

# 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=dEFpQ0xDdzdLWmNJTWhyS3NKbGNLUT09>

**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

+61 861 193 900 Australia

+61 2 8015 6011 Australia

+61 731 853 730 Australia

+61 8 7150 1149 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)

## Training Agenda

#	Topic	Duration
1	Introductions	5 m
2	Overview of guidance	15 m
3	Considerations and controls for workers and clients (Zoom breakout)	20 m
4	Considerations and controls for operating environments (Zoom breakout)	20 m
5	Applying the guidance in practice (Zoom breakout)	20 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
- Daniel Komesaroff – Lawyer

## NSW Department of Community & Justice

- Sophie Holloway Director, Policy and Practice

## Commissioning Policy

- Michelle Dowd
- Shae Baxman

## Early Intervention, Volunteering & Youth, Child & Family. Strategy, Policy & Commissioning

- Anthony Shannon
- Claire Edmonds

# 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

1. This guidance **DOES** apply to service providers in respect of the services contracted to provide on behalf of DCJ.

2. This guidance **DOES** provide DCJ providers with COVID-19 Management Plan templates, examples and resources.

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.

### This guidance DOES NOT

1. This guidance **DOES NOT** apply to organisations only receiving grant(s) from DCJ.

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 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

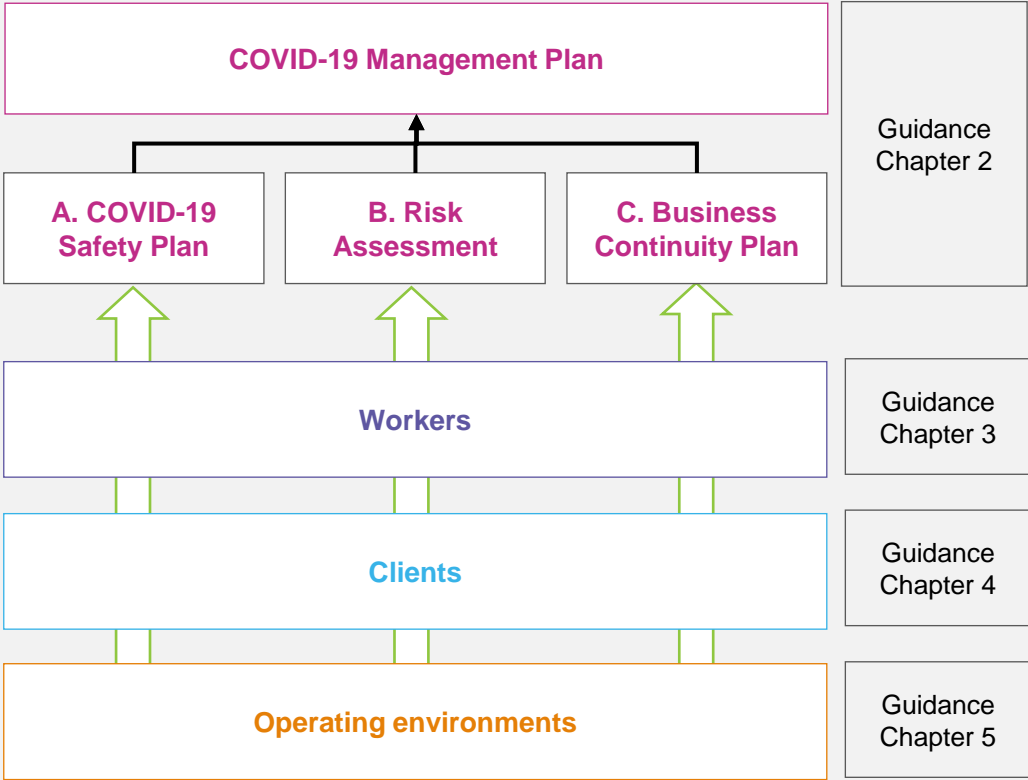


Figure 2.1 – Framework for developing a COVID-19 Management Plan

## 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:

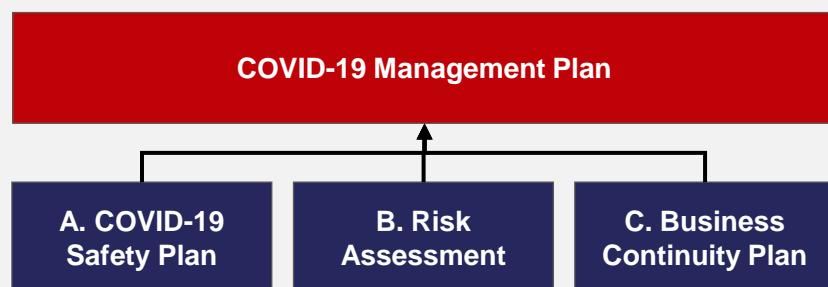
- Likelihood of the hazard or risk occurring
- Degree of harm that might result from the hazard or risk
- Knowledge about the hazard or risk, and ways of minimising or eliminating the risk
- Availability and suitability of ways to eliminate or minimise the risk
- Costs associated with the available ways 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

