

Resources and Considerations for Alcohol and Other Drug Services: Risk Management and Response Planning for COVID-19

Version 17 – 08 April 2022

Resources that may assist alcohol and other drug services in service continuity planning are provided below. More information is also available through the [WA Department of Health](#), [Australian Government Department of Health](#) and [Roll-Up for WA](#).

If your organisation is willing to share its planning approach, or resources, please contact Ethan James at WANADA (ethan.james@wanada.org.au; 0403 977 796).

Topic	Suggestions and Resources
At Risk Population Groups	<p>A range of people are at increased risk during the pandemic - FAQs – Health Direct</p> <p>Coronavirus – Strong Spirit Strong Mind – WA Mental Health Commission</p> <p>Languages Choice COVID-19 vaccine information – Department of Health</p> <p>Hepatitis WA response to COVID-19 indicates the continuity plan for their service and Peer Based Harm Reduction provide education and case management information.</p> <p>Coronavirus COVID-19 fact sheet for people with hepatitis B and hepatitis C - Hepatitis NSW</p> <p>Information for Older Australians on COVID-19 or advice for older people and carers – updated 29 March 2022 - Australian Government Department of Health</p> <p>Comprehensive information about COVID-19 and residential aged care and questions to ask your GP – WA Primary Health Alliance</p> <p>Coronavirus (COVID-19) Information and Flyers for Aboriginal People – updated 21 March 2022 – Healthy WA</p> <p>The Aboriginal Health Council of WA's COVID-19 resources include health, policy, community and clinical resources.</p> <p>The Australian Government has released resources and guidance for Aboriginal and Torres Strait Islander People and remote communities. Providing a range of information, facts, videos, podcasts and posters related to COVID-19 issues – updated 29 March 2022</p>
Remote Aboriginal Communities and Clinics	<p>Under the Directions, there are limitations in travelling to remote Aboriginal communities.</p> <p>The WA Department of Health has released:</p> <ul style="list-style-type: none"> - What you need to know about travel to and from remote Aboriginal communities and COVID-19. This resource includes a live map of restricted areas and tips on planning your trip – updated 15 March 2022 - Health guidance for remote Aboriginal communities of Western Australia - Checklist for remote clinics in Aboriginal communities
Hygiene, infection control and Personal	<p>Hygiene</p> <p>WA Government Department of Health resources on supporting hygienic practices include:</p>

Protective Equipment (PPE)

Australian community-based care

- [How to wash your hands poster](#)
- [Protect yourself and others poster](#)
- [Infection prevention and control advice on cleaning and disinfection](#) in the workplace – Updated 01 March 2022

Transperth has updated information regarding hygienic practice, social distancing and Smartrider tips [COVID-19 Information for Public Transport Travellers](#) – updated 10 March 2022

[Minimising the risk of exposure to COVID-19 coronavirus in residential care facilities](#) – WorkSafe, updated 12 November 2021

[Safe Work Australia](#) provides information for workplaces, a COVID-19 resource kit and the National COVID Safe Workplace Principles – updated 18 February 2022

Infection Control

Mandatory [Infection Prevention and Control Policies & Guidelines](#) - WA Department of Health – updated 1 March 2022

The WA Department of Health has released guidelines on managing COVID-19 positive and close contacts in workplaces, including high and very high caseload environments

- [TTIQ \(Test, Trace, Isolate and Quarantine\) Plan](#) – updated 07 April 2022

Other resources include:

- [Infection Control Training - 30min online module](#) – Australian Government Department of Health training for health care workers in all settings.
- [Tips for transporting children and supervising contact](#) – Department of Communities

WACOSS are coordinating the [COVID-19 Cleaning Reimbursement Scheme](#) for NFP organisations that use TGA approved cleaning products to manage COVID-19 positive cases in their service.

Personal Protective Equipment (PPE)

MHC have updated [considerations for using PPE in the community services sector](#), including videos outlining PPE use in client transfers, community sector settings and home visits.

Community Service Organisations can find [COVID-10 PPE/Clothing and RAT Request Forms](#) through Dept of Communities

Community Service Organisations in Carnarvon, Karratha, Port Hedland, Broome, Derby, Halls Creek and Kununarra can collect **free supplies of face masks** at Dept of Communities regional office locations. Masks will be distributed as evenly as possible in those communities.

