



LIVING & WORKING WITH COVID-19

OUR GUIDE TO RESPONDING TO & WORKING WITH CHANGES RESULTING FROM COVID-19

	Organisation level actions	Staff (vaccinated)	Vaccinated clients / visitors (confirmed)	Unvaccinated or unknown status clients /visitors (including contractors)	
NO COMMUNITY TRANSMISSION Support staff and clients to link vaccination certificate to Qld check in app – prior to borders opening if possible.	Ensure current contact details and remote working capability.	Monitor	Monitor	Social distancing Masks when unable to socially distance	ACTIONS
	Ensure appropriate PPE stock is ordered	Sign in required	Sign in required	Sign in required	RESOURCES
	Monitor official communications	Staff to ensure up to date contact information is recorded	Ensure current contact details and remote access capability if appropriate	Ensure current contact details and remote access capability if appropriate	COMMUNICATIONS
LOW LEVEL COMMUNITY TRANSMISSION Based on circumstances and Qld government communications.	Minimise movement between sites/service areas	Follow Qld Health mask directive	Follow Qld Health mask directive	Masks to be worn if face to face support/access is essential	ACTIONS
	Ensure appropriate PPE available at all sites	Have PPE onsite	Have PPE onsite	Have PPE onsite	RESOURCES
	Ensure staff and clients have access to relevant information	Maintain communication re situation and monitor exposure sites	Maintain communication re situation and ask clients re exposure sites	Encourage remote service access and limit visitors where possible	COMMUNICATIONS
SIGNIFICANT COMMUNITY TRANSMISSION Community is declared hotspot or rate of transmission indicates increasing risk to staff and clients.	No movement between sites/service areas	Masks to be worn if unable to socially distance	Masks to be worn for service access	Remote service access only to be offered	ACTIONS
	Consider Team A Team B scenario if relevant	Risk assess WFH vs attendance in workplace	Risk assess client support and offer remote service where possible	Risk assess client support or visitor access	RESOURCES
	Maintain regular communication based on Qld Health and government communiques	Option for WFH arrangements to be offered	Encourage remote access	Provide information re limiting risk	COMMUNICATIONS
COVID-19 IN OUR WORKPLACE As directed from Qld Health.	Immediately inform all staff and clients. Follow Qld Health requirements	Impacted staff to WFH and follow Qld Health advice	Risk assess client support Remote service delivery unless essential support	Remote service delivery only No access for visitors/contractors	ACTIONS
	Deep clean to be coordinated for affected location/s	Ensure staff WFH have appropriate equipment	Redeploy unaffected staff as required for essential support	Support client access to digital devices if required	RESOURCES
	Coordinate communication to specific cohorts in consultation with Qld Health	Maintain high level of communication regarding situation	Maintain high level of communication regarding situation	Ensure clients/visitors are aware that only option is remote service delivery or no access	COMMUNICATIONS