

Resources and Considerations for Alcohol and Other Drug Services: Risk Management and Response Planning for COVID-19

Version 23 – 29 July 2022

Resources that may assist alcohol and other drug services in service continuity planning are provided below. More information is also available through the [WA Department of Health](#), [Australian Government Department of Health](#) and [Roll-Up for WA](#).

If your organisation is willing to share its planning approach, or resources, please contact Ethan James at WANADA (ethan.james@wanada.org.au; 0403 977 796).

Topic	Suggestions and Resources
At Risk Population Groups	<p>FAQs and information related to health and recovery from COVID-19 for groups of people at risk during the pandemic - Health Direct</p> <p>Coronavirus – Strong Spirit Strong Mind – WA Mental Health Commission</p> <p>Languages Choice COVID-19 vaccine information – Dept. of Health</p> <p>COVID-19 Harm Reduction tips for injecting drug users – Peer Based Harm Reduction</p> <p>Coronavirus COVID-19 fact sheet for people living with HBV/HCV - Hepatitis NSW</p> <p>Information for Older Australians on COVID-19 or advice for older people and carers – updated 30 June 2022 - Australian Government Dept. of Health</p> <p>Comprehensive information about COVID-19 and residential aged care and questions to ask your GP – WA Primary Health Alliance</p> <p>The COVID-19 Aboriginal sector communication #40 is available and ongoing communications are available – updated 19 July 2022 – Dept. of Health</p> <p>COVID-19 resources for Aboriginal Peoples including remote Aboriginal communities, GPs locations and other support phone lists – updated 07 June 2022 – Healthy WA</p> <p>The Aboriginal Health Council of WA's COVID-19 resources include health, policy, community and clinical resources.</p> <p>The Australian Government has released information about protection against COVID-19 for Aboriginal and Torres Strait Islander peoples. This page gives health tips, symptoms, videos, and resources relating to COVID-19 issues – updated 17 May 2022</p>
Remote Aboriginal Communities and Clinics	<p>Under the Directions, there are limitations in travelling to remote Aboriginal communities.</p> <p>The WA Department of Health has released:</p> <ul style="list-style-type: none"> - Information for peoples living in remote Aboriginal communities and their visitors, about COVID-19. This resource includes a live map of restricted areas and tips on planning your trip – updated 26 June 2022 - Safety and support measures to protect remote Aboriginal communities – updated 28 March 2022 - Dept. Premier and Cabinet - Checklist for remote clinics in Aboriginal communities

Hygiene, infection control and Personal Protective Equipment (PPE)

Guidance for Employers in the process of [conducting COVID-19 based risk assessments in the workplace](#) – Safe Work Australia – updated 29 April 2022

Information for employers and employees about [COVID-19 entering the workplace](#) – updated 17 June 2022 – Dept. of Health

Hygiene

WA Government Department of Health resources on supporting hygienic practices include:

Australian community-based care

- [How to wash your hands poster](#)
- [Protect yourself and others poster](#)
- [Infection prevention and control advice on cleaning and disinfection](#) in the workplace – updated 22 June 2022

Transperth has updated information regarding hygienic practice, social distancing and Smartrider tips [COVID-19 Information for Public Transport Travellers](#) – updated 29 April 2022

[Minimising the risk of exposure to COVID-19 coronavirus in residential care facilities](#) – updated 12 November 2021- Dept. Mines, Industry Regulation and Safety

[Safe Work Australia](#) provides COVID-19 information for workplaces, a resource kit, risk assessments, hygiene, RATs and the National COVID Safe Workplace Principles – updated 25 May 2022

Infection Control

Mandatory [Infection Prevention and Control Policies & Guidelines](#) – updated 12 July 2022 – WA Dept. of Health

Comprehensive information regarding [infection prevention and control guidelines for WA residential care facilities](#) has been released – updated 23 March 2022 – WA Dept. of Health

Other resources include:

- [Infection Control Training - 30min online module](#) of training for health care workers in all settings. – Australian Government Dept. of Health
- [Tips for transporting children and supervising contact](#) – Dept. of Communities

WACOSS are coordinating the [COVID-19 Cleaning Reimbursement Scheme](#) for NFP organisations that use TGA approved cleaning products to manage COVID-19 positive cases in their service.

Personal Protective Equipment (PPE)

MHC have updated [considerations for using PPE in the community services sector](#), including videos outlining PPE use in client transfers, community sector settings and home visits.

