



Government of **Western Australia**
Department of **Communities**



Community sector Preparedness for COVID-19

Sector Briefing

4 February 2022

Speakers



- Rachel Siewert, WACOSS (MC)
- Mike Rowe, Director General Communities
- Kim Brooklyn CEO, Parkerville Children and Youth Care
- Paul McDonald, CEO Anglicare Victoria
- Mark Cockayne, General Manager Commissioned Services WA Primary Health Alliance
- Mark Waite, CEO, Youth Futures

COVID-19 RESOURCES

WWW.WACOSS.ORG.AU/COVID-19-RESOURCES





COVID-19 Workforce Planning

Planning for the worst-case scenario and hoping for the best



Acknowledgement of Country

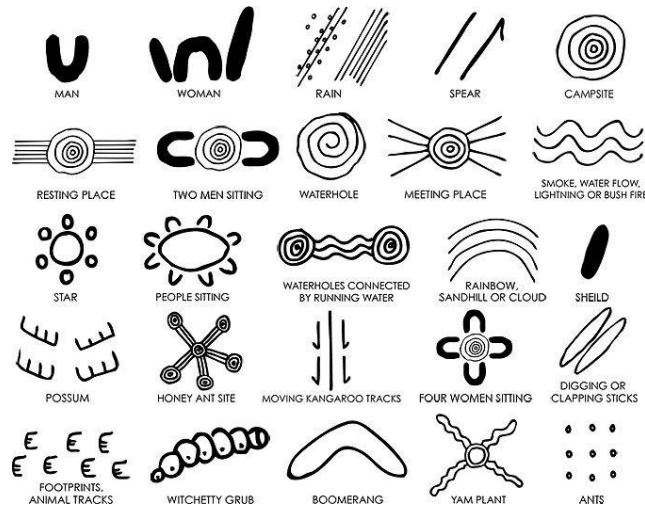


- *Ngala kaaditj Wadjuk Noongar moort keyen kaadak nidja boodja.*

We, the staff of Parkerville Children and Youth Care, acknowledge we are meeting on the traditional lands of the Noongar people and pay our respects to their Elders, past, present and future, for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia.

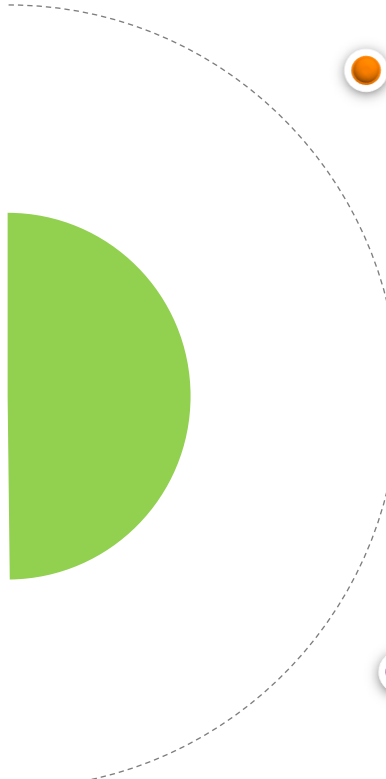
We wish to acknowledge the traditional custodians of the land we are meeting on, the Whadjuk people of the Perth region. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

We also acknowledge the Elders of other Aboriginal communities in which we work and live.



