

3 September 2020

Important New Information for our Participants, their Families and Carers regarding our COVID safe practices for our DES and SLES programs.

Thank you for your understanding and support of the measures we have implemented since March when our responses to the Coronavirus commenced.

As you are aware safeguarding our participants and staff remains the top priority for DSA. To ensure we continue to mitigate risk to all participants and staff, DSA continually reviews our COVID safe practices ensuring alignment with NSW Health advice.

Our Offices are open with COVID Safe Plans in place

Over recent weeks our Employment Solutions team have commenced a return to office plan, which has enabled our face to face services to recommence. To allow for face to face servicing, each of our Employment Solutions sites have undertaken and adapted a new service model taking into account the below COVID safe protocols.

- Each site has a nominated Infection Control lead.
- Temperature checks are done on entry and recorded for every person entering our DSA sites. Each person is required to social distance whilst completing this process.
- Participants and staff are advised not to attend and or remain on site, if they are feeling unwell. The following people must **NOT** enter DSA premises:
 - staff / visitors with fever $\geq 37.5^{\circ}$ C or flu like symptoms
 - staff / visitors who have been in Victoria in the previous 14 days
 - staff / visitors who have been in close contact with someone confirmed to have COVID-19
 - staff / visitors who have visited any of the locations on the same day/ time as a COVID-19 case (see updated list of venues and dates at <https://www.nsw.gov.au/covid-19/latest-news-and-updates>).
- Upon checking in, our DSA staff will ask you a series of questions in relation to your general health and will check to make sure you have not visited any hotspots recorded on the NSW Health website on the date and time of a COVID case.
- On entry each person will be required to utilise the Hand Sanitiser provided by DSA and will be encouraged to wash their hands with soap and water for a minimum of 20 seconds at regular intervals throughout the day.

- All staff and participants will be provided with face masks which are to be worn whilst receiving support within our DSA sites.
- All DSA training rooms and support areas have been set up to allow for appropriate social distancing measures.
- All office surfaces are disinfected at regular intervals through the day, and all DSA offices are professionally cleaned at the end of each day.
- Participants will be reminded not to share resources, stationery and/or food.
- All offices currently have access controls in place which only allow for DSA participants and staff to enter our premises.

We appreciate your support and understanding throughout these tough times and encourage you to provide feedback if you feel DSA could improve on our processes.

We are currently seeing many exciting job and opportunities coming through, across a range of sectors in your local area. We also have some great training courses commencing. Our staff are up to date with the latest information about the skills required for future jobs in high growth areas.

We look forward to seeing you at your next appointment to continue supporting you in your pathway to achieve your employment goals.

Kind regards

A handwritten signature in black ink, appearing to be 'Michael Wells', with a long horizontal flourish extending to the right.

Michael Wells
Head of Employment Solutions