



## Encompass Community Services

### Notice of Essential Services

Dear friends and family of Encompass

Most of the services provided by Encompass Community Services are an essential service under the new Victorian lockdown laws. We will continue to operate in this time of need and are taking every extra precaution we can to ensure that you, your friends and your family stay safe.

**The following measures have been taken:**

- We are making sure that **all staff are trained in COVID-19 Health Department training module**
- We are constantly disinfecting all surfaces
- We have daily screening of all staff and participants
- We are enforcing social distancing of 1.5 metres
- All of our continued activities have been modified to COVID-19 safe alternatives
- We have temporarily discontinued all non-essential services.

We are not taking these changes lightly. Our senior management is in constant contact with the NDIS Commission and the Health Department to ensure our advice is up to date and we are ready to act to any other changes that may occur.

**The services we will continue to be providing are:**

- **The HUB** – HomeStart is operating to provide material aid to the public by an appointment only policy to prevent gatherings of large crowds whilst using strict social distancing guidelines. At this stage ReadyStart, Apollo Place Op Shop, 3219 Eat and all activities at The HUB are not deemed as essential and will remain closed during lockdown.
- **In Home Supports** - has increased its services up to provide much needed support to our most vulnerable. However, some changes have been made as some requested activities/needs do not fall within the criteria set by the Government.
- **EGF Disability Employment Services** - is continuing full operations by phone, text and email only.
- **Recreation & Travel** – is continuing completely online with health & wellbeing AM sessions and participant driven virtual travel & online entertainment PM sessions.
- **Options & Connections** – is continuing within appropriate and safe activities by the new guidelines & laws with remote supports, flexible supports, in home supports and some 1 to 1 individual supports within our buildings capacities for social distancing.
- **College of Education & Training** – online activities are now rolled out and all classes are online.
- **The Paddock** - is operating to provide vegetables to the public by an appointment only policy to prevent gatherings of large crowds while using strict social distancing guidelines.
- **Plan Connect** - is continuing full operations by phone, text, video call and email only.
- **Accommodation services** - are continuing to operate within the new guidelines & laws and the staff involved are taking extra precautions to minimise all risk including postponing all non-vital face to face meetings with therapists, events & training until further notice.

These services are across the **Werribee, Geelong, Surf Coast** and **Golden Plains** regions – so we shall continue to operate in these regions unless otherwise notified by the Government. In this unprecedented time if you or someone you know is in need of assistance please contact our team, we will support everyone in every possible way that we can.

**From all of us at Encompass Community Services - thank you and stay safe.**

**For further information** on our services, or the extra safety precautions we are now implementing please **call** 03 5222 33 77 or **email** [info@encompass-cs.org.au](mailto:info@encompass-cs.org.au)

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**Address:** Encompass Community Services Inc. 79 Gheringhap St, Geelong 3220

**Phone:** (03) 5222 3377 | **Email:** [info@encompass-cs.org.au](mailto:info@encompass-cs.org.au)

**Website:** [www.encompass-cs.org.au](http://www.encompass-cs.org.au)

**ABN:** 93 483 436 215 | **Incorporation Number:** A0018610J