Reducing the burden: Parky add-ons and Service Sector considerations

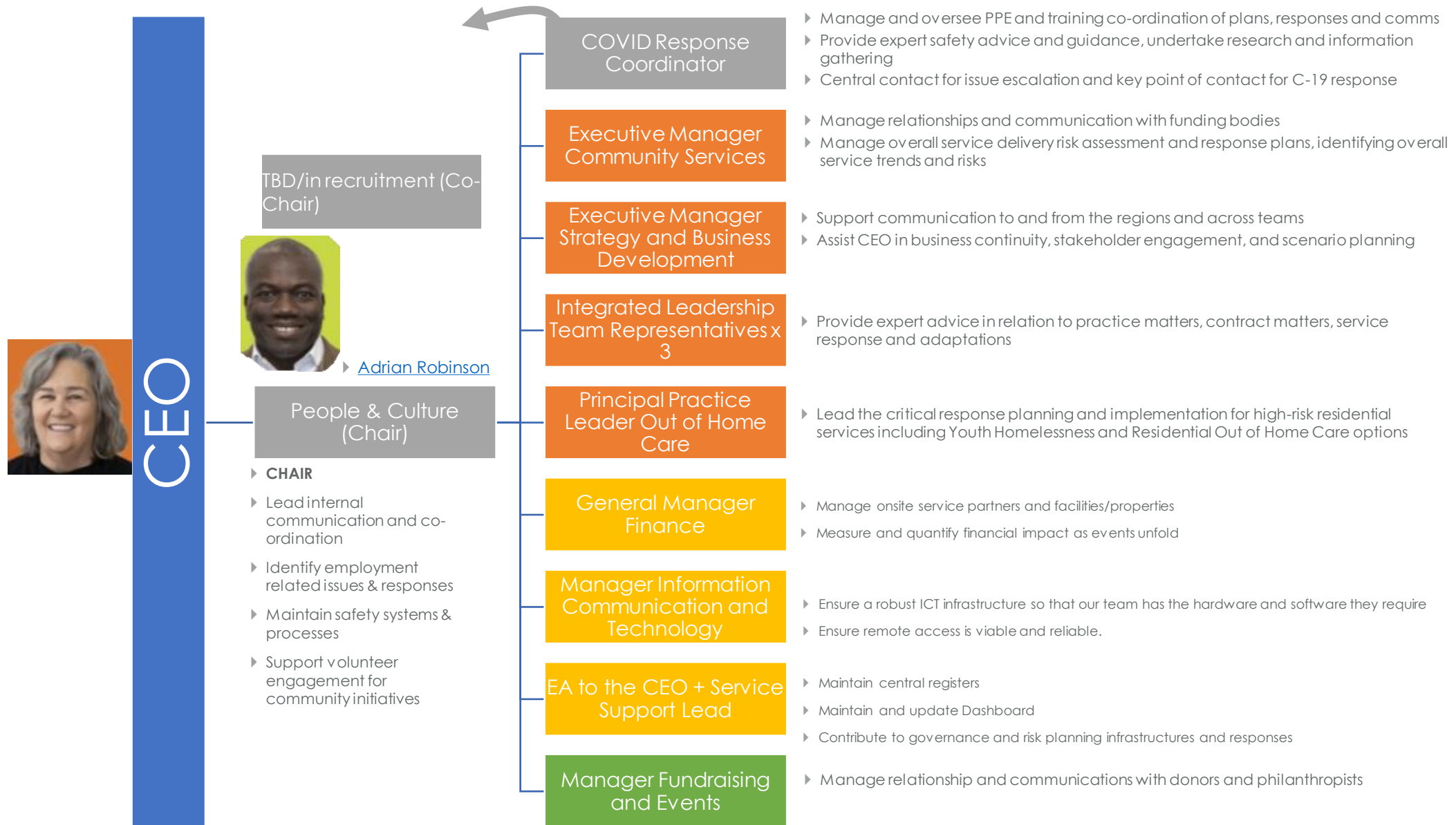
Our COVID-19 response plan has paved the way for higher order systems thinking in responding to organisational and service system needs.

- 
- **Supporting Our People:** Invest to ensure we have the supports, right information at the right time, training, comms, and coaching in place to make our team members feel safe – COVID 19 Response Coordinator (RN)
 - **Equipping our team: A sense of safety is critical to retention:**
Pre-purchase PPE Stocks to last 6-8 weeks, inclusive of RATS regardless of cost
 - **Supporting our people to support people:** redesigning services to enhance staff safety and still deliver on outcomes where possible. Plan for outages, and plan for closures if resources (i.e. people) can be redirected to critical service areas.
 - **Recognising the multiple impacts on our team:** Our team are family members, community members and fill many more roles that just the work one. Planning for Self Care is a critical investment as many don't prioritise their own wellbeing

- **Systemic and strategic action is required:** Projections of 25-28% of staff on furlough or sick leave at any given time when COVID 19 cases numbers are high gives rise to the need to see the whole service system as self supporting and not individuated. Government and non-government services need to collaborate as neither will have the capacity to cope with critical service needs if one or the other falls due to staffing issues.

