

Fact sheet for community and non-residential disability services

27 August 2021

This fact sheet explains the current requirements for community service organisations funded by the Department of Families, Fairness and Housing and all non-residential disability services within Victoria (funded by either the Victorian or Australian Governments).

This includes:

- child and family services
- neighbourhood houses
- men's sheds
- family violence services
- supported disability employment settings
- disability in-home support services
- centre-based services, including disability day programs.

A separate fact sheet has been developed for community services covered by the [Care Facilities Directions](https://www.dhhs.vic.gov.au/community-services-all-sector-coronavirus-covid-19) ([dhhs.vic.gov.au/community-services-all-sector-coronavirus-covid-19](https://www.dhhs.vic.gov.au/community-services-all-sector-coronavirus-covid-19)).

From 1:00 pm Saturday 21 August, restrictions across Victoria have changed in both metropolitan Melbourne and regional Victoria. In metropolitan Melbourne only, a curfew is now in place from 9pm to 5am every night. For details, visit [COVIDSafe Settings](https://www.coronavirus.vic.gov.au/coronavirus-covidsafe-settings) ([coronavirus.vic.gov.au/coronavirus-covidsafe-settings](https://www.coronavirus.vic.gov.au/coronavirus-covidsafe-settings)).

Changes have been introduced to slow the spread of COVID-19 by reducing the number of people leaving their homes and moving around Victoria. This means that you cannot leave your home other than for one of the five following reasons:

- shopping for necessary goods and services
- care and caregiving, including medical care and [getting a COVID-19 test](https://www.coronavirus.vic.gov.au/getting-tested) ([coronavirus.vic.gov.au/getting-tested](https://www.coronavirus.vic.gov.au/getting-tested))
- exercise for up to two hours
- [authorised work](https://www.coronavirus.vic.gov.au/authorised-provider-and-authorised-worker-list-0) with a [permit](https://www.coronavirus.vic.gov.au/authorised-provider-and-authorised-worker-list-0) ([coronavirus.vic.gov.au/authorised-provider-and-authorised-worker-list-0](https://www.coronavirus.vic.gov.au/authorised-provider-and-authorised-worker-list-0) and [permitted study](https://www.coronavirus.vic.gov.au/authorised-provider-and-authorised-worker-list-0))
- to get a [COVID-19 vaccination](https://www.coronavirus.vic.gov.au/book-your-vaccine-appointment) ([coronavirus.vic.gov.au/book-your-vaccine-appointment](https://www.coronavirus.vic.gov.au/book-your-vaccine-appointment)).

Victorians may also leave home to visit their intimate partner, their single social bubble buddy or in an emergency. **You may also leave home during curfew hours in the event of emergencies (including family violence) or for caregiving and compassionate reasons.**

You must stay within 5km of your home for shopping and exercise. Exercise is limited to you and one other person, plus dependants if they cannot be left at home. This limit does not apply

to work, when giving or receiving care, getting a COVID-19 vaccination or visiting an intimate partner or your single social bubble buddy.

Face masks must be worn indoors and outdoors. You do not need to wear a mask in your own home, or if a lawful exception applies. **You cannot remove your masks to drink alcoholic beverages in public.** It is recommended that primary school age children wear masks indoors and outdoors, except at home or if an exception applies.

If you can work from home, you must work from home.

Authorised worker permits

Authorised workers are required to carry permits when working, and when travelling for work, from 11:59pm on Tuesday 17 August. The permit needs to be certified by your employer. Permits are available at [Authorised provider and authorised worker permit \(coronavirus.vic.gov.au/authorised-provider-and-authorized-worker-permit\)](https://coronavirus.vic.gov.au/authorised-provider-and-authorized-worker-permit). This permit also allows parents and guardians to access childcare, in certain circumstances listed at coronavirus.vic.gov.au/authorised-provider-and-authorized-worker-permit#accessing-childcare.

Employers can issue a worker permit to their employee if:

- the organisation is on the list of [Authorised providers and authorised workers list \(coronavirus.vic.gov.au/authorised-provider-and-authorized-worker-list-0\)](https://coronavirus.vic.gov.au/authorised-provider-and-authorized-worker-list-0)
- the employee is working in an approved category for on-site work, and
- the employee cannot work from home.

In rare circumstances an employee does not need a worker permit. This includes:

- if an employee is at risk at home, such as at risk of family violence
- law enforcement, emergency services or health care workers who carry employer-issued photographic identification, which clearly identifies the employer. Other exemptions are listed at coronavirus.vic.gov.au/authorised-provider-and-authorized-worker-permit.

