



Self Managed Support Pty Ltd trading as HomeMade

and

Queensland Meals on wheels Services Ltd
(Third Party Service Provider)

THIRD PARTY CONTRACT

TABLE OF CONTENTS

1	DEFINITIONS AND INTERPRETATION	3
2	TERM	3
3	TERMS OF APPOINTMENT	3
4	PROVISION OF SERVICES	3
5	HOMEMADE’S OBLIGATIONS	4
6	PERSONNEL REQUIREMENTS	4
7	WORKPLACE HEALTH AND SAFETY OBLIGATIONS	4
8	REPORTABLE INCIDENTS	4
9	PAYMENT AND INVOICING	5
10	RECORDS	5
11	DEFAULT AND TERMINATION	5
12	INSURANCE	6
13	INDEMNITY	6
14	CONFIDENTIALITY, PRIVACY AND PUBLICITY	6
15	GOODS AND SERVICES TAX	6
16	GENERAL	6
	SCHEDULE – DEFINITIONS	9
	ATTACHMENT 1 – SERVICE DETAILS	12
	ATTACHMENT 2 – SERVICE STANDARDS	14
	ATTACHMENT 3 – POLICE CHECK REQUIREMENTS	15
	ATTACHMENT 4 – INFECTION CONTROL POLICY AND PROCEDURE RELATING TO COVID-19	16
	ATTACHMENT 5 – FEES AND CHARGES LIST (Third Party Service Provider)	20

Third Party Contract

This contract is made on the 14 of July 2022

BETWEEN

Self Managed Support Pty Ltd trading as HomeMade

ABN: 88 638 372 960

Address: Level 10, 255 Pitt St, Sydney NSW 2000

AND

Business Name: Queensland Meals on Wheels Services Ltd **(Third Party Service Provider)**

ABN: 63104919974

Address: Unit 16 / 27 Southpine Road, Brendale QLD 4500

Recitals

A. HomeMade delivers Approved Home Care Package support/care and services to consumers in accordance with *the Aged Care Act 1997*.

B. (Third Party Service Provider) delivers home care(insert care / service types here..and Delivery of meals Preparation, Packaging to consumers.

C. (Third Party Service Provider) has represented to HomeMade that it is able to provide (inset agreed service details here.... Preparation, packaging and delivery of meals) which will assist HomeMade achieve their objectives of providing all required support/care and services to consumers.

D. HomeMade and (Third Party Service Provider) have agreed that (Third Party Service Provider) will provide the agreed upon services to the consumer for or on behalf of HomeMade in accordance with the terms and conditions of this Contract.

Schedule and Attachments

The following schedules and attachments form part of this Contract:

Schedule – Definitions and interpretation

Attachment 1 - Support/Care Service details

Attachment 2 - Service standards

Attachment 3 - Police certificate requirements

Attachment 4 - Infection Control Policy and Procedure COVID-19

Attachment 5 - Fees and Charges List

IT IS AGREED

1 DEFINITIONS AND INTERPRETATION

In this Contract:

- a) words and phrases used have the meanings as set out in the Schedule; and
- b) unless the context otherwise requires, the rules of interpretation set out in the Schedule will apply.

2 TERM

The rights and obligations of the parties under this Contract will commence on the Commencement Date and continue until the Termination Date, subject to the terms of this Contract.

3 TERMS OF APPOINTMENT

(Third Party Service Provider) is appointed to provide the Services in accordance with this Contract and as are set out in more detail in Attachment 1.

(Third Party Service Provider) is an independent contractor of HomeMade. This Contract does not create a relationship of employer and employee, principal and agent, or partnership between (Third Party Service Provider) and HomeMade, or any of its Personnel. (Third Party Service Provider) must not represent itself, and must ensure that its Personnel do not represent themselves, as employees or agents of HomeMade.

(Third Party Service Provider) will be responsible for the payment of all amounts related to the engagement of its Personnel, including wages, leave, statutory entitlements and superannuation.

4 PROVISION OF SERVICES

(Third Party Service Provider) will provide the Services in accordance with:

- 1) The Consumer's Support/Care Plan;
- 2) Agreed prices/fees/charges determined prior to the signing of this contract as set out in Attachment 5, noting HomeMade requests 30 days written notice should (Third Party Service Provider) wish to review their prices/fees/charges; and
- 3) all Applicable Laws; including *Aged Care Quality Standards*, *Charter of Aged Care Rights (the Charter)*, *User Rights Principles 2014*, *Aged Care Act 1997*, *Quality of Care Principles 2014* and any other related legislation.
- 4) all requirements set out in Attachments 1 and 2 including those relating to the standard and level of care.