Poster for [Donning \(putting on\) and doffing \(taking off\) PPE](#)– Dept. Health

Videos for [donning and doffing PPE](#)

- [donning and doffing PPE/Clothing](#)
- [Correctly cleaning a face shield](#)
- [Fitting and checking P2 and N95 respirators](#) (face masks)

WA Dept. Health provide:

- [Advice on how to access COVID-19 critical supplies](#) including PPE and RATs – updated 23 March 2022

	<ul style="list-style-type: none"> - advice for use of personal protective equipment for workers in community settings – version 7 - updated 22 February 2022 <p>PPE from the National Medical Stockpile – Western Australian Primary Health Alliance</p> <p>The WA Government released a Community Services Bulletin highlighting the purchasing of PPE:</p> <ul style="list-style-type: none"> - Common Use Arrangement (CUA), Regional Buying Arrangements (RBAs) and Group Buying Arrangements (GBAs) – updated 13 December 2021 - Guide for agency staff who need to buy cleaning, kitchen and bathroom products – updated 1 February 2022 <p>Purchases should be arranged directly with CUA contractors. To be able to access CUAs, service providers must:</p> <ul style="list-style-type: none"> - be registered as charities with the Australian Charities and Not-for-profits Commission - set up access to CUAs through Finance by emailing - accesstocuas@finance.wa.gov.au
<p>Vaccination, Testing, Isolation and Quarantine</p>	<p>Vaccination</p> <p>Roll-up for WA is the latest Hub for up-to-date WA COVID-19 vaccination information, including where you can get vaccinated. You can also locate the latest WA government updates about COVID-19 vaccination – updated 15 February 2022</p> <p>Mandatory COVID-19 vaccination summary and information related to mandatory vaccination requirements for various occupations or workforces – WA Government – updated 24 March 2022</p> <p>ATAGI have released a statement on recommendations on a winter booster dose of COVID-19 vaccine – updated 25 March 2022</p> <p>People living in regional, rural or remote WA can access regional COVID-19 vaccination clinics or contact WA Country Health Service information for any enquiries</p> <p>Testing, quarantine and isolation</p> <p>WA COVID-19 TTIQ (Test, Trace, Isolate and Quarantine) Plan – Dept. Health, updated 11 March 2022</p> <p>Currently, WA is experiencing a high case load environment, a guide to the testing and isolation processes for COVID-19 in Western Australia has been released – WA Government – updated 24 March 2022</p> <p>Rapid Antigen Tests (RATs) can detect whether proteins of the COVID-19 coronavirus are present in your body and can sometime detect COVID-19 before you develop symptoms</p> <p>Guidance for the use of RATs in workplaces – updated 25 March 2022</p> <ul style="list-style-type: none"> - Advice on how to use RATs correctly – updated 29 March 2022 – Dept of Health - Advice on things not to do when using a RAT – Aboriginal Health Council SA - RAT facts sheet for Aboriginal and Torres Strait Islander peoples – updated 5 April 2022 – Dept of Health <p>Videos on how to use a RAT correctly – WA Dept. of Health</p> <ul style="list-style-type: none"> - How to correctly perform a RAT at home for your child at home – Indigenous Medical Supplies - How to perform a RAT test in the home – First Peoples Disability Network <p>Newly devised critical worker definitions and protocols (updated 8 March 2021) ensure the continuity of essential operations and operate within a high or very high caseload</p>