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

These plans make up the COVID-19 Management 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 service provider 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)

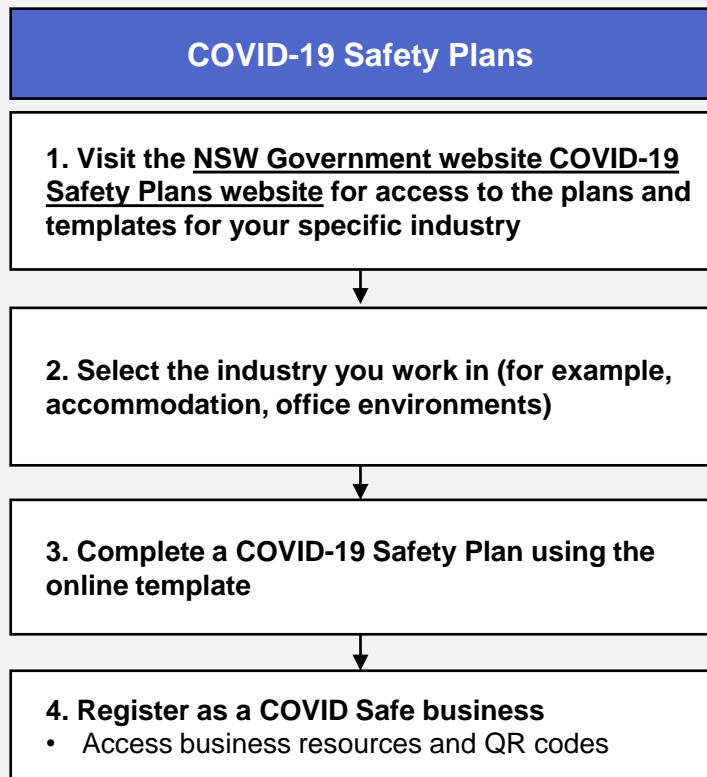


