Department of Communities and Justice

Training: Sector support for DCJ providers preparing COVID-19 Management Plans

Acknowledgement of country

Housekeeping (1/2)

How to join the meeting

Option 1:
https://us02web.zoom.us/j/87690172748?pwd=dEFpQ0xDdzdLWmNJT
WhyS3NKbGNLUT09

Option 2: Insert the Meeting ID: 876 9017 2748
Password: C-CS4p-ekS

Contingency: A range of phone numbers have been provided if for some reason you cannot access the video-conference meeting:

+61 3 7018 2005 Australia   +61 731 853 730 Australia
+61 861 193 900 Australia   +61 8 7150 1149 Australia
+61 2 8015 6011 Australia

Key Protocol

Turn on your camera

Stay on mute

Turn off mobile phones
and email applications

Housekeeping (2/2)

How to ask questions

- Use the CHAT FUNCTION to ask questions / respond to discussion points (bottom centre)

- We will take questions at the end of each section

- Any questions which go unanswered (due to time constraints) will be recorded and responded to offline

How to use breakout rooms

Breakout rooms will be used to encourage active participation.

- You will be added to a room automatically

- It will only go live and allow you to enter once the host activates the breakout room setting

- You will receive a notification

- The room will remain open for 8 minutes (with a timer in the top righthand corner)

- You will be notified with 1 minute to spare

- You can return to the main meeting room at any time (bottom left corner)

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Training Agenda

#	Topic	Duration
1	Introductions	5 m
2	Overview of guidance	15 m
3	Considerations and controls for workers and clients (Zoom breakout)	30 m
4	Considerations and controls for operating environments (Zoom breakout)	30 m
6	Final Discussion (Question & Answers)	10 m

1. Introductions

1. Introductions – Rebbeck, Justice Connect & DCJ

Rebbeck

- Rebbeck is an Australian consultancy focused on reforming health systems and public services through innovative commissioning practice.

Rebbeck Facilitators

- Jay Rebbeck – Project Lead
- Mika Kato – Project Consultant
- Anna Baker- Project Coordinator

Justice Connect

- Justice Connect helps people and community groups connect with free legal help, so everyone can have a fair chance at a better life.

Justice Connect Facilitators

- Alice Husband – Lawyer

NSW Department of Community & Justice

- Sophie Holloway Director, Policy and Practice

Commissioning Policy

- Michelle Dowd

- Shae Baxman

- **PSP Family Preservation Program**

- Cassandra Kanitz

- **Project & Change Manager**

- Deanne Smith

- **Victim Support, Strategy, Policy and Commissioning Division**

- Inara Walden

1. Introductions: Training – Purpose, Context, Objectives

Purpose

- Equip DCJ providers who require support with the skills and tools to develop a robust COVID-19 Management Plan (including completing a risk assessment).

Context

- DCJ's COVID-19 management and vaccination policy for DCJ service providers (13 Oct 2021), requires service providers to develop a COVID-19 Management Plans (comprising a COVID Safe Plan, Risk Assessment and Business Continuity Plan) by 22 Dec 2021.
- DCJ in conjunction with Rebbeck have published guidance to assist service providers complete a COVID-19 Management Plan.

Objectives

1. Explain how the guidance can be used to complete a COVID-19 Management Plan
2. Apply learnings from training to the real-life examples of participants
3. Offer an interactive forum to ask questions and share common experiences

2. Overview of guidance

2. Overview of guidance: Scope

| This guidance DOES	This guidance DOES NOT
1. This guidance **DOES** apply to service providers in respect of the services contracted to provide on behalf of DCJ.	1. This guidance **DOES NOT** apply to organisations only receiving grant(s) from DCJ.
2. This guidance **DOES** provide DCJ providers with COVID-19 Management Plan templates, examples and resources.	2. This guidance **DOES NOT** require DCJ providers to complete new plans if they have already been completed and meet the policy requirements.
3. This guidance **DOES** provide considerations for common legal questions. Justice Connect is happy to answer questions during this training and provide specific legal advice on a one-on-one basis.	3. This guidance **DOES NOT** provide specific legal advice. DCJ recognises provider questions are often complex legal issues with contextual nuances which will require specific support.