Without limiting any other obligations under this Contract, (Third Party Service Provider) must:

- a) manage, supervise and administer its Personnel at all times in relation to the Services;
- b) ensure its Personnel are suitable in all respects to provide the Services;
- c) allow HomeMade access to the documentation for proof of service provided to the Consumer, including any shift notes or other documentation relevant to the Consumer, to enable HomeMade to comply with their obligations and responsibilities as an approved provider under the *Aged Care Act 1997*;
- d) immediately report to HomeMade any risks or likely risks associated with the Services; and

- e) report to HomeMade any Reportable Incidents, Consumer concerns and emergencies in accordance with this Contract.

The parties agree that an overarching objective is for the Services to be provided in accordance with this Contract and in a manner which acknowledges the needs of the Customer at any given time.

5 HOMEMADE'S OBLIGATIONS

HomeMade will:

- a) pay (Third Party Service Provider) the Fees in accordance with the prior agreed to prices/fees/charges (provided to HomeMade in writing);
- b) make available and issue to (Third Party Service Provider) any relevant instructions or other materials, as reasonably required for the (Third Party Service Provider) to deliver Services under this Contract;
- c) use its reasonable endeavours to ensure that there is no impediment to (Third Party Service Provider) access to Consumers;
- d) appoint and make available HomeMade key Support Partners/contacts for each Consumer; and
- e) provide reasonable assistance as requested by (Third Party Service Provider) from time to time, to allow (Third Party Service Provider) to competently carry out its responsibilities under this Contract.

6 PERSONNEL REQUIREMENTS

(Third Party Service Provider) must ensure that:

- 1) all of its staff engaged at a management level are aware of and understand the terms of this Contract;
- 2) all of its Personnel:
 - a. comply with the terms of this Contract;
 - b. Meet the police check requirements set out in Attachment 3;
 - c. At all times comply with relevant codes of conduct and policies and procedures as HomeMade may advise from time to time, including Attachment 4 to this Contract; and
- 3) have undertaken appropriate and regular training and skill development relevant to the provision of Services.

7 WORKPLACE HEALTH AND SAFETY OBLIGATIONS

Without limiting (Third Party Service Provider) obligations under this Contract, (Third Party Service Provider) must ensure that the provision of Services are delivered in accordance with all relevant State/Territory Work Health and Safety legislation.

(Third Party Service Provider name) will be required to provide Services in compliance with the Infection Control Policy and Procedure relating to COVID-19. Attachment 5.

All Personnel who are providing services to HomeMade Consumers will be required to have an annual flu vaccination and when generally available a COVID-19 vaccination.

8 REPORTABLE INCIDENTS

(Third Party Service Provider) must report any Reportable Incidents on the date it occurs, or on the following Business Day, if outside of Business Hours. Reportable Incidents include any improper conduct in relation to Consumers, Third Party Service Provider, HomeMade, Personnel or otherwise in relation to the Services. A Reportable Incident may also include issues of concern relating to the change in physical or mental state of a Consumer.

9 PAYMENT AND INVOICING

Subject to this clause Payment and Invoicing, in consideration of (Third Party Service Provider) providing the Services under and in accordance with this Contract, HomeMade will pay (Third Party Service Provider) the fees/charges as per the agreed upon prices/fees/charges.

A valid tax invoice will be issued by the (Third Party Service Provider) which includes the following:

- i) dates and times of services delivered;
- ii) the fees inclusive of any amounts of GST; and
- iii) (Third Party Service Provider name) ABN.

Payment terms are 30 days from the date of invoice.

HomeMade uses a third party to process invoices. A 2% transaction fee will be charged on each invoice processed in this way.

10 RECORDS

(Third Party Service Provider) must provide HomeMade with evidence of the Services that have been delivered upon written request from HomeMade.

On HomeMade's request, the (Third Party Service Provider) must allow HomeMade and/or a nominated third party (Auditor) to access during business hours the records relevant to the provision of services. In relation to audits:

- a) HomeMade will give at least 10 Business Days' notice of any audit;
- b) HomeMade will conduct each audit at its cost, unless an audit identifies a material non-compliance, in which case the (Third Party Service Provider) must reimburse HomeMade's reasonable costs of that audit;
- c) the (Third Party Service Provider) must provide reasonable co-operation, information and assistance to HomeMade and/or the Auditor (as applicable) in connection with an audit.

