

REPORTING REQUIREMENTS and CHANGES TO SERVICE DELIVERY RELATING TO COVID-19		FADS_COV_PR_01
<b>Related Policy</b>	Crisis Incident Management	
<b>Application</b>	Family and Disability Services	
<b>Contact Officer</b>	General Manager, Practice Improvement and Development	

**1 Policy statement**

All family and disability services are required to continue essential service delivery with appropriate business continuity planning and safeguards put in place to reduce risk related to COVID-19. If services are unable to meet contracted obligations due to the impacts of COVID-19, internal and external reporting is required to be completed.

**2 Purpose**

This procedure sets out the steps required in reporting requirements in relation to staff and clients infected with COVID-19 and impacts on service delivery by COVID-19.

**3 Scope**

This procedure applies to all staff, volunteers and contractors in Family and Disability Services.

**4 Definitions**

**Disruption to Service Delivery** means a significant impact that changes the way services are delivered or that mean services are unable to continue this may include but is not limited to:

- Increase in Foster Care relinquishment or resignation
- Challenges in completing provisional approvals
- Significant changes in staff availability
- Inability to conduct home visits
- Change in client contact eg teleconferencing, phone appointments
- Unable to comply with legislative or contractual requirements
- Reduction in provision of funded services
- Closure of services
- Unable to make appropriate referrals
- Increase in referrals and contact.

**Essential Services**<sup>1</sup> includes but is not limited to the following:

- Disability Services
- Licensed Residential Care Services.
- Homelessness Services
- Services that respond to the safety needs of women and children who are at risk of or experiencing domestic and family violence including Men’s Behaviour Change Services
- Services that support families and individuals experiencing vulnerability to meet the safety needs of children

<sup>1</sup> Essential Services are those designated by government departments through notices to the sector.  
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- Family law services
- Services that work directly with Child Safety to increase the safety of children in or at risk of coming to the attention of the child protection system
- Elder Abuse Services
- Lifeline Crisis Support Services
- Community Recovery
- Financial Resilience Services

**Non-Essential Services** include but not limited to:

- convening events
- attending events
- face-to-face group training
- large meetings or group-based interventions where social distancing cannot be assured.
- Playgroups
- Community Education

**External Reporting** includes but not limited to:

- Government Departments
- Regulatory Bodies
- UnitingChurch Synod
- Peak Bodies and Networks

## 5 Principles

The following principles will be used in assessing and reporting on the impact of COVID-19 on service delivery:

- UnitingCare will work collaboratively with funders and other stakeholders to continue service delivery while keeping staff and clients safe from risks related to COVID-19;
- UnitingCare staff will be mindful of the risks to Aboriginal and Torres Strait Islander Communities and will comply with local protocols and any additional requirements;
- UnitingCare will review and prioritise clients and household most at risk to ensure that they continue to receive ongoing services
- Client-related travel and home visits are not automatically considered non-essential, particularly where they are directly related to ensuring the safety of women and children.
- Staff to be mindful of privacy requirements as reporting the names of clients vaccinated, exposed, or infected with COVID-19 is considered sensitive information and identifying information of clients should only be shared where required or authorised by legislation.

## 6 Actions

### 6.1 REPORTING REQUIREMENTS

#### 6.1.1 STAFF EXPOSURE/INFECTION TO COVID-19

- a. All incidents relating to staff being exposed to or contracting COVID-19 must be recorded on Riskman as outlined in the [UnitingCare Riskman COVID-19 Register Procedure](#) and [Riskman COVID-19 Register Supplement](#). Do not enter COVID-19 records in the Incident Register of Riskman.
- b. Complete External Reporting Form (see Appendix A – Guidance for Service Reporting Form) ensuring that the staff member's name or any identifying details are not included.
- c. Forward External Reporting Form to General Manager for approval.
- d. General Manager or delegate to submit via email to External Body noted on External Reporting Form.
- e. Ensure any further updates including correspondence, reporting or information in relation to this incident is recorded and attached to the Riskman record.

