

18th March 2020

COVID-19 Pandemic

Frequently Asked Questions - Participants

We will continue to actively monitor Government sources and respond to any changes or directives as they become available.

Q: Do you have a policy in place?

A: Yes, the Organisation has prepared and implemented a COVID-19 Pandemic Policy. The Policy has been circulated to all employees, volunteers and contractors.

Q: What are you doing to minimise spread?

A: As per government recommendation, "Practising good hand and sneeze/cough hygiene and keeping your distance from others when you are sick is the best defence against most viruses. You should:

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).
- Exercise personal responsibility for social distancing measures."

Q: Do you have enough supplies to go around to staff and clients?

A: We have a supply of gloves for those employees requiring and minimal hand sanitisers with back orders in place. All staff will continue to practice good hand and respiratory hygiene practices as per our Policy and Government recommendations.

Q: What will we do during enforced social distancing?

A: Social distancing is one way to help slow the spread of viruses such as COVID-19. Social distancing includes staying at home when you are unwell, avoiding large public gatherings if they're not essential, keeping a distance of 1.5 metres between you and other people whenever possible and minimising physical contact especially with people at higher risk of developing serious symptoms, such as older people and people with existing health conditions.

There's no need to change your daily routine but taking these social distancing precautions can help protect the people in our community who are most at risk.

Q: Are you cancelling services

A: LINK has cancelled social support group activity and shared transport services. Remaining services will continue on a 1:1 basis until otherwise notified.

As of 17th March 2020, Community Accessibility are continuing business as usual for most of services including regular activities. However, SLES and Flower Force have ceased until further notice.

For the most current information, resources and advice please visit The Department of Health and Human Services website: <https://www.dhhs.vic.gov.au/coronavirus>

If you suspect that you or a family member has COVID19 you should call your doctor or ring the National Hotline on 1800 020 080.