2. Overview of guidance: Structure
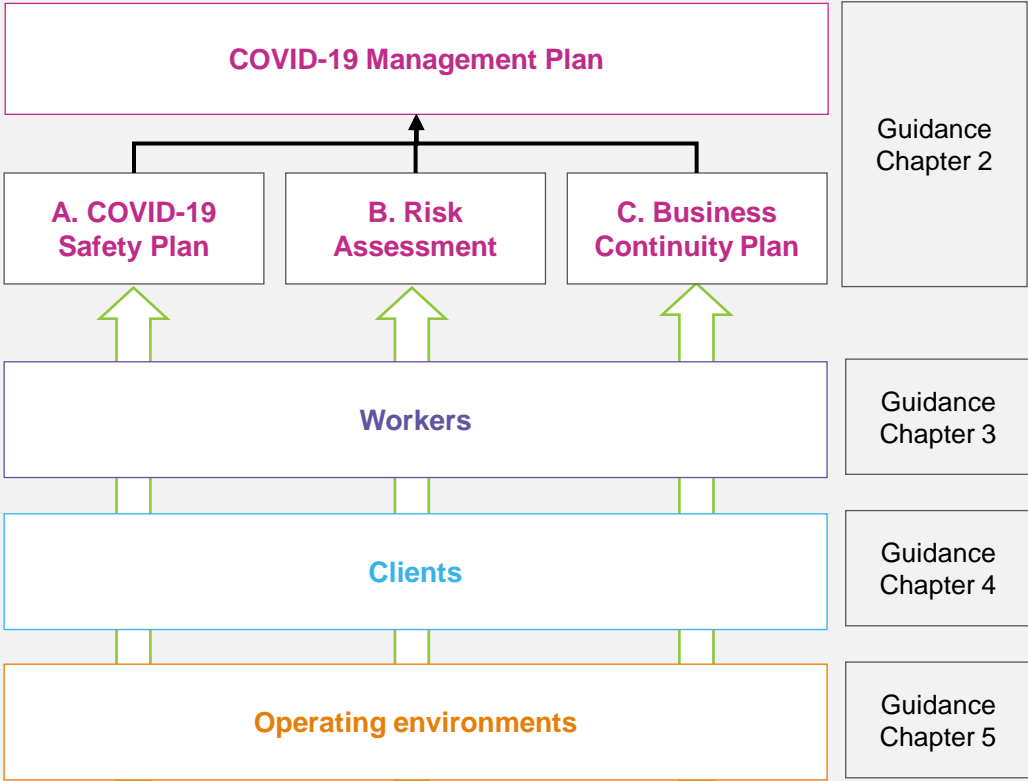
Figure 2.1 – Framework for developing a COVID-19 Management Plan

2. Overview of guidance: Legal requirements

|	
What does the Work Health and Safety Act 2011 (WHS Act) mean for me?	• The WHS Act requires employers to eliminate or minimise risks to health and safety as far as is **reasonably practicable**. This means service providers are required to identify, assess and minimise the risk of COVID-19 as much as possible. • The WHS Act makes it a general duty of employers to consult with workers on all safety measures. Consultation is required when identifying, assessing and controlling risks, and when reviewing control measures.
What is reasonably practicable?	Reasonably practicable refers to the highest level of protection in the circumstances to eliminate or minimise the hazard or risk. This must consider: • Likelihood of the hazard or risk occurring • Degree of harm that might result from the hazard or risk • Knowledge about the hazard or risk, and ways of minimising or eliminating the risk • Availability and suitability of ways to eliminate or minimise the risk • Costs associated with the available ways of eliminating or minimising the risk
Is there any other legislation to be aware of?	• Public Health Orders • Anti Discrimination • Privacy • Industrial Relations • Workplace Law

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2. Overview of guidance: The COVID-19 Management Plan

These plans make up the COVID-19 Management Plan

| COVID-19 Management Plan |
| A. COVID-19 Safety Plan | B. Risk Assessment | C. Business Continuity Plan |
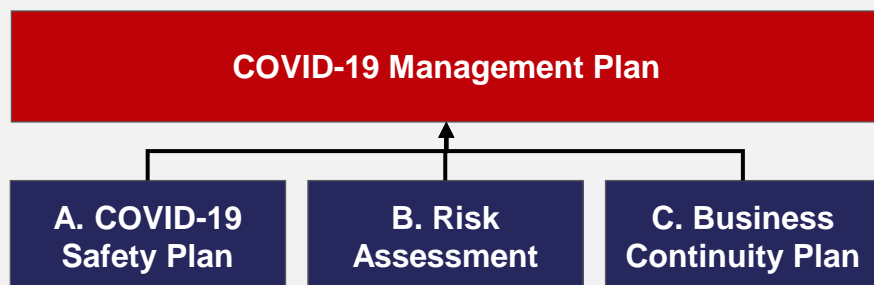
If services already have a COVID-19 safety plan, business continuity plan and a risk assessment, **these documents can be considered together as the COVID-19 management plan**.