Figure 2.2 – COVID-19 Safety Plans Steps

### 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.

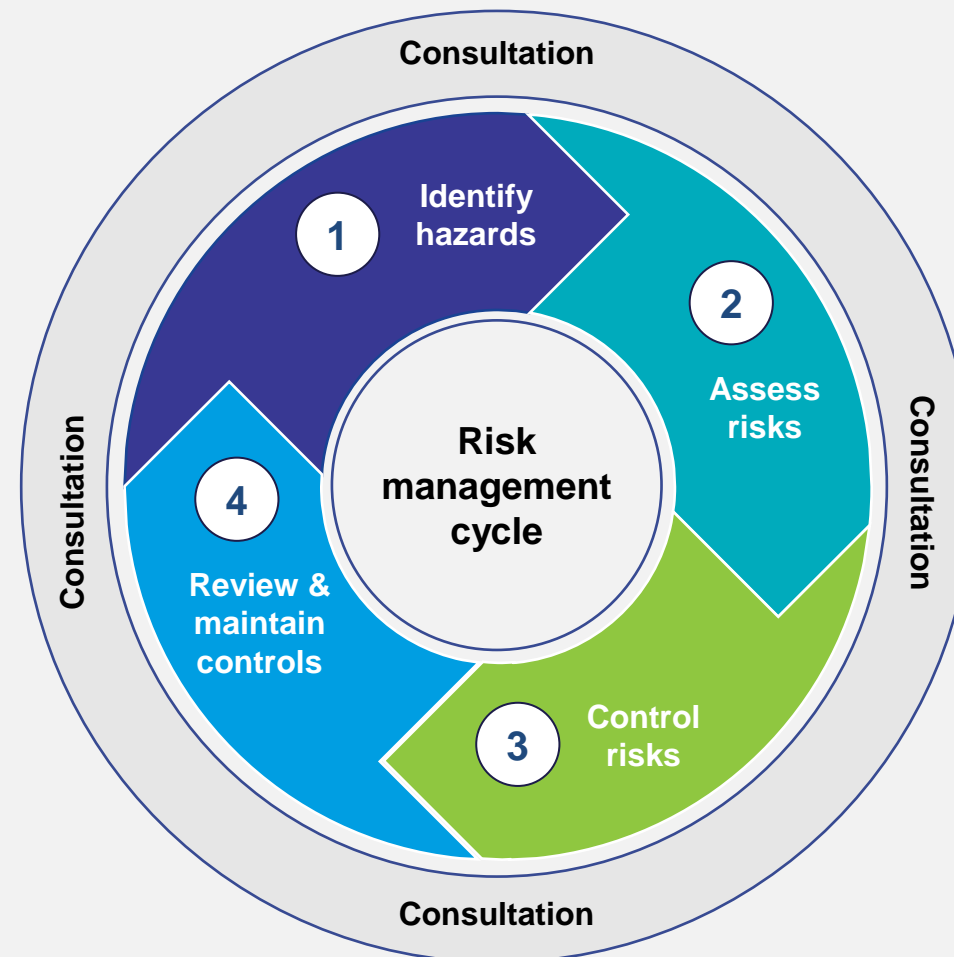
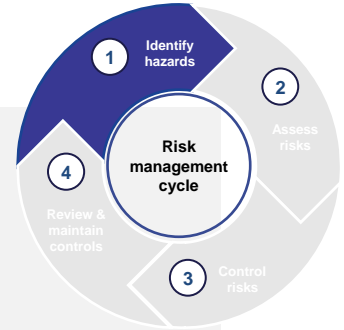
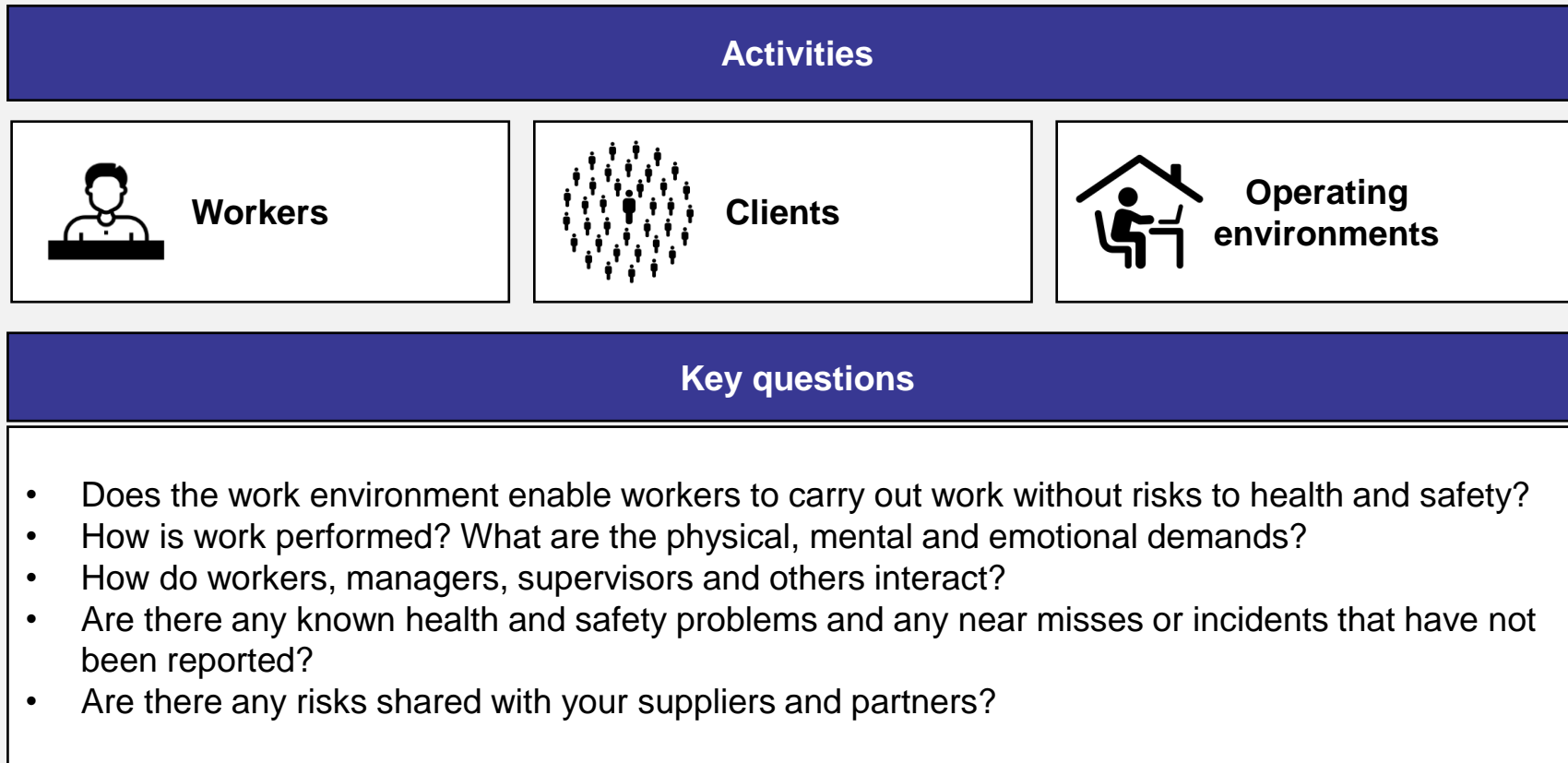


