

Unite against COVID-19

ACCESS

SYDNEY
COMMUNITY TRANSPORT



Access Sydney Community Transport COVID-safe plan (Version 4)

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ASCT's COVID-safe plan

Access Sydney Community Transport (ASCT) has played an essential role in our community throughout the COVID-19 pandemic.

ASCT has worked closely with stakeholders and kept informed by relevant government agencies including NSW Department of Health and Transport for NSW to ensure services have continued to run safely as scheduled.

As restrictions ease and we move into recovery, ASCT will continue to play a key role in keeping our community moving.

ASCT's COVID-safe plan includes:



Reliable & safe services

- Throughout the pandemic, we have continued to provide essential transport services for our community.
- All ASCT staff have completed COVID-19 Infection Control training and COVID-19 Aged Care Module 1.
- Our customer service representative team conduct pre-screening symptomatic checks over the phone.
- ASCT is officially registered as an approved COVID-safe business under NSW Government.



More cleaning

- Our vehicles undergo deep cleaning **3 times a week** through a professional cleaning company.
- Our drivers clean and disinfect frequently touched surfaces in the vehicle after **each** pick up and drop off and at the end of their shift.
- If they have time in between trips our drivers visit the Sanitation Stations set up by Transport for NSW and the Point to Point Transport Commissioner.



On board safety measures

- Limiting cash-handling by asking all clients to prepay over the phone or set up a post-pay account.
- We have limited passenger capacity on each vehicle.
- Social distancing decals are in place on all our vehicles so that clients are not in close contact.
- Temperature testing on all staff and clients before boarding an ASCT vehicle.
- Our staff are equipped with PPE (personal protective equipment) including face masks and gloves.
- Hand sanitiser is available on all vehicles and encouraged to use when boarding and disembarking. Our larger buses have hand sanitiser in brackets placed next to the exit. On sprinters and cars, the driver has hand sanitiser which clients can use.



Regular information

- Regular updates available through ASCT's digital channels (website, social media, e-newsletter).
- Transport signage to promote social distancing where possible and information and messaging adapted regularly based on the advice of the Department of Health and Transport NSW.
- Customer Service Representatives available over the phone Monday to Friday 9:00am – 5:00pm. Field staff on hand to help across all service delivery programs.



Increasing Capacity Across Services

- Using our larger fleet to support social distancing and capacity on most services where possible.
- Added service runs during peak shopping times.

Safe and responsible travel for everyone

Our clients have a key role to play when they travel with Access Sydney Community Transport. Everyone needs to take responsibility and follow three simple steps to support everyone's health and safety while travelling.



1. Practice social distancing

- When travelling with ASCT, leave a 1.5 metre gap between you and others when possible by:
 - standing away from others when waiting to get on the vehicle
 - leaving a space between you and the person in front of you as you enter the vehicle
 - sitting away from other people in the allocated seating spaces
- Follow staff advice and seek assistance if you need it - we are here to help.



2. Follow hygiene advice

- Follow the Department of Health's guidelines regarding good hand and respiratory hygiene, including:
 - staying home if you're unwell
 - cleaning hands with soap and water or alcohol-based hand rubs
 - covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing
 - avoid contact with anyone who has symptoms such as fever, a cough, sore throat, fatigue, and shortness of breath.
- Follow the measures we've introduced to help stop the spread of COVID-19 including distanced seating and paying over the phone when possible.
- Download the COVIDSafe app at aus.gov.au/app
- Treat our staff and your fellow clients with respect - we are all in this together.

