



CHALLENGE
Community Services

Disability Services

Challenge Disability Services

COVID-19 (coronavirus) Frequently Asked Questions

Update Wednesday 1 April 2020

Easy Read version



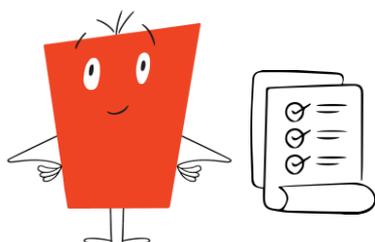
How to use this fact sheet



Challenge Community Services (Challenge) wrote this fact sheet. When you see the word 'we' this means Challenge.



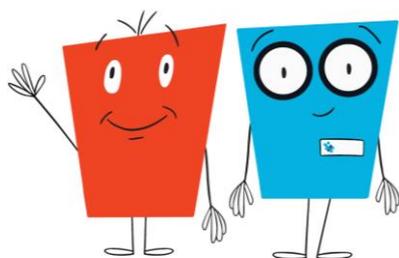
This fact sheet is written in a way that is easy to read. We will sometimes use pictures to help explain.



This fact sheet is a shorter version of another document.



You can find the full-length fact sheet on our website at www.challengecommunity.org.au



Your support worker, family member or friend can help you read this fact sheet.

Our response to the COVID-19

What is Challenge doing about the COVID-19 situation?



What changes have been made to services?

The health, safety and wellbeing of our clients and staff is most important to us.

We have an Executive Leadership team who are taking actions to protect you based on government health advice.

We are making changes to the way we work and how we run our services.

We have increased our hygiene standards for everyone who visits Challenge sites, including accommodation. This means washing hands, using sanitiser and cleaning surfaces.

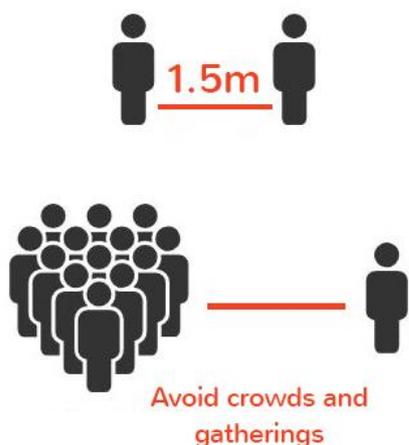
We are limiting face-to-face contact in our workplaces and some staff are working from home.

We have closed our Day Programs and Connexions for a while.

Why did Day Programs and Connexions have to close?

We have closed Day Programs and Connexions to follow government health rules for social distancing.

What is social distancing?



Keeping a physical distance from each other (known as social distancing) is important to reduce the spread of the COVID-19.

This means no gatherings of people that are not essential, and staying 1.5 metres away from other people in public.

What about Respite and Drop-in Support?

We are still providing emergency Respite and essential Drop-in Support, while keeping you safe with strict health rules.

We are delivering pre-made meals to our clients with Drop-in Support.

What about Supported Independent Living (SIL) - accommodation?

We are still providing SIL services as normal, while protecting house members and staff with extra health rules.

What are the extra health rules for Supported Independent Living (SIL) - accommodation?

The extra health rules include:

- Strict hygiene such as washing hands, using sanitiser and cleaning surfaces
- Visitors who are not essential have been limited
- Additional activities are available in the home for clients
- Following strict health advice if a client contracts COVID-19
- Levels of food and supplies are checked to last 14 days if anyone needs to self-isolate

Who are essential visitors to Supported Independent Living (SIL) - accommodation?

Your support worker will be able to tell you who your essential visitors include. We assess this for each individual house member based on their needs.

When were these changes made?

The changes to our services were made on Tuesday 24 March 2020.

Why were the changes made so quickly?

We had to make the changes quickly to follow the government's health advice.

When will Day Programs and other services return to normal?

We do not know when services can return to normal at this stage.

How is the National Disability Insurance Scheme (NDIS) supporting participants?

Plan reviews will still happen over the phone or by email.

The NDIS is making sure participants have the funding they need during the COVID-19 situation.

Plans that are due to expire are being automatically extended for 365 days.

Will there be any more changes to Challenge services?

We may have to make further changes to our services to follow government health rules.

We will let you know of any other changes to our services.

I have more questions, who can help me?

Please speak to your support worker or the supervisor from the services you receive.

You can find out more about the COVID-19 and the NDIS by visiting their website.

[Click here to visit](#)

