

## COVID – 19 Response Plan - Action Summary – 16 March

What	Who	Backup	Detail	Done?
Monitor relevant notices	CEO	Deputy CEO	Health Dept WA <a href="https://ww2.health.wa.gov.au/">https://ww2.health.wa.gov.au/</a> Health Dept Commonwealth <a href="https://www.health.gov.au/">https://www.health.gov.au/</a> WACOSS <a href="http://wacoss.org.au/">http://wacoss.org.au/</a> CCIWA <a href="https://cciwa.com/">https://cciwa.com/</a> Industrial Relations Commission WA <a href="http://www.wairc.wa.gov.au/index.php/en/">http://www.wairc.wa.gov.au/index.php/en/</a> Fair Work (Note Waratah covered by State Award but Govt may announce measures applicable to our Award) <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>	Daily
CEO to be central point of communication	CEO	Board Chair & Office Manager	If CEO becomes unwell PL Adults to be central point of communication. She will be communicating with Board Chair.	As needed
Define primary communication pathways	CEO  Social media team (FB and website)  Admin team (answering machine & posters)	Back up for Facebook updating HR Assistant to be trained in phone message set up	<p>Clients:</p> <ul style="list-style-type: none"> <li>- SMS</li> <li>- Answering machine message, “We are closed, in an emergency call Police, Crisis Care, WA FDV Helpline or 1800 Respect. We expect to reopen .... Update of opening hours will also be provided on Facebook page.”</li> <li>- Poster at all entries and waiting room</li> <li>- Facebook</li> <li>- Website</li> </ul> <p>Staff:</p> <ul style="list-style-type: none"> <li>- SMS – check before coming into work each morning</li> <li>- Email – work</li> <li>- Email – personal</li> </ul> <p>Visitors:</p> <ul style="list-style-type: none"> <li>- doorways</li> </ul>	Weekly reviews

Messaging	CEO	Board Chair & Deputy CEO	<p>Messaging to be determine with consideration of advice from Department of Health WA. However, Waratah may choose to take pre-emptive action to protect health and wellbeing of staff and visitors.</p> <p>160320: "If you are unwell or have been in contact with someone who is conformed as having COVID-19, please contact to reschedule appointment or to organise counselling by phone."</p>	Weekly
Implement additional hygiene measures/communications	Everyone	Admin team	<ul style="list-style-type: none"> <li>- Handwashing</li> <li>- Social distancing – 1.5 m</li> <li>- Dishes washed in very hot soapy water</li> <li>- Have hygiene supplies on hand</li> <li>- Cleaning of hard surfaces with disinfectant at least daily</li> <li>- Cleaning contractors to be contacted to confirm hygiene standards</li> <li>- Contractors and visitors asked to comply with messaging above</li> <li>- If area quarantined it must be cleaned before accessed again</li> </ul>	Daily
People presenting with symptoms			<ul style="list-style-type: none"> <li>- Signage at doorway asking them not to enter</li> <li>- Counselling by phone from office</li> <li>- Staff to remain at home</li> <li>- Contractors to be asked to leave unless with Medical Clearance</li> <li>- Rescheduling of appointments on hold</li> </ul>	Daily
Gather information about upcoming staff work and private travel plans	Office Manager	CEO	<p>Ongoing</p> <p>All staff travelling outside of WA, please keep BO informed to assist in planning and communication as self-isolation has been imposed by govt.</p>	Weekly
Identify/confirm potential impacts	Everyone Reception Office Manager		<p>Counselling</p> <ul style="list-style-type: none"> <li>- Currently clients are receiving counselling as Waratah remains open as usual</li> <li>- Those clients who have cancelled won't be rescheduled at this point</li> <li>- All clients that cancel are to be risk assessed and have safety plans reviewed in light of social isolation</li> </ul>	Daily