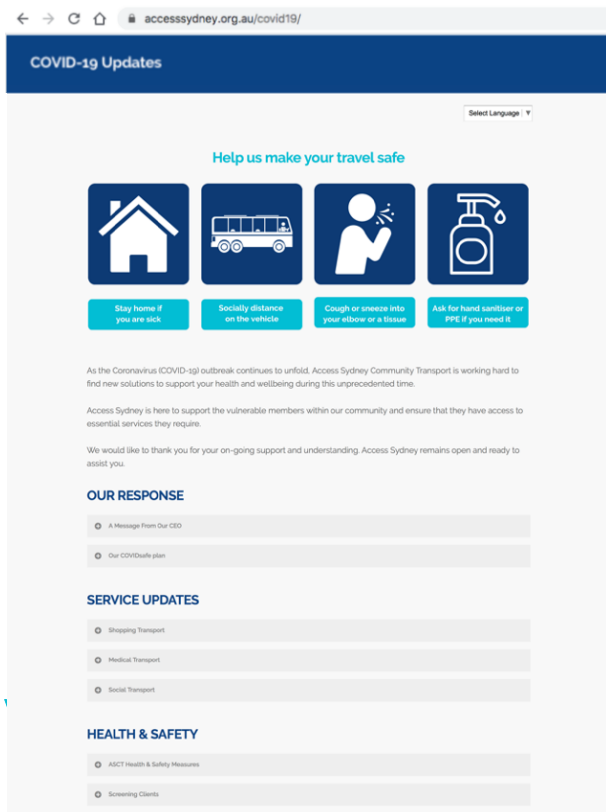
3. Wear a mask

- It is mandatory to wear a mask on community transport in Greater Sydney, Central Coast and Wollongong areas.
- By public health order everyone using shared transport services must wear a mask unless they are exempt. You are not required to wear a mask if you have a physical or mental health illness or condition, or disability, that makes wearing a mask unsuitable (for example, a skin condition, an intellectual disability, autism or trauma).

ASCT is helping clients make COVIDSafe choices whilst using community transport.

ONLINE

Website COVID-19 page



Website Banners



Facebook Cover Photo



ONLINE (cont.)

Email Direct Marketing

STAY SAFE & STAY CONNECTED

with

ACCESS **SYDNEY**
COMMUNITY TRANSPORT

ESSENTIAL SERVICES IN OPERATION



List Shopping

Our List Shopping Service allows you to order your weekly groceries and pharmaceutical needs from the comfort of your own home! Following feedback, the list shopping form has been simplified. The form must be completed in order to use the service.

This service costs \$10.

You can find out more [here](#).



Shopping Bus

Our regular door-to-door group shopping services will continue to operate with a limit of 4-6 passengers per run.

This service costs \$5.00 or \$10.00 if you would like one-on-one assistance.

You can find out more [here](#).



Medical Transport

We will continue to provide safe door-to-door transport for clients who have essential medical appointments at hospitals, GPs or specialists.

Transport to public hospitals is \$5 each way. All other medical transport is \$5.00 + \$1.00 per km each way.

You can find out more [here](#).

Physical Distancing Measures

- There are physical distancing guidelines on vehicles indicating where clients should sit so that there is 1.5 metres between clients.
- We have strict limitations on the number of people per vehicle. Each vehicle, depending on size, has been limited to 4-6 clients per run.

PPE (Personal Protective Equipment)

- It is essential for our field staff to use PPE equipment, including surgical masks and gloves.
- Clients using ASCT transport are offered PPE equipment.

Screening Clients

- All clients are screened prior to travelling with ASCT to make sure they are not experiencing any unexplained symptoms of COVID-19 or have come into contact with anyone who has COVID-19.