	<p>environment (i.e. social assistance, residential care, schools and health care). There are RAT testing requirements for critical care workers deemed to be a COVID-19 close contact – updated 10 February 2022</p> <p>Information about Healthcare/Concession Card holders getting 10 free RATs over a 3-month period (updated 24 January 2022). Online services to order and collect your free RAT from a pharmacy are available for concession card holders.</p> <p>The Australian Government has announced it will make COVID-19 testing expenses tax-deductible for Australian individuals and exempt from fringe benefit tax (FBT) for businesses, when they are purchased for work-related purposes - covering RAT and PCR tests – updated 1 April 2022</p> <p>Quarantine and isolation directives extend to anyone in Western Australia showing signs of a cough, sore throat, fever, shortness of breath, fatigue OR acute respiratory infection. Department of Health release information which may inform service protocols in responding to suspected COVID-19 cases – updated 28 March 2022</p> <p>COVID Clinics - locations and guidance on who should present is available from the WA Department of Health – updated 06 April 2022</p> <p>AOD Residential Service User Testing</p> <p>The State Health Incident Coordination Centre (SHICC) is supportive of the intent to do COVID testing of all new admissions to residential drug and alcohol rehabilitation services. They advise that the testing could be by PCR or RAT. SHICC has also confirmed that asymptomatic PCR testing is now permitted. If an individual presents to a COVID clinic for pre-admission testing, it is important that they have some evidence or let the clinic know that the test is a pre-admission test for a public service – Updated 8 March 2022</p> <p>Workplace laws, rights and definitions</p> <p>Definitions associated with very high caseload environment critical workers and protocols have been updated 28 January 2022</p> <p>Coronavirus and Australian Workplace Law – updated 7 March 2022 - Fair Work Australia</p> <p>Information for employers – Version 7 – updated 6 March 2022 - Australian Government Department of Health</p> <p>Information on COVID-19 (coronavirus) and your workplace rights and other COVID-19 resources/information - Employment Law Centre of WA</p> <p>The Office of the Australian Information Commissioner has released guidance on privacy obligations to your staff in the context of the COVID-19 pandemic. This guidance is intended to help entities regulated by the Privacy Act 1988 (Cth).</p>
Communication and FAQ	<p>COVID-19 Community Sector Partnerships Information - additional videos, webinars, communications and resources – Department of Communities - updated 4 March 2022</p> <p>Find a comprehensive Daily Snapshots on the WA COVID-19 dashboard.</p> <p>Additional questions can be answered through Health WA – updated 15 March 2022</p>
Harm reduction, health and wellbeing	<p>Harm Reduction</p> <p>Peer Based Harm Reduction COVID-19 and Harm Reduction Resources</p> <p>Penington Institute Resources on COVID-19 and Harm Reduction</p> <p>Worker Wellbeing</p>

	<p>Worker Wellbeing Resource Guide – WANADA.</p> <p>Tools for Alcohol and Other Drug Workers – includes resources on COVID-19, alcohol and other drug work, and wellbeing – WANADA.</p> <p>Volunteering WA has developed resources for volunteer involving organisations to navigate the challenges of COVID-19.</p> <p>Information Hotlines/Helplines</p> <p>Coronavirus Health Information Hotline – 1800 020 080</p> <p>COVID-19 information helpline on 13 COVID (13 26843)</p> <p>Alcohol and other drugs</p> <p>Alcohol and Drug Support Service – available to people in Western Australia 24/7 for free, confidential information and support on (08) 9442 5000 / 1800 198 024.</p> <p>Alcohol. Think Again Glassbody Community Toolkit - Mental Health Commission.</p> <p>Tobacco Use, COVID-19 and Community Services - Make Smoking History - Cancer Council WA.</p> <p>Mental health</p> <p>The Australian Red Cross is offering a free social phone call service for adults who are feeling socially isolated as a result of COVID-19. For support please call 1800 733 276</p> <p>Beyond Blue (Mixed Emotions) has a dedicated coronavirus mental wellbeing support service that is free to use. For support, please call 1800 512 348</p> <p>Think Mental Health provides advice and support of ways to look after your mental health and wellbeing (including physical health, nutrition, and mindfulness)</p> <p>Aboriginal social and emotional wellbeing</p> <p>Tailored support and information about Aboriginal peoples social and emotional wellbeing can be found at Strong Spirit, Strong Mind – Mental Health Commission</p> <p>Welfare</p> <p>For organisations engaging with JobActive providers, and for consumers accessing your service, the Australian Government (Services Australia) provides information about mutual obligation and eligibility (updated 1 April 2022). Additional Jobseeker information, requirements and supplements are found through the Australian Department of Education, Skills and Employment</p> <p>WAConnect links services with emergency food and relief services and other community services.</p> <p>Foodbank and OzHarvest – are large food relief organisations, operating to work with front line charities who are feeding vulnerable Australians. They operate around the metro area providing vital supplies for those experiencing hardships in the community.</p>
Service Definition and Contracts	<p>The WA Department of Communities has defined critical service delivery to include: <i>any service provider working with people who are vulnerable and would not be able to meet their own needs (activities of daily living) without support, cannot meet their basic needs of food, shelter and safety and prevent people from escalating into emergency departments.</i></p> <p>Information on the COVID-19 critical worker furloughing (updated 17 March 2022) and critical worker furloughing guidance has been designed to ensure critical supply chains</p>

