**Victorian Disability Service Providers**

# **COVID Management, Outbreak and Vaccine Supports**

### **Information current 10 January 2022**

The contacts listed below are available for Disability Service Providers across Victoria to assist management and staff with COVID management, outbreak and vaccine supports.

NDS Safer and Stronger Team are also available to liaise with key contacts if needed or to identify the best support for any concerns or issues that may fall outside of any of the existing options.

**National Disability Services Victoria (NDS)**

[National Disability Services (NDS)](http://www.nds.org.au) is Australia's peak body for non-government disability service organisations, representing over 1200 non-government service providers

News Updates regarding COVID 19 changes, resource toolkits and sector events

**Safer and Stronger Team**

[Victorian COVID-19 Response - National Disability Services (nds.org.au)](https://www.health.gov.au/)

**COVID 19 Management, IPC and Vaccination rollout**

Outbreak restrictions

[www.nds.org.au](http://www.nds.org.au)

Infection Prevention and Control

[Toolkit - National Disability Services (nds.org.au)](https://www.dhhs.vic.gov.au/information-community-services-coronavirus-covid-19#infection_prevention_control)

Vaccine FAQs, resources, links to federal and state sites

[COVID-19 Vaccine - National Disability Services (nds.org.au)](mailto:saferandstrongervic@nds.org.au)

Contact: Heather McMinn

Mobile: 0448 395 495

Email: [saferandstrongervic@nds.org.au](https://www.dhhs.vic.gov.au/disability-covid-19-response)

**Business Continuity**

[Toolkit - National Disability Services (nds.org.au)](https://www.nds.org.au/index.php/covid-19-hub/victorian-covid-19-response/covid-toolkit#business_continuity)

* Governance and strategy
* Planning and Action
* Risk Management Financials
* Workforce
* Service Suppliers

Contact: Graeme West

Email: [saferandstrongervic@nds.org.au](https://www.dhhs.vic.gov.au/disability-services-sector-coronavirus-covid-19)

**Communities of Practice, Meetings and Webinars**

[Events & Training - National Disability Services (nds.org.au)](https://www.nds.org.au/events-and-training)

**Victorian Government Department of Health**

[Coronavirus (COVID-19) Victoria | Coronavirus Victoria](https://www.ndiscommission.gov.au/providers/notice-changes-events)

Chief Health Officer guidelines, support and resources, including translated materials.

**COVID 19 Outbreaks**

**Disability settings**

* Testing
* Outbreak management
* PPE
* Notifications
* Isolation

[Victorian Government | Disability COVID-19 response](https://www.ndiscommission.gov.au/)

[Victorian Government | Disability COVID-19 prevention and preparedness](https://www.dffh.vic.gov.au/disability-covid-19-prevention-and-preparedness)

**COVID Check List Exposure and Case Management Requirements**

[Your COVID Checklist | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/checklist)

[Contact management guidance for workplaces, industry and business](https://www.coronavirus.vic.gov.au/confirmed-case-workplace)

Includes disability days services, SES, ADE. etc.

[Contact assessment and management guidance - Primary care, community-based healthcare and emergency services](https://www.health.vic.gov.au/contact-assessment-and-management-guidance-primary-care-community-based-healthcare-and-emergency)

Includes all residential disability accommodation and in home support settings

**High Risk Accommodation Response (HRAR)**

**Outbreak support**

To request HRAR support: [RREMoutbreak@dffh.vic.gov.au](mailto:RREMoutbreak@dffh.vic.gov.au)

This inbox is monitored 9am – 5pm, 7 days a week.

**Victorian Coronavirus hotline 1800 675 398**

Select - 0 if an interpreter is needed.

Select 4 - 4 -1 if requiring emergency support during quarantine or isolation.

**Reporting suspected or confirmed COVID 19 case.**

Includes identifying any contact with an outbreak exposure site.