If HomeMade identifies, whether through an audit or otherwise, that the (Third Party Service Provider) is not complying with its obligations under this Contract, the (Third Party Service Provider) must:

- a) remedy the non-compliance promptly; and
- b) demonstrate to HomeMade's reasonable satisfaction that the non-compliance has been remedied and will not occur again

11 DEFAULT AND TERMINATION

Either party may terminate this Contract without cause by giving 30 days written notice to the other party. HomeMade will pay the relevant proportion of Service fees/charges for any part of the Services that were provided prior to the cancellation.

Termination for cause

A party may terminate this Contract immediately, by giving the other party written notice, if the other party:

- a) suffers an Insolvency Event; or
- b) commits a material breach of this Contract and either:
 - (i) the breach is incapable of remedy; or
 - (ii) the other party fails to remedy the breach within 20 Business Days of receiving notice requiring it to do so.

12 INSURANCE

(Third Party Service Provider) must, at its own cost, effect and maintain, or cause to be maintained, insurance relevant to its obligations under this Contract, as specified in Attachment 1.

13 INDEMNITY

(Third Party Service Provider) releases and indemnifies HomeMade and its Personnel (**those indemnified**) against

- a) any Loss which those indemnified suffer, sustain or incur in connection with any act, error, or omission by (Third Party Service Provider) or its Personnel whether negligent, wilful or otherwise; and
- b) any claim made by or on behalf of a Consumer or by a third party in relation to or arising out of performance of the Services.

14 CONFIDENTIALITY, PRIVACY AND PUBLICITY

(Third Party Service Provider) must not disclose to any third party any Confidential Information obtained during the course of provision of the Services unless the disclosure is:

- a) Permitted by law; or
 - i. with the written consent of the party who owns the information.
- b) The obligation contained in clause a) above does not extend to information that:
 - i. is, or becomes public knowledge without the fault of (Third Party Service Provider);
 - ii. is lawfully, or becomes lawfully available to (Third Party Service Provider).

15 GOODS AND SERVICES TAX

(Third Party Service Provider) warrants and represents that it has an Australian Business Number and is registered for GST purposes if required in accordance with GST Law.

All amounts referred to in this Contract are exclusive of GST unless otherwise specified.

16 GENERAL

Dispute resolution

The Parties will use all reasonable endeavours to first resolve disputes by discussion between representatives of both parties. This clause does not stop a party:

- From seeking urgent or injunctive relief where that is necessary for the protection of a party's rights; or
- Terminating this contract under clause 11.

Each party must use reasonable efforts to do, do all things reasonably necessary to effectively carry out and give full effect to this Contract.

Notices

A notice given under this Contract must be in writing and sent to its recipient:

- a) by hand, at the nominated address;
- b) by registered post, to the nominated address; or
- c) by email, to the nominated address.

Notices sent:

- a) by hand, are taken to be received when delivered;
- b) by registered post, are taken to be received by the second Business Day after the date of posting (notwithstanding that a notice may be returned through the post office unclaimed); or
- c) by email, are taken to be received by the second Business Day after the date of sending (provided the sender does not receive a delivery failure or out of office message).

Entire agreement

This Contract is the entire agreement between the parties in relation to its subject matter.

Variation

This Contract cannot be varied except by written agreement between the parties.

Assignment

Neither party may assign, novate or otherwise transfer any of its rights or obligations arising out of or under this Contract to another person without the other party's prior written approval.

Governing law

This Contract is governed by the laws of the State of New South Wales. Each party irrevocably submits to the non-exclusive jurisdiction of the courts exercising jurisdiction in the State of New South Wales and courts of appeal from them in respect of any proceedings arising in connection with this Contract.

Severability

If a clause or part of a clause is held by a court to be invalid or unenforceable, that clause or part of a clause is to be regarded as having been deleted from this Contract; and this Contract otherwise remains in full force and effect.

Waiver

A party may only waive its rights under this Contract by a clear statement in writing. Any failure by a party to exercise a right, or insist on strict performance of any obligation, under this Contract does not constitute a waiver.

Counterparts

If this Contract consists of a number of counterparts. Each counterpart is an original and all of the counterparts together constitute the same document.

