



AnglicareWA™

COVID-19 Response Plan

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DRAFT

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Overview and Current Context

Anglicare WA continues to monitor the impact and spread of COVID-19, the coronavirus outbreak that began in Wuhan, China late last December. COVID-19 has now spread to numerous countries around the world. Symptoms include fever, fatigue and dry cough. We are closely following developments and advice from various national and international government bodies.

About 80% of those with COVID-19 recover without needing any special treatment. Those most at risk from the disease are elderly patients with previously existing health problems. COVID-19 is thought to be spread mainly through person-to-person contact (i.e., coughing and sneezing).

At present, no Anglicare WA employees, volunteers, contractors or clients have been confirmed to have COVID-19, nor have any Anglicare WA offices been subject to known exposure.

While the risk of COVID-19 remains low, Anglicare WA is preparing for the potential impact of the disease which may involve community transmissions and state/local government actions such as school closures or movement restrictions.

This document sets out Anglicare WA's response to COVID-19, both immediate, and in the event of identified trigger events. This response will be reviewed at least fortnightly by the Executive in light of swiftly changing global and local developments.

Anglicare WA's COVID-19 Response Priorities

Anglicare WA will continue to implement precautionary measures to help minimise the risk of COVID-19 exposure, our priorities responding to COVID-19 are:

1. Ensuring the health, safety and well-being of our employees, volunteers and clients;
2. Focusing on providing our clients with high quality services as far as practicable;
3. Taking actions to support slowing the community spread of the virus where there appear to be outbreaks, so that the most vulnerable people are able to get the care they need; and
4. Closely assessing the impact of COVID-19 on our communities and identify ways to safely extend support to those in need.



Executive summary of current actions

What	Who	How	By When	Done?
Implement additional hygiene measures/communications	Executive Leaders	Emails Posters	5 March 2020	✓
Gather information regarding upcoming staff work and private travel plans	Leaders Service Managers	Local plans	Ongoing from now	<i>Not started</i>
Identify/confirm which services/client cohorts will be heavily impacted	Service leaders	Local plans to inform organisation plan	Ongoing from now	<i>In progress</i>
Identify which personnel/teams are critical to operations, make plans to mitigate risk	Executive	Document in Organisation plan	10 March 2020	<i>In progress</i>
Identify IT capacity for large numbers of staff to work remotely	GM Digital Solutions	Document in Organisation plan	10 March 2020	<i>In progress</i>
Nominate a central person to manage information	Dir. Corporate Services	Document in Organisation plan	5 March 2020	✓
Define primary organisational communication channels regarding COVID-19 responses	Dir. People and Culture	Document in Organisation plan	5 March 2020	✓
Limit non-essential work related travel				
Identify which employees can/not work from home	Managers			
Monitor public health notices	SM (and team) and Exec			
Prepare messaging for funding bodies in relation to service limitations or temporary closures	PB			

Communication Response Team & Channels

Response team

- ◆ CEO
- ◆ Director Corporate Support (central point of contact)
- ◆ Director Services
- ◆ Director People & Culture
- ◆ Director Innovation & Strategy

As needed – Regional Managers

Meet at least once a week to assess current status/situation – prioritise meeting to discuss urgent issues (via video conference)

Communication Channels

- ◆ Email – primary communication channel
 - All email messages also placed on Intranet and Workplace
- ◆ Managers accountable to ensure messages passed onto their team members (in cases where people may not have access to emails)
- ◆ Central information kept on a Workplace shared team page (past communications, poster links, latest data and information)
- ◆ Response team to communicate urgent emerging issues via Workplace message app (capacity to see who has/not seen messages etc)



Actions to contain spread

Workplace Hygiene

To support prevention and containment of potential COVID-19 infection, we will take proactive steps to ensure high levels of office hygiene are encouraged:-

