



Springboard Support Coordination: COVID-19 Safety and Management Plan

Participants and Plan Nominees

As a result of the COVID-19 pandemic Springboard Support Coordination (Springboard) is implementing additional requirements to protect and maintain the health and safety of its participants and employees.

As per current WA Government public health orders, masks are to be worn when attending physical meetings by Support Coordinators and all other attendees. Springboard will apply this rule to attending meetings in private residences and workplace settings. If a participant or another person attending a physical meeting has a medical exemption to not wear a mask, we will offer to conduct the meeting by phone or video conferencing or reschedule the meeting to when the current restrictions have been eased or lifted. Physical distancing will be practised by Springboard employees when attending meetings.

Before attending physical meetings, Springboard will confirm the following, by phone call, text message or email:

- Is anyone in your household experiencing symptoms of COVID-19 (see list of symptoms below)?
- Have you had any contact in the past 14 days with a confirmed COVID-19 case?
- Can you confirm that you have not attended any of the exposure sites listed at Healthy WA - Coronavirus Locations within the dates specified against each location?
- Have you undergone a COVID-19 test and are you awaiting results?
- Have you been directed by a health professional to monitor for symptoms of COVID-19 or to self-isolate?

If any attendee answers yes to the above questions, Springboard will offer to conduct the meeting by phone or video conferencing or reschedule the meeting to when all attendees are able to answer no to the above questions.

What are the symptoms of COVID-19?

The following symptoms are considered mild:

- Mild upper respiratory tract symptoms, such as a congested or runny nose, sneezing, or a scratchy or sore throat
- Cough
- New aches and pains, or lethargy or weakness *without* shortness of breath
- Mild headache
- Mild fever that responds to treatment
- Loss of smell or taste
- Loss of appetite
- Nausea
- Occasional vomiting or diarrhoea

For updates on symptoms please refer to HealthDirect, a government-funded service for approved health information and advice, [‘Symptoms of COVID 19’](#) page.

As a registered NDIS provider, it is a condition of Springboard’s registration to notify the NDIS Quality and Safeguards Commissioner of certain changes and events, especially those which substantially affect our ability to provide the supports and services that Springboard is registered to provide. This includes providing notification of a confirmed COVID-19 infection for participants and employees.

Section 13 and 13A of the [NDIS \(Provider Registration and Practice Standards\) Rules 2018](#) sets out these requirements. For more information please visit the NDIS Commission website’s [Notification of Covid-19](#) page.

As part of managing continuity of support at times during the pandemic, such as increased active cases in the community, Springboard will adjust the delivery of services accordingly. These adjustments will include conducting meetings by phone or video conferencing, rescheduling meetings where appropriate and identifying safe working practices applicable to each participant. Any changes will be communicated and developed in consultation with participants and plan nominees.

Springboard employees who are unwell will not be working. If a Springboard employee develops symptoms, they will be directed to seek medical advice and where applicable to attend a COVID-19 testing clinic. If a Springboard employee receives a positive COVID-19 test result notification will be provided to the NDIS Quality and Safeguards Commissioner.

The details of any meetings attended by a Springboard employee who tests positive to COVID-19 will be provided to the Department of Health for contact tracing purposes. Springboard management will also contact participants and plan nominees who have met with a Springboard employee who tests positive for COVID-19, or who has been identified as a close contact, or who have attended an exposure site and has been directed to undergo a test immediately or monitor for symptoms.

Springboard encourages all participants and plan nominees to develop a plan of what to do with providers of NDIS supports in case of a snap lockdown, and to discuss if service delivery adjustments are required during times of increased community transmissions of COVID-19.

If you would like Springboard to assist with developing a plan to manage changes, cleaning and accessing Personal Protective Equipment (PPE) during the pandemic, please contact your Support Coordinator.