

Unite against COVID-19



Stage 4

Access Sydney Community Transport - COVID Safe Plan



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ASCT's COVID Safe Plan






At Access Sydney Community Transport (ASCT) our key focus has and always will be, to ensure the safety of our customers, staff and the wider community, throughout the COVID-19 pandemic.


ASCT has developed a COVID Safe Plan which outlines the steps that we undertake to protect the health and safety of all, whilst at the same time ensuring that we continue to deliver the essential services that we provide to the community. It is also important for us to continually review our COVID Safe Plan, to provide reassurance to our customers that they can travel safely with us.

ASCT continues to work closely with our key stakeholders such as NSW Department of Health, Department of Health and Aged Care, NDIS Quality & Safeguards Commission and Transport for NSW to ensure that our COVID protocols meet their individual requirements. As you can appreciate, it is not always easy for us to have one policy that encompasses the varied positions of all these different stakeholders.


As a provider of community transport, we deliver services to people who are elderly, frail, people with disabilities and transport disadvantaged through isolation, economics, or access; and therefore, we must adopt the highest COVID protocols set by our stakeholders.

As restrictions ease in some areas, we continue to monitor the situation and operate based on advice from the Department of Health and the NDIS Commission. At present, ASCT has implemented the following key measures as an appropriate response:

				
Increased Services & Capacity	Reliable & Safe Services	Routine Cleaning	Safety Protocols	Regular Information

 **Increased Services & Capacity**

- With the easing of restrictions by the NSW Government, ASCT has increased and reinstated all its pre COVID services, as well as removing capacity limits. These services include medical, shopping, recreational and social transport.

 **Reliable & Safe Services**

- ASCT drivers, client assistants and our volunteers, are all fully vaccinated and have completed COVID-19 Infection Control Training & COVID-19 Aged Care Module 1.
- ASCT is officially registered as an approved COVID-safe business under the NSW Government.



Routine Cleaning

- Our drivers clean the high touch points after every client, or trip, and at the end of each shift.
- Our drivers clean and disinfect major touch points both internally and externally within our vehicle **regularly**. Vehicles are cleaned with a disinfectant product to ensure that frequently touched surfaces such as door handles, handrails, seat buckles and seat frames are given special attention.



On Board Safety Protocols

- Whilst we have removed capacity limits within our vehicles, we continue to encourage Social Distancing where possible.
- Our staff are equipped with Personal Protective Equipment (PPE) including face masks and gloves should they be required. Clients can request a face mask if they would like one.
- Hand sanitiser is available on all vehicles, and we encourage all to use this, when boarding and disembarking.
- Limiting cash-handling, by asking all clients to prepay over the phone or set up a post-pay account.
- Our drivers will set the air conditioning to external airflow, rather than to recirculation, or have windows open where appropriate.
- Our staff will ask you if you have any COVID symptoms on entering our bus or motor vehicles.



Regular Information

- Regular updates are available through ASCT's digital channels (website, social media, e-newsletter).
- ASCT's communication and messaging is regularly adapted, based on the advice of both Federal & State Government departments such as NSW Health, Department of Health & Aged Care and Transport for NSW.
- Posters and flyers are available across all vehicles with COVID-19 advice.
- Customer Service Representatives are available over the phone, Monday to Friday between 9:00am – 5:00pm. Field staff are on hand to help clients across all service delivery programs.

What You Can Do To Make Your Trip Safe

Our clients and stakeholders have a key role to play when they travel with Access Sydney Community Transport. Everyone needs to be respectful, 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 space between you and others, when possible, by:
 - standing away from others when waiting to get into a vehicle
 - leaving a space between you and the person in front of you, as you enter the vehicle
 - where possible sit apart from others. If you are travelling by car, we ask clients to sit in the backseat.
- 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 a shortness of breath.



3. Wear a mask

- Whilst Transport NSW no longer requires masks to be worn to travel on public transport. At ASCT, we understand that we are providing services to some of the most vulnerable community members and want all clients to continue to wear a mask for the safety of themselves and other people.
- We will ask you to wear a mask while travelling with us, as it is difficult to socially distance in our vehicles and we want to ensure that you are all protected.
- ASCT Staff and Volunteers are still required to always wear a mask whilst transporting a client.