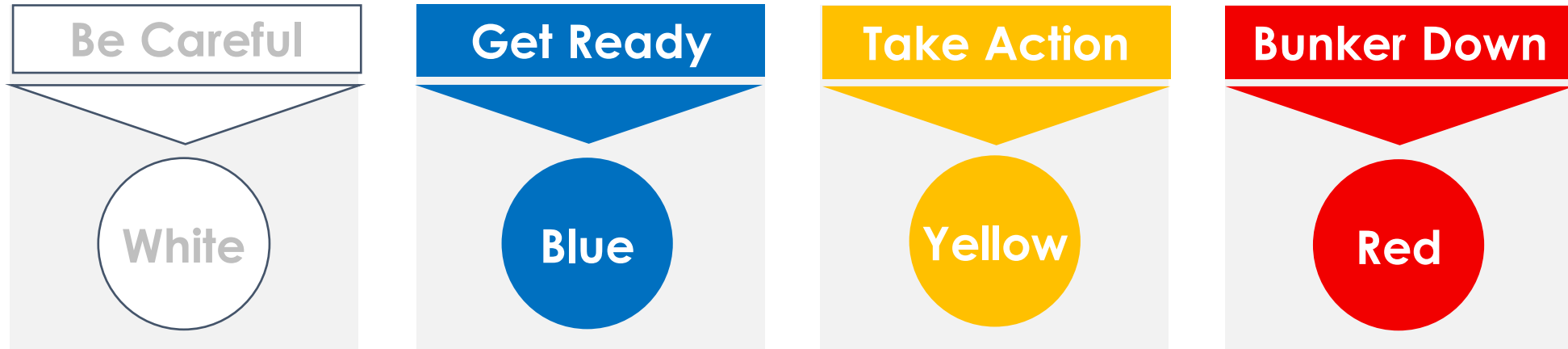
COVID-19 Taskforce

Parkerville CYC has a COVID-19 Taskforce which is accountable for a range of response activities. Specialist advice and expertise is brought into the team as and when needed.



COVID-19 Risk Control Zones – White Risk Controls

Parkerville CYC's localised COVID-19 Risk Control Zoning provide guidance to all teams relating to actions to mitigate risks - to be used in conjunction with community/public health orders:



Controls in place in White Zone and all other Zones



QR Code Check in
For all workers and visitors at all sites



Visitor Screening
For all visitors at all sites



COVID-19 Vaccination
For all workers at all sites



Unwell & Testing

Stay home if unwell.

If you have

- COVID-19 symptoms
- visited exposure sites or
- Been identified as close contact

Get tested and isolate until -Neg test result



Hand Hygiene
Be vigilant about hand hygiene



Physical Distancing
Be vigilant about hand hygiene



Be Ready To Adapt
Be ready to adapt working including WFH – equipment, work areas, PPE

Blue Zone – Get Ready

Risk Controls



In-Person Service Delivery

All services operating in person



Remote Work

Outreach teams to work with PPE suitable for the context.
Non-client facing teams → consider increasing WFH



In-Person External Events

Limit of 15 people with attendees wearing masks and having vax proof



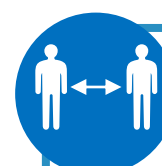
Personal Protective Equipment

- Workers and clients to wear masks in all work/places
- Residential services and Outreach workers to wear Surgical/P2/N95 masks (dependent on service specific plans)



Travel

- No interstate work travel
- Intrastate work travel with CEO approval, preferably Neg RAT (when available) on day of travel and safety plan in place



Density & Distance

- Limit movement between sites
- Meetings via video where possible
- Group delivery – seek ventilated space and possible reduction in #s as far as practicable



Client Transport

Client preferably in back of vehicle everyone wearing masks, windows open if possible



Training & Development

- Dependent on room size, everyone masked



Recruitment & Onboarding

Only video-based interviews (because of mask requirement)

Yellow Zone – Take Action

Risk Controls



In-Person Service Delivery

Only the following services:

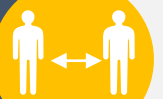
- OOHC – residential care
- Foster care
- SAACS/MOMO/R econnect
- AYAS
- Young Mums
- CAC/MIST
- CPCs – under Dept Education Directions
- EET – Under Dept Education Directions
- School Based Supports – as per Dept of Education Directions

Regular RAT testing based on service risk (subject to supply)



Personal Protective Equipment

- Workers to wear **P2/N95 masks**
- Clients to wear **masks** in all work/places where possible
- Residential service workers to wear **P2/N95 masks, face shields** and **gloves** depending on risk