These processes and activities make up part of the COVID-19 Management Plan

- ❑ Respond to a confirmed or suspected case of COVID-19 in the workplace

- ❑ Support a client who is unvaccinated

- ❑ Support a client with a confirmed or suspected case of COVID-19

- ❑ Record, monitor compliance and manage medical exemptions if vaccination is a requirement to control COVID-19 risk

- ❑ Record visitors to the workplace, including the use of QR codes

- ❑ Support testing, tracing and isolating workers and clients exposed to COVID-19 in line with public health requirements

These processes and activities should be **documented and communicated** to relevant workers and clients. Service providers are likely to have processes **already** in place or documented.

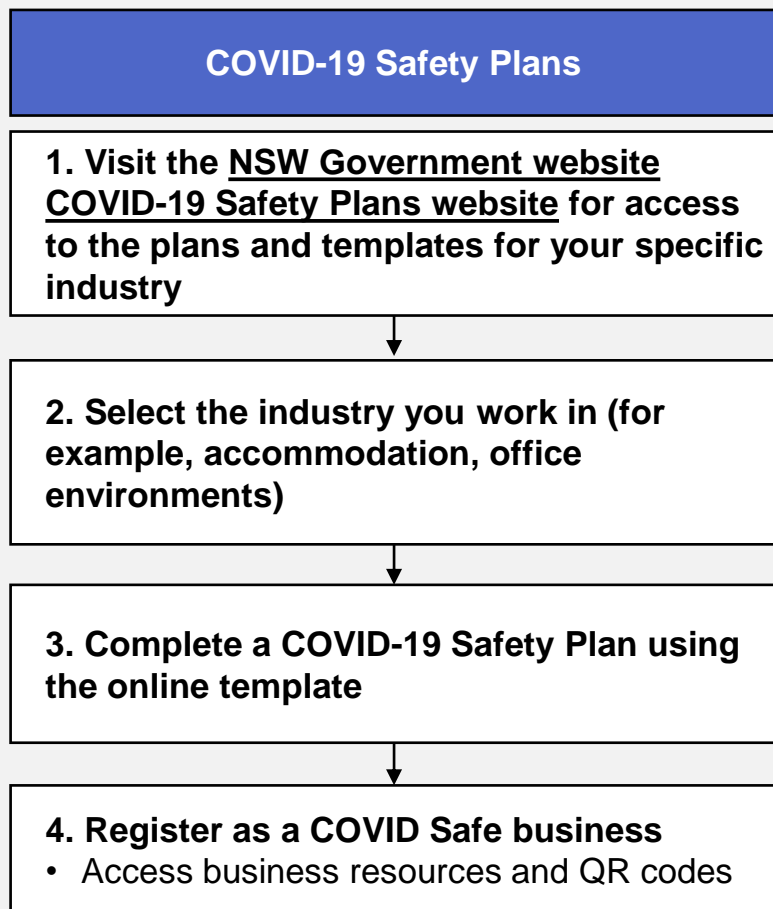# 2. Overview of guidance: The COVID-19 Management Plan (COVID-19 Safety Plan)

COVID-19 Safety Plans

1. Visit the <u>NSW Government website COVID-19 Safety Plans website</u> for access to the plans and templates for your specific industry

↓

2. Select the industry you work in (for example, accommodation, office environments)

↓

3. Complete a COVID-19 Safety Plan using the online template

↓

4. Register as a COVID Safe business
• Access business resources and QR codes

Figure 2.2 – COVID-19 Safety Plans Steps

COVID-19 Safety Plans

COVID Safe businesses and organisations are committed to getting back to work while protecting the community and preventing the spread of COVID-19.

❑ The COVID-19 Safety Plans set out what businesses and organisations need to do to fulfil their obligations under public health orders and minimise risk of transmission of COVID-19 on their premises.