What	Why	How	Who	When
<p>Promote thorough handwashing with soap and water for at least 20 seconds or use an alcohol based hand sanitiser</p>	<p>This is one of the most effective way of preventing disease spread</p>	<p>Promote through:</p> <ul style="list-style-type: none"> • Emails / intranet / Workplace • Posters in bathrooms/ work areas • Team meetings <p>Ensure that hand washing facilities are kept well stocked with soap and paper towels.</p> <p>Alcohol-based hand sanitisers distributed throughout the workplace.</p>	<p>All staff, volunteers , contractor s and clients</p>	<p>Now</p>
<p>Promote appropriate protocols managing coughs/ symptoms ➔</p> <p>Cough into your elbow</p> <p>Do not enter Anglicare WA premises if you have a sore throat, cough and/or a fever</p>	<p>Reduce risk of spreading germs</p>	<p>Promote through:</p> <ul style="list-style-type: none"> • Emails / intranet / Workplace • Posters in work areas • Team meetings 	<p>All staff, volunteers , contractor s and clients</p>	<p>Now</p>
<p>Social distancing ➔</p> <p>Limit physical contact like handshakes</p> <p>Maintain a 1 metre distance from other people</p>	<p>Reduce person-to-person spread of the virus</p>	<p>Promote through:</p> <ul style="list-style-type: none"> • Emails / intranet / Workplace • Posters in work areas • Team meetings 	<p>All staff, volunteers , contractor s and clients</p>	<p>Now</p>
<p>Increased cleaning</p> <p>Employees and volunteers asked to regularly clean hard surfaces in reception areas, counselling rooms and work spaces or similar with disinfectant wipes</p> <p>We will increase cleaning of work areas, with a focus on cleaning hard surfaces</p>	<p>The virus can be transferred on hard surfaces</p>	<p>Email to staff, signs in reception/ counselling spaces Provision of disinfectant wipes All staff to wipe hard surfaces in their work areas regularly (e.g. at least daily)</p> <p>Increase cleaning contract requirements in all sites</p> <p>All staff to wipe hard surfaces in their work areas regularly (e.g. at least daily)</p>	<p>Facilities and service managers</p> <p>Service managers to implement at each site</p>	<p>Now</p> <p>From first community infection in WA</p>
<p>Increase cleaning/ hygiene supplies including tissues,</p>	<p>Products required to reduce spread</p>	<p>Order additional supplies – at service level</p>	<p>Service Managers</p>	<p>Now</p>



hand sanitiser, disinfectant wipes, disinfectant	of germs and maintain high levels of office hygiene	If no supplies – use soapy water, or alternate cleaning products	Service Support Staff	
Be vigilant sorting donated goods in Op Shops ➔ sorters use gloves and wash hands every hour	Virus can be transmitted on hard surfaces	Op Shop Manager and warehouse team to ensure that protocols are in place, communicate through meetings and notice board	Op Shop Manager Warehouse staff	From first community infection in WA

Events

If the virus spreads in local areas, large gatherings of people will pose a potential spreading risk.

What	Why	How	Who	When
Identify and address risks related to events.	Limit opportunity for virus to spread	<ul style="list-style-type: none"> ▶ Collate centralised list of upcoming events including workshops, training and celebrations. ▶ Assess risk of each event in light of current information to hand. ▶ Implement mitigation strategies to address risks. 	Line leaders provide list to central contact (Dir Corp Support)	Now

Line-leaders' guidelines for assessing risk, consider and weigh up in consultation with RM/GM/Director:-

- 💡 Up to date information on virus spread in local area (e.g. number of cases, health services advice, has it spread through community)?
- 💡 How many people will be attending?
- 💡 Is the event essential to operations or optional?
- 💡 Are there alternative options (video conference etc)?
- 💡 Risk of not running the event (e.g. financial, service, safety)?
- 💡 Return to COVID-19 response priorities and assess whether they are being met?



