



NDIS Quality and Safeguards

SECTOR READINESS PROJECT

for Psychosocial Service Providers

PLANNING FOR COVID-19 NDIS PSYCHOSOCIAL PROVIDER PREPAREDNESS TOOLKIT Version 9, 15 July 2022

From 24 January 2022, new Practice Standards relating to Emergency and Disaster management preparedness will apply to all NDIS providers. This Standard is intended to address the planning required by providers to prepare, prevent, manage, and respond to emergency and disaster situations whilst mitigating risks to participants and ensuring continuity of supports that are critical to the health, safety, and wellbeing of NDIS participants.

This Toolkit has been developed by the WAAMH NDIS Sector Readiness Team to help your organisation to work towards meeting this Practice Standard and to address the management of NDIS supports and services during sustained disruptions such as COVID-19, or future emergencies or disasters.

Information provided by WAAMH about responding to COVID-19 in service delivery is for reference purposes only. Providers must ensure their own COVID-19 response is current, accurate and fit for purpose. We strongly recommend that you regularly review your policies, procedures, and consumer information and ensure it reflects the current public health advice available via the WA Government website <https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-latest-updates>

Please note, while every effort has been made to provide links with up-to-date information, the Toolkit also contains a range of other static resources as examples. These resources will need to be considered in the context of your organisation and current public health advice.

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Table of Contents

- COVID-19 VACCINATION INFORMATION3**
 - Staff Vaccinations..... 3
 - Participant Vaccinations 3
- COMMUNICATING WITH STAFF AND PARTICIPANTS4**
- PLANNING FOR COVID-19 WITH THE PARTICIPANT4**
- PLANNING FOR POTENTIAL HOSPITALISATION OF A PARTICIPANT.....5**
- BUSINESS CONTINUITY AND WORKFORCE PLANNING5**
- INFORMATION ON TRAINING FOR WORKERS.....7**
 - Using Personal Protective Equipment (PPE)..... 7
 - Infection and control training 8
- ACCOMMODATION PROVIDERS – KEY CONSIDERATIONS8**
- POLICIES AND PROCEDURES9**
- TRUSTED INFORMATION SOURCES9**
- TOOLS11**
- USEFUL CONTACTS.....11**

COVID-19 VACCINATION INFORMATION

Staff Vaccinations

[NDIS Worker Vaccination](#) – date accessed 27 June 2022

[NDIS COVID-19 Worker Vaccination Reporting Quick Reference Guide](#) – date accessed 27 June 2022

[NDIS Quality and Safeguards Commission Coronavirus \(COVID-19\) – Vaccine Information](#) – date accessed 21 April 2022

[Department of Health - Information for disability service providers about COVID-19 vaccines](#) – last updated 11 Jan 2022

[Department of Health COVID-19 Vaccination – Provider resources](#) – (various dates depending on link) webpage last updated 15 December 2021

[Australian Government Department of Health COVID-19 booster vaccine advice](#) – last updated 4 January 2022

[WACOSS Vaccination Toolkit](#) including how to start a conversation about COVID-19 vaccines – date accessed 12 Jan 2021

[NDIS COVID-19 Worker Vaccination Reporting](#) – last updated December 2021

[AHCWA COVID-19 response toolkit](#)– last updated 13 August 2021

[COVID 19 Coronavirus: Mandatory COVID-19 vaccination information](#) – last updated 21 December 2021

[Mission Australia - How to record vaccination status example](#) – updated 6 December 2021

[Australian Government proving your vaccination status](#) - information current as of 6 September 2021

[Vaccination Frequently Asked Question Examples](#) – RUAH, Anglicare, and Mission Australia – date accessed 12 January 2022

[AusVax Australian COVID-19 vaccine safety data](#)- date accessed 12 January 2022

[Government of Western Australia Proof of Vaccination](#) – last reviewed 12 January 2022

[How to have a conversation about vaccination](#) – dated 1 December 2021

[Subscribe to COVID-19 vaccine updates](#) – date accessed 18 January 2022

[COVID-19 vaccines](#) – date accessed 18 January 2022

Participant Vaccinations

[Department of Health Factsheet: What if a substitute decision maker says no to COVID-19 vaccination information for disability support providers supporting adults with intellectual disability](#) – dated 7 July 22