Executed as an agreement

SIGNED for and on behalf of

Name (Third Party Service Provider)

Lea Readdy

(print name)

DocuSigned by:

Lea Readdy

0BC537ABF346402...

(Third Party Service Provider's Representative signature)

in the presence of:

Evan Richard Hill

(name of witness)

DocuSigned by:

Evan Richard Hill

0BC537ABF346402...

(signature of witness)

16/27 South Pine Road, STRATHPINE QLD 4500

(address of witness)

Self-Made Support Pty Ltd t/as HomeMade

SIGNED by

Laura Westhorpe

(print name)

DocuSigned by:

Laura Westhorpe

65AEE38C684D404

(Self-Made Support Pty Ltd's Representative signature)

For and on behalf of

Self-Made Support Pty Ltd

in the presence of:

Emilia Mazza

(name of witness)

DocuSigned by:

Emilia Mazza

3D39A2AADE734C8...

(signature of witness)

12/255 Pitt Street, Sydney, NSW, 2000

(address of witness)

SCHEDULE – DEFINITIONS**Definitions**

Contract	means the agreement recorded in this document including in the schedule and the attachments.
Commencement Date	means the commencement date detailed in Attachment 1.
Confidential Information	means information that: <ul style="list-style-type: none"> • is by its nature confidential; • is designated as confidential; or • the person receiving the information knows or ought reasonably to know is confidential.
Consumer	means a person on whose behalf HomeMade is purchasing Services and where applicable includes the Representative.

GST	has the meaning given to that term in the GST Law and includes any amounts imposed as additional tax, penalty tax, fine, interest or other charge payable in respect of GST.
GST Law	means A New Tax System (Goods and Services Tax) Act 1999 (Cth) (GST Act) including any regulations under the GST Act.

Personnel	means directors, officers, employees or agents of a party.
Representative	means a person who holds an enduring power of attorney given by the Consumer to decide health and support/care and other kinds of personal services the Consumer is to receive; or any other person duly appointed according to law with the authority and capacity to bind the Consumer.
Reportable Incident	means: <ul style="list-style-type: none"> • any circumstances, fact, claim, dispute or issues in relation to the Service/s delivered by (Third Party Service Provider) which will, or may, give rise to any legal claim; • any critical incident involving a Consumer or Personnel; • any incident of improper conduct; • any failure to comply with Applicable Laws; • any breach of a Policy or Procedure; • any breach of the terms of this Contract;

	<ul style="list-style-type: none"> any entitlement of HomeMade to make any claim under any insurance policy.
Services	means the services detailed in Attachment 1.
Service Fees/Charges	means the service fees/charges set out in Attachment 1.
Service Standards	means (Third Party Service Provider) Service Standards that (Third Party Service Provider) must comply with in providing the Service/s, as set out in Attachment 2.
Support / Care Plan	means the specific support and / or care plan required by the Consumer and the reason for the Consumer acquiring the Services
Staff	means Personnel of (Third Party Service Provider) in a managerial role, who supervise Personnel.
Term	means the period on and from the Commencement Date up to and including the Termination Date.
Termination Date	means the termination date specified in Attachment 1.
WHS	means workplace health and safety under the <i>Work Health and Safety</i> legislation in force in the state or territory in which the Services are delivered.

Interpretation

In this Contract, unless the contrary intention appears:

Headings are for ease of reference only and do not affect the meaning of this Contract and do not form part of the clause.

The singular includes the plural and vice versa and words importing a gender include other genders.

Words used in this Contract and defined in the dictionary will have the meaning set out in the dictionary. Other grammatical forms of defined words or expressions have corresponding meanings.

A reference to a clause, paragraph, schedule or attachment is a reference to a clause or paragraph of or schedule or attachment to this Contract and a reference to this Contract includes any schedules and attachments attached to this Contract.

A reference to a document or Contract, including this Contract, includes a reference to that document or Contract as novated, altered or replaced from time to time.

A reference to '\$', '\$A', 'dollar' or 'A\$' is a reference to Australian currency.

A reference to a specific time for the performance of an obligation is a reference to that time in the State, Territory or other place where that obligation is to be performed.

A reference to a party includes its executors, administrators, successors and permitted assigns and if more than one, includes those persons jointly and each of them severally, their respective executors' administrators and assigns.

Words and expressions importing natural persons include partnerships, bodies corporate, associations (whether incorporated or not), firms, joint ventures, trusts, authorities, governments and governmental, semi-governmental and local authorities and agencies.