People presenting with symptoms

Anglicare WA employees, volunteers and clients need to be vigilant to identify symptoms (respiratory issues, coughing, sneezing, shortness of breath and/or fever) and take proactive action to reduce potential spread of the disease:-

What	How	Who	When
Employee or volunteer experiencing symptoms – <u>not at work</u>	<ul style="list-style-type: none"> ▶ Stay home, do not attend work ▶ Take personal leave (same as if they were ill) ▶ Inform line-manager ▶ Line-manager inform Director, Corporate Services (central contact person) ▶ Director, Corporate Services (central contact person) ▶ work with line-manager to identify if there may be any infection risks – take action accordingly 	Employee Volunteer Line-manager Director, Corporate Services (central contact person)	Now
Employee or volunteer experiencing symptoms – <u>at work</u>	<ul style="list-style-type: none"> ▶ Leave work immediately (travel by safest route home possible) ▶ Inform line-manager ▶ Line-manager inform Director, Corporate Services (central contact person) ▶ Director, Corporate Services (central contact person) work with line-manager to devise local response plan identifying those potentially exposed 	Employee Volunteer Line-manager Director, Corporate Services Other impacted people	Now
Client or member of the community presenting with symptoms	<p>Ensure posters or signage requests that people do not enter Anglicare WA sites if they experience symptoms</p> <p>When booking clients into services, enquiry to include travel and health queries</p> <p>Employees be vigilant for presentation of symptoms, if symptoms present:-</p> <ul style="list-style-type: none"> ▶ Request that client leave premises and return home by safest way possible, request that they call 1088 671 738 (public health hotline line) or inform their GP ▶ Inform line-manager ▶ Line-manager inform Director, Corporate Services (central contact person) ▶ Director, Corporate Services (central contact person) ▶ work with line-manager to devise local response plan identifying those potentially exposed 	Employee Volunteer Line-manager Director, Corporate Services (central contact person) Other impacted people	Now



Monitor Travel

Travel to and from affected regions increases risk of infection spreading. To counter this, we will reduce non-urgent travel and monitor personal travel as well as request information on clients' recent travel activities.


What	Why	How	Who	When
<p>Reduce non-urgent work travel</p> <p>Domestic travel poses less of a risk, however this will be monitored</p> <p>Anglicare WA unlikely to have work-related overseas travel, however in the rare instance this occurs, travel will be closely assessed</p>	<p>Potential spread or exposure to the disease reduced</p>	<p>Regional Managers, General Managers and Directors to review upcoming travel and assess risk (risk may be change swiftly)</p> <p>Where possible use video conferencing or similar instead of travel</p> <p>Communicate through emails, intranet, Workplace</p>	<p>Regional Managers, General Managers</p>	<p>Now</p>
<p>Monitor personal travel</p> <p>Employees and volunteers to inform line-manager of recent or upcoming travel plans</p> <p>14 day self-quarantine required where people have returned from impacted countries</p>	<p>The virus is spreading faster in some locations, with the number of 'hot-spot' locations increasing and changing regularly</p>	<p>Line managers to ensure awareness of team members' travel plans and take action when necessary</p> <p>Communication via email, intranet, Workplace</p> <p>Where line manager views it is possible, work from home, otherwise personal/annual leave.</p>	<p>Line Mangers</p> <p>Employees</p> <p>Volunteers</p>	<p>Now</p>
<p>Clients and contractors requested to disclose recent travel to impacted locations</p>	<p>The virus is spreading faster in some locations, with the number of 'hot-spot' locations increasing and changing regularly</p>	<p>Posters in reception areas</p> <p>Staff to include travel queries when interacting with clients/contractors (e.g. when booking clients)</p> <ul style="list-style-type: none"> ▶ if clients have travelled to affected areas notified by the DFAT, clients will be asked not to attend centres ▶ where possible telephone or video supports can be offered to clients 	<p>Employees</p> <p>Volunteers</p> <p>Clients</p> <p>Contractors</p>	<p>Now</p>



Trigger Event: School/institution closures

Should COVID-19 spread further in our community, there is a high likelihood that schools and universities will close. This will impact people who have childcare responsibilities.