❑ You need to keep a copy of your plan and provide it when asked to an authorised person.

Most service providers will already have a COVID-19 Safety Plan and **will not** have to complete another.

2. Overview of guidance: The risk assessment

A risk assessment should be developed for

- **each service setting (place of work)**;

- with a **plan to respond to each risk** in day-to-day business.

> Existing risk assessment and management procedures already in use by service providers may be used or adapted to consider risks relating to COVID-19.
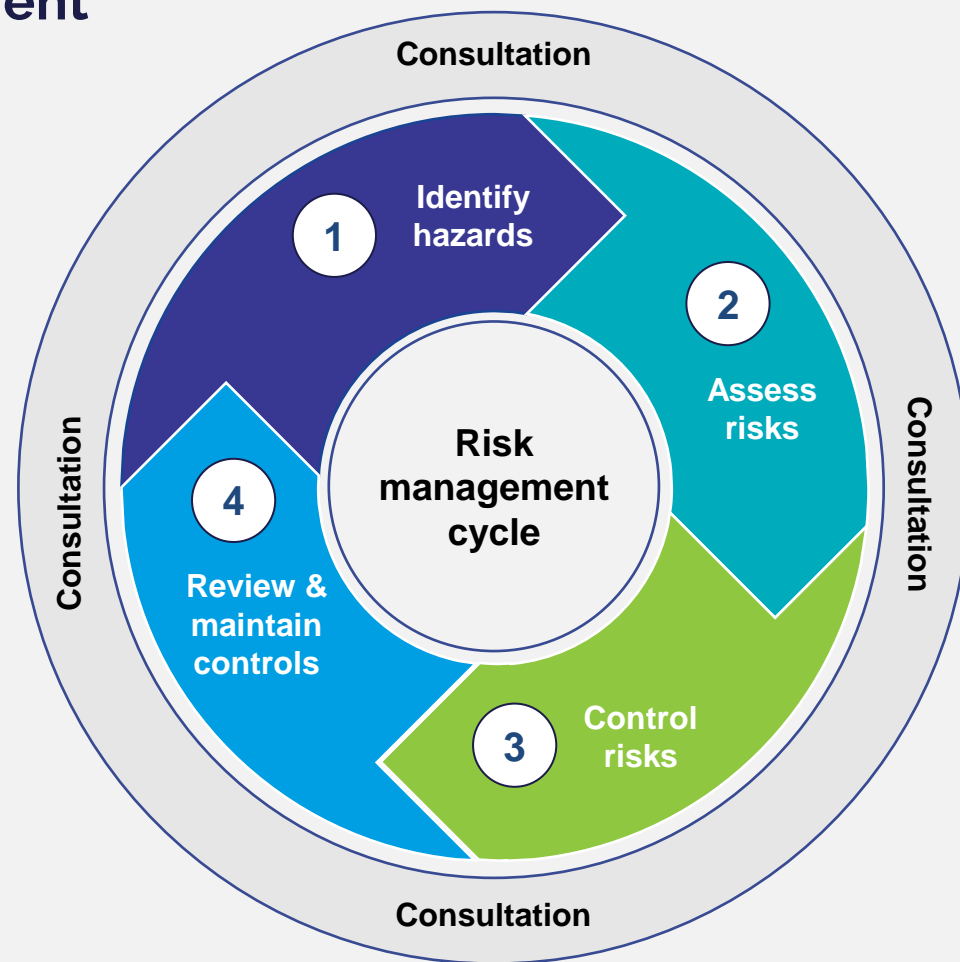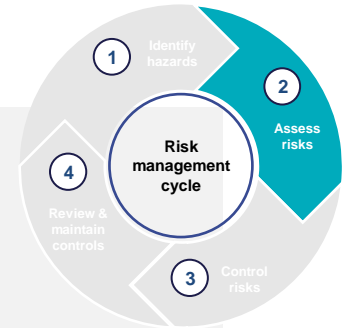

Figure 2.3 – Risk Management Cycle

2. Overview of guidance: The risk management cycle (1. Identify hazards)

Activities

Workers	**Clients**	**Operating environments**

Key questions

- Does the work environment enable workers to carry out work without risks to health and safety?
- How is work performed? What are the physical, mental and emotional demands?
- How do workers, managers, supervisors and others interact?
- Are there any known health and safety problems and any near misses or incidents that have not been reported?
- Are there any risks shared with your suppliers and partners?