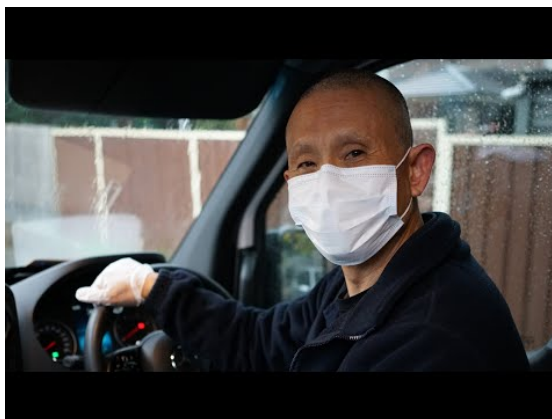
[Click here to see all our COVID-19 updates](#)

ASCT COVIDSafe Videos

In English:

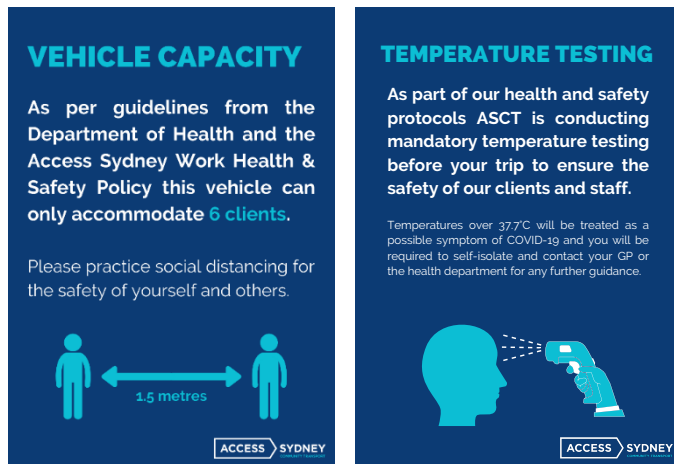


In Chinese:



ON BOARD

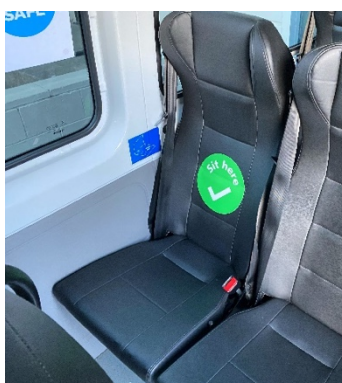
ASCT posters displayed on vehicles



Government posters displayed on vehicles



Seat Decals



Hand sanitiser



ASCT is helping our staff to stay informed and make COVIDSafe choices.

IN THE OFFICE

Posters Displayed in the office



Automatic Hand Sanitiser Station



ONLINE

Internal COVID-19 resources



ASCT News & Updates

Thursday 1st of October 2020

Access to emergency CHSP services during COVID-19 extended to 30 June 2021

As part of the Australian Government's response to the COVID-19 pandemic, the assessment and referral pathways for the CHSP were revised to enable older Australians to access emergency CHSP services for up to eight weeks without an assessment.

As the situation with the COVID-19 pandemic is at various stages throughout the country, these arrangements have been extended to 30 June 2021. During this period, access to CHSP services may be provided to older Australians in COVID-19 affected areas without an aged care assessment where there remains an urgent need. CHSP providers who have received emergency COVID-19 support to assist for eight weeks without an aged care assessment, and where the client requires ongoing services, must first support these clients to be assessed by a Regional Assessment Service.

It is a requirement that all clients in receipt of services are registered with My Aged Care, regardless of whether they have received an aged care assessment. For more information about pathways for emergency access to CHSP services please see Section 4.4.1 of the CHSP Program Manual 2020-2022.

NSW Health advice for seniors: gathering safely

There are no specific restrictions for people over 70 about self-isolating or staying home in NSW. Seniors can choose when and where to go out or leave their house. However, people over 70 can have more severe symptoms if they contract COVID-19. NSW Health has developed [guidelines for safe pathways for seniors](#).

For information specific to seniors, visit the NSW Government's COVID-19 [aged care](#) for seniors page.

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ASCT Service Updates

Changes to Individual Transport

ASCT's recovery is responsive to Government health directives and our resources are reviewed based on what is required for service responses. As an open in design, we will continue to review work of community transport and may require additional resources should new hot spots occur.

