Propel Care
Support Services and Therapy

COVID SAFE PLAN

At Propel Care, we are committed to maintaining a COVID-safe environment for our participants, their families, and our team. Our plan aligns with the latest government health guidelines and the NDIS Quality and Safeguards Commission standards to minimise the risk of COVID-19 transmission.

Our Key Safety Measures

Hygiene and Infection Control

- All staff follow strict hygiene protocols including regular hand washing and use of alcohol-based hand sanitiser.
- We clean and disinfect high-touch surfaces frequently in line with Safe Work Australia guidance.

PPE and Physical Distancing

- Masks and hand sanitiser are provided to all team members.
- We maintain a 1.5 metre distance during visits and adjust furniture layout where possible.
- Contactless service delivery (via phone or video) is available when appropriate.

Health Screening and Attendance

- Only essential visitors, participants and workers are allowed entry into any support environment.
- Anyone displaying COVID-19 symptoms or identified as a close contact must not attend face-to-face services for at least 5 days and until symptoms resolve.

Communication and Adjustments

- We inform participants of any changes to service delivery and offer alternatives where required.
- COVID-related updates are shared promptly via our communication channels.

Record Keeping

- Attendance records are maintained for all in-person appointments.
- We keep participant and staff information confidential and secure, in line with privacy laws.

Notification Obligations

- We report confirmed COVID-19 cases and related service disruptions to the NDIS Commission and other relevant bodies as required.

Your safety is our priority. If you have questions about our COVID Safe practices or need to reschedule due to illness or exposure, please contact our team.

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