

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)
- ✓ 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
Entry Screening	OOHC; SILS/DFV Refuge/Homeless Residents/Child Care Centres	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 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.
General visitation	OOHC; SILS/DFV Refuge/Homeless Residents/Child Care	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.
Movement restrictions within a office/residential	OOHC; SILS/DFV Refuge/Homeless Residents/ Child Care	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.
New admissions and readmissions	OOHC; SILS/DFV Refuge/Homeless Residents/Child Care	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.
Testing and reporting	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.
Group Programs and Training	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.
Service Delivery	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.	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/Child Care		Increased cleaning routines.	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/Child Care	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell; Use of PPE maybe required.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell. Use of PPE maybe required.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell. Use of PPE maybe required.
	Community/Home Visiting/Retail Shops	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell.	Operations as normal – COVID social distancing, hand washing, PPE knowledge base required. Staff not to attend work if unwell; Use of PPE maybe required.	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.	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.
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				
Staff rostering and client/resident allocation	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.

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	als/Child Care				
	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.
Working from home	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				
Volunteers	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 comorbidities.	No volunteers allowed.
	Community /Home Visiting/Retail Shops				
Travel	OOHC; SILS/DFV Refuge/Homeless Residents	Interstate travel for business must be approved by GM. Intrastate travel for business as per business as usual approval process.	Interstate travel for essential business only and must be approved by GM and in accordance with Public Health Directions. Intrastate travel for essential business only and must be approved by Line Manager and in accordance with Public Health Directions.	Interstate travel for essential business only and must be approved by GE and in accordance with Public Health Directions. Intrastate travel for essential business must be approved by GM and in accordance with Public Health Directions.	No interstate travel. Intrastate travel for essential business only and must be approved by GE and in accordance with Public Health Directions.
	Community /Home Visiting/Retail Shops				
Training	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.

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	Residential				
	Community /Home Visiting/Retail Shops				
Meetings	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				
Contractors and goods delivery	OOHC; SILS/DFV Refuge/Homeless Residents	Contractors may enter. Entry screening; Social distancing and to access only necessary areas.	Contractors may enter. Entry screening; Social distancing and to access only necessary areas. Must use appropriate PPE.	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.	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.
	Community /Home Visiting/Retail Shops				
Cleaning	OOHC; SILS/DFV Refuge/Homeless Residents	Routine Cleaning plus Touch point cleaning two times a day.	Routine Cleaning plus Touch point cleaning three times a day.	Routine Cleaning plus Touch point cleaning three times a day.	Routine Cleaning plus Touch point cleaning three times a day.
	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.
Waste Management	OOHC; SILS/DFV Refuge/H	Normal Operations.	Normal Operations.	Normal Operations.	Increased waste requirements managed by the Ops team.

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	Community /Home Visiting/Ret ail Shops	Normal Operations.	Normal Operations.	Normal Operations.	Normal Operations.
Meals Service	OOHC; SILS/DFV Refuge/H omelessn ess Residenti als	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.
Facility Management & Protection	OOHC; SILS/DFV Refuge/H omelessn ess Residenti als	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/Ret ail Shops				
PPE Stocktake	OOHC; SILS/DFV Refuge/H omelessn ess Residenti als	Normal ordering for PPE – Local audit of PPE stock.	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/Ret ail Shops	Normal ordering for PPE - Local audit of PPE stock.	PPE Audit Monday and Wednesday by 1200 hrs.	PPE Audit Monday and Wednesday by 1200 hrs.	PPE Audit daily by 1200 hrs.