

Phase 1

27 April 2020



Phase 2

18 May 2020



Phase 3

Commencement to occur further to official government decision being made and communicated:

- Further increases in non-work gatherings
- Contact community sport
- Beauty therapy services
- Public playgrounds, skate parks, cinemas and concert venues

Housing Services



- All Public Housing annual, bi-annual and ad-hoc property inspections to be suspended.
- Public Housing maintenance is to continue to be issued with property repairs only occurring for urgent repairs.
- Only essential maintenance in GROH & Aboriginal Housing to be actioned with void and non-essential maintenance placed on hold.
- GROH & Aboriginal Housing Ingoing and outgoing Property Condition Reports (PCR's) not completed when access to community is not possible.
- Referral of bond loan accounts for payment defaults to debt collection agencies suspended.
- Moratorium on issuing Termination Notices unless approved by Executive Management.
- KPI's on hold until further notice.

- All annual, bi-annual and ad-hoc property inspections are to recommence and with that face-to-face contact.
- All physical inspection of work orders for Public Housing are to recommence.
- Removal of written approval from regional management for occupied property visits.
- Increasing Schedule of Rates with Aboriginal Housing.
- Discussion/Negotiation to take place with Regional Service Providers around continuation of certain processes in line with Government direction.
- Revised rent assessments for Public Housing & GROH.
- Fixed Term Tenancies due to expire during emergency period will be renewed for 6 months or transitioned to a Periodic Tenancy.

- All face-to-face contact to resume.
- Debt recovery to proceed with a 3 month 'grace period' provided post end-date of JobSeeker and JobKeeper payments.
- Cease identifying and omitting JobSeeker and JobKeeper payments in line with Government direction.
- No Breach Notices for Aboriginal Housing.

Child Protection Services



- Conducting child safety investigations, pre-birth planning and intensive family support services in line with Safe Contact with Clients – Home visits using precaution.
- Modified contact arrangements may be in place.
- CIC encouraged to attend school.
- CIC should not be engaging in community recreational activities and sports or attending playgrounds.
- Reunification plans should be progressing, although may be modified and/or accelerated where safe.

- All school aged CIC to attend school, unless exempt by Education Department.
- Conducting child safety investigations, pre-birth planning and intensive family support services should occur via face to face means where possible.
- Reunification plans should be progressing and accelerated where safe.
- Contact arrangements returning to normal, except in exceptional circumstances.
- CIC should return to participating in recreational activities and sports that have re-commenced.
- CIC should resume face-to-face therapy and appointments where it is available.
- CIC should participate in the COVID-19 research testing in schools (if requested).

- Conducting child safety investigations, pre-birth planning and intensive family support services resume as normal.
- All face-to-face contact resumes.
- Children can play in playgrounds, participate in recreational activities and sports.

Disability Services



- Continuing to provide Local Coordination services and supports to individuals with disability and their families/carers, using communication strategies that avoid face to face contact unless essential.
- Where possible staff provide services or conduct meetings via phone or videoconference, however in person services are still provided when required, eg court attendance.
- Assessments and consultations continue, using electronic media and communication tools.

Staff supporting individuals in residential accommodation settings:

- Encourage people with disability to access public outdoor areas for exercise, and meetings with family members and friends.
- Encourage people with disability to continue to attend routine and non-urgent medical appointments.

- Continuing to provide Local Coordination services and supports to individuals with disability and their families/carers, using communication strategies as normal (face to face contact may be reinstated with agreement of the individual/family/carer).
- Assessments and consultations in person may resume if possible, limitations in visits to schools may require continuing use of electronic communication and tools.
- Face-to-face therapy services may resume with agreement of the individual/family/carer.

Staff supporting individuals in residential accommodation settings:

- Liaise with appropriate disability support services and employers to arrange for people with disability to commence returning to work and/or community access activities.
- Reintroduce routine exercise/sport programs where available and appropriate.
- Support individuals to attend social gatherings with family and friends.
- Reintroduce routine and non-urgent allied health appointments/home visits.

- Continuing to provide Local Coordination services and supports to individuals with disability and their families/carers, using communication strategies as normal.
- All face-to-face service provision resumes.
- Staff may provide services or conduct meetings via face-to-face, phone or videoconference as appropriate.

Staff supporting individuals in residential accommodation settings:

- Reintroduce full community access activities, including community sport.
- All individuals who have workplace options to be supported to return to work.
- Support individuals to continue to access public spaces for leisure activities.
- Encourage family and friends to visit / maintain contact as appropriate.

All Communities Services



- Staff may be working primarily from home.
- Travel between the 13 intrastate boundaries requires exemptions.
- Social distancing and hygiene requirements must be followed.

- Staff primarily return to office-based working.
- Travel across the four regional boundaries require travel exemptions.
- Face-to-face and in-home visits and supports can occur.
- Referrals to support services that had ceased should recommence.
- PPE should be used in accordance with the PPE and COVID-19 policy.
- Social distancing and hygiene requirements must be followed.

- PPE should be used in accordance with the PPE and COVID-19 policy.
- Social distancing and hygiene requirements must be followed.
- Further practice changes will be advised as more information becomes available regarding Stage 3 and beyond.