[NDIS COVID-19 Vaccine Information for Providers](#) – date accessed 27 June 2022

[Queensland Government videos to support disability with administering a rapid antigen test](#) – date accessed 27 April 2022

[NDIS Quality and Safeguards Commission Coronavirus \(COVID-19\) – Vaccine Information](#) – date accessed 21 April 2022

[Department of Health COVID-19 Vaccination – Disability provider alert 14 April 2022](#) – date accessed 21 April 2022

[Department of Health COVID-19 vaccination- Consent form- Easy Read](#) – dated 8 December 2021

[NDIS Quality and Safeguards Commission Provider Alert – COVID-19 Vaccines: Supporting NDIS participants to understand the vaccination process](#) – dated 9 June 2021

[Federation of Ethnic Communities’ Council of Australia – COVID-19 Small Grants](#) – date accessed 1 March 2022

[Department of Health - Information for people with disability about COVID-19 vaccines](#) – last updated 11 January 2022

[NDIS Coronavirus \(COVID-19\) – Vaccine information for people with disability](#) – date accessed 12 January 2022

[Supporting the rights of NDIS participants to access COVID-19 vaccination](#) – dated 3 November 2021

[NDIS Factsheet: COVID-19 participant information](#) – dated July 2020

[COVID-Vaccination – Video Doctors answer commonly asked questions about COVID-19 \(other languages\)](#) – last updated 10 January 2022

[NDIS Factsheet: COVID-19 Vaccines: Informed consent, preparing for the vaccine and restrictive practices](#) – dated July 2021

COMMUNICATING WITH STAFF AND PARTICIPANTS

[WACOSS - Example letter to employees](#) – date accessed 13 January 2022

[Example Able Australia – Communication to all clients regarding COVID-19 response \(Plain language\)](#) – date accessed 14 January 2022

PLANNING FOR COVID-19 WITH THE PARTICIPANT

[The Growing Space Support Coordination in a Pandemic – a practical checklist/thought starter](#) – date accessed 13 May 2022

[WAIS My Hospital Passport](#) - date accessed 19 April 2022

[Department of Health – COVID-19 Vaccination- Disability Provider alert](#) 25 March 2022

[NDIS Coronavirus \(COVID-19\) information for people with disability](#) – date accessed 13 January 2022

[NDIS factsheet: Coronavirus \(COVID-19\): Managing behaviours of concern and new or increased restrictive practices during COVID-19 isolation](#) – dated October 2020

[NDIS Adjusting supports and reducing infection risk](#) – dated 3 April 2020

[Collaboration 4 Inclusion - COVID-19 Planning Resources for People with Disability \(Australia\)](#) – date accessed 13 January 2022

[Department of Health – Your emergency plan for COVID-19 Easy Read](#) - last updated 25 August 2020

[Your emergency plan for COVID 19 – A guide to help you make your own plan](#) – date accessed 13 January 2022

[My COVID-19 Plan](#) template - date accessed 13 January 2022

[Person-Centred Emergency Preparedness Planning for COVID-19 – For people with disability](#) - date accessed 13 January 2022

[WAPHA – Prepare a get COVID Ready kit](#) - date accessed 13 January 2022

[Department of Health – Coronavirus \(COVID-19\): Our plan for keeping people with disability safe easy read](#) – last updated 25 August 2020

[Avivo COVID-19 Information](#) – updated 1 November 2021

[Butterfly foundation COVID Help Hub](#) (specific to eating disorders) - last accessed 13 January 2022

PLANNING FOR POTENTIAL HOSPITALISATION OF A PARTICIPANT

[The Growing Space COVID related hospital admissions checklist](#) – date accessed 13 May 2022

[Department of Health Coronavirus \(COVID-19\) hospital companion for people with disability](#) – dated June 2020

[Practice Alert: Transitions of care between disability services and hospitals](#) - dated November 2020