	Admin and Comms teams		<p>SA Crisis Call –outs</p> <ul style="list-style-type: none"> <li>- Daily review of attendance at hospital to provide crisis support</li> <li>- Before attending seek advice from ED</li> <li>- Client and support people to be offered phone counselling</li> <li>- Crisis appointment at office ASAP</li> </ul> <p>High risk clients including children</p> <ul style="list-style-type: none"> <li>- High risk clients identified – names and contact details to be on a spreadsheet and safety plan emailed to PL</li> <li>- Risk assessment reviewed to include social isolation and school closures</li> </ul> <p>Data input</p> <ul style="list-style-type: none"> <li>- IT assistant to complete</li> <li>- Contact with SHP Commonwealth – may be delayed</li> </ul> <p>Payroll &amp; Accounts</p> <ul style="list-style-type: none"> <li>- Payroll manager to work on from home if necessary</li> <li>- Back up Office Manager</li> </ul> <p>CRS Role</p> <ul style="list-style-type: none"> <li>- HR Manager back up</li> <li>- HR assistant and policy team working on a contingency plan</li> </ul> <p>Staff at higher risk</p> <ul style="list-style-type: none"> <li>- Staff can voluntarily identify if they have concerns regarding heightened risk of exposure. Individual plans may be developed which could include working from home, LWOP, annual leave, LSL</li> </ul>	
Identify which staff or functions are critical to operations, make plans to mitigate risk	CEO	Everyone	<p>Leadership and administration</p> <ul style="list-style-type: none"> <li>- If CEO unable to function, role to be shared by PLs</li> <li>- Each PL to identify a backup from pool of Snr Counsellors who can step up if they become unwell</li> </ul>	Weekly review

			Counsellors may need to do phone support for other counsellor's clients eg. contact with parents, Department of Communities, safety checks	
Limit non-essential work travel			No non-essential work travel at this point in time	Ongoing
Consider attendance at group events	CEO	PLs	<ul style="list-style-type: none"> <li>- Attendance at non-essential training and meetings to be determined in consultation with CEO</li> <li>- 'Impacts of Trauma' (170320) workshop to be cancelled</li> </ul>	Ongoing
Explore 'work from home' *Client Confidentiality	CEO Lynette Gemma Glenda Jane		<p>Develop 'Working from Home' Policy and Guidelines, to include:</p> <ul style="list-style-type: none"> <li>- Confidentiality</li> <li>- OSH</li> <li>- Outcome expectations in time specific Agreements</li> </ul> <p>Identify 'work from home barriers':</p> <ul style="list-style-type: none"> <li>- Access to laptops</li> <li>- Getting IT set up</li> <li>- Confidentiality – Contract managers</li> </ul> <p>Explore alternative duties:</p> <ul style="list-style-type: none"> <li>- Online training</li> <li>- Policy and Procedure review and development</li> <li>- Training package review and development</li> <li>- Strategic Planning activities</li> <li>- Funding submissions</li> <li>- Performance Appraisals</li> <li>- Templates for letters and reports</li> </ul> <p>Contact Phoenix IT to ensure IT capacity</p> <ul style="list-style-type: none"> <li>- Additional SMS</li> <li>- Procedure for VPN – IT officer, HR manager and HR assistant to trial</li> <li>- Procedure for emails to own devices – everyone to trial</li> </ul>	Ongoing

Prepare messaging for funding bodies and partners in relation to service limitations or temporary closures	CEO	Office manager	<ul style="list-style-type: none"> <li>- Dept of Communities</li> <li>- Dept of Health</li> <li>- SWCLC</li> <li>- Legal Aid</li> <li>- 1800 Respect</li> <li>- Women's DV Helpline</li> </ul>	As needed
School or Childcare becomes unavailable and care required by staff member		-	<ul style="list-style-type: none"> <li>- Take annual leave</li> <li>- Personal Leave if child is unwell</li> <li>- LWOP to be available</li> <li>- WFH and undertake alternative duties</li> <li>- Combination of AL and LWOP</li> <li>- Take note of govt announcements regarding employee entitlements should this occur</li> </ul>	As needed