

Media Release

Hartley's response to Coronavirus (COVID-19)

COVID-19 has the potential to seriously impact the services provided by disability service providers across Australia and requires specific and targeted action in local areas to maintain client and staff safety. Accordingly, on 16 March 2020, a Public Health Emergency was declared in the Australian Capital Territory (ACT). In consultation with the Australian Government and advice from the World Health Organisation (WHO), **the ACT Health Department is leading the Territory's response** to the COVID-19 pandemic threat. A range of measures have been put in place both locally and nationally to ensure COVID-19 cases are identified early and the spread of infection is slowed. These measures are outlined on the [Australian Government – Department of Health website](#) and the [ACT Government – Department of Health's website](#).

Hartley Lifecare is responding to the threat of COVID-19 in accordance to the following 7 principles:

1. Prioritise the safety of clients and staff
2. Ensure regular and open communications with stakeholders
3. Taking a risk based and proportionate response
4. Complying and aligning with the ACT Government's response to COVID-19
5. Seeking to continue service delivery as long as is practicable with a proactive approach
6. If required, seeking to move work and service delivery to areas of lower risk
7. Maintain work practices in accordance to Hartley's values of Respect, Integrity, Quality, Teamwork and Accountability

As part of this response, the following has been undertaken by Hartley:

▪ **A Crisis Management Team (CMT) has been established**

The CMT includes the CEO (Eric Thauvette) and 4 Senior Managers (Susan Granger, Kathy Le Mesurier, Shilo Preston-Stanley and Corey Ryan). The CMT is currently meeting daily to ensure that Hartley is responding to COVID-19 effectively and communications out to clients, families and staff are regular, clear and consistent.

▪ **Development and circulation of Hartley's COVID-19 Response Plan, which includes a:**

- Communication plan
- Disease prevention and management policy and procedure
- Frequently asked questions (FAQs)
- Suite of fact sheets which are specific to COVID-19 and our sector, including:
 - *Operating essentials*
 - *Key information*
 - *Social distancing*
 - *Hartley's Hydrotherapy Pool*
 - *Environmental cleaning and disinfection*
 - *Good hygiene and simple steps to stop the spread*
 - *Staying safe from COVID-19* (Disability specific fact sheet)
 - *Coronavirus* (Easy English fact sheet)

Hartley's COVID-19 Response Plan and relevant attachments will be updated as the situation evolves and circulated to all staff, clients and families.

▪ **Commenced implementation of mitigation strategies to contain COVID-19**

These strategies are in accordance to the advice from the ACT Government