[DSC Hospitals Ins and Outs for Support Coordinators](#) – dated 9 March 2021

[Summer Foundation \(VIC\): Developing a Safe Discharge Plan for People with Disability in Response to COVID-19](#) – dated March 2020

[Department of Health - Management and operational plan for people with disability](#) – last updated 16 December 2021

BUSINESS CONTINUITY AND WORKFORCE PLANNING

[The Growing Space Continuity of client care \(backup support spreadsheet template\)](#) – dated accessed 13 May 2022

[The Growing Space COVID-19 Kit for Support Coordinators](#) - dated accessed 13 May 2022

[NDIS Quality and Safeguards Commission COVID-19 Information Pack Information for NDIS Providers and workers Issue 1, dated June 2020](#)

[NDIS Quality and Safeguards Commission Coronavirus \(COVID-19\): Provider Frequently asked questions](#) – date accessed 29 March 2022

[Services Australia payments and services during coronavirus \(COVID-19\)](#) – date accessed 1 March 2022

[Services Australia Pandemic Leave Disaster Payment](#) – date accessed 1 March 2022

[WA Government COVID-19 coronavirus: Test isolation Payment Scheme](#) – date accessed 1 March 2022

[Small Business Development Corporation WA Government small business stimulus/relief package](#) - date accessed 1 March 2022

[DSC COVID-19 Quality and Safeguards Obligations resource](#) – date accessed 1 March 2022

[Western Australia NDIS Quality and Safeguards Commission Provider Alerts](#) – date accessed 22 February 2022

[NDIS Quality and Safeguards Commission Provider Alerts – Coronavirus \(COVID 19\)](#) – date accessed 22 February 2022

[COVID-19 coronavirus; Community Sector Partnerships \(WACOSS and Department of Communities\) sector briefing webinar](#) – 4 February 2022

[NDIS Coronavirus: Outbreak preparedness, prevention, and management](#) - dated November 2021

[NDS Business continuity](#) (covers 6 business continuity categories) – date accessed 13 January 2022

[NDS - Workforce support to the disability sector in response to COVID-19](#) – dated January 2021

[NDIS COVID-19 Information Pack for NDIS Providers and workers](#) – dated July 2020

[NDIS Adjusting supports and reducing infection risk](#) – dated April 2020

[NDIS Registered NDIS Provider – Business Continuity Planning](#) – dated March 2020

[CSIA – Planning for Business Continuity in times of disaster](#) – published 14 May 2020

[NDS – Coronavirus \(COVID-19\) outbreaks in disability services – Immediate Action Steps](#) (under Responding to an outbreak) – date accessed 14 January 2022

[NDIS Notification of event – COVID-19 \(registered provider\)](#) – form to be used if there are changes to providers’ ability to meet obligations - date accessed 13 January 2022

NDIA [webinar](#) for supported living providers in NSW – real life scenario that providers experienced during the COVID-19 pandemic – dated August 2021

[Department of Health - Management and operational plan for people with disability](#) – last updated 16 December 2021

[WAAMH Sector Forum Session 2 – Workforce](#) – 1 April 2020

[Ansva risk – Pandemic Risk Alert Series](#) – date accessed 14 January 2022

[Ansva risk – full interview with Grant Lodge Aged Care’s CEO Belinda Scott on their experience with COVID-19](#) – date accessed 14 January 2020

[Example Able Australia Coronavirus Management Plan – Full Version 2.1](#) – date accessed 14 January 2022

[Example Able Australia Coronavirus Response Plan Summary](#) - date accessed 14 January 2022

[NDS Business Advice and Resources](#) – date accessed 14 January 2022

[DSC – Developing a Business Continuity Plan in Response to COVID-19 Guide for NDIS Support Providers](#) – March 2020

[Department of Health – Outbreak preparedness checklist](#) (downloads a Word document) – dated 10 December 2021

[WACOSS Process Map – service delivery issues due to the vaccine mandate](#) – dated December 2021

[Permissions and Restrictions for Essential Workers – Interim Guidance](#) – date accessed 18 January 2022

[Advice for residential services to inform service level Business Continuity Planning in the context of the COVID-19 pandemic](#) – date accessed 18 January 2022