Density & Distance

Limit movement between locations

- Room capacity = **1 person/2m2**



Client Transport

Client preferably in **back** of vehicle, everyone wearing **masks windows** open if possible



Outreach

PPE and distancing must be adhered to → **Neg RAT (when available)** on day of outreach



Training & Development

- Only **remote learning**
- No conference attendance
- Encourage online learning update



Remote Working

- **WFH** for roles that can WFH
- **WFO** by **SM approval** with **safety plan**
- **Limit** # workers **in office**



No Travel unless a carer moving between work locations, or unless exceptional circumstance with CEO approval



No In Person External Events



Recruitment & Onboarding

- Only **video-based** interviews
- Only **remote onboarding**

Red Zone – Bunker Down

Risk Controls



In-Person Service Delivery

Only the following services:

- OOHC – residential care
- Foster care
- SACS/MOMO/Re connect
- AYAS
- Young Mums
- CAC/MIST
- CPCs – under Dept Education Directions
- EET – Under Dept Education Directions
- School Based Supports – as per Dept of Education Directions

Regular RAT testing based on service risk (subject to supply)



Personal Protective Equipment

- Residential service workers to wear **P2/N95 masks, face shields, eye protection and gloves (gowns as needed)**
- **P2/N95 masks** work by non-resi workers in face-to-face settings
- Clients to wear **masks** in all work areas



Density & Distance

- Limit movement
- Room capacity = 1 person/2m²



Client Transport

Only **essential** client transport

- Client in back of vehicle
- Everyone wearing masks
- All windows open



Training & Development

- Only remote learning
- No conference attendance
- Encourage online learning update



Remote Working

For all other non-in-person roles who can WFH

Additional Supervision and Support to 24/7 and outreach teams



No Travel



No In Person External Events



Recruitment & Onboarding

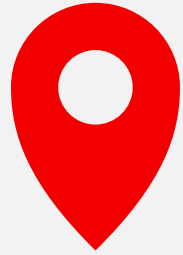
- Only video-based interviews
- Delay recruitment if possible
- Only remote onboarding

COVID-19 Risk Control Zones - Communication

Parkerville CYC's localised COVID-19 Risk Control Zoning provide guidance to all teams relating to actions to mitigate risks:

		Be Careful	Get Ready	Take Action	Bunker Down
		 <p>White</p> <p>No to very low risk of Covid-19 in local community</p>	 <p>Blue</p> <p>Low risk of Covid-19 in local community Any emerging cases largely contained, and effective tracking and tracing systems in place to manage risk</p>	 <p>Yellow</p> <p>Medium risk of Covid-19 in local community Risks increasing and less controlled Person(s) accessing workplace identified as a close contact</p>	 <p>Red</p> <p>High risk of Covid-19 in local community Risks increasing no evidence of containment Person(s) accessing workplace identified as a Covid-19 Positive</p>
Audience ↓					
Staff Meetings/ Updates	All Workers	Bi-Monthly, 1 st Tuesday of the month	Bi-Monthly, 1 st Tuesday of the month Additional as needed	Fortnightly via Teams on Tuesdays Additional as needed	Fortnightly via Teams on Tuesdays Additional as needed
Integrated Leadership Team Briefings	All PPL/M/PL/C L/TLs	Monthly, 1 st Thursday of the month	Monthly, 1 st Thursday of the month Additional as needed	Fortnightly on Thursdays Additional as needed	Fortnightly on Thursdays Additional as needed
COVID Email Alerts/Video updates	All Workers	As needed following significant COVID-19 announcement	As needed following significant COVID-19 announcement	As needed following significant COVID-19 announcement	As needed following significant COVID-19 announcement
COVID Taskforce Meetings	CTF	Every 3 weeks	Fortnightly, Wednesdays	Weekly, Wednesdays Additional as needed	Daily 8.30am Huddle Additional as needed
Exec COVID Meetings	Exec Team	Following significant COVID-19 announcement to agree zone demarcation, actions and communication			

COVID-19 Daily- Dashboard



Red Zone Sites

0



Yellow Zone Sites

0



Blue Zone Sites

2



White Zone Sites

1

Workforce Isolating

1 Total

1 Critical Service Roles

0 Service Support Roles

Workforce Off With COVID

0 Total

0 Critical Service Roles

0 Service Support Roles

External Context → Emerging Issues:

1. Increasing numbers, though contract tracing is managing load
2. Low unemployment rates - employing people on casual contracts challenging
3. Changes from Fair Work need to be incorporated into thinking
4. Some PPE hard to get and on back orders

Internal Context → Emerging Issues:

1. Learning: Casual Contacts who working in close spaces with clients (i.e., small counselling rooms in community settings)– WFH via telehealth until 2nd test result is in. Use N95 masks
2. Recruitment of Nurse for COVID Coordinator role in progress hopeful of making an appointment quickly
3. PPE on order – masks, aprons, RATS, and shared office equipment

PPE Supply Levels

N95/P2 Masks

Face Shields

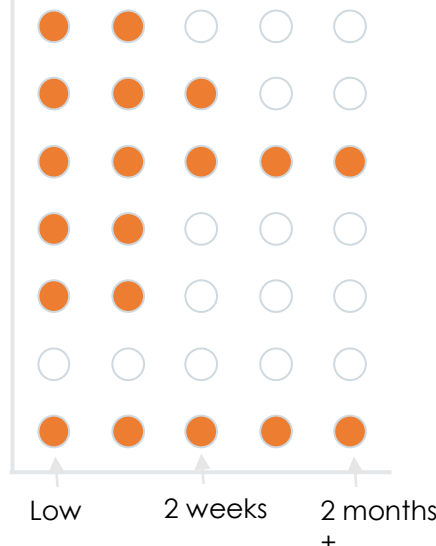
Gloves

Goggles

Gowns

Rapid Antigen Test Kits

Hand Sanitiser



All Workers Key Actions / Responsibilities

- ☐ Update WFH applications
- ☐ Wellbeing plans completed
- ☐ Practice PPE usage
- ☐ Refer to, and read the resources on the Intranet
- ☐ Keep your line manager informed

As at 02/02/22



Key current focus areas: 02/02/22

Staff Wellbeing: People and Culture

- Check increased EAP sessions still in place – share information with team
- Personal Self Care Plan – use to work out specific needs for each team member
- Finalise recruitment of COVID 19 Response Coordinator RN ASAP
- Identify cost effective online supports additional to one already in place – Yoga, mindfulness
- Share resources and approach with others – YACWA, WACOSS, CPAC, smaller organisations being supported by Parky.

Staffing - surge

- Identify core and critical activities
- Identify service model amendments to meet positive cases in 24/7 services
- Check major change clauses to enable new staffing models to be implemented urgently
- Identify houses/assets and team members that can support +ve cases
- Identify budget issues that will create barriers to implementing service needs
- Explore appetite for weekly shared business continuity meetings with DoC and other providers with an aim of backing and supporting each other



Thank you



- We hope that in our transfer or learnings there is something that will make a difference or sparked an idea for you.
- We have not done this work alone – Thank you to our very kind and generous friends both here in WA and over East (Anglicare Victoria and NSW in particular) for sharing your knowledge - we hope that we have also been of service to you in some small way.
- **Special mention and thank you must go to Anglicare WA** for their permission to use and share widely their exceptional COVID 19 Response Plan Template – we ‘Parkified’ it and added bits, but we did it off the back of their incredible work and generosity.

Living with COVID-19 Program

Mark Cockayne, GM Commissioned Services

04/02/2022



WA Primary Health Alliance acknowledges and pays respect to the Traditional Owners and Elders of this country and recognises the significant importance of their cultural heritage, values and beliefs and how these contribute to the positive health and wellbeing of the whole community.