2. Overview of guidance: The risk management cycle (2. Assess risks)

Risk assessment	Risk rating	Overall risk

Mechanism of harm

Severity
- Extreme
- Major
- Moderate
- Minor
- Insignificant

Likelihood
- Almost certain
- Likely
- Possible
- Unlikely
- Rare

Critical
Act now

High
Act today

Medium
Act this week

Low
Act this month
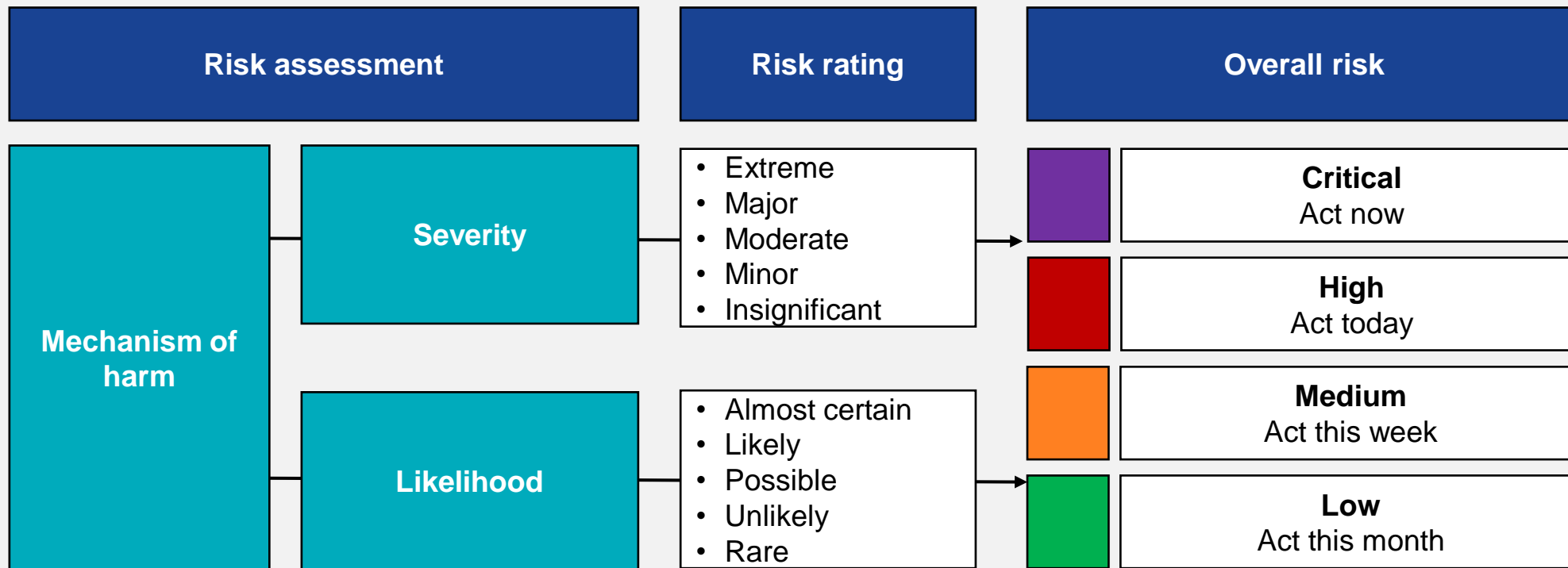
Figure 3.5.1 – Identifying hazards for the risk assessment process

2. Overview of guidance: The risk management cycle (3. Control risks)

Risk management cycle
1 Identify hazards
2 Assess risks
3 Control risks
4 Review & maintain controls

Hierarchy of controls	Key considerations		
Elimination	• Removing existing hazards • For example, cancelling face to face service provision		

Substitution, isolation and engineering	• Substitution: replacing hazards with alternatives.
	   • For example, switching shared to single room accommodation
		• Isolation: physically separating the hazard.
		   • For example, plastic barriers between clients and workers
			• Engineering: process / mechanical devices.
			   • For example, vaccination, avoiding recycled air in heating, ventilation, and air conditioning

Administrative	• Work procedures to ensure minimal exposure and safety. • For example, QR code check in		
PPE	• Minimise remaining risks. PPE should be proportionate to hazard, hygienic, working. • For example, masks, face shields, gowns.		