Words such as 'includes' or 'including' will not be construed as words of limitation.

If the day on which:

- anything, other than a payment, is to be done is not a Business Day, that thing will be done on the preceding Business Day;
- a payment is to be made is not a Business Day it will be made on the next Business Day but if the next Business Day falls in the next calendar month it will be made on the preceding Business Day; and
- if an act, other than a payment or the giving of a communication, is required to be done on a particular day and the act is done after 5pm on that day, it will be deemed to have been done on the following day.

ATTACHMENT 1 – SERVICE DETAILS

PARTY DETAILS	
Contract Officers and Address for Notices:	<p>Self Managed Support Pty Ltd: Attention: Laura Westhorpe Address: PO Box A440, South Sydney, NSW, 1235 Phone: 1300 655 688 Email: hello@homemadesupport.com.au</p> <p>(Third Party Service Provider): Attention: Lea Readdy Address: Unit 16,27 South Pine Road,Brendale QLD 4500 Phone: 07 3205 5588 Email: lea.readdy@qmow.org</p>

TERM	
Commencement Date:	14.07.2022
Termination Date:	Reviewed Annually
SERVICES	
Services:	(Third Party Service Provider) must provide the following Services:
Geographical area of Services:	QLD

FEES	
Service Fees/Charges:	<p>Price/Fees/Charges List provided by (Third Party Service Provider) Attached: Attachment 5: (Third Party Service Provider) Fees and Charges list:</p> <p>Cancellation of support/care services: HomeMade agrees that HomeMade customers will be required to contact (Third Party Service Provider) within 4 hours' notice any cancellation of support/care service/s. HomeMade agrees that any cancellation or change to the Service/s after this time may result in a fee/charge being issued by (Third Party Service Provider).</p>
TRAINING AND OTHER REQUIREMENTS	

Policies and Procedures:	<p>(Third Party Service Provider) must have (and provide copies to HomeMade as requested) the following policies and procedures:</p> <ul style="list-style-type: none"> ● Risk Management ● Feedback and Complaints ● Workplace Health & Safety/OH&S ● Fire Safety and Emergency ● Infection Control (including COVID-19) ● Maintenance and Management of Equipment ● Personnel Code of Conduct ● Records and Information Management ● Privacy and Confidentiality
Training/Qualifications:	<p>Third Party Service Providers:</p> <p>(Third Party Service Provider) Personnel are experienced and competent to carry out the contract Service, have all the required training, hold all the required licenses required to carry out Services/s. The Service/s provision must be carried out to all applicable industry standards and to the reasonable satisfaction of HomeMade. (Third Party Service Provider) must provide written evidence of the above as requested by HomeMade.</p>
INSURANCE	
Insurance Requirements:	<ul style="list-style-type: none"> - Workers compensation insurance as required under the legislation in any State or Territory of Australia, to cover all Personnel engaged in providing the Service/s. -Public liability insurance for at least the sum of \$20,000,000 for any one occurrence, to be maintained during the Term. -Products Liability insurance, if relevant, for at least the sum of \$10,000,000 for any one occurrence, to be maintained during the Term. -Professional indemnity (or similar) in an amount of not less than \$10,000,000 per claim and in the aggregate for all claims for each 12 monthly policy period with one right of reinstatement.

ATTACHMENT 2 – SERVICE STANDARDS

Details	Timeframes
Training and Education (Third Party Service Provider) must be responsible for ensuring Personnel have the required training and competencies to carry out the services.	Ongoing
Operational delivery Transparent communication between (Third Party Service Provider) and HomeMade.	Detailed support/shift notes to be provided following each Service (within 12-24 hours). All other communication as required.
Billing Invoices to be sent on completion of service.	(Weekly/fortnightly/monthly)
Police checks All Personnel providing the Services/s to consumers must have an acceptable current National Police Check Certificate and/or the necessary statutory declarations in accordance with the Aged Care Act. The Third Party Service Provider must hold suitable records of this and be able to provide copies to HomeMade on request.	Ongoing
Certificate of compliance Copy of ABN and certificate of insurance to be supplied with agreement.	Prior to commencement of service.

ATTACHMENT 3 – POLICE CHECK REQUIREMENTS

An **acceptable National Police Certificate** means a national police certificate that does not record that the person has been:

- convicted of theft, fraud, murder or sexual assault; or
- convicted of and sentenced to imprisonment for any other form of assault.