What happens if I test positive for COVID-19

- From the 14th October 2022, it is no longer mandatory to self-isolate at home if you test positive for COVID-19. However, NSW Health strongly recommends people who are sick, or who have tested positive to COVID-19, to stay home until their symptoms have gone.
- ASCT staff who test positive for COVID-19 are not to attend the workplace for **at least 7 days** and until they have no symptoms to help protect other staff, volunteers and clients.
- If you need our transport services and you have tested positive, you need to advise us so that our staff can take appropriate precautions, such as the use of Protective Personal Equipment.
- If you test positive for COVID-19, you should stay home, report your test result to Services NSW, avoid attending high-risk places like aged and disability care facilities or hospitals, and wear a mask if you have to go out.
- If you continue to have respiratory symptoms after five days following a positive test than you should continue to isolate until your symptoms have been resolved.

- You can call the National Coronavirus Hotline on **1800 020 080**, 24 hours a day, 7 days a week if you need any assistance. The hotline can connect to the Translation and Interpreting Service (TIS) if language or hearing support is needed. If symptoms become severe call **Triple Zero (000)** immediately.

Helping Our Clients Make COVID Safe Choices


ASCT is helping clients make COVID Safe choices whilst using community transport services through online and on-board communication. Over the past 30 months ASCT has responded efficiently to sudden changes and we are confident in our ability to manage communication throughout the pandemic.

Online

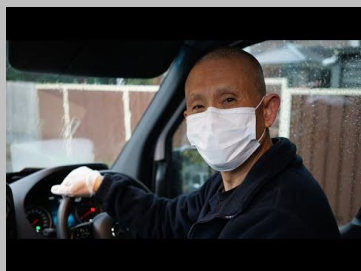
<h4>Facebook Cover Photo</h4>	<h4>COVID-19 Updates Webpage</h4>
<h4>Website Banners</h4>	<h4>ASCT COVID Safe Videos</h4> <p>In English:</p> <p>In Chinese:</p>



Phone Support
We're here to help you!
Monday-Friday, 9am-5pm.



Remain careful
Follow the advice to protect yourself and others!



On Board

Posters currently displayed across ASCT fleet

Temperature screening
required upon entry



Temperatures over 37.5°C will be treated as a possible symptom of COVID-19 and you will be required to contact a medical professional for further guidance.

ACCESS **SYDNEY**
COMMUNITY TRANSPORT

Protect yourself from viruses

-  **Clean** your hands with soap and water, or hand sanitiser.
-  **Cover** your nose and mouth when you cough or sneeze.
-  **Avoid** close contact with anyone with cold or flu-like symptoms.
-  **Stay home** if you are sick.

Find the facts
health.nsw.gov.au/coronavirus

NSW

Please wear a face mask
on community transport



Wearing a face mask is strongly recommended by NSW Health.