Highest → **Lowest** : Health and safety protection

Highest → **Lowest** : Reliability of control measure

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2. Overview of guidance: The risk management cycle (4. Review and maintain controls)

A review of controls is required	What to review
• According to your schedule for monitoring and maintenance • When new public health advice or legislation is released • When the control measure is ineffective • Before a change at the workplace with new health and safety risk implications • If a new hazard or risk is identified • If consultation indicates a review is necessary, or • If a health and safety representative requests a review.	Accountability for health and safety Maintenance of plant and equipment Up-to-date training and competency Up-to-date hazard information Consultation with workers

2. Overview of guidance: The COVID-19 Management Plan (Risk assessment)

- This flowchart shows the steps required to complete a risk assessment using the risk assessment template (which will be linked on the DCJ website)

- Considerations when developing a risk assessment include:
  - Activities
  - Workers
  - Clients at risk
  - Operating environments

- The COVID-19 risk assessment should be completed every 6-12 months, or when there are significant changes to the workplace or public health orders.
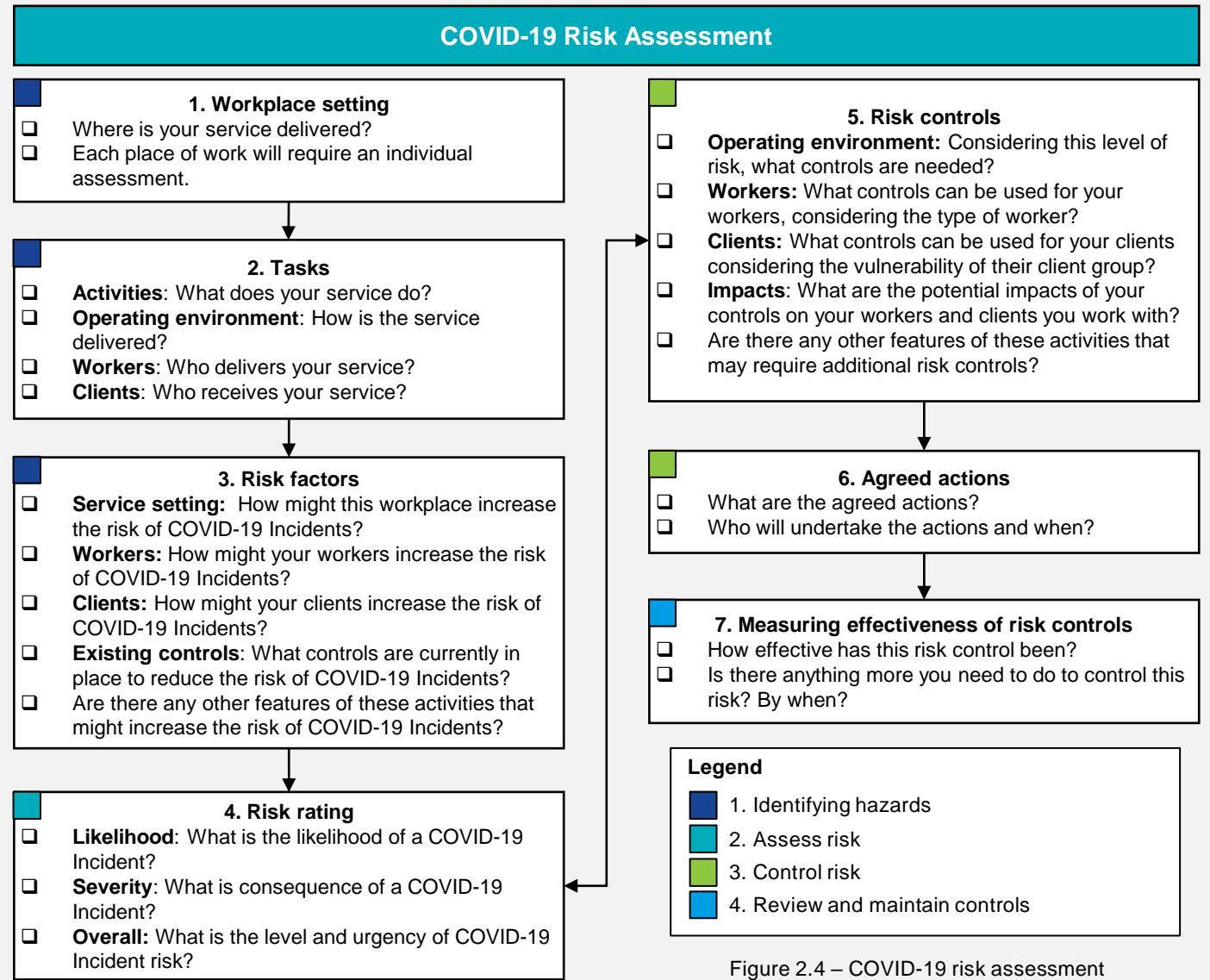
COVID-19 Risk Assessment

