



# Considerations for disability service delivery

## Questions to consider if a person with disability or support worker is suspected or confirmed with Coronavirus (COVID-19)

17 December 2020

Below a series of prompting questions to consider if a person with disability or support worker is suspected or confirmed with COVID-19. The questions may be useful in various situations, for example people with disability living in the community independently or with family, people with disability living in supported accommodation and support workers delivering supports. Note this not an exhaustive list and other factors need to be considered depending on the person's situation.

### General

- For Disability Service Providers, has the business continuity plan been activated? This should identify strategies to reduce the risk to people with disability and staff, and ensure continued access to essential supports, including contingency workforce.
- If preparedness planning has been done by or with the person with disability previously, can this be referred to now?
- For registered NDIS providers, has the NDIS Safeguards and Quality Commission been notified?
- If additional supports are required due to COVID-19, has the funding body been informed?
  - NDIS participants – phone 1800 800 110, select option 5
  - People with disability funded by the State:
    - Continuity of Support Arrangement (under 65) – phone 08 6167 8131 or email [COESA@dsc.wa.gov.au](mailto:COESA@dsc.wa.gov.au)
    - Continuity of Support Program (over 65) – email [CoSCoVIDNotification@health.gov.au](mailto:CoSCoVIDNotification@health.gov.au)
- Is it safe for the person to isolate at home? If there is not a safe place to isolate discuss with Public Health Western Australia Department of Health (WA DoH) or phone 13 COVID (13 26843)



## Considerations for disability service delivery (COVID-19)

### Communication

- Has communication occurred with the person with disability, carer and/or legal guardian?
- Has communication with staff occurred?
- How will ongoing communication occur with key parties throughout the outbreak?

### Adjusting supports

- Which services and supports are critical to keep the person with disability safe? For critical supports, all actions and contingencies should be taken to ensure the continued provision of such supports.
- Can supports temporarily be delivered via an alternative means? For example, moving services to phone-based or interactive online services rather than face-to-face.
- Are there any supports that can temporarily cease until Public Health WA DoH advise the person with COVID-19 has recovered?
- What strategies can be implemented to maintain social connection, safety and mental health?

### Staffing

- Can the number of staff who come into direct contact with the person with disability be reduced?
- Can alternative sources of staff be identified, if required?
  - Establishing a rapid response group of staff willing to be redeployed quickly where staff need to self-isolate
  - Reorganising staff rosters between different worksite locations managed by the same provider
  - Hiring agency staff



## Considerations for disability service delivery (COVID-19)

### Infection prevention and control

- Is there adequate stock of Personal Protective Equipment (PPE) and other materials for the first two weeks of any outbreak?
- Do staff have access to PPE and other materials immediately required?
- Has the latest advice from WA Department of Health regarding PPE use been checked? See [COVID-19 information for aged care and community care providers](#)
- Are staff trained and competent in the use of PPE (including disposal) when providing care to someone with suspected or confirmed COVID-19?
- Have enhanced cleaning and disinfection principles been implemented in the person with disability's home?