#### 6.1.2 CLIENT EXPOSURE/INFECTION TO COVID-19

- a. All incidents relating to clients being exposed to or contracting COVID-19 must be recorded on Riskman as outlined the [UnitingCare Riskman COVID-19 Register Procedure](#) and [Riskman COVID-19 Register Supplement](#). Do not enter COVID-19 records in the Incident Register of Riskman.
- a. Complete External Reporting Form (see Appendix A – Guidance for Service Reporting Form) ensuring that the client's name or any identifying details are not included except where required by the external body (for example Out of Home Care)
- b. Forward External Reporting Form to General Manager for approval.
- c. General Manager or delegate to submit via email to External Body noted on External Reporting Form.
- d. Ensure any further updates including correspondence, reporting or information in relation to this incident is recorded and attached to the Riskman record.

## 6.1.3 DISRUPTION TO SERVICE DELIVERY

- a. Prior to making any changes in the mode of service provision to clients a [Risk Assessment](#) must be conducted and a safety plan developed.
- b. All changes and disruptions relating to service provision and delivery needs to be advised to the COVID-19 Operations Lead who will keep a register of all disruptions to service delivery.
- c. For reporting to Government Departments and other Regulatory bodies complete the appropriate External Reporting Template (see Appendix A– Guidance for Service Forms)
- d. Forward External Reporting Form to General Manager for approval and then submit to External Body noted on External Reporting Form.
- e. Ensure further updates including correspondence, reporting or other information is provided to the COVID-19 Operations Lead.
- f. For reporting to Peak Bodies and other networks ensure any emails or other contact is approved by your General Manager or the COVID-19 Operations Lead.

## 7 REQUIREMENTS AND RESPONSIBILITIES

**Group Executive:** Ensuring programs and service areas under their remit comply with this procedure.

**COVID-19 Operations Lead:** Ensuring that General and Statewide Managers are aware of systems to report, manage and review reports are in place; Communicates changes in organisational and external requirements and maintains a register of all COVID-19 reportable matters.

**General Managers:** Ensuring the services under their remit has systems in place to ensure these actions are reported, monitoring and reviewing reporting, ensuring staff are encouraged and supported to report and ensuring all staff understand their role and responsibilities.

**Line Managers and Staff:** Complying with the requirements of this procedure.

## 8 RESOURCES

[COVID-19 Risk Assessment](#)

Appendix A- Guidance for Service Reporting Forms

## 9 Context

- 9.1 Client Incident Management Framework (UC)
- 9.2 FaDs Client Incident Management Procedure (FaDS)
- 9.3 Staff Volunteer Incident Reporting Investigation and Notification Procedure (FaDS)
- 9.4 Privacy Act 1988 (Cth)
- 9.5 National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- 9.6 Information Privacy Act 2009 (Qld)
- 9.7 Public Health Act 2005 (Qld)

**10 Review and Version Control**

Review and Version Control					
Version	Authorising Position	Approval Date	Effective Date	Change History/Documents Superseded	Next Review Date
1.0	(signed copy held on file only) Group Executive, Family and Disability Services	01.04.2020	01.04.2020	New Document in response to COVID-19	30.04.2020
1.1	Group Executive, Family and Disability Services	20.12.2021	20.12.2021	Updated to remove reference to Employee form, Reporting spreadsheet, CEO Notification. Updated information related to Riskman recording, Added information regarding role of COVID-19 Operations Lead, formatting and minor alterations.	31.1.2022

**APPENDIX A- GUIDANCE FOR SERVICE REPORTING FORMS**

**COMMUNITY SERVICES** (all services **EXCEPT FOR** OOHC, Homelessness, Disability Services and Child Care)

Federally funded services Reporting Template can be located [here](#)

State funded community services (**excluding Townsville**) Reporting Template can be located [here](#)

State funded community services based in **Townsville** – the reporting template can be located [here](#)

**DISABILITY SERVICES**

The NDIS Commission requires any impact due to COVID-19 to be submitted via an electronic form. This should be completed by the General Manager or authorised delegate:

<https://www.ndiscommission.gov.au/providers/notice-changes-events/notification-covid-19>

For support in completing this form please contact Joanne Trentin on [joanne.trentin@uccommunity.org.au](mailto:joanne.trentin@uccommunity.org.au) or 0407 551 251.

**HOMELESSNESS SERVICES**

The Reporting Template for Homelessness Services can be located [here](#)

**OUT OF HOME CARE – RESIDENTIAL SERVICES AND FOSTER AND KINSHIP SERVICES**

The Reporting Template for Out of Home Residential Services can be located [here](#).