ASCT's first step on the recovery road to recovery starts on **Tuesday 6th October 2020**. Please find below additional service updates we will be implementing.

Individual Transport	Description / Request	Status
Medical Referral	Public and Private Hospitals Medical Centres GPs & dentists & Podiatrists Therapeutic & rehabilitation programs e.g. Physiotherapy Day procedures	Original
Social	Handovers/Respite Visiting friends Nursing home visits Places of worship Community centres & forums Cafes & Restaurants Exercise programs Gardens & Parks Post Office Churches	Recommendation Tuesday 6 th October 2020
Other	Taxi Vouchers	Recommendation Tuesday 6 th October 2020
	ASCT has limited bus resources, to respond to transport and after hours only.	Original

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Latest COVID-19 case locations

The latest COVID-19 case locations in NSW as of 30/09/2020

Self-isolate and get tested immediately if you have been at the following areas during the indicated date and time:

Location	Dates
Glen Alpine: Camphill Golf Club	2pm to 4:30pm on Wednesday 16 September

Monitor your symptoms if you've been to these locations:

Location	Dates
Camphill Westmeath at Camphill Mall	1:30pm to 3pm on Thursday 17 September
Glen Alpine: Camphill Golf Club	9:30am to 2pm on Wednesday 16 September
Paraná: Point Bowling Club	3pm to 6pm on Friday 18 September

Access and suburbs with increased testing

If you live in or have visited the following local government areas (LGAs) or suburbs in the past two weeks, get tested and isolate until you get the result, even if you have mild COVID-19 symptoms such as a runny nose or scratchy throat.

Find your local government area (LGA):

- Camphill LGA
- Paraná LGA
- Paraná LGA

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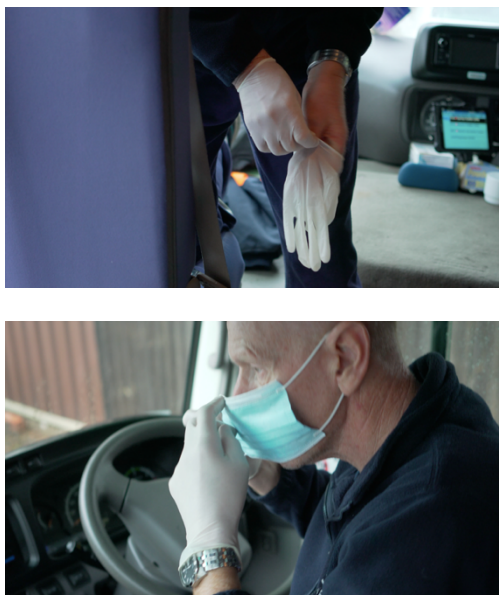
ON BOARD MEASURES FOR POINT-TO-POINT VEHICLES

Clean-Up Kit



Personal Protective Equipment (PPE)

Sanitisation Stations



Supporting recovery

While the NSW Government begins to ease restrictions, we all have a role to play to ensure we remain safe and stop the spread of the virus. As time has gone on, we have seen the importance of swift action and ASCT has continued to refine and expand our health and safety protocols as needed.

While the pandemic has changed how we work, our commitment is to only move forward and begin our review of easing restrictions and continue to operate based on the advice from the Department of Health.

To support our staff and clients during the recovery process, ASCT will continue to provide mental health and wellbeing resources to help those requiring support.

In consideration of these changes, we will manage community transport in a new era, be ready to adapt to client needs and in support of broader government and economic recovery.

Building for the future

As we continue to progress key projects simultaneously, our current situation also brings positive opportunities to explore the future of community transport. ASCT has a pivotal role and responsibility in contributing to a positive shift in the way Sydney functions overall for the community.

Through these initiatives and by building stronger relationships, we will be well placed to continue delivering services for our community into the future.

For more information

- Check the accesssydney.org.au website regularly for updates
- Follow us on Facebook and Instagram.
- Sign up for our e-news.