Where childcare is not available to employees:


 Can the employee do their usual work from home?	Yes	▶ Work from home and maintain contact with line manager and wider team through digital channels
	No	▶ Employee can:- <ul style="list-style-type: none"> ○ Take personal/annual leave to focus on childcare or ○ Request undertaking alternate duties from home (data supports etc) or ○ Complete online training modules & workshops
	Maybe?	▶ Explore options for remote service delivery (phone, video conferencing etc)

Trigger Event: Rapid spread of virus in local area

We aim to support limiting the spread of COVID-19 in our communities:-

- No Govt. Lock Down** ▶ Encourage people not to attend impacted workplaces, may opt to close certain workplaces depending on circumstances to support safety, health and wellbeing.
- Govt. Lock Down** ▶ Employees will be directed not to attend work.

Where employees directed to not attend workplaces:

 Can the employee do their usual work from home?	Yes	▶ Work from home and maintain contact with line manager and wider team through digital channels
	No	▶ Employee can:- <ul style="list-style-type: none"> ○ Take personal/annual leave or ○ Request undertaking alternate duties from home (data supports etc.) or ○ Complete online training modules & workshops ○ Discuss other options with their line manager
	Maybe?	▶ Explore options for remote service delivery (phone, video conferencing etc., may be easier with pre-existing relationships with clients, ensuring that confidentiality is also prioritised)



Operational Implications

- Working From Home (WFH) policy and application process ([link to policy and application here](#)).
- See key personnel/team risk mitigation plan
- IT capacity to support remote working for large numbers of people



Action now

- ▶ Identify which employees can/not work from home
- ▶ Identify training and other work which can be done from home
- ▶ Review IT functionality and capacity
- ▶ Trial working from home for some roles e.g. Triage team, HUGS? Nils? IT? Payroll?

Who

Each line manager to undertake a review, send list to Allison Leonard, Director Corporate Services (central contact person)

Learning and development to support line managers
GM Digital Solutions



Plan for key person/team risks – non-service delivery

In the event that some key roles or teams are impacted by the virus and not able to undertake their work the following plans have been identified:

Key role / team	Business / service impact	Impact Rating	Mitigating Strategies / Alternatives
Payroll officer	Fortnightly payments to 600 employees at risk, impacting people's cash flow	High	<p>Payroll Officer work from home if trigger event</p> <p>If Payroll Officer not able to work, back-up includes:-</p> <ul style="list-style-type: none"> • Finance Manager support payroll (D Ming) • People and Culture Service Partner support payroll (K Daly) <p>Last resort – upload the previous fortnight's payroll payments (Finance team)</p>
IT Team (assume all 4 unable to work)	<p>If there are IT issues, there would be no internal support – which would impact people's capacity to work and support clients</p> <p>Biggest impact is if email (main form of digital communication) is not functioning – unlikely.</p>	Medium	<p>Seek external contract support</p> <p>If email not functioning – use other digital forms – Workplace Messaging, Facebook Messaging, LinkedIn messaging [Mark Dunne to review]</p>
OSH Co-ordinator	Response to safety related incidents and issues impacted	Medium	<p>Back-up includes People and Culture Service Partners (R Moeke) and Director, People and Culture</p> <p>Safety knowledge of leaders to respond to issues</p>
Facilities Team (if all not able to work)	Lack of support to respond to facilities related issues could impact operations	Medium	Service managers have capacity to identify responses/actions with endorsement of line leadership



Plan for key service delivery challenges

While a number of Anglicare WA's services can be closed or even conducted via digital media, some services cannot be halted or have a higher exposure to community variables.

