



Lifestart: COVID-19 Safety Plan

At Lifestart, we strive to provide the best quality supports for children and young people living with disability, their families and carers (our clients). Our work with clients occurs across a range of environments, including the family home, schools, early childhood centres, community settings and Lifestart premises

During COVID-19, we have made significant changes to the way we work. Our COVID-19 Safety Plan outlines the key steps we have taken to create and maintain a safe environment for our staff, our clients and our community.

This plan reflects the advice of the [NSW Government](#) and current COVID-19 Public Health Orders. It may be updated in the future, as restrictions and advice changes.

1. Wellbeing of staff and visitors

Requirements	Actions
Exclude staff and visitors who are unwell	<p>Staff are not permitted to attend a Lifestart office or a client visit if:</p> <ul style="list-style-type: none">• They feel unwell (even with mild cold symptoms)• They know they have been in contact with a known or suspected case of COVID-19• They are waiting for COVID-19 test results• Someone in their household is unwell or being tested for COVID-19. <p>Staff are encouraged to get tested or to monitor their symptoms as listed at: https://www.nsw.gov.au/covid-19/symptoms-and-testing</p> <p>All client face to face visits are risk assessed before proceeding:</p> <ul style="list-style-type: none">• Client consent is obtained (this may be verbal)• Clients are sent an information flyer explaining hygiene and safety requirements before and during the visit• Health check questions are completed with all clients within 24 hours prior to their scheduled face to face visit, and then again at the time of the appointment• If a client feels unwell or discloses risks of possible exposure, appointments are either rescheduled or conducted online• If the visit is taking place in a school, preschool or community organisation, staff will seek approval from the school principal, preschool director or service manager (or their delegate) to attend and obtain any specific protocols for the site.

Requirements	Actions
<p>Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</p>	<p>All staff have completed mandatory training about COVID-19 and how it spreads, infection control and physical distancing procedures, the use of personal protective equipment (PPE) and how to conduct face to face visits safely. Additionally, all staff have completed mandatory training in incident management and reporting.</p> <p>Staff training is supported by documented plans, policies and procedures:</p> <ul style="list-style-type: none"> • Staff Wellbeing Strategy and Plan • COVID-19 Pandemic Response Plan • Infection Control Policy and Procedures • Incident Management Policy and Procedures • Reportable Incidents Policy and Procedures • Work Health and Safety Policy and Procedures • Guidelines for conducting face to face client visits during COVID-19 (at a Lifestart office, client home, school or early childhood environment, or community environment) • Guidelines for working at Lifestart offices during COVID-19 (record keeping, physical distancing and cleaning procedures) • Risk assessment matrix to determine PPE required for face to face visits • Guidelines for safe mask wearing • Guidelines for safe donning and doffing of gloves • Tips on how to sanitise phones and electronic devices. <p>Staff communications include:</p> <ul style="list-style-type: none"> • Team meetings, daily check-ins between staff and managers • CEO weekly update emails to all staff with news and reminders about procedures in place during COVID-19 • CEO daily briefing emails to managers • Regularly encouraging staff to keep themselves informed of NSW Government latest COVID-19 news and updates at https://www.nsw.gov.au/covid-19/latest-news-and-updates • Posters and instructions posted throughout Lifestart offices to follow physical distancing, hygiene and cleaning rules - see https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources <p>Clients are provided with information related to Lifestart's services during COVID-19 via:</p> <ul style="list-style-type: none"> • Phone contact with their Lifestart key worker • CEO letter, email and text messages • Lifestart website, Facebook and Instagram news • Information flyers for receiving supports in their home or in a Lifestart office • Where appropriate, interpreters are used to address potential language barriers associated with communicating COVID-19 information to clients.

Requirements	Actions
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	<ul style="list-style-type: none"> • Staff have received information about leave and entitlements in relation to COVID-19. • Staff who feel sick are required to use their accrued leave. • Staff who feel well but are required to self-isolate for other reasons, may work from home. • Alternatively, staff may utilise 2 weeks of unpaid pandemic leave when they are sick or required to self-isolate due to COVID-19.
Display conditions of entry (website, social media, venue entry)	<ul style="list-style-type: none"> • Notices are displayed on the front doors of all Lifestart offices to advise that offices are closed to unannounced visitors until further notice. This has also been communicated across digital platforms.

2. Physical distancing

Requirements	Actions
Assign workers to specific workstations. If this is not practical, workstations and shared office equipment should be wiped down with disinfectant surface wipes between users.	<ul style="list-style-type: none"> • Lifestart offices have been measured to determine the maximum number of people who can be in each office at one time to comply with the one person per 4 square metres guidance. • Each office has a workstation booking system so the maximum number of staff allowed is not exceeded in any area of the office. • Meetings rooms have signs with the maximum number of people allowed in the room at one time. • Seating is spaced out at 1.5 metres distance apart. • Shared workstations and office equipment are wiped down with disinfectant wipes before and after use. • Posters are displayed throughout the office to remind staff about physical distancing, hand washing and good hygiene.
Use flexible working arrangements where possible, such as working from home or other locations.	<ul style="list-style-type: none"> • Most Lifestart staff are continuing to work from home as their base location. • Where possible and appropriate, services are offered to clients as online supports.
Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance. If not practical, clean regularly with detergent/disinfectant.	<ul style="list-style-type: none"> • Where client visits are conducted face to face, staff may not visit more than two different environments in one day. • Clients may attend our offices for a scheduled appointment with their therapist. • No walk-in visitors are permitted to enter Lifestart premises. Signage on front doors reinforces this.

