

COVID-19 consumer factsheet

(Version 1 - 23 March 2020)

Summary:

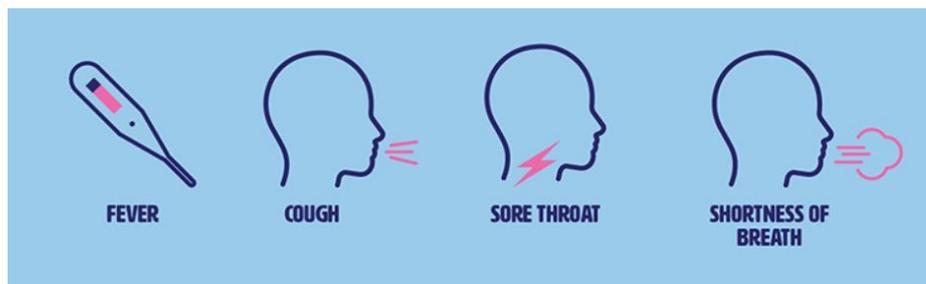
- selectability provides an essential service so your support shifts will continue.
- selectability is closely monitoring the coronavirus situation.
- We are implementing our response plan and are prepared for many different scenarios.
- Your safety, that of our employees and the wider community is our priority.
- In line with government directives, we have introduced some measures to ensure a safe environment for you and your support worker.
- These measures include increased handwashing and in-home hygiene practices, social distancing, staying home if you are unwell and not attending crowded places or events.

What is happening?

selectability is an essential service and we are putting plans in place so that we can continue to support you in a way that protects your safety, that of your support workers and the wider community.

The first phase of our plan involves limiting the risk of getting and spreading the virus.

Coronavirus symptoms



What do we need you to do to protect yourself and our employees?

Good hygiene can prevent infection for most people. There are a few simple steps we can all follow to help prevent the spread of the virus.

These include:

- practice good hand hygiene by regularly washing your hands for 20 seconds with soap
- avoid close contact with others by not shaking hands and staying more than 1.5 metres away from people (this is called [social distancing](#))
- regularly disinfect high-use hard surfaces in your home such as tables, kitchen benches and doorknobs
- increase ventilation in your home by opening windows or adjusting air conditioning
- visit shops and crowded areas only when needed
- contact selectability to discuss your options for your shift. If you are feeling unwell (non-face-to-face supports can be provided depending on your needs)
- consider whether outings and travel are sensible and necessary.

Feeling unwell?

If you develop a fever, a cough, sore throat or shortness of breath within 14 days of overseas travel or have had contact with a confirmed case of coronavirus call

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I have not been exposed to coronavirus, will my shifts be affected in any way?

If you are well and have not been exposed to coronavirus, your shifts will continue as normal.

The only changes are:

- When your support worker contacts you to confirm your shift they will now run through a set of standard questions to check that you don't have any coronavirus symptoms. (Please ensure that you answer these questions honestly. If you are feeling unwell, we can arrange alternative options for completing the shift).
- Your support worker is required to wash their hands with soap for a minimum of 20 seconds upon entry of your home. Please ensure the support worker can access a sink with soap and water.
- Where travel is necessary, you are required to sit in the back left-hand seat (this is to ensure maximum distance between you and your support worker). Your support worker may open the windows to improve vehicle ventilation.
- Your support worker has the right to make a judgement as to whether travel is necessary or if accessing particular locations is safe and in line with government directives.
- Your shift will end up to 15 minutes early to allow your support worker as we are required to disinfect the vehicle.

What happens if I am required to quarantine / self-isolate?

If you are required to quarantine or self-isolate your face-to-face shifts will be replaced with an alternative contact method for the 14-day period.

We will continue to ensure you have all of your essential items including groceries and medications.

What if my support worker is unavailable?

We are looking to expand our workforce so that we can continue to support you if your regular support workers become unavailable.

help us upskill new support workers you may be asked to consent to buddy shifts.

Where can I find more information?

selectability is following the directives and recommendations of: [Queensland Health](#); the [Department of Health](#); and the [World Health Organization](#) and we encourage you to do the same.

If you are an NDIS participant and you are concerned about your exposure to coronavirus (COVID-19), the Department of Health has a specific hotline to respond to your enquiries. 1800 020 080 (24 hours a day, seven days a week).

The National Disability Insurance Agency has compiled some useful information, you can access it [here](#).

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