Those which are rated medium or high risk include:-

At Risk Services	Service Impact	Impact Rating	Mitigating Strategies / Alternatives
Bridges	Capacity to deliver 1:1 Support Work to vulnerable clients if staff are not available	High	Other casual staff members in the area, other agencies ...???
Residential Services Y-shac, YES! Housing Walcott, Foyer Oxford Albany Women's Centre (assume all or most of teams unable to work)	<p>Clients living within residential services are reliant on the team members for the operation of the residential facility in most cases.</p> <p>In many of these cases, clients have the right to remain in-situ as they have entered into tenancy agreements. Closure of these services would likely lead to clients becoming homelessness and greater exposure to illness.</p>	High	Skeleton staffing put in place in impacted residential services. Sharing of casual staff between programs, or staff working across from other relevant programs if needed.
Connect and Respect – court ordered	<p>Clients in this program are fulfilling requirements of Court Orders, thus the non-completion of the program may have consequences for clients. Likely to be a greater issue for clients who have commenced group programming.</p>	low	For Group Facilitation - casual facilitators brought in to cover for absent staff. Should larger numbers of team members be impacted – alert funding body to put alternate plans in place.
Other services with high-risk clients (suicidal ideation, family violence)	<p>Without support services in operation, the safety and wellbeing of high-risk clients may significantly escalate.</p> <p>Social isolation involved in quarantining may be a trigger for mental health issues.</p>	Low-med	Phone/zoom contact with clients rather than in-person.
Services with clients in	If quarantining is in place, clients in financial hardship	Medium	??Foodbank



significant financial hardship	would be more likely to experience difficulties and unlikely to have the financial means to prepare for quarantine period (food etc).		
Op Shops	Exposure to community Exposure to contaminated donations	Medium	Closure of relevant stores if required. [Cleaning of donations?]
Kutjunka Social Emotional Wellbeing Worker (Balgo)	Single AWA worker is physically isolated. Region at times may be flooded and roads inaccessible during periods of high rainfall making it difficult to leave if needed. Quarantining for residents of communities may be more difficult to achieve.	Medium	Pre-planning for quarantine period with staff member, temporarily relocate to Kununurra pre-emptively if required. Service can close if worker is not available – disruption to service is low/medium risk.
?Triage team? 1300 calls from home			

Local area action plans

Each Service Manager should develop a local action plan, covering the following:

- ◆ Staff communication plan
- ◆ Provision of hygiene supplies to staff
- ◆ Key persons
- ◆ Most impacted services
- ◆ Plan for shifting to remote (phone/Zoom etc) service delivery for appropriate services.

Service Managers responsible for Residential Services (Y-shac / YES! Housing / Foyer Oxford & Albany Women's Centre) will also need to develop a plan for:

- ◆ Residents communication plan
- ◆ Residents quarantine plan – if quarantine required
- ◆ Residents exposure / illness plan
- ◆ Staff coverage planning.



Plan to assess how to safely support impacted communities

Ideas?

[In a community shutdown:

- Partner with foodbank to deliver packages?
- Ask for donations of food etc from staff
- Ask for staff volunteers to deliver food packages to isolated clients
- Information on website about how to contact us by phone or zoom
- Ensure Triage team are responding to calls and have up to date info on how to access services remotely.



COVID-19

LOCAL AREA RESPONSE PLAN Template

Location/Team:	[Program/service]
Services/Programs Provided by Team(s):	<ul style="list-style-type: none"> ▼ [Service/program 1] ▼ [Service/program 2] ▼ [Service/program 3] ▼
Leader:	[Name, Title]
Date:	[Date]
Version:	1.1

Background and context

Anglicare WA continues to implement precautionary measures to help minimise the risk of COVID-19 exposure and has an organisation-wide plan which is being updated and implemented as events unfold.

We are focusing on being prepared and remaining calm.

Anglicare WA's COVID-19 response priorities are:

5. Ensuring the health, safety and well-being of our employees, volunteers and clients;
6. Focusing on providing our clients with high quality services as far as practicable;
7. Taking actions to support slowing the community spread of the virus where there appear to be outbreaks, so that the most vulnerable people are able to get the care they need; and
8. Closely assessing the impact of COVID-19 on our communities and identify ways to safely extend support to those in need.

While the risk of COVID-19 remains low, Anglicare WA is preparing for the potential impact of the disease which may involve community transmissions and state/local government actions such as school closures or movement restrictions. This planning extends to regional and local areas, this document outlines the current plan for [location/region/service] as at [date].