Koorn Koorl Danjoo (*Coming Together*)
John Walley 2018

WAPHA's role



WAPHA's role in managing COVID-19 in the primary care setting

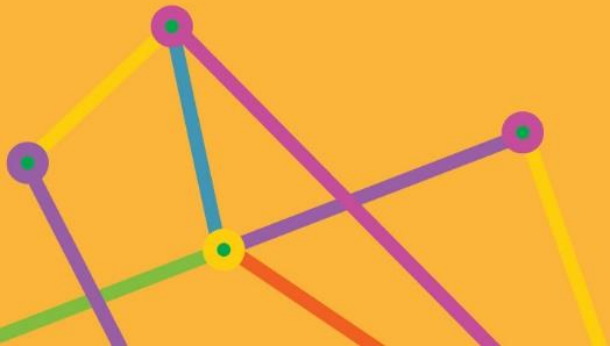
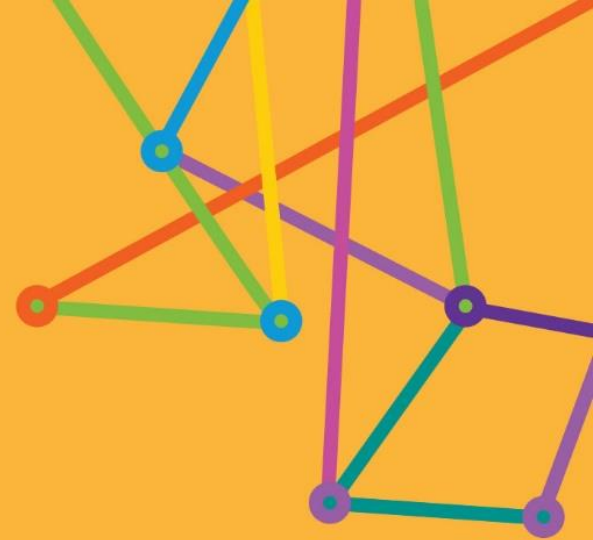
- Australian's 31 Primary Health Networks (PHNs) have been tasked with five key primary care workstreams:

1. **COVID-19 Positive Community Care/Management Pathway(s)**
2. **Support for Primary Care from the National Medical Stockpile**
3. **Commissioned Home Visits by clinicians to prevent avoidable hospitalisations**
4. **Provision of up to date and reliable information and resources for general practice and commissioned service providers**
5. **Extension of the role and reach of General Practice Respiratory Clinics**

- To read more on our COVID-19 Response Strategic Statement, refer to our WAPHA COVID-19 Information and Support website page:

<https://www.wapha.org.au/health-professionals/coronavirus-news/>

Local COVID Planning and Response Resources



Local Planning and Response Resources

Service Provider COVID-19 Preparation Checklist

- <https://www.wapha.org.au/wp-content/uploads/2022/01/COVID-19-Checklist.pdf>

Mindspot Guide to Telehealth

- <https://www.wapha.org.au/wp-content/uploads/2020/04/MindSpot-Brief-Guide-to-Telehealth-March-2020.pdf>

Caring for COVID-19 Positive People in your region

- <https://www.wapha.org.au/service-providers/caring-for-covid-positive-people-in-your-region/>

Service provider Frequently asked Questions

- <https://www.wapha.org.au/service-providers/covid-19-information-resources-for-service-providers/service-provider-faqs/>

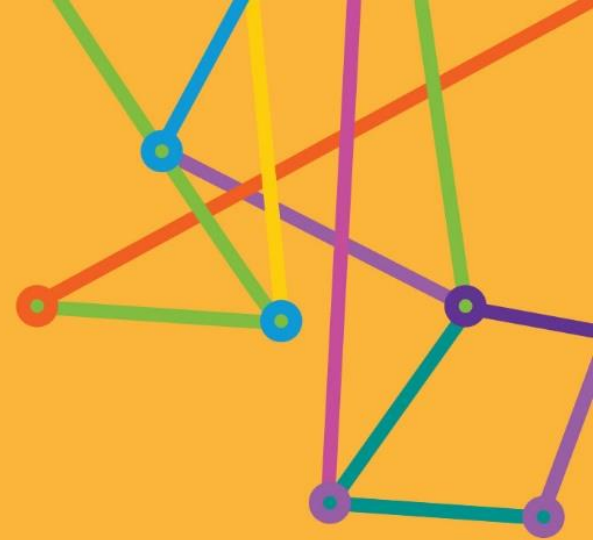
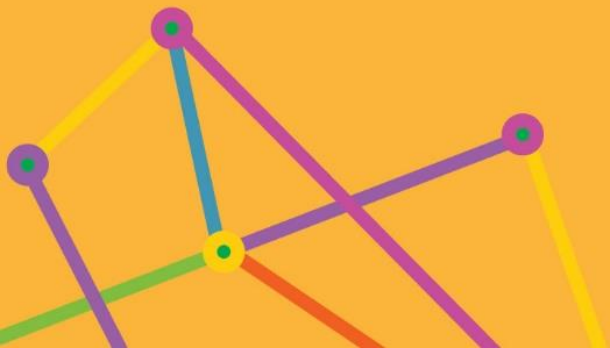
Client and staff Preparedness kits