1. (Third Party Provider) must:

- 1) ensure that all its Personnel (key personnel, employees, contractors, allied health professionals and volunteers) engaged in the provision of the services have an acceptable National Police Certificate not more than 3 years old and if required under the Aged Care Standards have provided statutory declaration in an approved form (Approved Statutory Declaration);
 - i. provide evidence of an acceptable National Police Certificate and/or Approved Statutory Declaration to HomeMade upon request;
 - ii. notify HomeMade of any issues which are identified through any checks, which could reasonably be considered to affect the person's suitability to provide the Service/s; and
 - iii. provide all assistance HomeMade reasonably requires to comply with its obligations under Applicable Laws with respect to criminal history checks.

2. (Third Party Provider) will ensure that it retains a police certificate registration number in respect of each member of Personnel, and must provide HomeMade with an organisational policy on police checks and all Approved Statutory Declarations for Personnel upon request.

3. (Third Party Provider) will undertake the police checks at its own expense.

ATTACHMENT 4 – INFECTION CONTROL POLICY AND PROCEDURE RELATING TO COVID-19

INFECTION CONTROL POLICY AND PROCEDURE RELATING TO COVID-19

Purpose and Scope

The purpose of this policy and procedure is to ensure that HomeMade minimises the risk of the spread of infectious diseases in its work environments.

It applies to all HomeMade Third Party Service Providers. It should be read in conjunction with HomeMade's *[Work Health and Safety / Occupational Health and Safety / Occupational Safety and Health] Policy and Procedure* [Different terminology is used by different states and territories: 'Work Health and Safety' or 'WHS' is used in the ACT, NSW, NT, QLD, SA and TAS. 'Occupational Health and Safety' or 'OHS' is used in VIC. 'Occupational Safety and Health' or 'OSH' is used in WA. Adjust accordingly.] and *Waste Management Policy and Procedure* [or equivalent, if applicable].

Definitions

Close contact (with respect to COVID-19):

- greater than 15 minutes face-to-face contact in any setting from 24 hours before onset of symptoms; or
- sharing a closed space for more than 2 hours from 24 hours before onset of symptoms.

Infectious diseases - also known as communicable diseases; caused by organisms such as bacteria, viruses, fungi and parasites. These micro-organisms are able to invade and reproduce in the human body, and then cause harmful effects. In healthcare settings, the main modes for transmission of infectious agents are contact (including blood borne), droplet and airborne.

Policy

HomeMade has a duty of care and must take all reasonable steps to safeguard consumers, other Third Party Service Providers and stakeholders from infection.

Procedures

Any Third Party Service Provider with any infectious disease, including the flu, is required to stay away from the workplace until such time they are cleared by a doctor.

Standard Infection Control Precautions

On a day-to-day basis, standard precautions must be implemented when cleaning surfaces and facilities. A Third Party Service Provider must wear suitable gloves and other protective clothing appropriate for the task. Protective eyewear must be worn where splashing is likely to occur.

A regular cleaning and maintenance schedule is necessary to maintain a safe environment. Surfaces should be cleaned on a regular basis using cleaning procedures that minimise dispersal of micro-organisms into the air.

Toilets, sinks, washbasins, baths, shower areas, and surrounding areas should be cleaned regularly or as required. Cleaning methods for these items should avoid generation of aerosols.

Floors should be cleaned daily or as necessary with a vacuum cleaner. Alternatively, damp dusting or

cleaning with a dust-retaining mop is acceptable.

Routine surface cleaning should be undertaken as follows:

- clean and dry work surfaces before and after usage or when visibly soiled;
- spills should be dealt with immediately;
- use detergent and warm water for routine cleaning;
- where surface disinfection is required, use in accordance with manufacturer's instructions;
- clean and dry surfaces before and after applying disinfectants;
- empty buckets after use, wash with detergent and warm water and store dry; and
- mops should be cleaned in detergent and warm water then stored dry.

Standard precautions to protect against infectious diseases include:

- wash hands for 30 seconds before and after contact with consumers, eating, using gloves, using the toilet, contact with used equipment and contact with body substances or equipment, materials (including linen) or contaminated surfaces;
- wear disposable latex gloves when handling food or any item which may be contaminated by bodily fluids;
- cover cuts or scratches with waterproof, breathable dressing;
- wear personal protective equipment (PPE) such as protective eyewear, an apron, enclosed footwear and/or a face mask if splashing or direct contact with body fluids is likely;
- use sharps containers at point of use. Do not re-sheath sharps; and
- clean up spills with water and bleach.