This plan must be completed and returned to your regional manager and Allison Leonard, Director Corporate Services (Allison.leonard@agnlicarwa.org.au) who is Anglicare WA's nominated central contact person.

Workplace Hygiene Plan

To support prevention and containment of potential COVID-19 infection, we will take proactive steps to ensure high levels of office hygiene are encouraged.

Activity	How	Actioned?
<ul style="list-style-type: none"> ▶ Promote thorough handwashing with soap and water for at least 20 seconds or use an alcohol based hand sanitiser 	Emails Posters Team meetings	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> ▶ Promote social distancing – limiting physical contact like handshakes, maintain 1m distance from people 	Emails Posters Team meetings	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> ▶ Promote cleaning of hard surfaces in common areas (receptions, counselling rooms etc) 	Emails Team meetings Conversations	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> ▶ Ensure sufficient supplies of hygiene products including tissues, hand sanitiser, disinfectant, wipes etc 	Usual purchasing systems	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> ▶ If COVID is identified being spread in the community <ul style="list-style-type: none"> ○ Increase cleaning contract 	Cleaning contractor	<input type="checkbox"/> Yes <input type="checkbox"/> No

Remote Working Audit

There are a number of scenarios in which staff and volunteers may be required to work from home or stay home. These include:-

- School or institution closures
- Increased community outbreak
- Lock-downs, staff
- Return from travelling to areas impacted by COVID-19
- Recent contact Staff with people who may be infected by COVID-19

To prepare for these potential scenarios, undertaken an audit (next page) of staff and volunteers to ascertain if systems are in place to support remote working.

Note: To meet our safety duty of care, employees and volunteers who work from home must have completed the working from home application form and had the request approved.

- ▶ Working from home policy and documents can be found on the [intranet here](#).



Working from Home Audit

Name	Role	Facilities to work from home?	Has work which can be done from home?	➔If NO, alternate work from home options (eg online learning, video meetings, data entry etc)	Impact of school closure?	Work from Home application?
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes, but can work from home <input type="checkbox"/> Yes, but childcare means cannot work from home <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes, but can work from home <input type="checkbox"/> Yes, but childcare means cannot work from home <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes, but can work from home <input type="checkbox"/> Yes, but childcare means cannot work from home <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes, but can work from home <input type="checkbox"/> Yes, but childcare means cannot work from home <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes, but can work from home <input type="checkbox"/> Yes, but childcare means cannot work from home <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Travel Monitoring

Travel to and from affected regions increases risk of infection spreading. To counter this, we will reduce non-urgent travel and monitor personal travel as well as request information on clients' recent travel activities.

Activity	How	Actioned?
<ul style="list-style-type: none"> Gather information on client travel activity in last 14 days, assess whether risk, act to mitigate 	<ul style="list-style-type: none"> See list of impacted countries here. Ensure staff and volunteers informed of list. Enquire at time of appointment booking, and prior to engaging with client. Adapt any forms/scripts to reflect current status 	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> Minimise non-urgent work related travel 	<ul style="list-style-type: none"> Assess travel requirements, consider alternatives Track work related travel plans (see below) 	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> Track team members' work and personal travel plans/dates to be able to assess risk and take action when required 	<ul style="list-style-type: none"> Track personal travel plans (see below) 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Upcoming Work related travel tracking

Name	Role	Travel Destination(s)	Dates	Can be cancelled?
x				<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe
x				<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe
x				<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe

Upcoming personal travel tracking

Name	Role	Travel Destination(s)	Dates
x			
x			
x			
x			

Event Management

In cases of the virus being noted as spreading in local communities, events (celebrations, training, workshops etc) may need to be altered or cancelled.