Phone:[1300 651 160](https://www.ndis.gov.au/coronavirus), 24/7 hours

**Complete all COVID 19 notification forms.**

* [RAT result reporting Victoria](https://www.coronavirus.vic.gov.au/node/22270)
* [Victorian Government COVID-19 Notification form](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=novelcoronavirus)
* [Disability Provider COVID-19 notifications NDIS Commission](https://www.coronavirus.vic.gov.au/victorian-travel-permit-system)
* [Worksafe COVID-19 notification form](https://www.coronavirus.vic.gov.au/vaccine)

**Exposure sites**

[Case alerts – public exposure sites map | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/exposure-sites-map)

**Approved tests**

**Rapid Antigen Tests (RAT)** Use of pre-purchased test can be implemented to determine COVID positive result/negative result and isolation needs

Testing locations may also offer RAT

**PCR** - Only available through testing location Access for anyone who does not have a pre-purchased RAT to avoid community contact.

[Checklist for COVID contacts | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/checklist-contacts)

**Testing locations**

[Getting tested | Coronavirus Victoria](mailto:RREMoutbreak@dffh.vic.gov.au)

**Urgent in-reach testing**   
Call Victorian Coronavirus hotline 1800 675 398 and follow prompts.

[Call-to-Test - Reaching out to vulnerable Victorians | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/call-to-test-covid-19)

**Isolation and management**

[Your COVID Checklist | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/checklist)

[Isolation and management for disability residential settings](https://www.dhhs.vic.gov.au/disability-covid-19-response)

**Isolation and quarantine emergency support needs**

Contact the Victorian Coronavirus hotline:  
 1800 675 398 then select option 4 -1 -1.

**Travel and Permits**

[Victorian Travel Permit System | Coronavirus Victoria](https://www.worksafe.vic.gov.au/notifiable-incidents-involving-coronavirus-covid-19#map-of-zones)

**COVID-19 Vaccination**

**Victorian Coronavirus hotline:1800 675 398.**

Select - 0 if an interpreter is needed.

Access to priority vaccination appointments is available for people with disabilities and people who work in the sector.

**Eligibility**

[Who can get vaccinated against COVID-19 | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/who-can-get-vaccinated)

Includes third dose (booster) and forth dose for immune compromised persons.

**Bookings**

[COVID-19 vaccines | Coronavirus Victoria](https://www.ndiscommission.gov.au/participants/covid-19-people-disability)

Group bookings: [Factsheet\_-Group\_bookings\_at\_state\_vaccination\_centres.pdf (nds.org.au)](https://www.nds.org.au/images/news/Factsheet_-_Group_bookings_at_state_vaccination_centres.pdf)

**Locations**

[Vaccination centres | Coronavirus Victoria](https://www.ndis.gov.au/coronavirus/providers-coronavirus-covid-19)

**Vaccine Hesitancy supports**

**Vaccine Champions**

Vaccine Champions are trusted leaders from across the community. They have been provided with training and receive ongoing vaccine updates from DH to ensure they are equipped and confident to present vaccine information to the community.

The Champions, including bi-lingual leaders, have been grouped into three cohorts:

* Clinical
* Community & Faith
* Industry & Workplace
* Lived experience of disability

Requests can be made to invite a Vaccine Champion to meet with staff, participants or carers (online or on- site)

Email: [vaccine.champions@health.vic.gov.au](https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-service-providers-workers-and-people-with-disability-about-covid-19-vaccines/information-for-people-with-disability-about-covid-19-vaccines)

**Disability Liaison Officer (DLO) support for vaccination**

Any family/carer having difficulty booking an appointment or is unable to take the person they support or child with a disability to receive their vaccination can discuss these needs with the DLO team.

Includes support with booking, transport and in-reach options when needed.

DLOs will assist the individual with a disability/ family or carer to identify the best vaccination option for individuals, children and families.

DLOs do not replace existing disability support workers engaged with an individual. They assist the existing worker and individual to meet the requested needs where these are within their scope.

Email: [DLOcoordinator@dhhs.vic.gov.au](mailto:DLOcoordinator@dhhs.vic.gov.au)

Email to include the following details:

* Name of the person/child who needs help.
* Their contact details.
* Suburb that they live in and postcode.
* Name of their local council (if known).
* Information about why they need help.
* Add carer wanting vaccination at the same time

To be linked with a DLO you can call

**Victorian Coronavirus hotline 1800 675 398**

Select - 0 if an interpreter is needed.

**Victorian Government Department of Families, Fairness and Housing (DFFH**)

[Victorian Government |COVID-19 Information for Community services](https://www.nds.org.au/covid-19-hub/covid19-vaccine)

Guidelines, support and resources, including translated materials

**High Risk Accommodation Response (HRAR)**

To access ongoing support for the prevention, preparedness and response to COVID 19 to people who are living in high-risk accommodation settings.

