

Outbreak Management Plan:

A: Preparedness checklist


Planning actions	Comments (e.g. status, responsibility etc.)	✓
Have you involved GPs and infection control consultants in the process of developing this plan?		
Are all service staff aware of this plan and the roles and responsibilities that they play?		
Have you considered deferring routine appointments/investigations or non-essential movement of participants and considered alternatives such as telehealth consultations?		
Identifying participants	Comments (e.g. status, responsibility etc.)	✓
Have you identified participants at greater risk? (This includes participants with complex support needs, or who may have difficulty meeting the requirements for social distancing and hygiene).		
Are your health records and participant representative contact details up to date?		
Do you have records of vaccinations for each participant?		
Have you developed an emergency plan for each participant which contains details of:		



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<ul style="list-style-type: none"> • emergency contacts; • medical conditions as well as ongoing treatments and medications; • current GP; • advanced supports plan? (higher risk participants may need to prepare a hospital bag)		
NDIS providers	Comments (e.g. status, responsibility etc.)	
Have you undergone a risk assessment of the supports and services that your organisation provides?		
Are you providing supports virtually where possible?		
Where supports involve groups of people congregating and social distance requirements cannot be met, are they changed to comply with state and territory orders?		
Where critical supports are provided that are key to the health, wellbeing and safety of a person with disability, have you taken all actions and contingency management strategies necessary to ensure the continued provision of these supports?		
Are you regularly checking your local guidance on providing PPE?		
Do participants and their families have details of someone they can call if there is a change to their health condition or circumstances?		
Are you aware of your responsibility to report to the NDIS Commission when you become aware of significant impacts on your ability to continue to provide services and supports?		
Do you have clear clinical governance and processes for communicating with primary supports personnel and general practitioners about the clinical situation and changing supports needs of participants?		

Does your business continuity plan include: <ul style="list-style-type: none"> • Personal and clinical supports; • Ensuring participants have access to meals and groceries; • Undertaking welfare checks; and • Undertaking phone/video call interacts with participants? 		
Participants and family education	Comments (e.g. status, responsibility etc.)	
Are participants and families aware of what to do and whom to notify if they identify a potential COVID-19 case?		
Are participants' families provided with information regarding prevention of transmission?		
Have participants been given information on how to stay safe?		
Staffing actions	Comments (e.g. status, responsibility etc.)	
Have staff undergone sufficient education and training in all aspects of outbreak identification and management, particularly competency in infection control and appropriate PPE use?		
Are staff aware of what to do and whom to notify if they identify a potential COVID-19 case?		
Have you implemented strategies to minimise movement of staff between workplaces?		
Do you have a staff contingency plan if 20-30% of staff are unable to work?		

Does your contingency plan identify which staff losses pose the greatest risks to the delivery of your services, including any specialist skillsets they may have?		
Are you aware of how to progress your need for staff through the Commonwealth agency?		
Do you have staff who are available to assist participants with communications / use of technology e.g. Facetime, Whatsapp etc.		
Stock levels	Comments (e.g. status, responsibility etc.)	✓
In anticipation of increased need, do you have a current stock of PPE, hand hygiene products, nose and throat swabs and cleaning supplies?		
Do you have a plan for where a large volume of PPE can be safely and securely stored?		
Do you know how to obtain additional PPE at short notice?		
Identifying an outbreak	Comments (e.g. status, responsibility etc.)	✓
Do you routinely assess participants for respiratory illness, particularly for fever or cough? Do you document changes in participants' behaviour or health?		
Do you support and encourage staff to report COVID-19 symptoms?		
Have you implemented a COVID-19 incident reporting process that staff are aware of?		

Do you have a process to notify the relevant health/government department as soon as practicable when a COVID-19 case is suspected or identified?		
Communication Actions	Comments (e.g. status, responsibility etc.)	
Do you have a plan for initial communications with staff, participants, volunteers, family members and other service providers following an outbreak including: <ul style="list-style-type: none"> • Some pre-prepared email templates; • templates for conversations to inform a participant and their family of any diagnosis; • timely communication of a significant change in visiting arrangements? 		
Do you have staff dedicated to managing communications during an outbreak of COVID-19?		
Do you have a protocol for managing enquiries from the media?		
Do you have a contact list for: <ul style="list-style-type: none"> • the state/territory health department and other relevant stakeholders (e.g. GPs and infection control consultants); • local GP's and infection control experts; • the nominated representative for each participant? 		
Have you updated your website with a statement around covid-19 including how communications will be managed?		
Do your workforce and participants understand what the service will do and how they will be supported in the event of a crisis?		




Cleaning	Comments (e.g. status, responsibility etc.)	
Have you identified who will be responsible for overseeing increased frequency of cleaning, liaison with contractors or hiring extra cleaners as necessary?		