Document events and associated planning here:-

Event	Location	Number of attendees	Date(s)	Risk analysis	Mitigation options
x					
x					

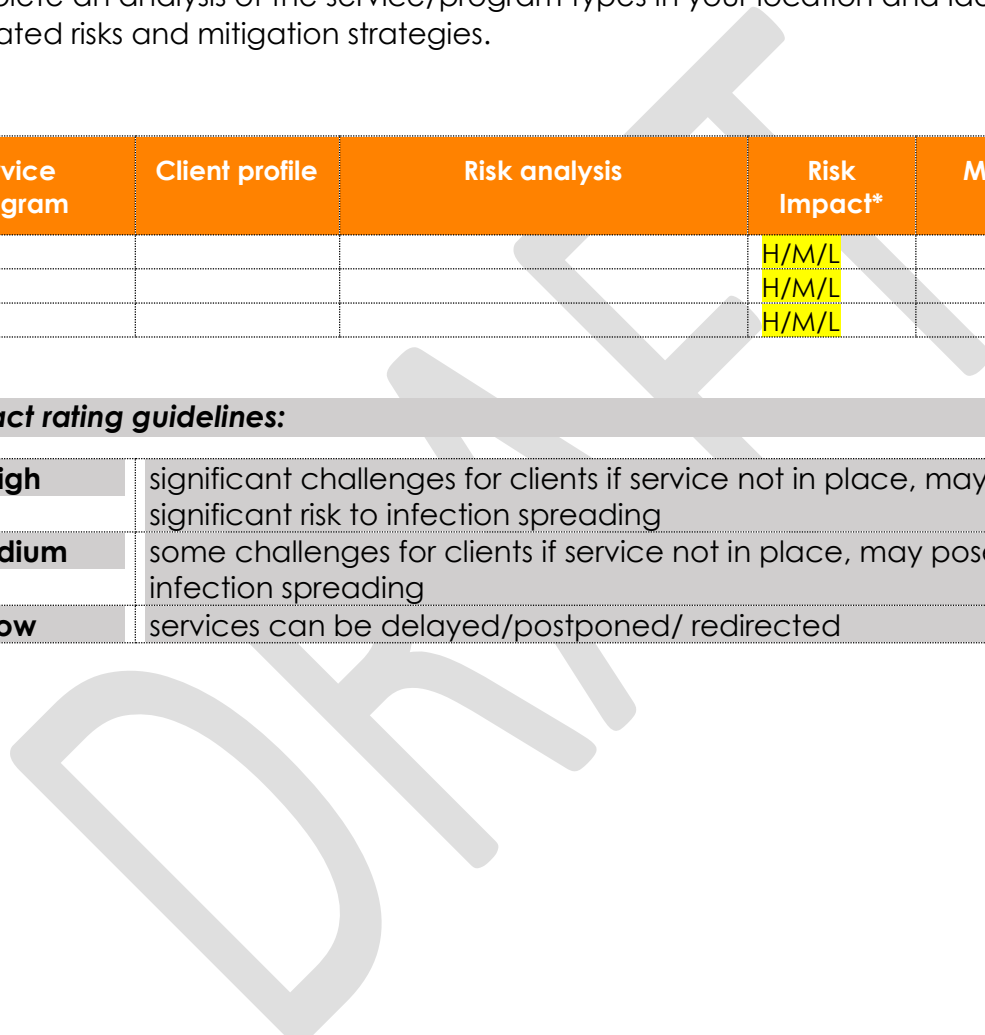
Service Related Risk Analysis

Complete an analysis of the service/program types in your location and identify COVID-19 related risks and mitigation strategies.

Service /Program	Client profile	Risk analysis	Risk Impact*	Mitigation options
x			H/M/L	
x			H/M/L	
x			H/M/L	

***Impact rating guidelines:**

High	significant challenges for clients if service not in place, may pose significant risk to infection spreading
Medium	some challenges for clients if service not in place, may pose risk to infection spreading
Low	services can be delayed/postponed/ redirected









Community support considerations

How might COVID-19 impact your local community and are there any ideas of ways that Anglicare WA can safely support the local community?

What might happen?	Impact on community?	Ideas to safely support people?

List local resources which might be useful to support responses (partnerships / collaboration / referral points)

-  X
-  X
-  X
- 

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Additional plans and activities

List other notes or activities relevant for your team here:-



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