-19 PPE Matrix and any PHU/CHO directives.	As required by standard precautions for infection prevention. Refer to FADS COVID-19 PPE Matrix and any PHU/CHO directives.
	Community /Home Visiting/Retail Shops				

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<b>Staff rostering and client/resident allocation</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Normal rostering practice	Locational rostering minimise staff working across multiple locations/services	Locational rostering minimise staff working across multiple locations/services	Locational rostering minimise staff working across multiple locations/services
	Community/Home Visiting/Retail Shops	Normal scheduling practice	Schedule consistent staff, consider cohorting of staff	Schedule consistent staff, consider cohorting of staff	Schedule consistent staff, consider cohorting of staff
<b>Working from home</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Operations as usual Follow UC Covid Safe Plan and CMT instructions	Essential Service Delivery staff as normal in location  Non-essential staff and those who can work from home Follow UC Covid Safe Plan and CMT instructions	Essential Service Delivery staff as normal in location  Non-essential staff and those who can work from home Follow UC Covid Safe Plan and CMT instructions	Essential Service Delivery staff as normal in location  Non-essential staff and those who can work from home Follow UC Covid Safe Plan and CMT instructions
	Community/Home Visiting/Retail Shops				
<b>Volunteers</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Yes – with Risk assessment	Yes – with Risk assessment	Yes – engaged in low risk activities under the age of 70 with no co-morbidities.	No volunteers allowed
	Community/Home Visiting/Retail Shops				
<b>Training</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Yes, adhering to social distancing	Yes, adhering to social distancing however virtual where possible	Limited - adhering to social distancing, suspend non-essential training, essential training to be delivered virtually where able.	No non-essential training Essential training only
	Community/Home Visiting/Retail Shops				

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<b>Meetings</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Yes, adhering to social distancing	Yes, adhering to social distancing however virtual where possible	Limited, adhering to social distancing, virtual meetings where able.	ALL meetings to be conducted virtually.
	Community/Home Visiting/Retail Shops				
<b>Contractors and goods delivery</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Contractors may enter. Entry screening; Social distancing and to access only necessary areas. All Contractors engaging directly in services to be double COVID vaccinated	Contractors may enter. Entry screening; Social distancing and to access only necessary areas. Must use appropriate PPE. All Contractors engaging directly in services to be double COVID vaccinated	Contractors may enter. Entry screening; Social distancing and to access only necessary areas. Only Services and goods that are required for the effective operation of the facility. Must use appropriate PPE. All Contractors engaging directly in services to be double COVID vaccinated	Contractors may enter. Entry screening; Social distancing and to access only necessary areas. Only Services and goods that are required for the effective operation of the facility. Must use appropriate PPE. All Contractors engaging directly in services to be double COVID vaccinated
	Community/Home Visiting/Retail Shops				
<b>Cleaning</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Routine Cleaning plus Touch point cleaning two times a day. All cleaners engaging directly in services to be double COVID vaccinated	Routine Cleaning plus Touch point cleaning three times a day. All cleaners engaging directly in services to be double COVID vaccinated	Routine Cleaning plus Touch point cleaning three times a day. All cleaners engaging directly in services to be double COVID vaccinated	Routine Cleaning plus Touch point cleaning three times a day. All cleaners engaging directly in services to be double COVID vaccinated
	Community/Home Visiting/Retail Shops	Routine Cleaning plus Touch point cleaning two times a day. Vehicle cleaning as per Car/Device Cleaning	Routine Cleaning plus Touch point cleaning three times a day. Vehicle cleaning as per Car/Device Cleaning	Routine Cleaning plus Touch point cleaning three times a day. Vehicle cleaning as per Car/Device Cleaning	Routine Cleaning plus Touch point cleaning three times a day. Vehicle cleaning as per Car/Device Cleaning
<b>Waste Management</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Normal Operations	Normal Operations	Normal Operations	Increased waste requirements managed by the Ops team
	Community/Home	Normal Operations	Normal Operations	Normal Operations	Normal Operations

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	Visiting/Retail Shops				
<b>Meals Service</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Social Distance restrictions apply and as required by standard precautions for infection prevention	Social Distance restrictions apply and as required by standard precautions for infection prevention. Normal meal preparation continues in home	Social Distance restrictions apply and as required by standard precautions for infection prevention. Normal meal preparation continues in home	Social Distance restrictions apply and as required by standard precautions for infection prevention. Normal meal preparation continues in home
<b>Facility Management &amp; Protection</b>	OOHC; SILS/DFV Refuge/Homeless Residents	Core Offices/Lifeline Retail: Signage at entrances alerting all of restrictions and to do not enter if symptomatic	Core Offices/Lifeline Retail: Signage at entrances alerting all of restrictions and to do not enter if symptomatic	Core Offices/Lifeline Retail: Signage at entrances alerting all of restrictions and to do not enter if symptomatic	Core Office Locations: Close and lock all external doors, enter by appointment only Residential houses as per PHU directions Lifeline Retail: Limit entry and exit points, manage flow into retail stores
	Community/Home Visiting/Retail Shops				
<b>PPE Stocktake</b>	OOHC; SILS/DFV Refuge/Homeless Residents	PPE Audit Monday and Wednesday by 1200 hrs	PPE Audit Daily by 1200 hrs	PPE Audit Daily by 1200 hrs	PPE Audit twice daily (0900 & 1500) with escalation to COVID-19 Ops team for access to Commonwealth stockpile
	Community/Home Visiting/Retail Shops	Normal Operations with PPE stocktake	PPE Audit Monday and Wednesday by 1200 hrs	PPE Audit Monday and Wednesday by 1200 hrs	PPE Audit daily by 1200 hrs