1. Workplace setting
- ❑ Where is your service delivered?
- ❑ Each place of work will require an individual assessment.

2. Tasks
- ❑ **Activities**: What does your service do?
- ❑ **Operating environment**: How is the service delivered?
- ❑ **Workers**: Who delivers your service?
- ❑ **Clients**: Who receives your service?

3. Risk factors
- ❑ **Service setting:** How might this workplace increase the risk of COVID-19 Incidents?
- ❑ **Workers:** How might your workers increase the risk of COVID-19 Incidents?
- ❑ **Clients:** How might your clients increase the risk of COVID-19 Incidents?
- ❑ **Existing controls**: What controls are currently in place to reduce the risk of COVID-19 Incidents?
- ❑ Are there any other features of these activities that might increase the risk of COVID-19 Incidents?

4. Risk rating
- ❑ **Likelihood**: What is the likelihood of a COVID-19 Incident?
- ❑ **Severity**: What is consequence of a COVID-19 Incident?
- ❑ **Overall:** What is the level and urgency of COVID-19 Incident risk?

5. Risk controls
- ❑ **Operating environment:** Considering this level of risk, what controls are needed?
- ❑ **Workers:** What controls can be used for your workers, considering the type of worker?
- ❑ **Clients:** What controls can be used for your clients considering the vulnerability of their client group?
- ❑ **Impacts**: What are the potential impacts of your controls on your workers and clients you work with?
- ❑ Are there any other features of these activities that may require additional risk controls?

6. Agreed actions
- ❑ What are the agreed actions?
- ❑ Who will undertake the actions and when?

7. Measuring effectiveness of risk controls
- ❑ How effective has this risk control been?
- ❑ Is there anything more you need to do to control this risk? By when?

Legend
- ■ 1. Identifying hazards
- ■ 2. Assess risk
- ■ 3. Control risk
- ■ 4. Review and maintain controls

Figure 2.4 – COVID-19 risk assessment template flowchart

2. Overview of guidance: The COVID-19 Management Plan (Business continuity plan)

The Business Continuity Plan outlines how service providers can continue to operate during a COVID-19 incident

The Business Continuity Plan needs to identify:

❑ The risk of the potential loss of staff.

❑ Dependencies, such as use of third-party providers and service level agreements.

❑ The processes or tasks that, if interrupted, could lead to serious impacts on the organisation.

❑ How service delivery will be maintained in the event of potential staff absenteeism and / or clients becoming infected.

❑ Risk management planning, including risk assessments and mitigations.

❑ Strategies to limit mobility of staff working across multiple sites.

> If you already have a business continuity plan, review it and add considerations on how you will prepare, respond to and recover from COVID-19 risks identified in your risk management plan

GET READY
For disasters

Prepare for
the unexpected

Build a Business Continuity Plan

2. Overview of guidance: Support available to providers

Risk assessment seminars, emergency staffing options, guidelines and related training and support material, expert panel for urgent consults

COVID-19 Resources and FAQs
COVID-19 Vax Risk Assessment Toolkit

Mandatory COVID-19 Vaccination Policy Template
COVID-19 Safety Policy Template

Overview of vaccination in the workplace, COVID-19 Safe guidance document and factsheets.

Risk Assessment Advice, SHS Guidance

Seminars, guidance for restarting volunteering, emergency volunteering website

Webinars

Guide to recovery and sector support for COVID-19 management

Public Health Unit: the primary point of contact for service providers when assessing the contact exposures of a positive COVID-19 case.

Justice Connect is a charity that provides legal help to community organisations and social enterprises

2. Overview of guidance: Support available to providers – Justice Connect

Justice Connect is a charity and accredited community legal centre. Justice Connect's Not-for-profit Law program provides legal help to not-for-profit community organisations and social enterprises, and has resources available to support in the following domains:

Legal Advice

- Justice Connect is able to provide legal advice to eligible organisations with specific legal questions around the issues discussed in this guidance.