Community Service Organisations can find [COVID-19 PPE/Clothing and RAT Request Forms](#) - Dept of Communities

Community Service Organisations in Carnarvon, Karratha, Port Hedland, Broome, Derby, Halls Creek and Kununurra can collect **free supplies of face masks** at Dept of Communities regional office locations. Masks will be distributed as evenly as possible in those communities.

Poster for [Donning \(putting on\) and doffing \(taking off\) PPE](#)– Dept. Health

Videos for [donning and doffing PPE](#)

- [donning and doffing PPE/Clothing](#)

	<ul style="list-style-type: none"> - Correctly cleaning a face shield - Fitting and checking P2 and N95 respirators (face masks) <p>WA Dept. of Health provide:</p> <ul style="list-style-type: none"> - Advice on how to access COVID-19 critical supplies including PPE and RATs – updated 17 June 2022 - Advice for use of personal protective equipment for workers in community settings – version 7 - updated 22 February 2022 <p>PPE from the National Medical Stockpile – updated 30 June 2022 - Rural Health West</p> <p>The WA Government released a Community Services Bulletin highlighting the purchasing of PPE:</p> <ul style="list-style-type: none"> - Common Use Arrangement (CUA), Regional Buying Arrangements (RBAs) and Group Buying Arrangements (GBAs) – updated 04 May 2022 - Guide for agency staff who need to buy cleaning, kitchen and bathroom products – updated 26 July 2022 <p>Purchases should be arranged directly with CUA contractors. To be able to access CUAs, service providers must:</p> <ul style="list-style-type: none"> - be registered as charities with the Australian Charities and Not-for-profits Commission - set up access to CUAs through Finance by emailing - accesstocuas@finance.wa.gov.au
<p>Vaccination, Testing, Isolation and Quarantine</p>	<p>Vaccination</p> <p>Roll-up for WA is the Hub for up-to-date WA COVID-19 vaccination information, including where you can get vaccinated in all parts of WA. You can also locate the latest WA government updates about COVID-19 vaccination – updated 26 July 2022</p> <p>From 11 July 2022, expanded eligibility for fourth COVID-19 vaccine dose has been recommended. ATAGI has advised people aged 50-64 to receive the winter booster dose and people aged 30-49 may choose to get the additional booster – updated 07 July 2022</p> <p>Dept. of Health and Aged Care supplies ongoing COVID-19 booster vaccine advise and updates – updated 26 July 2022</p> <p>People living in regional, rural or remote WA can contact WA Country Health Service information for additional enquiries.</p> <p>Free influenza vaccines are available throughout June and July at community pharmacies, GPs and state-led vaccination clinics. ATAGI has advised that influenza vaccines can be co-administered on the same day with a COVID-19 vaccine – undated 08 July 2022 – Dept. of Health</p> <p>Information related to mandatory vaccination for</p> <ul style="list-style-type: none"> - Safeguarding WA essential services and businesses – updated 26 July 2022 – WA Government - Mandatory COVID-19 vaccination information – updated 13 July 2022 - WA Government - More public health measures phased out following WA’s soft landing will be taking effect throughout June – undated 01 June 2022 – WA Government <p>ATAGI have released a statement on recommendations on a winter booster dose of COVID-19 vaccine. These recommendations apply to Aboriginal and Torres Strait Islander people aged 50 years or above, people aged 65 years and above, residents of aged care or disability care facilities and people with severe immunocompromise. The full list of complex, chronic or severe health conditions the recommendations apply to has been released – updated 25 May 2022 – Dept. of Health</p>

Testing, quarantine and isolation

The WA Dept. of Health has released guidelines to manage peoples who have contracted COVID-19, definitions of close contact, and asymptomatic close contacts, including workers in high-risk settings

- [WA COVID-19 TTIQ \(Test, Trace, Isolate and Quarantine\) Plan](#) – updated 03 May 2022
- [Guidelines about easing of public health and social measures](#) – updated 15 April 2022– Dept. of Health

Currently, WA is experiencing a high case load environment, a [guide to what to do if you test positive for COVID-19 or are a close contact](#) in Western Australia has been released – updated 26 July 2022 – WA Government

[Rapid Antigen Tests \(RATs\)](#) can detect whether proteins of the COVID-19 coronavirus are present in your body and can sometime detect COVID-19 before you develop symptoms

[Information and registration for the WA free RAT program](#) has been released – updated 28 July 2022 – WA Government

