

COVID Response Preparation

1. Vaccination promotion, support and tracking
2. PPE stock levels – check and prepare
3. Staff training and refresher training
4. Surge workforce readiness
5. Communication – centralised, clear and timely
6. Resources

This document has been put together based on the experience of delivering community services across multiple jurisdictions, particularly in NSW and Victoria. This is not an exhaustive list – but highlights some of the key themes considered beneficial to focus on in the preparation for Queensland borders opening.

1. Vaccination

Vaccination is a GAME CHANGER. It is acknowledged that Qld is opening up with an 80% vaccination rate on the 13th December 2021 – however some locations/regions are still very low and some are home to people with high vulnerability.

Strategies to consider:

- a) Support/implement ongoing vaccination campaigns to support staff, volunteers, contractors/suppliers to access the right information to get vaccinated. This activity will need to continue up to the UnitingCare Mandatory vaccination policy ([insert link to vaccination page](#)) which takes effect on the 10th December and beyond.
- b) It is important where possible that we support vulnerable clients and participants to access vaccinations, encouraging clients and participants where reasonable to do so to get vaccinated.

2. PPE stock levels – check and prepare

Check PPE outbreak kits in all office and residential so they are available when needed. It is important that this happens as soon as possible to ensure we are able to source the PPE stock you need.

To order additional PPE please email the COVID Operation Lead for FaDS: donna.shkalla@uccommunity.org.au. Donna Shkalla will support you via the central hospital procurement team in UnitingCare to source the required PPE.

See the levels of PPE required during a community outbreak – these levels will match Queensland Health's declared outbreak level. ([insert PPE matrix](#))

3. Staff training/refresher training

- a) Now is the time to revisit the Saba training modules you completed in the last 12 to 18 months. You will need to refresh or complete your training in the following:
 - 1. Infection Control
 - 2. Hand Washing
 - 3. Donning and Doffing – as demonstrated by General Manager Viv Bull
- b) Arrange for Onsite Donning and Doffing demonstrations for high risk service areas

It is very easy for complacency to set in. If used properly it supports reduced spread, reduced need to isolate and ensures continuity of care services.

4. Surge Workforce

- a) Revisit risk mitigation strategies – such as staff limiting movement across services, check-in apps are working, available and being used, training is up to date (insert risk assessment documents)
- b) Revisit work from home arrangements and accessibility
- c) Be prepared for multiple sites/houses to be affected at the same time.
- d) Revisit the conversation with internal staff (across all service types) regarding who would be willing to work within a positive COVID environment
- e) For non-family based care staff (child protection OOHC) revisit IFA (insert Individual Flexibility Agreement) with staff COVID-19 Individual Flexibility Agreements (IFAs). CSIA guidance pages for IFA: <https://csialtd.com.au/2020/08/25/covid19ifaguidelines/>
- f) Prepare to use external or agency staff if needed: In the event of multiple sites being affected at the same time – there may be limited availability of internal staff to continue essential care delivery. If possible ensure access to agency staff who are already prepared with the completion of required organisational training, the required vaccination status, and ensure the conversation about IFAs has occurred with agency providers etc.
- g) Ensure that discussions have taken place with Foster Carers re: caring for a child with a positive COVID status – and you know who those carers are in the event of an emergency placement requirement.
- h) Revisit alternative accommodation strategies – do we know what potential properties can be used to support COVID or non COVID clients in residential settings.

5. Communication

- a) Familiarise yourself with the UnitingCare communication strategy
- b) Ensure you have all the relevant contact phone numbers handy: COVID Operations Lead, General Manager, FaDs Senior Leadership

6. Resources

- a) Ensure you know where to access all the resources you will need in the event of an outbreak (insert COVID website here)