The HRAR program enables the delivery of tailored on-site support across the following service pillars:

* Catchment planning
* Community engagement
* Prevention and preparedness (including vaccination support)
* Active linkage to health and social supports
* Outbreak support

HRAR providers do not replace existing disability support workers engaged with an individual. They assist the existing worker and individual to meet the requested needs where these are within their scope.

The HRAR co-ordinators will work with you to understand the appropriate activities for your organisation. This program is appropriate for both transfer and non-transfer services.

Please use the central email address below to request HRAR support:

Email: [RREMoutbreak@dffh.vic.gov.au](mailto:vaccine.champions@health.vic.gov.au)

**Current COVID 19 guidelines and resources**

[Victorian Government Disability services sector COVID-19](https://www.dhhs.vic.gov.au/disability-services-sector-coronavirus-covid-19#care-facilities-directions)

**Residential settings**

Applies to services covered by care facilities directions including:

* Residential disability services
* Short term/respite accommodation
* Eligible Specialist Disability Accommodation (SDA) enrolled dwellings

[Department of Health Directions issued by Victoria’s Chief Health Officer](https://www.nds.org.au/index.php/covid-19-hub/victorian-covid-19-response/covid-toolkit)

[Victorian Government |Restriction levels](https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19)

**Community and non- residential settings**

**Applies to:**

* Supported disability employment settings
* In-home support services centre-based services, disability day programs

Victorian Government Disability services sector COVID 19

**All DSP Settings: COVID 19 Response, Prevention and Preparedness**

* COVID Safe Plans
* PPE
* Screening
* Cleaning

[Victorian Government | Disability COVID-19 prevention and preparedness](https://www.nds.org.au/index.php/covid-19-hub/victorian-covid-19-response)

[Victorian Government | Disability COVID-19 response](https://www.dhhs.vic.gov.au/disability-covid-19-response)

**Australian Department of Health**

[Australian Government Department of Health](mailto:saferandstrongervic@nds.org.au)

Guidelines, support and resources

**Vaccine rollout, information and resources**   
[COVID-19 vaccines | Australian Government Department of Health](https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines)

Includes third dose (booster) and forth dose for immune compromised persons.

**Disability Providers**  
[COVID-19 vaccine information for disability service providers | Australian Government Department of Health](https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-service-providers-workers-and-people-with-disability-about-covid-19-vaccines/covid-19-vaccine-information-for-disability-service-providers)

**People with Disabilities**[Information for people with disability about COVID-19 vaccines | Australian Government Department of Health](https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19)

**NDIS**[National Disability Insurance Scheme (NDIS)](https://www.ndis.gov.au/)

Guidelines, support and resources

**NDIS Coronavirus support**

[COVID-19 information and support | NDIS](https://www.coronavirus.vic.gov.au/getting-tested)

**Disability Providers**[For providers - COVID-19 | NDIS](https://www.dhhs.vic.gov.au/disability-covid-19-prevention-and-preparedness)

This includes information related to:

* Surge workforce to assist during an outbreak – as a last resort
* PPE cost recovery and supply options
* SIL provider one off payment to support residents attend vaccination

**People with Disabilities**[For participants - COVID-19 | NDIS](https://www.ndis.gov.au/coronavirus/participants-coronavirus-covid-19)

**NDIS Commission**

[NDIS Quality and Safeguards Commission](tel:1300651160)

Guidelines, support and resources

**Disability Providers**[COVID-19 information | NDIS Quality and Safeguards Commission](https://www.ndiscommission.gov.au/resources/coronavirus-covid-19-information)

Includes:

* Outbreak management, IPC and PPE
* COVID 19 Vaccine information

**People with Disabilities**

[COVID-19 information for people with disability | NDIS Quality and Safeguards Commission](https://www.coronavirus.vic.gov.au/vaccination-centres)

Includes:

* COVID 19 Vaccine information
* Factsheets and resources

**Disability Gateway**

The Disability Gateway provides information and referrals for people with disability who need help because of COVID 19, and can also assist families, carers, and support workers.

PH **1800 643 787**.

People who are deaf, hard of hearing or have a speech impairment, can call the **National Relay Service on 133 677.**