Advice on [things not to do when using a RAT](#) – Aboriginal Health Council SA

[RAT facts sheet for Aboriginal and Torres Strait Islander peoples](#) – updated 17 May 2022 – Dept of Health

Videos on [how to use a RAT correctly](#) – WA Dept. of Health

- How to [correctly perform a RAT at home for your child at home](#) – Indigenous Medical Supplies
- How to [perform a RAT test in the home](#) – First Peoples Disability Network

[Critical worker definitions and protocols](#) ensure the continuity of essential operations and operate within a high or very high caseload environment (i.e. social assistance, residential care, schools and health care). There are RAT testing requirements for critical care workers deemed to be a [COVID-19 close contact](#) – updated 11 July 2022

[Quarantine and isolation directives](#) extend to peoples showing signs or symptoms of infection, including those who may be deemed close contacts. This information may inform service protocols in responding to suspected COVID-19 cases – updated 23 May 2022 – Dept. of Health

The Australian Government has announced it will make [COVID-19 testing expenses tax-deductible for Australian individuals](#) and exempt from fringe benefit tax (FBT) for businesses, when they are purchased for work-related purposes - covering RAT and PCR tests – updated 1 April 2022

[COVID Clinics](#) - locations and guidance on who should present is available from the WA Department of Health – updated 21 July 2022

AOD Residential Service User Testing

The State Health Incident Coordination Centre (SHICC) is supportive of the intent to do COVID testing of **all new admissions to residential drug and alcohol rehabilitation services**. They advise that the testing could be by PCR or RAT. SHICC has also confirmed that **asymptomatic PCR testing is now permitted**. If an individual presents to a COVID clinic for pre-admission testing, it is important that they have **some evidence or let the clinic know that the test is a pre-admission test for a public service** – Updated 8 March 2022

Workplace laws, rights and definitions

	<p>Coronavirus and Australian Workplace Law – updated 22 July 2022 - Fair Work Australia</p> <p>Information for employers about staff returning from travel – Version 7 – updated 6 March 2022 - Australian Government Dept. of Health</p> <p>FAQs about COVID-19 and your workplace rights – Community Legal WA</p> <p>The Office of the Australian Information Commissioner has released guidance on privacy obligations to your staff in the context of the COVID-19 pandemic. This guidance is intended to help entities regulated by the Privacy Act 1988 (Cth).</p>
<p>Community and Residential Services (Congregate Living)</p>	<p>COVID-19 information for community care providers– updated 20 July 2022 – Dept. of Health</p> <p>Step-by-step guidelines for Community Services Support Referral Pathway for COVID-19 positive people – updated 6 April 2022 - Dept of Communities and Dept of Health</p> <p>The WA Government has expanded its influenza (flu) immunisation program to include at-risk groups not presently funded under the National Immunisation Program (NIP). This includes people residing in congregate living settings – updated 20 May 2022</p> <p>Additional Community Services COVID-19 Resources includes sector preparedness tips, a vaccine toolkit, Webinars, information for workers and policy advice - Western Australian Council of Social Service</p> <p>COVID-19 response guidelines for congregate living – Managing the first 24 hours of an outbreak in a congregate living facility – updated 28 February 2022 - Dept. Health WA</p> <p>COVID-19 information for community care providers to ensure community care services are well supported through the pandemic – updated 16 June 2022 – Dept. of Health</p> <p>In event of an COVID-19 outbreak - Congregate Living Documents required for submission to Dept. of Health</p> <p>Guidance for the aged care residential sector may inform the development of your AOD residential service plan, particularly in regard to managing service access and responding to potential COVID infections on-site:</p> <ul style="list-style-type: none"> - Information for residents, families and visitors of aged care facilities – Australian Government Dept. of Health - Coronavirus (COVID-19) information for health care and disability sector information sheet – updated 13 April 2022 - Australian Government Dept. of Health <p>Consider discussing your planning with your local Health Service Provider if you are planning for on-site isolation and quarantine measures.</p> <p>Dept. of Communities has released Practice Guidance: COVID-19 impacting on children in care and people with a disability.</p> <p>The latest COVID-19 updates are available with news and advice important to Community and Residential Services – updated 27 July 2022</p>
<p>Communication and FAQ</p>	<p>COVID-19 Community Sector Partnerships Information - additional videos, webinars, communications and resources - updated 30 June 2022– Dept. of Communities</p> <p>Find a comprehensive Daily Snapshots on the WA COVID-19 dashboard.</p> <p>Additional questions can be answered through Health WA – updated 27 April 2022</p>
<p>Harm reduction,</p>	<p>Harm Reduction</p> <p>Peer Based Harm Reduction COVID-19 and Harm Reduction Resources</p>

health and wellbeing

[Penington Institute Resources on COVID-19 and Harm Reduction](#)

Worker Wellbeing

[Worker Wellbeing Resource Guide](#) – WANADA.

