

16 March 2020

Dear Mambourin Community Member,

The coronavirus situation is changing rapidly, with new updates being released daily.

Currently Australia does not have widespread community transmission of COVID-19, however, the Prime Minister has activated the [Emergency Response Plan for Novel Coronavirus \(COVID-19\)](#) and today the Victorian Premier has declared a [State of Emergency to combat COVID-19](#) beginning at midday and in force for the next four weeks. The State of Emergency gives powers to the Chief Health Officer and authorised officers to do whatever is necessary to contain the spread of the virus and reduce the risk to the health of Victorians.

There are two main directives:

1. No non-essential mass gatherings (of 500 or more people)
2. Self-isolation following overseas travel.

Our Community Access Manager Mahal Lazaro in conjunction with Hubs Managers is performing risk management on all external hub activities in line with any government recommendations and will advise customers and families directly of changes to program activities, providing as much notice as possible.

The government rules for self-isolation for anyone returning from travel overseas who does not have symptoms allow for the person to live as usual with their normal household members. However, given that many members of our community are particularly vulnerable, we advise where someone is self-isolating in a household, that social distancing is practised, ideally with NO contact with the participant if the participant is continuing to attend our services.

All cases of community members showing signs of illness will be responded to in keeping with Mambourin's Customer Accident and Illness procedure. It is attached again for your reference. Anyone with clinical symptoms (fever, coughing, sore throat, fatigue and shortness of breath) is advised to see their doctor and remain home until their symptoms have completely resolved.

There are no known or suspected cases of COVID-19 amongst the Mambourin community.

Sufficient notice is still required, being a minimum of two weeks' notice for all cancellations or failure to attend supports and services, otherwise services will be charged under the insufficient notice provisions. Exceptional circumstances will be assessed individually.

We urge you to remain calm and continue to practise good hygiene and social distancing to protect against infection and prevent the virus spreading.

We also continue to monitor all health advice issued by the Department of Health and Human Services and will pass on further advice as it is issued.

Yours sincerely

A handwritten signature in blue ink that reads "Rohan Braddy".

Rohan Braddy
Chief Executive Officer



Purpose

This procedure describes the practices staff members are to adopt in the case of an accident or illness affecting a customer.

Reference documents

[032 Incident reporting and investigation](#)

[NDIS Practice Standards](#)

[Policy – Service management](#)

[Procedure – Behaviours of concern](#)

[Procedure – Infection control](#)

[Procedure – Medication administration](#)

[Procedure – Temporary withdrawal of services](#)

www2.health.vic.gov.au/

www.betterhealth.vic.gov.au

Procedure

1. If customers are ill, they should not attend Mambourin.
2. Customers who attend Mambourin when they are clearly unwell will be sent home at their carer's expense. Mambourin will expect a medical certificate stating the customer can return to the service
3. It is the responsibility of a customer or their carer to notify Mambourin that they have a notifiable infectious condition and, upon their return, provide medical certification that the condition is no longer infectious.
4. Mambourin staff are not medically trained to treat injuries or illnesses, apart from carrying out the appropriate basic first aid procedures.
5. In the event of an accident or illness a staff member will complete a Mambourin incident report.
6. If a customer requires medical intervention because of an accident or illness, they will be taken to the nearest medical centre/practitioner for treatment, or an ambulance will be called, as deemed appropriate. Staff will complete an incident report as required:
 - in CIMS for the DHHS funded customers
 - for customers with the NDIS Plan, where relevant due to seriousness of the incident, the designated senior manager will complete the Reportable incident form in the NDIS Quality and Safeguards Commission's Portal.

7. Mambourin will, subject to the consent of the customer, notify carers as soon as possible in the event of the individual becoming ill and/or requiring medical attention.
8. Following an illness or accident, and prior to the customer's return to the service, Mambourin will require a medical clearance certificate.
9. Where any medication is to be administered at Mambourin, it is the responsibility of the carer to provide Mambourin with written permission from the prescribing doctor using Customer Medication Information form or by providing current treatment sheet.
10. This procedure will be given to customers and carers at enrolment, and can be reinforced during individual support plan meetings and regular hub community meetings.