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Dear Client, Families and Carers

Most of you will now be aware of what is happening worldwide with the outbreak of coronavirus. Whilst we have not seen any cases of coronavirus in Toowoomba, as an organisation we need to ensure we work within workplace health and safety guidelines to keep everyone safe.

What is novel coronavirus?

Coronaviruses are a large family of viruses that causes illnesses ranging from the common cold to more severe diseases and can make humans and animals sick.

What are the symptoms of coronavirus?

Coronavirus can cause a range of symptoms such as:

- flu like symptoms such as coughing, sore throat, headaches, aches and pains
- possible fever (some people tested positive with hardly any noticeable fever)
- shortness of breath

How can you help prevent the spread of coronavirus?

There is currently no vaccine to prevent novel coronavirus however, there are other ways you can protect yourself and others from transmission and exposure to illnesses.

- Wash your hands often by using alcohol-based hand rub or soap and water
- Cover your mouth while coughing or sneezing
- Avoid close contact with anyone who has a fever and cough
- Avoid contact with wild or farm animals
- Stay home if you are sick.
- Self-isolate for 2 weeks when you feel unwell.

These are everyday habits that you should practise to help prevent the spread of illnesses.

What to do if you become unwell?

If you are experiencing or suspect any of the symptoms of novel coronavirus, do NOT go to the doctor's rooms or emergency as you will potentially spread the virus.

1. Contact your general practitioner and ask for instruction before presenting at the doctors rooms.
2. Call the ambulance.

We request you to stay home and please DO NOT participate in group activities.

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How will Breakaway keep everyone safe?

Breakaway has implemented a Pandemic Management Procedure to ensure we comply with World Health Organisation (WHO) response, local government direction in pandemic situations and any guidelines released by Department of Health and NDIS.

This Procedure outlines the preventative actions the organisation is taking and our response in the event a client or staff member contracts the coronavirus. This Procedure is being communicated to all staff and a copy of it will be available in our respite and other houses for viewing.

As a result, you may notice some changes in staff rostered as Breakaway is committed to stable teams in order to prevent and limit transferring the virus in the event it presents within the organisation.

The organisation will also be asking staff to work from different locations to prevent and limit transferring the virus in the office area. If you need to see your Client Liaison Officer in person, we ask that you contact them via phone or email to make an appointment prior to coming into the office.

Breakaway Toowoomba is committed to ensuring clients, families and staff are kept safe and healthy during this time and we will continue to liaise with you with any changes that may occur.

Please contact your CLO if you require any further information or have any concerns.

Kind regards



Carolina Williams
CEO