[International Labour Organisation – The six-step COVID-19 Business Continuity Plan](#) – dated April 2020

INFORMATION ON TRAINING FOR WORKERS

Using Personal Protective Equipment (PPE)

[Department of Health - donning and doffing personal protective equipment in residential aged care](#) – date published 5 January 2022 - Video

[Department of Health - COVID-19 – Donning and doffing personal protective equipment in primary care](#) - date published 5 January 2022 – Video

[Department of Health – Guidance on the use of personal protective equipment \(PPE\) for health care workers in the context of COVID-19](#) – published 10 June 2021

[RACGP – Full version – How to use personal protective equipment \(PPE\) video](#) – date accessed 13 January 2022

[FAQs PPE use for workers in community settings](#) (under Community Care Providers tab) – last updated 13 October 2020

[Department of Health - advise for use of personal protective equipment for non-healthcare workers in community settings](#) (under Community Care Providers tab) – last updated 23 September 2021 v6

[ACSQHC Poster – combined contact and droplet precautions](#) – published 2021

[NDS PPE for community services providers for prevention of coronavirus \(COVID-19\)](#) – last updated 29 September 2020

[Coronavirus \(COVID-19\) – Video – How to clean a face shield](#) - 23 September 2020, Video

[Coronavirus \(COVID-19\) face shields – a quick guide](#) - dated 31 July 2020, Fact sheet

[ICEG guidelines on cleaning and disinfection of protective eyewear in health and residential care facilities](#) - dated 30 July 2020, Guideline

[Distribution of PPE through PHNs: Tranche 4, surgical masks and P2/N95 respirators for general practice, community pharmacy, and allied health](#) - dated 11 May 2020, Fact sheet

[Addendum to tranche 4 guidance – distribution of gowns through Primary Health Networks](#) - dated 17 July 2020, Guideline

[Addendum to tranche 4 guidance – distribution of eye protection through Primary Health Networks](#) - dated 12 August 2020, Guideline

[Advice on how to access Personal Protective Equipment \(PPE\)](#) – last reviewed 5 August 2021

[The use of face masks and respirators in the context of COVID-19](#) – 26 May 2020, Fact sheet

[NDIS factsheet: Coronavirus \(COVID-19\) – Information for providers on the use of Personal Protective Equipment](#) - July 2020

[PPE for Community Workers v4.0](#) – date accessed 17 January 2022

[P2 N95 Respirators for Community Workers](#) – date accessed 17 January 2022

Infection and control training

[Australian Government Department of Health: COVID-19 Infection Control Training](#) – online portal – registration required

[COVID-19 infection control training](#) – last updated 27 May 2020

[ACSQHC -Infection and control e-learning modules](#) - online portal – registration required

[ACSQHC – infection and control workbook 2019](#) – published 2019

[Department of Health - Coronavirus \(COVID-19\) resources for health professionals, including aged care providers, pathology providers and health care managers](#) – various weblinks and dates

[Department of Health - Coronavirus \(COVID-19\) Information about routine environmental cleaning and disinfection in the community](#) – last updated 30 November 2020

[ACSQHC: National Hand Hygiene Initiative \(NHHI\) User Manual](#) – published 2019

[NDS Infection, Prevention and Control](#) – date accessed 14 January 2022

[COVID-safe for residential Carers](#) – date accessed 17 January 2022

ACCOMMODATION PROVIDERS – KEY CONSIDERATIONS

[Department of Health – CDNA national guidelines for the prevention, control and public health management of COVID-19 outbreaks in residential care facilities in Australia](#) – last updated 24 December 2021

[Department of Health – CDNA national guidelines for the prevention and management of COVID-19 outbreaks in disability residential services – The Disability Supplement](#) – last updated 10 June 2021

[Department of Health – COVID-19 preparation and response guidelines for congregate living settings](#) (under Community Care Providers tab) – last updated 05 January 2022

[Department of Health – First 24 hours of an outbreak in congregate living facility](#) (under Community Care Providers tab) – date accessed 13 January 2022

[Department of Health – COVID-19 Congregate Living Documents required for submission to DOH in event of an outbreak](#) (under Community Care Providers tab) – date accessed 13 January 2022

