NDS & DHHS Webinar: Safer and Stronger – Responding to COVID-19 in the Disability Sector

Friday 31st July 2020, 10.00am – 11.00am (AEDST)
Welcome and Introductions

Sarah Fordyce – Victorian State Manager (Acting), NDS
Agenda

• **DHHS Update** - James MacIsaac, Director, Disability, Disability and Communities Branch, Children, Families, Communities and Disability Division, DHHS

• **Public Health Update** - Professor John Catford - Senior Medical Adviser, DHHS

• **NDIA Update** - Toni van Hamond, Director Provider Engagement Tasmania and Victoria, NDIA

• **DHHS Reflections and advice on outbreak management and infection prevention and control**
  • Nicole Cummins, Director COVID-19 Public Health, DHHS
  • Dana Carpenter, Infection Prevention & Control Outreach Team, COVID-19 Public Health Division, DHHS

• **Preparing for COVID-19 : provider perspective** - Natalie Sullivan, Chief Operating Officer, Scope Australia

• **Q&A** - Facilitated by Sarah Fordyce, NDS
DHHS Update

James MacIsaac
Director, Disability, Disability and Communities Branch, Children, Families, Communities and Disability Division, Department of Health and Human Services
Department of Health and Human Services update on the disability sector response to COVID-19

James MacIsaac, Director Disability, Disability and Communities Branch,
Department of Health and Human Services
31 July 2020
Priority areas of focus: prevention, preparedness and response

To achieve the best possible outcomes for Victorians, DHHS is working closely with:

- Service providers
- NDSV and other peak and representative organisations
- People with disability, their families and carers
- Victorian Disability Advisory Council
- The COVID-19 Taskforce
- HACSU
- Commonwealth government - Health, DSS, the NDIA and the NDIS Quality and Safeguards Commission
- Other state government departments.

Current key priority areas:

- Communication of prevention strategies and messages to all people with disability and across the disability sector
- Achieving widespread testing at early signs or symptoms and flexible approaches to testing for people who find it difficult
- Ensuring PPE and in particular face masks are available, distributed and correctly used
- Rapid response and outbreak management
- Supporting the sector to manage sensitive settings where people are tested positive to ensure service continuity, uplift of capability and safety of residents and staff
- Using early learnings to improve responses - and sharing learnings across the sector
- Workforce supply and potential for surge capacity
- Isolation models including alternative accommodation.
**DHHS responses to date:**

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<th>Key issues</th>
<th>Responses</th>
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| Workforce protection and support                    | Workforce support payments available  
| Managing sensitive settings where people are tested positive | Nursing support available for disability residential services where a resident is tested positive or is a close contact and mildly unwell  
Email: silprovider.inbox@dhhs.vic.gov.au                                                                                          |
| Responding rapidly as circumstances change and new issues emerge | The department has established a Disability Rapid Response Group within our Command structure. This integrates our Public Health Outbreak Management Team And Intensive Support Team. Appointment of Dr Mike Ackland to lead the Disability OMT team. The DRRG will work together with service providers to provide critical expertise and support in the event of disability COVID-19 outbreaks. Activating in-reach support from health services. |
| Workforce                                            | Vic working closely with the Cwth  
• Surge workforce and mobility issues.  
• establish support models for emergency accommodation |
| Using early learnings                                 | Keeping Our Sector Safe and Strong Project – NDSV  
• Sharing practical resources and checklists to assist providers  
• Key topics: Infection prevention and control, responding to an outbreak.                                                                                                                                 |
**DHHS responses to date:**

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Priority processing of test results for people with disability  
Multiple testing sites across Victoria. In-home testing available |
| - Promotion |  
- Priority |  
- Locations |

| PPE and masks | Requirement for disability support workers to use single use disposable masks  
PPE sources: private suppliers, national stockpile.  
DHHS supply: CSPPE@dhhs.vic.gov.au |

| Infection prevention education | Infection and prevention control team visits to services - requests can be made to: Email: mail@dhhs.vic.gov.au  
E-learn product to be released next week for disability support workers |
Public Health Update

Professor John Catford
Senior Medical Adviser
DHHS
NDIA Update

Toni van Hamond
Director Provider Engagement Tasmania and Victoria
NDIA
DHHS Reflections and advice on outbreak management and infection prevention and control

Nicole Cummins – Director COVID-19 Public Health, DHHS
Dana Carpenter – Infection Prevention & Control Outreach Team, COVID-19 Public Health Division, DHHS
Preparing for COVID-19: Provider Perspective

Natalie Sullivan
Chief Operating Officer
Scope Australia
Scope Experiences

Top Tips for preparing and responding to COVID 19 cases
Top 10 tips based on our experience

• Scenario plan for each service portfolio
• Commence contract tracing immediately, get ahead and be prepared for the DHHS team
• Decide whether to be conservative or whether you want to wait for confirmed case
• Develop resources to support decision making for customers & families
• Ensure instructions and advice for participants is in Easy English wherever possible
• Develop a checklist of notifications including, senior management, board, external bodies as well as participants and families.
  – Make sure the person delegated to do notifications has key information such as the NDIS Registration number
• Have communications pre prepared for staff and families
• Ensure instructions for staff are easily accessible, bite sized chunks delivered regularly and consistently (right info at the right time)
• Minimise rostering across multiple houses or services
• Be cognisant of maintaining individual’s privacy
• Plan for the long haul – create capacity and capability in leading the response
Thank you
Q&A

Note: NDS will follow up on remaining questions and circulate responses with webinar notes to registrants
Thank you