[Tools for Alcohol and Other Drug Workers](#) – includes resources on COVID-19, alcohol and other drug work, and wellbeing – WANADA.

Volunteering WA has developed [resources for volunteer involving organisations](#) to navigate the challenges of COVID-19.

Information Hotlines/Helplines

Coronavirus Health Information Hotline – 1800 020 080

COVID-19 information helpline on 13 COVID (13 26843)

Alcohol and other drugs

[Alcohol and Drug Support Service](#) – available to people in Western Australia 24/7 for free, confidential information and support on (08) 9442 5000 / 1800 198 024.

[Alcohol. Think Again Glassbody Community Toolkit](#) - Mental Health Commission.

[Tobacco Use, COVID-19 and Community Services](#) - Make Smoking History - Cancer Council WA.

Mental health

The Australian Red Cross is offering a free social phone call service for adults who are feeling socially isolated as a result of COVID-19. For support, please call 1800 733 276

[Beyond Blue \(Mixed Emotions\)](#) has a dedicated coronavirus mental wellbeing support service that is free to use. For support, please call 1800 512 348

[Think Mental Health provides advice and support](#) of ways to look after your mental health and wellbeing (including physical health, nutrition, and mindfulness)

Aboriginal social and emotional wellbeing

Tailored support and information about [Aboriginal peoples social and emotional wellbeing](#) can be found at Strong Spirit, Strong Mind – Mental Health Commission

Welfare

For organisations engaging with JobActive providers, and for consumers accessing your service, the [Australian Government \(Services Australia\)](#) provides information about mutual obligation and eligibility (updated 11 July 2022). Additional [Jobseeker information, requirements and supplements](#) are found through the Australian Department of Education, Skills and Employment

[WAConnect](#) links services with emergency food and relief services and other community services.

[Foodbank](#) and [OzHarvest](#) are large food relief organisations, operating to work with front line charities who are feeding vulnerable Australians. [They operate around the metro area](#) providing [vital supplies for those experiencing hardships](#) in the community.

<p>Service Definition and Contracts</p>	<p>The WA Department of Communities has defined critical service delivery to include: <i>any service provider working with people who are vulnerable and would not be able to meet their own needs (activities of daily living) without support, cannot meet their basic needs of food, shelter and safety and prevent people from escalating into emergency departments.</i></p> <p>Advice for community service organisations to register now for the Community Services Surge Pool (CSSP) to ensure the sector can be agile in the event that COVID-19 impacts ability to provide a service. CSSP is an initiative to connect the sector by working together and sharing staff via secondment.</p> <p>The WA Department of Finance has provided guidance regarding funding boost through 2021–2022 – Dept. of Finance</p> <p>Financial Controls and COVID-19 – Dept. of Communities</p>
<p>Telehealth and telephone Counselling</p>	<p>The Australian Government has announced temporary changes to MBS items for COVID-19. These include telehealth and phone items. Additional information is available at Practice Assist – MBS Telehealth Services.</p> <p>Telehealth, delivering virtual care closer to home – updated 28 July 2022 - Healthy WA</p> <p>National help lines and directories – Beyond Blue</p>
<p>Travel restrictions</p>	<p>WA Government Travel Advice provides the latest information on travel – updated 21 July 2022</p> <p>With WA borders reopened, travel into, out of and across the State is permitted, however, restricted access into some remote Aboriginal communities remains. People cannot enter a community if they have COVID-19 or symptoms of COVID-19, or if they are waiting for a test result or have been in contact with someone who has COVID-19</p> <p>Angel Flights - free volunteer flights to include vital medical or health supplies and extended compassionate flights where needed. Angel Flight is also assisting people to get to remote clinics where no commercial regular public transport or charter flights are available.</p>
<p>Organisation assistance</p>	<p>COVID-19 updates for businesses in WA – updated 20 July 2022 – Small Business Development Corporation WA</p> <p>WA Government Small Business Development Corporation is providing small business stimulus/relief packages to businesses – updated 01 July 2022</p> <p>WANADA provides information about COVID-19 related funding at Grants and Funding.</p>