



# COVID-19 Response

## Scope

This document applies to Brook RED Community Members, NDIS Participants, Nominated Support People, board members, employees, volunteers, students on placement, contractors, and visiting agents.

## Purpose

To outline how Brook RED supports and services will respond to the spread of the COVID-19 virus which was declared a pandemic by the World Health Organisation (WHO) on 11 March 2020.

Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. Most people infected with the virus will experience mild to moderate respiratory illness and recover without requiring special treatment. However, some will become seriously ill and require medical attention. Please see the Australian Department of Health website for more information about COVID-19.

## Principles

Brook RED values the wellbeing of its community and wishes to act in a way that protects people's wellbeing as far as possible.

## Response

Brook RED will:

1. Comply with all directions from a public health authority and/or recognised medical authority in relation to COVID-19. Brook RED will consider that Queensland Health and The Australian Government are the sources of credible and up-to-date information regarding COVID-19 and responses to it.
2. Support and assist our employees, Community Members, NDIS Participants, and others relevant, to minimise their exposure to COVID-19 during their work or accessing of services at Brook RED.

Specifically, we will:

- Require that all Brook RED employees undertake training through the COVID-19 Infection Control Training (Department of Health) online course
- Encourage appropriate handwashing and sneeze and cough hygiene and have all employees encourage those we support and relevant others to practice appropriate handwashing and sneeze and cough hygiene
- Seek to secure, Personal Protective Equipment (PPE) based on Queensland Health's Pandemic Response Guidance. If individuals would like to source other PPE beyond surgical masks and protective eyewear, they are welcome to do so provided that it meets these minimum standards; costs of these may be reimbursed at Brook RED's discretion and determined on a case by case basis by management
- Support appropriate hygiene efforts through our COVID Cleaning documents in line with Queensland Health and The Australian Government advice

# COVID-19 Response

- Support and enable employees to comply with directions they receive from a public health authority and/or recognised medical authority including where people are advised to self-isolate at home or are hospitalised
  - Explore the potential for employees to work remotely where their position allows for this
3. Work to, wherever reasonably possible, ensure the continuity of our services. Specifically we will:
- Work to cross-train staff to ensure coverage of shifts wherever possible
  - With consideration to cross-training, attempt to isolate teams as much as possible to reduce the risk of transmission across teams
  - Trial and implement where possible and appropriate, modalities of support that are telephone or web-based and which can be delivered while team members work from home or are in self isolation
  - Develop support plans with the people we support in order to identify how best to continue their support in the COVID-19 environment. These will include the identification of natural supports who may be able to assist in the event that our employees are unable logistically and practically to continue supports.
4. Support and assist our employees, Community Members, NDIS Participants, and others as relevant, to take reasonable precautions to prevent infection or contagion. Where possible, Brook RED will provide disinfecting products such as hand sanitizer and disinfectants in each of our workplaces
5. Nominate a COVID-19 Communication Officer for both receiving and disseminating information within Brook RED:
- The Brook RED General Manager and Human Resources and Compliance Manager will jointly hold the position of COVID-19 Communication Officer
  - The COVID-19 Communication Officer will hold meetings with relevant attendees to discuss Brook RED's COVID-19 response and make and communicate decisions based on the evolving situation
  - Employees must notify the COVID-19 Communication Officer should they become aware that they or a member of our community or relevant others have been exposed to COVID-19, if they or a Community Member, NDIS Participant or relevant others are exhibiting symptoms of COVID-19, or if they are unable to be at work
  - The COVID-19 Communication Officer will provide an update by email to all staff advising them of any changes to Brook RED's response. Additionally, the COVID-19 Communication Officer will provide up-to-date and credible information to our employees, Community Members, NDIS Participants and others as relevant
6. Provide paid leave in the form of "COVID-19 Leave" in certain circumstances:
- COVID-19 Leave will be provided to permanent employees and fixed-term contract employees who are required by a public health authority or recognised medical authority to undertake a quarantine whether at home or in a medical

# COVID-19 Response

facility. Casual employees can apply for COVID-19 Leave and these will be considered on a case by case basis

- COVID-19 Leave is not available for individuals electing to self-quarantine where this has not required by a public health authority or recognised medical authority
  - On a case by case basis, Brook RED will consider additional COVID-19 Leave for those individuals confirmed to have COVID-19 or who are caring for someone confirmed to have COVID-19
  - Employees may also make use of leave consistent with Brook RED's Leave provisions, the National Employment Standards, and the SCHaDS Award including access to unpaid leave
7. Depending on the advice from health authorities, we will use a range of strategies to minimise risk, which may include masking, cleaning vehicles, distancing etc.
  8. Comply with all legislative requirements pertaining to COVID-19 including requirements for vaccination of its employees.

## References

Everything You Need to Know – Queensland Health website  
 COVID-19 Infection Control Training (Department of Health)  
 Australian Department of Health website

## Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	26 March 2020	Eschleigh Balzamo	Introduction of new document	Monthly until otherwise determined
Version 02	30 March 2021	Eschleigh Balzamo	Review and update	March 2022
Version 03	20 June 2022	Eschleigh Balzamo	Review and update	June 2023

The General Manager has overall responsibility for this document. If there are any questions regarding this document, please direct these to the Business Services Manager or General Manager.