

COVID-19 Community Q&A

17 March 2020



We all have a lot of questions!

Like everyone we find ourselves in fast-moving and uncertain times. We are all faced with questions that we may not have the answers to.

As we continue to learn and understand what we need to do in relation to the coronavirus we want to make sure that you are as well informed as we are and that we are being open, honest and credible.

What have we done so far?

The Board and Executive have worked through our risk management processes to ensure that we understand what we need to do and can implement a number of COVID-19 related processes in alignment with Government Health Department guidelines.

We are also following advice from the 'NDIS Quality and Safeguards Commission' which provide up to date guidance regarding governance and operational management.

The symptoms of COVID-19?



If you begin to display symptoms of the virus, you must follow the most recent Government guidance to find out what to do next.

[Australian Department of Health WEBSITE](#)

Infection Control and Interactions.

A major focus for our team is to ensure our infection control measures are in place and interactions are minimised. (Consistent with the guidelines from the World Health Organisation)



Infection control at work and daily life should include:

- Frequently cleaning your hands by using soap and water or alcohol-based hand sanitiser.
- When coughing and sneezing, covering your mouth and nose with flexed elbow or tissue.

- Throwing the tissue away immediately and washing your hands.
- Avoiding close contact with anyone who has fever and cough.

What if someone has a confirmed case of COVID-19?

In order to protect our staff and the broader community anyone with a confirmed case of COVID-19 is required to remain absent from all Far North workplaces and residential facilities and should immediately seek medical advice.

A medical clearance shall be required before a person with a confirmed case is allowed to return to a Far North workplace or residential facility.

What if someone has contact with a confirmed case of the COVID-19?

If you have been in contact with someone who has a confirmed case of COVID-19 we ask that you notify Far North management immediately.

We will ask you to seek medical attention and remain absent from all Far North workplaces and residential facilities.

A medical clearance shall be required before a person with a confirmed case is allowed to return to a Far North workplace or residential facility.

What if you have contact with a suspected case of the COVID-19?

If you have been in contact with someone who has a suspected case of the COVID-19, you are required to notify Far North management immediately.

Even if you are not displaying any symptoms, we may take the decision to restrict your entry to all Far North workplaces and residential facilities.

Let's work together!



We will be providing a range of Far North community wide communications over the coming weeks.

Most importantly this is a time for us to be careful and work together for the health and safety of our whole community.

By being open with each other and responding appropriately to our changing environment we can ensure that we get through this together.

Kathy Hough (Far North CEO)

What questions do you have? Let us know... **9193 5207** or admin@farnorth.org.au