An employee must not use a worker permit and must not attend work, even if they have been issued a permit, if:

- they test positive to COVID-19 and are required to self-isolate
- they are a close contact of someone who has tested positive and are required to self-isolate.

Employees must carry the worker permit and photo identification when travelling to and from the workplace.

A worker permit can be shown electronically to authorities such as a photo, or scanned copy, on a mobile device.

What this means for service delivery in metropolitan Melbourne and regional Victoria

- It is critical to deliver services to support those most in need.

- Care services for people with particular needs because of homelessness, family violence, age, infirmity, disability, illness or a chronic health condition are considered essential services and will continue.
- You may travel outside the 5km radius for work, including to visit or support clients, if this cannot be done remotely.
- Family violence refuges and crisis accommodation will continue to operate.
- For the purposes of community safety, accommodation providers delivering accommodation for people who are homeless or need temporary accommodation can continue operations and accept new bookings from community service organisations.
- Workers, contractors and volunteers not on the [authorised workers list \(coronavirus.vic.gov.au/authorised-provider-and-authorised-worker-list-0\)](https://www.coronavirus.vic.gov.au/authorised-provider-and-authorised-worker-list-0) must not enter care facilities (note: workers carrying out vaccinations and testing are considered authorised and can enter).
- Victorian child protection practitioners will continue their essential service – including intervening when a child is at urgent or imminent risk of harm or abuse.
- Service providers must monitor the risk and the wellbeing of all those receiving a service and modify the frequency of visits if the risk has been assessed as increasing:
 - Service delivery may include telehealth, telephone contact or other digital platforms where appropriate when necessary.
 - Children should continue to be sighted via these platforms where possible. Service providers should consider using a mixture of in-person and virtual contact for additional monitoring.
- **Playgrounds, basketball hoops, skate parks and outdoor exercise equipment are closed.**

Electronic record keeping (for regional Victoria and metropolitan Melbourne)

A record of all workers and visitors who attended the service, no matter how long they have spent at the service, must still be kept, including name, date/time of visit and contact details.

All workplaces are required to keep electronic records of anyone entering their premises, including staff. The [Victorian Government QR Code service \(coronavirus.vic.gov.au/about-victorian-government-qr-code-service\)](https://www.coronavirus.vic.gov.au/about-victorian-government-qr-code-service) must be used.

Organisations can continue to use existing systems (for example, bespoke booking or health screening systems) but must also use the [Victorian Government QR Code Service \(coronavirus.vic.gov.au/about-victorian-government-qr-code-service\)](https://www.coronavirus.vic.gov.au/about-victorian-government-qr-code-service) to comply with public health directions.

Organisations are expected to make reasonable efforts to comply, including assisting people who do not have or cannot use a smartphone to scan the Service Victoria QR Code. The venue-assisted Service Victoria Kiosk check-in service enables venues to check-in customers who are unable to do so for themselves. Organisations could include making a terminal (for example, an iPad) available for people to check-in this way, or be assisted to check-in.

In exceptional circumstances, an alternative record keeping approach (such as a pen and paper) can be used as an alternative. Essential support groups and health services are not required to keep records if confidentiality is required. Workers do not need to check in if supporting people in their residential home (such as a private home).

Personal Protective Equipment (PPE) requirements

- Authorised staff, contractors and volunteers must wear a surgical mask at all times, no matter where they work in the facility.

Testing information and support

If you have any COVID-19 symptoms, no matter how mild, get tested and stay home until you receive a negative result (coronavirus.vic.gov.au/symptoms-and-risks).

Outbreak support

If you require support to arrange testing or manage a confirmed and suspected COVID-19 case, send an email to RREMoutbreak@dffh.vic.gov.au.

More information

- [Current exposure sites](https://coronavirus.vic.gov.au/exposure-sites) (coronavirus.vic.gov.au/exposure-sites)
- [Where to get tested](https://coronavirus.vic.gov.au/where-get-tested-covid-19) (coronavirus.vic.gov.au/where-get-tested-covid-19).

To find out more information about COVID-19 and how to stay safe visit the Victorian Government website (coronavirus.vic.gov.au)

If you need an interpreter, call the COVID-19 hotline 1800 675 398 and press 0.

For information in other languages, scan the QR code or visit the Victorian Government website

[Translated resources - coronavirus \(COVID-19\)](https://www.vic.gov.au/translated-resources-covid-19)



Interpreter



For any questions

Coronavirus hotline 1800 675 398

Please keep triple zero (000) for emergencies only

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Available at: [Community services - all sector - COVID-19](https://www.dhhs.vic.gov.au/community-services-all-sector-covid-19) <https://www.dhhs.vic.gov.au/community-services-all-sector-covid-19>