- [ACHWA resources](#) including [Prepare a Get COVID – Ready Kit](#)
- <https://www.practiceassist.com.au/PracticeAssist/media/ResourceLibrary/Get-COVID-Ready-Kit.pdf>

HealthPathways

- <https://www.wapha.org.au/health-professionals/general-practice-support/healthpathways/>

5 Top Things to do



5 Top things to do – and what we have heard from others

1. **Communicate, communicate, communicate with staff**

- Providing information now about the service model
- Connecting with staff (each team and each individual) every week

2. **Communicate, communicate, communicate with clients**

- What to expect, how they can help to keep themselves and your staff safe
- Options about how they receive the service: Mask in the facility, or VC without masks

3. **Talk to your contract manager**

- Pivotal relationship: any risk of service disruption or service resource needs

4. **Consider resource management in planning**

- Consider A and B teams to protect workforce groups (and test plans)

5. **Stay abreast of information**

- Rapidly changing environment
- We can't know everything – “share the story”



Thank You

wapha.org.au





Community Services COVID-19 Resources

COVID-19 RESOURCES

Community services play a crucial role in looking after our community. WACOSS are working together with our members, other WA human service peak bodies and the WA Government to ensure you have access to the latest trusted information and resources.

This page provides general health advice and links to resources that community service organisations may find useful. For the latest WA Government information and advice, visit [wa.gov.au/government/coronavirus-covid-19](https://www.wa.gov.au/government/coronavirus-covid-19).

If you suspect you may have COVID-19, call the Coronavirus Health Information Line on 1800 020 080.



🔍 Type your keyword to search...

Search



WORKFORCE PREPAREDNESS

The following resources have been collated to help community services sector organisations to prepare for living with COVID-19.

We know that service providers in other States and Territories have faced workforce shortages as high as 28%, leading to significant impacts to their ability to continue to deliver quality services to the people in the community who rely on them. Here in Western Australia we have an opportunity to learn from these experiences, and ensure that we – as a sector – are adequately prepared for living with COVID-19.

The bottom line is that there will be no surge workforce here in Western Australia and so we must all be prepared to prioritise our critical services if COVID-19 impacts our available staff.

The resources below are to be used as an example only to help your organisation to come up with its own plan for living with COVID-19 and ensuring that you can continue to deliver essential services whilst keeping your staff and clients safe.



PPE RESOURCES



EXAMPLE PLANS



GOVT RESOURCES



**TOOLS &
TEMPLATES**

VACCINE TOOL KIT

HOVERING OVER EACH HEADING WILL REVEAL MORE DETAIL

Example Service
Continuity Plans



**TOOLS &
TEMPLATES**



GOVT RESOURCES



PPE RESOURCES

- 1. Example Service Continuity Plans**
- 2. Service Continuity Tools and Templates**
- 3. Government Resources (from across Australia)**
- 4. Infection Prevention and Control and PPE**



EACH IS LINKED TO A SEPERATE PAGE WITH RESOURCES



Centre for Women's Safety and Wellbeing – Sample COVID-19 management plan for FDV services in WA

The CWSW has put together a sample COVID-19 management plan, updated on 25 January 2022, for Family and Domestic Violence services in Western Australia. CWSW have given their permission for WACOSS to share this document with the sector as an example. You can find it [here](#).



Parkerville Children and Youth Care – COVID-19 response plan



Sample COVID-19 Management Plan for DFV Services in Western Australia

Version 3

25/01/2022

This sample COVID-19 Management Plan has been developed by the Centre for Women's Safety and Wellbeing (CWSW) to assist domestic and family violence (DFV) services who support women and children experiencing DFV.

The sample is for general guidance only, does not constitute legal advice and does not replace an agency's duty of care to remain up to date on COVID-19 issues, including Public Health Directions, government requirements and public health advice.

The sample should be adapted to suit the circumstances of each agency, premises and service program area. It has been written with simple formatting to allow for easy adaptation. Key documents have been hyperlinked and a full URL address provided in footnotes in case the hyperlink is broken.