Requirements	Actions
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).	<ul style="list-style-type: none"> • Signage at all Lifestart premises supports staff to maintain physical distancing. • It is strongly recommended that staff wear PPE when conducting face to face supports and 1.5 metres cannot be maintained. This precaution is beyond the guidelines of the Australian Health Protection Principal Committee (AHPPC) when working with children but recognises the vulnerability of this client group. • Staff may also choose to wear PPE if this is their personal preference. • Clients have been provided with information about how to best maintain physical distancing during any visit we conduct. • Supplies of masks, gloves and face shields are available at Lifestart offices, or staff may purchase their own PPE and claim reimbursement from Lifestart.
Use telephone or video platforms for essential meetings where practical.	<ul style="list-style-type: none"> • Most staff meetings and training are conducted via videoconferencing. • If staff need to meet face to face, meeting times are kept to under 1 hour and staff maintain physical distancing requirements by not exceeding the maximum room allowances and sitting more than 1.5 metres apart. • Attendance of staff at external meetings and training is permitted only by exception and with a risk assessment.
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	<ul style="list-style-type: none"> • Most Lifestart staff are working from home as their base location. • Staff may only attend a Lifestart office if they have pre-booked a workstation or meeting room.
Review regular deliveries and request contactless delivery and invoicing where practical.	<ul style="list-style-type: none"> • Suppliers have been contacted to arrange contactless deliveries to offices and electronic invoicing. • Deliveries may be left inside the front door if unlocked, but no signatures are required.
Display signs near lifts to advise and recommend physical distancing.	<ul style="list-style-type: none"> • Lifestart offices in buildings which have lifts are managed by commercial leasing agents. Signage displaying the maximum number of people able to use a lift at one time is inside and outside the lift doors. • Lifestart staff have been advised to follow signs or use the stairs if available.
Have strategies in place to manage gatherings that may occur immediately outside the premises.	<ul style="list-style-type: none"> • Clients may only attend a Lifestart office with a scheduled appointment. Clients are advised to wait away from the front door area or stay in their car (if driving). A staff member will collect the client when it is time for their appointment.

3. Hygiene and cleaning

Requirements	Actions
Provide alcohol-based hand sanitiser at multiple locations throughout the workplace.	<ul style="list-style-type: none"> • Hand sanitiser is provided at multiple locations throughout the workplace, including entry points into the building, at lifts, entry into the office. This is accompanied by signage to encourage staff to use the product. • Clients attending Lifestart offices for an appointment are asked to use the hand sanitiser upon arrival and departure.
Provide detergent / disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.	<ul style="list-style-type: none"> • Cleaning supplies, including hand sanitiser, liquid soap, antibacterial wipes, sprays, detergents, paper towels, tissues and gloves are available at all sites. • Every staff member is responsible for disinfecting their own workstations and equipment each day.
Ensure bathrooms are well stocked with hand soap and paper towels and consider putting up posters with instructions on how to wash hands.	<ul style="list-style-type: none"> • Bathrooms are well stocked with liquid soap and paper towels. • Hand washing posters are displayed on the walls in bathrooms. • Bins are emptied regularly.
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	<ul style="list-style-type: none"> • Regular commercial cleaning services have been increased. • Staff clean their own workstations before and after use. • Staff clean meeting rooms and equipment with disinfectant between each client appointment.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.	<ul style="list-style-type: none"> • Lifestart stores sanitisers, disinfectant solutions and detergents appropriately and use in accordance with the manufacturer's instructions, safety data sheets and Lifestart's Hazardous Chemicals Policy and Procedures.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	<ul style="list-style-type: none"> • Gloves are available at all Lifestart offices. • Staff are instructed to wear gloves when cleaning and to wash hands thoroughly before and after with soap and water.

4. Record keeping

Requirements	Actions
<p>Keep a record of name and a mobile number or email address for all staff and visitors for a period of at least 28 days. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</p>	<ul style="list-style-type: none"> • All Lifestart offices have a visitor's log in which staff and clients are required to sign in and out. • We keep a log of all staff who have been tested or have travelled internationally. • Staff and client contact details are held in secure databases and can be provided to NSW Health on request.
<p>Make your staff and visitors aware of the COVIDSafe app and its benefits to support contact tracing if required.</p>	<ul style="list-style-type: none"> • Our CEO emailed all staff to make them aware of the COVIDSafe app. • Clients are advised that the use of the COVIDSafe app is an option but it is not a requirement
<p>Co-operate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50</p>	<ul style="list-style-type: none"> • Lifestart's HR Manager is the point of contact for any incidents related to COVID-19 and will contact NSW Health immediately on becoming aware of a suspected or confirmed case at Lifestart. • We will fully co-operate with NSW Health and act on any advice or instructions they may give. • Lifestart's Reportable Incident Policy and Procedures includes a process for notification to SafeWork NSW if a confirmed case is present at a Lifestart workplace.

External resources

We used the following resources when developing our plans, policies and procedures:

[Australian Government COVID-19 campaign resources](#)

[NSW Health COVID-19 posters](#)

[Safe Work Australia COVID-19 workplace checklist](#)

[Safe Work Australia COVID-19 cleaning checklist](#)

[Safe Work Australia COVID -19 health, hygiene and facilities checklist](#)

[Safe Work Australia COVID-19 physical distancing checklist](#)