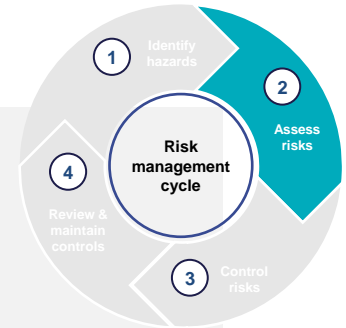
Figure 2.3 – Risk Management Cycle



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







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

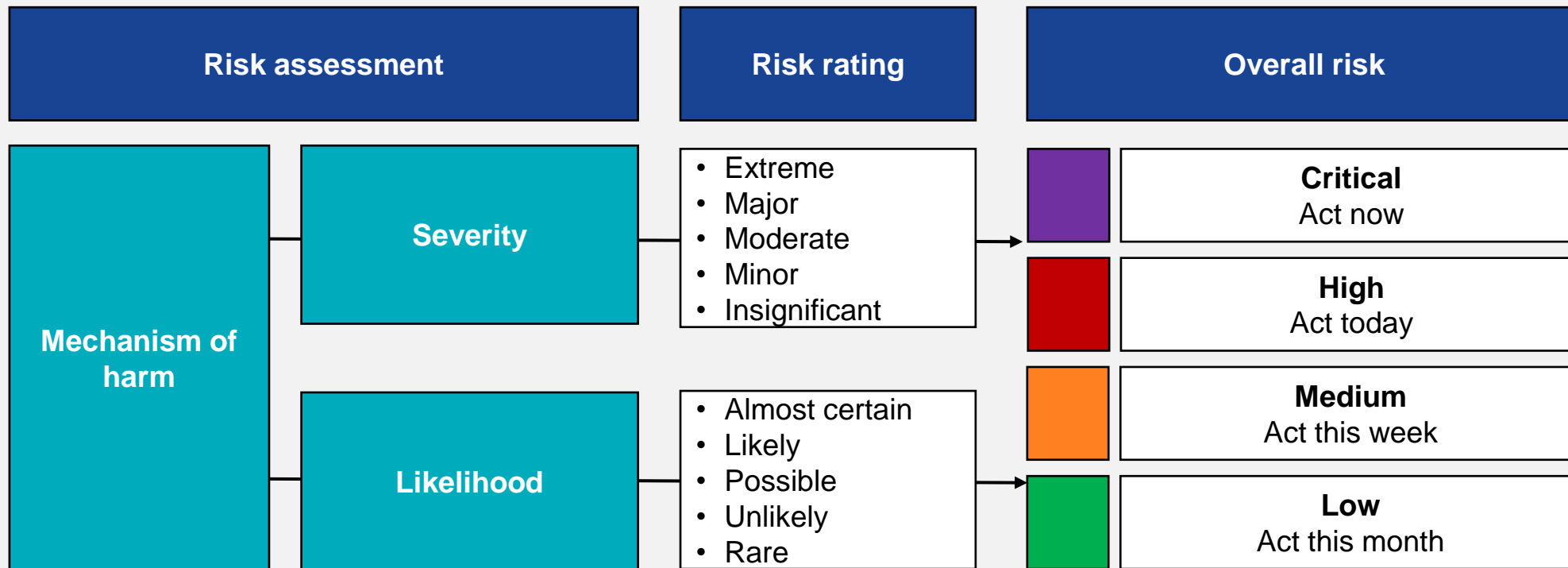
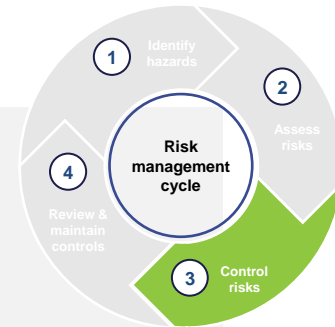