- Please visit Justice Connect's Not-for-profit Law website for further information.

Webinars

- Justice Connect's Not-for-profit Law has delivered a series of webinars to educate providers on legal issues around COVID-19 vaccinations in the workplace:
    - NSW Health NGOs and Mandatory COVID-19 Vaccine Directions - On Demand webinar, targeted to NSW Health funded NGOs
    - Managing Mandatory Vaccine Policy for NSW-based Community Organisations – On Demand webinar targeted to NSW community organisations, and
    - National Webinar: Managing Mandatory Vaccine Policies for Not-for-profit Organisations – On Demand webinar, which includes general guidance on managing COVID-19 vaccinations for volunteers.

FAQs

- Justice Connect's Not-for-profit Law has a series of FAQs for providers to reference: Managing vaccines in the workplace.
- We have included the main questions at the back of the guidance in section 9.

Question & Answers

3. Considerations and controls for workers and clients

3. Considerations and controls for workers and clients

Stakeholders	Risk factor considerations	Control considerations
Staff (Employees, Contractors) Students and Volunteers Clients	• Activities and the nature of each workplace • Vaccination status • Vulnerable populations • Extent of community transmission of COVID-19 • Means of travel • Multiple employment or locations	• Vaccination for the workplace / certain types of services • Communication about vaccines • Processes for managing a confirmed or suspected case of COVID-19 • Worker specific: Communication and training, rostering, wellbeing, protecting vulnerable workers • Client specific: Update intake forms, share relevant health information from trusted sources

3. Considerations and controls for clients - Domestic and family violence all services except residential services)

Client Groups	Considerations around controls
First Nations people	
People experiencing, or at risk of domestic and/or family violence	• Ineligibility for vaccination
People with Culturally and Linguistically Diverse (CALD) backgrounds	• Technological and systems abuse
Children and families	• Remoteness
Young people	• Lower socioeconomic status
People experiencing homelessness	• Antipathy/hesitation toward vaccination
People being supported by Targeted Early Intervention projects	• Education and health literacy
People with disabilities	• Welfare of clients
People with chronic conditions	• Household membership
People experiencing issues with mental health and/or other drugs	• Appropriate responses
Older people	

3. Considerations and controls for clients – Homelessness services and domestic and family violence residential services

Client Groups	Considerations around controls
First Nations people	• Ineligibility for vaccination
People experiencing, or at risk of domestic and/or family violence	• Technological and systems abuse
People with Culturally and Linguistically Diverse (CALD) backgrounds	• Inability to comply with Public Health Orders
Children and families	• Transfer of clients between facilities
Young people	• Lower socioeconomic status
People experiencing homelessness	• Mental health needs
People being supported by Targeted Early Intervention projects	• Antipathy/hesitation toward vaccination
People with disabilities	• Education and health literacy
People with chronic conditions	• Welfare of clients
People experiencing issues with mental health and/or other drugs	• Household membership
Older people	• Appropriate responses

3. Zoom Breakout (Workers and clients)

Thinking about your workers and clients…

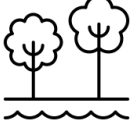What are the top 3 risk for the workers and clients in your service and which controls would be most effective?

Question & Answer

4. Considerations and controls for operating environments

4. Considerations and controls for operating environments

Operating Environments	Controls to consider
Face to face (provider premises)	• Hygiene and cleaning practices (disinfection, PPE) • Physical distancing (changing layout for staff and clients, rostering staff) • Records of everyone who enters a facility (QR codes, screening, vaccine certificates)
Face to face (external premises)	
Remote	
Residential accommodation	
Shared spaces (provider premises)	

4. Zoom Breakout (Operating environments)

What controls did your organisation put in place over the last two years to deal with COVID-19 risks? As we move toward higher vaccination rates, lower prevalence, and "living with COVID-19", how will your organisation update the controls?

6. Discussion

6. Questions and answers

Thinking about everything we have discussed today…

Do you have any final questions? How can we help in the future?

NSW Government
Department of Communities & Justice

Please contact PartnershipSupport@facs.nsw.gov.au for further information or if you have any questions

Guidelines developed with the support of Rebbeck