Anyone with signs and symptoms of a respiratory infection, regardless of the cause, should follow or be instructed to follow respiratory hygiene and cough etiquette as follows:

- cover the nose/mouth with disposable single-use tissues when coughing, sneezing, wiping and blowing noses;
- use tissues to contain respiratory secretions;
- dispose of tissues in the nearest waste receptacle or bin after use;
- if no tissues are available, cough or sneeze into the inner elbow rather than the hand;
- practice hand hygiene after contact with respiratory secretions and contaminated objects/materials; and
- keep contaminated hands away from the mucous membranes of the eyes and nose.

Person-centered Approach to Infection Control

A person-centred approach to providing support includes putting consumers at the centre of infection prevention and control and empowering them to participate in the process.

To support a two-way approach to infection prevention and control and encourage consumer participation, HomeMade will:

- take consumers' perspectives into account when developing policies and programs;
- familiarise consumers with its infection prevention and control strategies;
- encourage consumers to disclose their health or risk status if there is a potential risk or source of infection;
- provide opportunities for consumers to identify and communicate risks and encourage them to use the business' feedback and complaints processes;
- provide educational materials about infection prevention and control using a variety of media (e.g. posters, printed material, educational videos) in a variety of accessible formats; and
- inform consumers about the protocols for protecting their privacy and confidentiality.

Infection Control of Notifiable Diseases

Notifiable diseases such as COVID-19 are diseases that must be reported to the Health Department by health practitioners. Any Third Party Service Provider member that has a notifiable disease must not attend work until such time as they are cleared by their doctor. A full list of notifiable diseases can be found at: <http://www.health.gov.au/casedefinitions>.

COVID-19

The COVID-19 virus is transmitted between people through close contact and droplets, not by airborne transmission. The people most at risk of infection are those who are in close contact with a person who has COVID-19.

COVID-19 is most likely to spread from person-to-person through:

- direct close contact (see Definitions) with a person while they are infectious or in the 24 hours before their symptoms appear;
- close contact with a person with COVID-19 who coughs or sneezes; and
- touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with COVID-19, then touching your mouth or face.

Preventing Infection

The most effective preventive measures in the community include:

- performing hand hygiene frequently with an alcohol-based hand rub or soap and water;
- avoiding touching your eyes, nose and mouth;
- practicing respiratory hygiene by coughing or sneezing into a bent elbow or tissue and then immediately disposing of the tissue;
- wearing a medical mask if you have respiratory symptoms and performing hand hygiene after disposing of the mask; and
- maintaining social distance (a minimum of 1.5 metres) from individuals with respiratory symptoms.

Recommended PPE

The following PPE should be used when providing support to a person infected (or suspected to be infected) with COVID-19:

- medical mask;
- gown;
- gloves;
- eye protection (goggles or face shield);
- apron; and
- boots or closed work shoes.

In addition to using the appropriate PPE, frequent hand hygiene should always be performed. PPE should be discarded in an appropriate waste container after use, and hand hygiene should be performed before putting on and after taking off PPE.

The person infected (or suspected to be infected) with COVID-19 should also wear a medical mask and follow respiratory and hand hygiene.

Do not interact with a person with a known case of COVID-19 without the correct PPE.

A Third Party Service Provider supporting consumers with COVID-19 (or any other potentially serious

infectious disease) should be trained in the correct use of the required PPE.

Additional Precautions

- Dispose of clinical waste appropriately
- Clean frequently touched surfaces with detergent solution
- Clean minimally touched surfaces when they are visibly soiled and immediately after any spillage
- When cleaning:
 - avoid touching your face, especially your mouth, nose, and eyes;
 - wear impermeable disposable gloves, a surgical mask and eye protection or a face shield;
 - use alcohol-based hand rub before putting on and after removing gloves, masks and eye protection.

For more information see the Australian Government Department of Health's [Environmental Cleaning and Disinfection Principles for COVID-19](#) fact sheet.

Reporting

Incidents relating to infection control or infectious diseases must be reported as soon as practicable in accordance with HomeMade's *Incident Management policies and procedures*.

ATTACHMENT 5 – FEES AND CHARGES LIST (Third Party Service Provider)

To be provided to HomeMade