ACCESS **SYDNEY**
COMMUNITY TRANSPORT

COVID SAFE

Hand Sanitiser



Helping Our Staff Make COVID Safe Choices

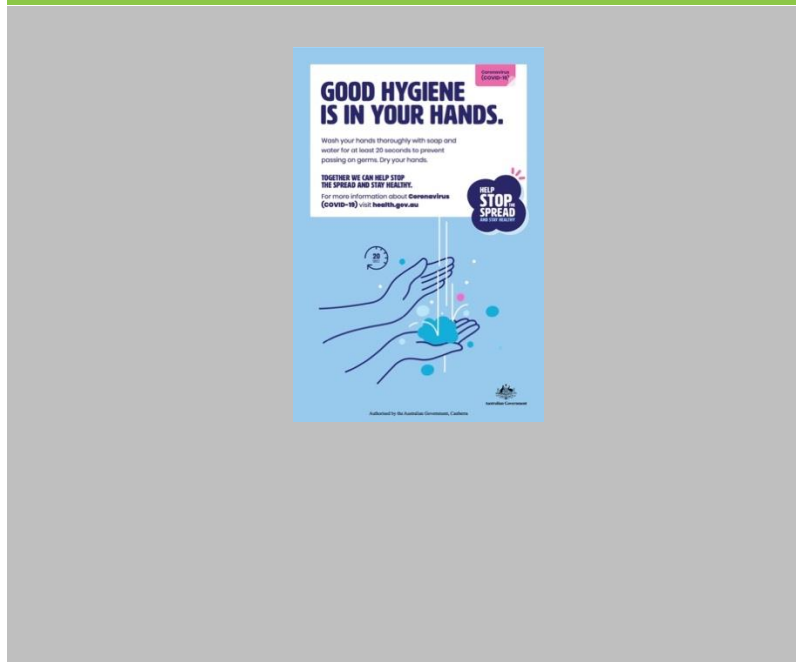
ASCT is helping staff and volunteers to make COVID Safe choices whilst working, whether it's in the field or in the office. We provide staff with the necessary resources to do their jobs safely.

In the Office

Automatic Hand Sanitiser Station



Posters Displayed in the Office



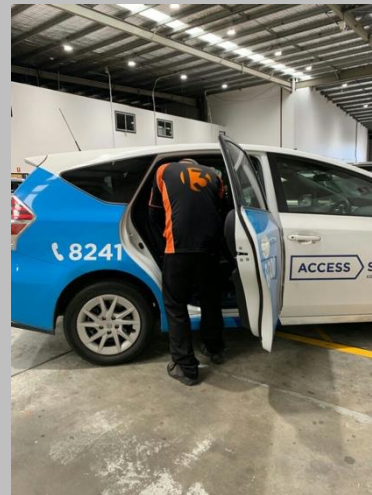
Online

Regular email updates

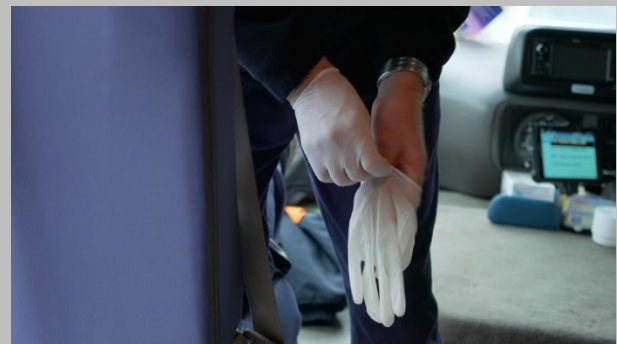
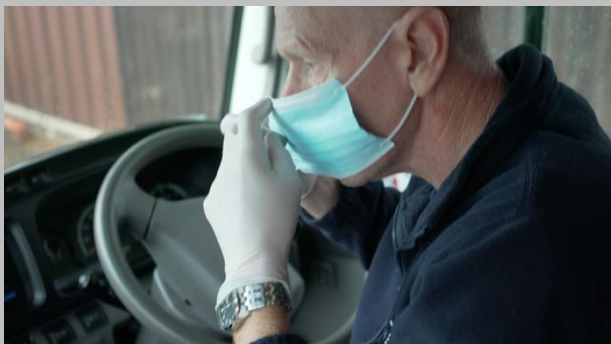


On Board Measures

Clean Up Kit and Sanitisation Station (provided by the Point to Point Transport Commissioner)



Personal Protective Equipment (PPE)



The Road to Recovery

Supporting recovery

With the easing of 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 continues to refine and expand our health and safety protocols as needed.

While the pandemic has changed how we work, our commitment is to 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.

Vaccination is a key factor in recovery and Access Sydney encourages all clients to get vaccinated to protect themselves, each other, and the wider community. All our staff are fully vaccinated which will add confidence to our clients that they can travel safely with us.

Building for the future

Whilst we continue to live with COVID, ASCT is committed to building stronger relationships with all our stakeholders to ensure that the services we deliver meet the specific needs of people within the community.

For more information

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