	<p>and services continue in a very high caseload environment. Service employers must register their critical worker roles for the purpose of the exemption from isolation – updated 1 April 2022. FAQs regarding critical worker furloughing – updated 17 March 2022</p> <p>Advice for community service organisations to register now for the Community Services Surge Pool (CSSP) to ensure the sector can be agile in the event that COVID-19 impacts ability to provide a service. CSSP is an initiative to connect the sector by working together and sharing staff via secondment.</p> <p>The WA Department of Finance has provided guidance regarding funding boost through 2021–2022, a supplier guide for Aboriginal participation and equal remuneration order facts sheet, publications to support community services procurement processes through COVID-19</p> <p>The WA Department of Justice has released Guiding Principles - Managing Community Service Agreements and Goods and Services Contracts During the COVID-19 Pandemic (4 May 2020)</p> <p>Financial Controls and COVID-19 - Department of Communities</p>
<p>Telehealth and telephone Counselling</p>	<p>The Australian Government has announced temporary changes to MBS items for COVID-19. These include telehealth and phone items. Additional information is available at Practice Assist – MBS Telehealth Services.</p> <p>Information for employers and employees should COVID-19 enter the workplace – Dept. Health – updated 25 March 2022</p>
<p>Community and Residential Services (Congregate Living)</p>	<p>COVID-19 information for community care providers– Dept. Health – updated 5 April 2022</p> <p>Step-by-step guidelines for Community Services Support Referral Pathway for COVID-19 positive people – updated 6 April 2022 - Dept of Communities and Dept of Health</p> <p>COVID-19 response guidelines for congregate living – Managing the first 24 hours of an outbreak in a congregate living facility - Dept. Health WA – updated 28 February 2022</p> <p>Safe isolation checklist for positive COVID-19 cases and close contacts in Congregate living facilities – updated 7 April 2022 – Dept of Health</p> <p>In event of an COVID-19 outbreak - Congregate Living Documents required for submission to DOH</p> <p>WACOSS provide a range of Community Services COVID-19 Resources that are helpful across the AOD sector. Including sector preparedness tips, a vaccine toolkit, Webinars, information for workers and policy advice.</p> <p>Guidance for the aged care residential sector may inform the development of your AOD residential service plan, particularly in regard to managing service access and responding to potential COVID infections on-site:</p> <ul style="list-style-type: none"> - Information for residents of aged care facilities – Australian Government Department of Health. - Aged care facility worker vaccinations to protect residents and booster vaccination requirements, may inform the approach taken by AOD residential services – role and capacity of aged care services and home care providers – Australian Government Department of Health. - Coronavirus (COVID-19) information for health care and disability sector - Australian Government Department of Health information sheet – updated 2 February 2022 <p>Consider discussing your planning with your local Health Service Provider if you are planning for on-site isolation and quarantine measures.</p>

	<p>Department of Communities has released Practice Guidance: COVID-19 impacting on children in care and people with a disability.</p> <p>The latest COVID-19 updates are available with news and advice important to Community and Residential Services – updated 5 April 2022</p>
Travel restrictions	<p>WA Government Travel Advice provides the latest information on travel – updated 30 March 2022</p> <p>With WA borders reopened, travel into, out of and across the State is permitted, however, restricted access into some remote Aboriginal communities remains. People cannot enter a community if they have COVID-19 or symptoms of COVID-19, or if they are waiting for a test result or have been in contact with someone who has COVID-19</p> <p>Mandatory G2G Pass registration, declarations and FAQs for entering WA – updated 4 March 2022 - WA Government</p> <p>Angel Flights - free volunteer flights to include vital medical or health supplies and extended compassionate flights where needed. Angel Flight is also assisting people to get to remote clinics where no commercial regular public transport or charter flights are available.</p>
Organisation assistance	<p>Information and advice for managing COVID-19 – updated 6 April 2022 - WA Government</p> <p>COVID-19 updates for businesses in WA – updated 31 March 2022 – Small Business Development Corporation WA</p> <p>The WA Government has announced rent relief for small business and not-for-profit entities affected by Covid-19 – updated 30 June 2021</p> <p>WA Government Small Business Development Corporation is providing small business stimulus/relief packages to businesses – updated 31 March 2022</p> <p>WANADA provides information about COVID-19 related funding at Grants and Funding.</p>