Outbreak Management Plan:




B. Responding to an outbreak

Identifying an outbreak	Comments (e.g. status, responsibility etc.)	✓
If the COVID-19 positive person is a staff member, does that staff member: <ul style="list-style-type: none"> immediately leave the premises and isolate at home; and stay in isolation for the prescribed period or until they are otherwise cleared? 		
If a participant is showing symptoms of COVID-19 do workers: <ul style="list-style-type: none"> assist them to call their doctor or the National Coronavirus Helpline; maintain 1.5m distance from the participant at all times; review functions they are required to perform, and refrain from providing supports that requires close contact unless it is essential? 		
Implement infection control measures	Comments (e.g. status, responsibility etc.)	✓
Are staff using PPE for all interactions with COVID-19 positive cases?		
Are standard infection control precautions in place, and have you implemented transmission-based precautions?		
Notify	Comments (e.g. status, responsibility etc.)	✓
Do you immediately notify the Public Health Unit (PHU) following identification of a COVID-19 case?		

If you are a disability provider, do you notify the NDIS Commission regarding the outbreak?		
Do you sensitively inform the participant and their family of any diagnosis?		
Restrict movement	Comments (e.g. status, responsibility etc.)	<input checked="" type="checkbox"/>
Have you suspended all non-essential services and supports?		
Have you identified which supports are essential for the participant's health, wellbeing and safety, and whether any of these supports can be provided in a different way (for example, telephone welfare checks, or purchasing medication and food and leaving it in a safe place)?		
Communication	Comments (e.g. status, responsibility etc.)	<input checked="" type="checkbox"/>
Do you ensure participants receive communications initially from a familiar, trustworthy person regarding their diagnosis?		
Do you contact all staff and inform them of the positive case?		
Do you communicate with staff regarding their safety, the safety of their families and the safety of people they supports for?		
Are participants supported to access relevant and up to date information in a format they can understand?		

Have you established a clear and consistent pattern of daily follow-up outbound communications, to ensure families and stakeholders are informed of developments as they unfold?		
Convene outbreak management team and activate plan	Comments (e.g. status, responsibility etc.)	
Do you bring together the outbreak management team to direct, monitor and oversee the outbreak?		
Does the outbreak management team continue to meet daily to direct and oversee the management of the outbreak?		
Do you activate your outbreak management plan?		
Contract tracing (residential)	Comments (e.g. status, responsibility etc.)	
Do you ensure that all close contacts are immediately identified and tested for COVID-19 to understand the status of the outbreak?		
In conjunction with the public health unit (PHU), do you establish a staff and resident testing regime?		
Are you aware that the Commonwealth can support testing through Sonic Healthsupports if required, following consultation with the PHU?		
Do you increase monitoring of all participants for any symptoms, however mild, of COVID-19?		
PPE stocktake	Comments (e.g. status, responsibility etc.)	
Have you undertaken a stocktake of current PPE and hand sanitiser stock levels?		
Have you estimated what will be required over the coming fortnight?		

Have you ordered additional PPE if required?		
Bolster your staff and plan your roster	Comments (e.g. status, responsibility etc.)	
Have you assessed staffing requirements since the COVID-19 diagnosis, to consider whether any new or additional staff are required because of self-isolation requirements?		
Have you filled your roster through usual workforce arrangements and agency contacts as far as possible?		
Management of COVID-positive cases		
Do you identify essential services and ensure that you can meet the participant's needs?		
Do you ensure that unwell participants are reviewed by their GP, regardless of whether an outbreak is present or not?		
Are you engaging with the PHU and other relevant clinicians in these matters?		
Briefing and handovers	Comments (e.g. status, responsibility etc.)	
Do you ensure that there is a thorough briefing and orientation of new staff each shift, including education on PPE usage?		
Do you ensure that there are handovers for all staff at the start of a new shift, including clinical and supports needs?		
Infection control	Comments (e.g. status, responsibility etc.)	

Do you review the systems and processes of the service to minimise risk of material, surfaces or equipment moving between areas?		
Do you clean frequently touched surfaces (including bedrails, bedside tables, light switches, handrails)?		
Continuing primary supports	Comments (e.g. status, responsibility etc.)	
Do you ensure there is strong ongoing governance of “routine” supports?		
Do you notify participants’ GPs who may contribute to monitoring, supports planning and discussions?		
Are you attuned to the potential need for additional psychological supports due to increased anxiety from participants?		
Support your staff	Comments (e.g. status, responsibility etc.)	
Have you established fatigue management plans?		
Do you ensure Employee Assistance Program information is readily available?		
Do you establish pathways to maintain contact with staff who are isolating or quarantining?		
Do you support staff who are quarantining to continue performing key roles remotely to relieve some of the burden for on-site staff?		
Do you support staff to return to the workplace after being cleared of COVID-19?		
Continue to monitor state / territory guidelines	Comments (e.g. status, responsibility etc.)	
Do you continue to monitor state / territory guidelines?		

Do you update the case list daily at the facility and notify the department?		