Figure 3.5.1 – Identifying hazards for the risk assessment process



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

Hierarchy of controls		Key considerations		
<p>Highest</p> <p>↑</p> <p>Health and safety protection</p> <p>↓</p> <p>Lowest</p>	Elimination	<ul style="list-style-type: none"> <li>Removing existing hazards               <ul style="list-style-type: none"> <li>For example, cancelling face to face service provision</li> </ul> </li> </ul>		
	Substitution, isolation and engineering	<ul style="list-style-type: none"> <li>Substitution: replacing hazards with alternatives.               <ul style="list-style-type: none"> <li>For example, switching shared to single room accommodation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Isolation: physically separating the hazard.               <ul style="list-style-type: none"> <li>For example, plastic barriers between clients and workers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Engineering: process / mechanical devices.               <ul style="list-style-type: none"> <li>For example, vaccination, avoiding recycled air in heating, ventilation, and air conditioning</li> </ul> </li> </ul>
	Administrative	<ul style="list-style-type: none"> <li>Work procedures to ensure minimal exposure and safety.               <ul style="list-style-type: none"> <li>For example, QR code check in</li> </ul> </li> </ul>		
	PPE	<ul style="list-style-type: none"> <li>Minimise remaining risks. PPE should be proportionate to hazard, hygienic, working.               <ul style="list-style-type: none"> <li>For example, masks, face shields, gowns.</li> </ul> </li> </ul>		
				<p>Highest</p> <p>↑</p> <p>Reliability of control measure</p> <p>↓</p> <p>Lowest</p>



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

### A review of controls is required

- 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.

