



Integrated Support Personnel

Tailored support. Exceptional outcomes.

Integrated Support Personnel
PO Box 1186 Kunyung LPO
Mount Eliza, Vic 3930

Monday, 5 October 2020

To all our valued participants,

With the current COVID-19 pandemic having a dramatic impact on people, communities, and businesses around the world, our number one priority is the health and safety of our employees, your families and you.

We have taken all possible measures to ensure your safety from contracting this virus including:

- PPE Supply: providing supplies for your home include mask, gloves, hand sanitisers, paper towels and hand soap pumps. Staff have also been provided with their own supply of PPE.
- Training: Further training has been provided to all staff regarding infection control and prevention and hand hygiene practices.
- COVID Safe Plan: All homes currently receiving service delivery at their home have their own COVID Safe Plan issued 6th August 2020.
- Temperature Checking: All homes have been provided with their own temperature checking gun and an Entering of Persons Entering Facility log.
- Infection Prevention: To mitigate risk of the contamination and spread of infection ISP have supplied for you (if required) disinfectant wipes and Glen 20, staff have been advised to clean high touch surface areas upon entering at commencement of shift and log in the Workplace Cleaning Schedule, this is a requirement for the duration of the pandemic.
- NDIS Quality & Safeguard Commission Information brochures and flyers regarding COVID-19: please find attached COVID-19 Information flyers from the NDIS.

We would also like to formally advise you that ISP have performed a "Risk Assessment" of the location of the Head Office location. Being the Head Office was in a Medical Facility the risk of contracting the virus was considered *highly likely* to happen with an impact of *severe* in providing service delivery and affecting one's health. The risk far outweighed the desire to continue to have the services remain within the Carrum Downs Medical Facility. Integrated Support Personnel have moved the services from Carrum Downs Medical Centre, Suite 3 /115 Hall Road Carrum Downs to working remotely at home. Rest assured that all your information is stored in a safe and secure environment.

Accessing service from management is still possible, we can still visit you at home, have Zoom or Google Meets meeting or just a simple phone call or email, we are here for you!

There are also many exciting new changes about to occur, with the growth and development of the business we are looking at expanding, moving to a new office location that has disability access, accessible carparking and amenities with a larger floor space.

Technology, Integrated Support Personnel are upgrading from paper to paperless documentation and reporting. Soon, you or your next of kin, care giver or nominated representative will have access to view the documented shift progress reporting in real time. This will assist you to view who is apart of your care team and an overview of your care workers experience.

We value your feedback; we would love to hear from you and are happy to help. Please phone; Maria Antoniou / Managing Director M: 0402 396 907 or John Antoniou / Manager M: 0490 951 021 or email enquiries@integratedsupportpersonnel.com.au

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If you feel that further information is required or you are not sure or have a question about COVID-19 and would like to speak to someone please do not hesitate to contact the Disability Information Helpline on 1800 643 787.

Kind regards,

Maria Antoniou
Managing Director
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