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ABN 28 208 514 271

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Dear Clients, Families and Carers

I hope this letter finds you and your loved ones keeping safe and healthy.

This update is to provide you with information regarding Breakaway Toowoomba's provision of in-home support and what is needed to comply with all current legislation and requirements to keep our team, our clients and their loved ones safe.

In-Home Support

Breakaway Toowoomba have long provided quality in-home support and respite services and are continuing to do so with strict adherence to the latest government guidelines relating to Coronavirus (COVID-19).

Home Safety Checks

In every residence where we provide in-home support, Breakaway Toowoomba is required to conduct a home safety check to comply with Workplace Health and Safety regulations.

When a Breakaway team member provides this in-home support or respite, that residence temporarily becomes their place of work and we then need to ensure it is a safe environment for all involved.

Restrictive Practices

We know families have their own personal procedures and practices when caring for their loved one, such as locking away certain foods or closing off some areas of the home.

These practices are perfectly fine in a home environment, however the home becomes a 'work' environment when a Breakaway staff member is providing support without a family member/carer present. When this happens, these practices must be assessed and recorded as a *Restrictive Practice* to ensure Breakaway are complying with legislative requirements.

What We Need to Do

Breakaway will get in touch with you to arrange a home safety check. When we visit we will have a chat with you about how you manage the care of your loved one and any *Restrictive Practices* you may have in place that we need to make note of.

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Precautions

All Breakaway staff conducting home safety checks will be practicing social distancing, wearing masks and have hand sanitiser for regular use.

Skedulo App

Families will still be required to sign on the Skedulo app upon completion of the visit however the Breakaway staff member will wipe the screen before and after use.

Supported Independent Living (SIL) House Visitation

As per our update issued earlier this month, all Breakaway houses are still currently under lockdown procedures.

If you have a loved one in any of our Supported Independent Living (SIL) houses and you wish to get something to them, please contact us via phone or email to schedule a drop-off at our head office. This will help to reduce potential resident distress and ensure we are in keeping with current government guidelines with regards to Coronavirus (COVID-19).

How to get in touch

In order to manage risk associated with the potential spread of the virus in our office environment, our team are now working from multiple locations. Should you need to contact the office or your Client Liaison Officer (CLO) please do so over the phone or via email.

Thank you

Thank you for your ongoing support and understanding during this time. Please be assured we are continuing to provide vital respite and support services to our local community during this period of global change and uncertainty.

We will keep providing you with regular communications and information updates as and when they become available. In the interim please keep updated via our website, email and social media pages and contact us with any questions or concerns.

Yours sincerely



Carolina Williams