### What to 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.

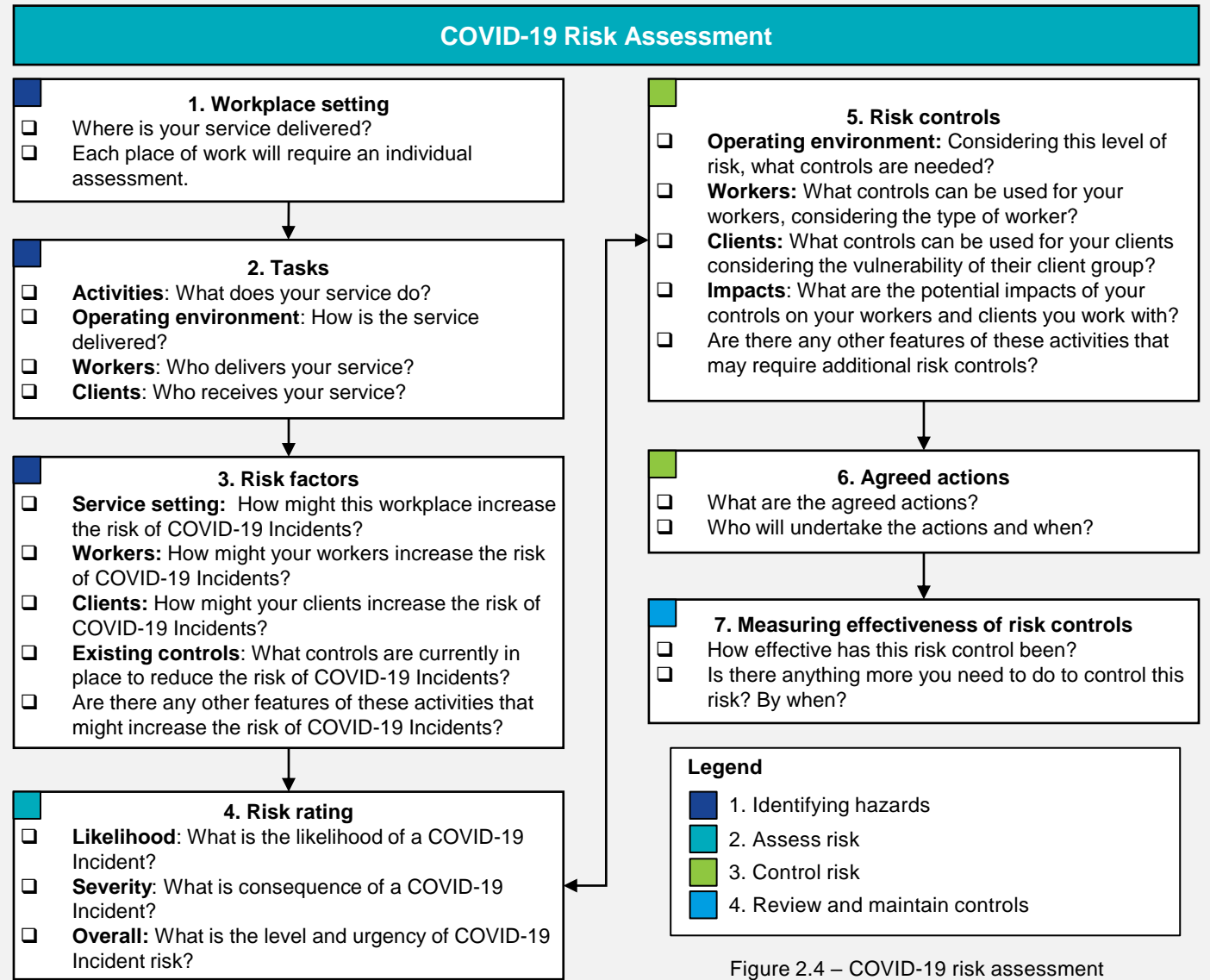


Figure 2.4 – COVID-19 risk assessment template flowchart

## 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



## 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)	<ul style="list-style-type: none"> <li>• Activities and the nature of each workplace</li> <li>• Vaccination status</li> <li>• Vulnerable populations</li> <li>• Extent of community transmission of COVID-19</li> <li>• Means of travel</li> <li>• Multiple employment or locations</li> </ul>	<ul style="list-style-type: none"> <li>• Vaccination for the workplace / certain types of services</li> <li>• Communication about vaccines</li> <li>• Processes for managing a confirmed or suspected case of COVID-19</li> <li>• Worker specific: Communication and training, rostering, wellbeing, protecting vulnerable workers</li> <li>• Client specific: Update intake forms, share relevant health information from trusted sources</li> </ul>
Students and Volunteers		
Clients		

### 3. Considerations and controls for clients - Early intervention

Client Groups	Considerations around controls
First Nations people	<ul style="list-style-type: none"><li>• Living in a remote area</li><li>• Lower socioeconomic status</li><li>• Antipathy or hesitation toward vaccination</li><li>• Education, communication and health literacy</li><li>• Mental health needs</li><li>• Welfare of clients</li><li>• Supply of medication</li><li>• Previous trauma</li><li>• Negative public sentiment</li><li>• Household membership</li><li>• Appropriate responses</li></ul>
People experiencing, or at risk of domestic and/or family violence	
People from Culturally and Linguistically Diverse (CALD) backgrounds	
Children and families	
Young people	
People experiencing homelessness	
People being supported by early intervention services	
People with disabilities	
People with chronic conditions	
People experiencing issues with mental health and/or other drugs	
Older people	

### 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?




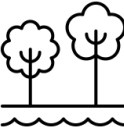





Question & Answer



## 4. Considerations and controls for operating environments

## 4. Considerations and controls for operating environments

Operating Environments	Controls to consider
 Face to face (provider premises)	<ul style="list-style-type: none"><li>• Hygiene and cleaning practices (disinfection, PPE)</li><li>• Physical distancing (changing layout for staff and clients, rostering staff)</li><li>• Records of everyone who enters a facility (QR codes, screening, vaccine certificates)</li></ul>
 Face to face (external premises)	
 Remote	
 Residential accommodation	
 Shared spaces (provider premises)	

#### 4. Zoom Breakout (Operating environments)

Thinking about your operating environment...

What are the top 3 risks in your operating environment and which controls would be most effective?







Question & Answer

A young woman with long, pink braids is sitting on a blue couch, smiling as she looks at a silver laptop. She is wearing a dark blue t-shirt with lace-up details. The background features a teal wall and a white door with a brass handle. A dark-framed mirror is visible on the wall behind her.

## 5. Applying the guidance in practice

#### 4. Zoom Breakout (Applying guidance in practice)

Thinking about everything we have discussed today...  
How will you apply the learnings from today in practice?





## 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?



**Communities  
& Justice**

NSW Government  
Department of Communities & Justice

Please contact [PartnershipSupport@facns.nsw.gov.au](mailto:PartnershipSupport@facns.nsw.gov.au) for  
further information or if you have any questions

Guidelines developed with the support of [Rebbeck](#)