

## **COVID-19 NOTICE – 21 MAY 2020**

**To:** Brighter Access Participants, Families, Support Coordinators, NDIS Providers & stakeholders

**From:** Tanya Fox, Chief Executive Officer

With COVID-19 restrictions easing, Brighter Access is looking at how we can work with participants and stakeholders to begin the transition back into community for our participants.

This is not going to be a quick process but we feel it is important for participants to start to return to some of their normal activities.

We are developing a transition plan to ensure that this happens in a safe and healthy way that allows participants to re-engage and participate in community access. This will mean that we may not be able to return to the way things were pre COVID-19, and potentially, participants may only be able to return to a portion of activities they attended before COVID-19. Many activities are still closed and we are attempting to minimise the risk for participants and staff by trying to ensure that the right precautions are in place.

We will work with each individual participant and stakeholders assessing risks to ensure that they can recommence suitable activities. It would be favourable to identify individual and or small group activities to commence this transition.

The following will still be in place:

- Social Distancing – maintaining a safe distance, no hugging, hand shaking, high fiving or bumping elbows
- Good and thorough hygiene practices – washing and sanitising hands, using items as required
- Regular cleaning procedures – surfaces and equipment will be regularly wiped down throughout the day with disinfectant
- Ensuring people stay home if sick – any participant or staff member that is sick will be requested to stay at home

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### **SUPPORTED INDEPENDENT LIVING (SIL)**

#### **1. All Brighter Access SIL homes have the following safety precautions in place:**

- Visitors to the homes will be welcome but limitations will apply.
  - Visits will be time limited and need to be by appointment with the Accommodation Manager to ensure health regulations are accommodated.
  - We recommend visitors be limited to a minimum to support social distancing.
  - Pre-screening, social distancing, designated visitor space, cleaning and hygiene will be in place.
  - Visits will not be permitted if any visitors or participants are unwell.
- Visits to family will be in line with Government recommendations.
  - Visits will be pre-arranged with the Accommodation Manager.
  - Pre-screening, temperature check and hygiene practices will be practiced prior to leaving the house.
  - Support Staff are not to attend home visits.
  - During the visit social distancing is to be maintained.
  - Upon arrival home Participants are encouraged to take shoes off before entering the home, sanitise hands, shower and change their clothes.
- Where possible, appointments will be supported via phone, skype or other medium that doesn't require travel and face to face.
- Community access will be supported based on health recommendations and availability of services.

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## COMMUNITY ACCESS DAY PROGRAMS

### **2. Brighter Access has adjusted our centre-based and community access day programs:**

- We are looking at reintroducing individual supports where it is safe to do so.
- Please be aware that we will not be open as normal and we will be running with limited numbers onsite in our hub environments to support social distancing.
- We would also like you to know that we are not pressuring any participant and/or family to return if they do not feel safe, again you need to make the right decision based on your own individual situation.
- We will follow government recommendations as we are required to continue social distancing regulations and requirements, we will not be able to have all participants return as normal, simply due to numbers of the participants that access our service. This will mean that participants will only potentially be able to return to a portion of what they attended before COVID-19.
- We are currently mapping a return to supports plan and a manager will be in contact with you to discuss options available.
- Virtual sessions are running and are available for people to join in. These sessions provide contact, activities and enjoyment whilst maintaining safety. Contact your Community Supports Manager for information and updates.

**NOTE:** We will try to accommodate your requests as best we can but cannot promise this will be the case as it will depend on what we have available.

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## COORDINATION OF SUPPORTS, BEHAVIOUR SUPPORT & EARLY CHILDHOOD EARLY INTERVENTION

### **4. Brighter Access will assess each individual situation and will provide appropriate supports including:**

- Phone, skype or other medium that doesn't require travel and face to face.
- Face to face contact with the following strategies:
  - Ensure health regulations are accommodated.
  - Pre-screening, social distancing, designated visitor space, cleaning and hygiene will be in place.
  - Sessions will not be permitted if any staff or participants are unwell

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Regular reviewing of health recommendations and government guidelines will be considered in further decisions regarding safety practices for all Brighter Access supports.

This will be a changing space and due to the risks that may exist within different communities at different times, we may have more or less restrictions in place within each location or service type.

All decisions are made following consultation with stakeholders and completion of risk assessments that consider each participant, staff and others they may be in regular contact with. i.e. risks may be greater if a participant resides in a home with other vulnerable people.

The situation is fluid and Brighter Access's responses will be reviewed daily. I thank you for your support during this time.

Yours sincerely,

Tanya Fox.  
CEO