



APRIL 2023

COVID-19: Our Approach



To prevent transmission

- We will encourage and support our customers to be vaccinated.
- Our workforce is vaccinated.
- We encourage all employees, customers and visitors to our facilities, who have symptoms, to stay home.
- We offer therapy services outdoors and online.
- All employees undertake training in infection control and hygiene measures and we are encouraging customers to follow safe hygiene etiquette.
- We have cleaning protocols for our vehicles and facilities.
- Rapid Antigen Tests (RATs) are available for customers and employees at all Ability WA locations

To prepare for positive cases

- We have an Outbreak Management Plan, and our teams are ready to respond.
- We have a good supply of personal protective equipment.
- We will discuss continuity of support and emergency planning with customers.
- We have a COVID-19 email address for all COVID-19 related matters.

To respond to positive cases

- We have an outbreak response team, ready to respond.
- We will work collaboratively with the Department of Health.
- Our employees are trained in the correct use of personal protective equipment, which is provided when required.

How we will manage an outbreak and deliver services

- We will follow our outbreak management plan, including increasing our cleaning and enhancing infection control protocols.
- We will monitor Supported Independent Living customer's health observations & restrict visitors.
- Testing kits will be available where appropriate.
- We will provide customers with access to services to support their wellbeing, including social work support.



Notify if you test positive via the top of our website.

If you are a customer and you or someone in your home has COVID symptoms - call scheduling to change your therapy session to teletherapy.



COVID email: covid19@abilitywa.com.au If you have COVID-19 related questions or contact your Key Worker/Line Manager



All customer communications are available on the website.
All employee communications are available on Workplace & Intranet