[Department of Health - Management of mental health patients in hostels and supported accommodation diagnosed with or suspected to have COVID-19 during periods of low community transmission](#) (under Community Care Providers tab) – dated 4 February 2021 (version 2)

[Department of Health – Managing home care through COVID-19](#) – last updated 10 December 2021

[Supporting people in group homes with a COVID-19 outbreak](#) – date accessed 13 January 2022

[Department of Health – Managing home care through COVID-19](#) – last updated 10 December 2021

[WAAMH Sector Forum Session 1 – Supported Accommodation Services](#) – 31 March 2020

POLICIES AND PROCEDURES

[Example of WACOSS mandatory vaccination policies](#) – last modified 4 January 2022

[Example - Anglicare WA - Guide to implementing mandatory vaccination policy](#) - date accessed 13 January 2022

[Example COVID-19 Policy Able Australia – Site Entry Policy COVID-19 Pandemic](#) – VIC (for families) – date accessed 14 January 2022

TRUSTED INFORMATION SOURCES

Western Australia (WA) Department of Health

[WA Government COVID-19 Coronavirus](#) – date accessed 18 January 2022

[WA Department of Health COVID-19](#) – date accessed 18 January 2022

[HealthyWA COVID-19](#) – date accessed 18 January 2022

[Department of Health – COVID-19 \(Coronavirus\)](#) – last reviewed 24 December 2021

[Department of Health – Coronavirus \(COVID-19\) resources for Aboriginal and Torres Strait Islander people and remote communities](#) (variety of dates due to multiple webpages) – last update 1 July 2021

[Department of Health – Resources](#) – date accessed 14 January 2022

[Department of Health – Infectious Disease Emergency Management Plan, WA Health System](#) – dated September 2017

[Department of Health providing disability support services during COVID-19](#) – last updated 29 November 2021
[WA Government – COVID-19 Coronavirus](#) – last reviewed 11 January 2022

[WA Government – COVID-19 Coronavirus: remote Aboriginal communities](#) – last reviewed 17 September 2021

Australian Government

[COVID-19 – Official Australian Government information](#) – date accessed 18 January 2022

Australian Government Department of Health

[COVID-19 health alert](#) – date accessed 18 January 2022

National Disability Insurance Scheme (NDIS)

[For Providers – Coronavirus \(COVID-19\)](#) – date accessed 27 June 2022

[Payments and Billing](#) – date accessed 27 June 2022

[COVID-19 information and support](#) – date accessed 18 January 2022

[Connecting with and helping participants](#) – date accessed 18 January 2022

[Your Health and Safety](#) – date accessed 18 January 2022

NDIS Quality and Safeguards Commission

[NDIS Commission COVID-19 information](#) – date accessed 18 January 2022

[Subscribe for provider updates](#) – date accessed 18 January 2022

[WA emergency response planning and execution](#) – date accessed 18 January 2022

[Outbreak preparedness for Greater Perth and updated Directors](#) – date accessed 18 January 2022

Aboriginal people and communities

[WA Government COVID-19: remote Aboriginal communities](#) – date accessed 18 January 2022

[WA Department of Health - COVID-19 for Aboriginal people](#) – date accessed 18 January 2022

[Mental Health Commission - Strong Spirit Strong Mind](#) – date accessed 18 January 2022

[Aboriginal Health Council of WA – COVID-19 community resources](#) – date accessed 18 January 2022

[National Aboriginal Community Controlled Health Organisation – COVID-19 Resources](#) – date accessed 14 January 2022

Department of Home Affairs

[Information in your language – COVID-19 in your language](#) – date accessed 18 January 2022

Mental Health Commission – COVID -19

[Mental Health Commission – COVID-19 information and resources](#) – date accessed 18 January 2022

TOOLS

[Coronavirus Australia app](#)

[Australian Government WhatsApp channel for COVID-19](#)

[ServiceWA app](#)

USEFUL CONTACTS

Vaccination questions: COVID.immunisation@health.wa.gov.au

If you have any further queries or concerns about the preparedness guidelines, please contact the WA Government's COVID hotline on 13 COVID (13 268 43).