

Staying COVID Safe

CLIENT & VISITOR GUIDE TO HOW WE WILL CONTINUE TO SERVE THE COMMUNITY

We are committed to continually providing a wide range of social services & supports to the FNQ region. With changing health directions in place we have to consider how we continue to deliver these services in number of different situations and scenarios including vaccination status. This client guide may be amended from time to time and is intended for clients, visitors and suppliers aged over 16 years.

	We will	Vaccinated	Not confirmed or not vaccinated
No community transmission	Implement all required measures and maintain service delivery using risk assessment to guide additional actions.	Social Distancing Masks when unable to socially distance	Social Distancing Masks when unable to socially distance
Low level community transmission	Ensure services are only disrupted, or changed where necessary, whilst prioritising health & safety.	Follow Qld Health mask directions as required.	Masks to be worn if face to face support/access is essential Phone or web service access preferred.
Significant community transmission	Respond to the emerging situation prioritising health & safety and adapting service delivery to meet client needs.	Risk assess client support and offer phone or web service where possible Encourage remote access.	Phone or web service access only to be offered.
COVID - 19 in our workplace	Follow Queensland Health requirements and maintain service delivery as possible using flexible work arrangements and remote service delivery.	Phone or web service delivery unless essential off-site support.	Phone or web service delivery only. No access for visitors/contractors