



SRS Response to COVID-19 (Coronavirus)

March 2020

Service Delivery

SRS would like to reassure all existing and new service users, their families, carers, and referring stakeholders that we are continuing to deliver essential core support services during this trying time. SRS is committed to providing safe and high quality supports to our service users on the understanding some NDIS participants, their families and co-ordinators maybe looking for additional, temporary or standby disability supports, for which we are happy to help where possible at this difficult and challenging time.

Our management team are keeping a close eye on emerging daily updates provided by the relevant government and health authorities to ensure we are adhering to the evolving guidance on the developing situation surrounding the COVID-19 (coronavirus) pandemic in Australia. We are reviewing individual service users support plans daily and where necessary are adopting a flexible and creative approach to meet our service users' immediate needs whilst prioritising the health and wellbeing of our team and service users from COVID-19 to reduce the spread of community transmission.

What measure have we taken

As a forward-thinking new care provider to Brisbane since 2019, we have benefited from significant preparedness from our well-established branch of the service in Scotland U.K for an event such as Covid-19. We have now implemented our SRS Australia Covid-10 policy and accompanying pandemic response plan that's intended to meet the unique circumstances of a pandemic threat based on the advice issued by the World Health Organization (WHO), Department of Health for Australia, state and federal Governments. The activation

of our emergency business strategies is to ensure continuity of service delivery and risk management process to enable ongoing operations as far as reasonably practicable and to provide reassurance to our service users and employees ensuring business and service delivery decisions aligns with the Australian Government and Public Health authorities advice along with safe practice guidance issued by the relevant industry sector agencies.

In addition to our emergency business continuity plans and procedures the team have undertaken the Australian Government Department of Health Covid-19 Infection Control Training, and are kept well informed of any relevant changes that may impact their role and the way support is delivered to our service users. To date, we have implemented several measures to keep our team and service users safe and well ensuring regular updates and guidance is shared with everyone as it becomes available and where necessary have made alterations to the way we support our service users in accordance with enforced social distancing restrictions and safe practice guidance.

- At SRS we are a small friendly team that work co-operatively with one another and our service users, their families and carers, built on a trusting and open relationship. Together we are finding innovative ways to make sure continuing essential support services remain available to all our service users according to their identified needs and goals as far as possible. The current difficult situation has enabled opportunities for some of our service users to try out new activities and learn new skills within the home or at different locations with priority given to support our more vulnerable service users with high priority essential supports needs who must self-isolate.
- We have paid attention to the emotional wellbeing of our service users and their families at this worrying time and as a team are available to provide informal support to ensure service users and their families are not unduly worried or anxious making sure they have an understanding of Covid-19, what a lockdown means and how to practice good self - care whilst ensuring their basic needs are met– utilizing easy read guidance to heighten awareness. We have also considered if our service users would benefit from access to apps like calm and headspace or tech devices to stay connected and maintain relationships, and or any other form of support out with the scope of SRS
- SRS has subsidised the flu vaccine for all our staff and have created an online team chat group to provide timely and accurate information to our staff as it becomes available. We have also strengthened the availability of personal protective equipment (PPE) including masks, gloves, aprons and sanitising products. Due to the national shortages the availability of PPE will be distributed efficiently in accordance with individual circumstances in line with evolving

guidance regarding the use of PPE for disability support workers.

Staying healthy & good hygiene practices

The team at SRS are well informed with information about the coronavirus pandemic including safe practice updates, enforced restrictions and what to do ensuring they are following the correct advice to reduce the risk of community transmission including adhering to, and promoting the following key practices:



Significant focus on hand hygiene with increased hand washing with soap and water or hand sanitizer rub



things, like:

Washing hands or using hand sanitizer rub after touching

- shopping trolleys
- door handles and light switches
- computers, remote controls and other shared devices or handsets



Cover nose and mouth with a tissue or bent elbow when coughing or sneezing



Avoid touching face, nose and mouth. And avoid shaking hands

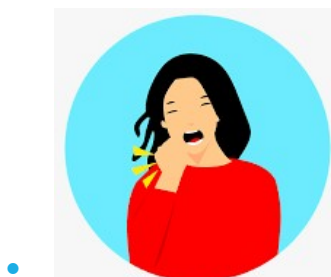


Practice social distancing, which includes staying 1.5m away from others

Avoiding contact with anyone who has symptoms such as:



Fever



Cough



- Sore throat

- fatigue

shortness of breath

If you think you might have symptoms of Coronavirus you can call your G.P. They will tell you what to do next. Alternatively, contact the **Coronavirus Hotline 1800 020 080** and speak to a health care worker at any time.

- To keep up to date with the latest news and developments on Covid-19 visit the [Queensland Health, Novel Coronavirus page](#) or [QLD Health Facebook page](#) [Federal Department of Health and Queensland Health information](#) or <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>



The Council for Intellectual Disability (CID) have published an Easy Read Guide about how to avoid getting sick from a virus.

Download [Viruses and Staying healthy](#) here.

Staying safe from Coronavirus from CID

The Council for Intellectual Disability (CID) have published an Easy Read Guide about staying safe from Coronavirus.

Download [Staying safe from Coronavirus](#) here.

Keep Safe and Easy Read resources by Photosymbols (UK)

The Keep Safe website has Easy Read information and guidance about coronavirus.

Visit the [Keep Safe website](#) here.

These Easy Read posters provide simple information about Coronavirus.

[Coronavirus and health issues](#)

[Coronavirus – how to stay safe](#)

[Coronavirus – what if you get ill](#)

*If you have any questions about the protective measures SRS are taking in relation to COVID-19, or if you have a service inquiry please do not hesitate to call our Head Office on **07 3118 1762/ 0406782471** [Email. enquiries@srsicare.com.au](mailto:enquiries@srsicare.com.au) Website. www.srsicare.com.au*