In developing this sample, the Centre for Women's Safety and Wellbeing has drawn upon:

- Western Australian Government [advice, directives and guidelines](#)¹
- Australian Government [advice, directives and guidelines](#)²
- Victorian Government [Guidance for COVID-19 planning in the family violence and sexual assault sector](#)³ (please note this document has not been updated since 2020. The Victorian Government has developed updated [community services guidance documents](#)⁴).
- The previous CWSW Sample COVID-19 Safety Plan for DFV Services in Western Australia, which included contributions and reviews of drafts kindly provided by:
 - Marninwarntikura Women's Resource Centre
 - Patricia Giles Centre
 - Lucy Saw Centre
 - Ruah Community Services
 - Starick
 - Anglicare WA
 - Zonta House

The general format of headings used is based on the Government of Western Australian's suggested [COVID Safety Plans](#)⁵, with additional sections added e.g., service delivery and residential services (refuges).

Relationship between a COVID-19 Management Plan and other documents

Sitting above a COVID-19 Management Plan is ideally an overarching agency policy, such as:

- Emergency or Disaster Management Policy
- Pandemic Policy

These policies clarify leadership roles and responsibilities at times of emergency; and identify who in an agency has the authority to update, amend and approve policies and procedures, such as a COVID-19 Management Plan. The Institute of Company Directors Australia with the assistance of Moores, provides

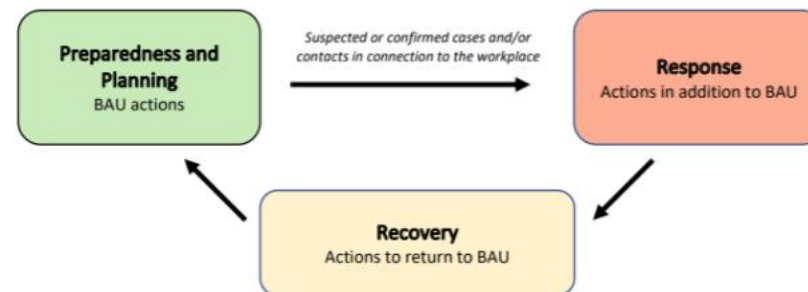
¹ <https://www.wa.gov.au/government/covid-19-coronavirus>

² <https://www.australia.gov.au/>

³ <https://fac.dffh.vic.gov.au/news/released-covid-19-family-violence-and-sexual-assault-sector-guidelines-version-10>

⁴ <https://www.dffh.vic.gov.au/community-services-sector-covid-19>

⁵ <https://www.wa.gov.au/government/document-collections/covid-19-coronavirus-covid-safety-plans-and-guidelines>



Roles and responsibilities

(name of agency) recognises that it has a responsibility to:

- Ensure the health, safety and well-being of staff, volunteers and clients.
- Ensure compliance with relevant government [directions](#)⁸ and other requirements.
- Ensure staff are informed, trained and supported in their responsibilities under this plan.
- Educate and emphasise the importance of the everyday personal prevention actions.
- Manage COVID-19 prevention, preparedness, response and recovery in accordance with Western Australian and Commonwealth guidelines and directives.
- Develop and implement business continuity plans to ensure critical services continue to be provided in a manner that is proportionate to risk and reduces the risk of exposure for staff, volunteers and clients.
- Inform funding contract managers of any major changes to service delivery as a result of COVID-19.
- Ensure that clients are supported to access relevant and up to date information in their preferred language.
- Ensure clients receive information about any changed practices or service delivery due to COVID-19.

All staff have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

Specific roles and responsibilities

The following are examples of roles and responsibilities that can be identified in the plan, if they are not articulated elsewhere e.g. Pandemic Policy.

Responsible person	Area of responsibility
	Develop and approve COVID-19 Management Plan and business continuity plans
	Outbreak management and coordination
	Monitor the latest COVID-19 advice and directions and report to XXXXXXXX
	Communicate with public health authorities
	Communicate with funding bodies
	Communicate with external stakeholders
	Communicate with staff and clients and updates of all websites and social media platforms

⁸ <https://www.wa.gov.au/government/document-collections/covid-19-coronavirus-state-of-emergency-declarations>
V3

COVID-19 RESOURCES

WWW.WACOSS.ORG.AU/COVID-19-RESOURCES



Thank You!



https://www.healthywa.wa.gov.au/Articles/A_E/Coronavirus

<https://www.wa.gov.au/government/covid-19-coronavirus>

If you have any other questions please email:

sectorsupport@communities.wa.gov.au