

SERVICE ASSESSMENT

Name of Service	Community Support Services
Type of Service	Essential
Service Details	Personal Care, Shopping, Respite, Meal Prep, Home Care, Visiting, Delivered Meals, Cooking Group, Shopping Group, Property Maintenance. State (HACC) and Commonwealth (CHSP) Funded Disability and Aged Care home and community care service.
Actions Taken To Date	<p>Shopping services moved to 7am as supermarkets are opening especially for elderly and people with disability for first hour of trade. Community Support Workers and office staff have extended their hours in order to accommodate this.</p> <p>Protocols established with Coles to allow CoPP staff to undertake unescorted shopping at 7.00 am. Still working with other supermarkets.</p> <p>Bulk toilet paper has been ordered online and delivered to Town Hall. Handed out to client's who have been unable to get toilet paper at the shops.</p> <p>Community Support Workers have been required to undertake online training, <i>"How to protect yourself and the people you are caring for from infection with COVID-19"</i></p> <p>Group Shopping trips have been placed on hold.</p>
Reason for Review	<p>The cohort of community support clients identify as most at risk as outlined in the Australian Government DoH website</p> <p>The service requires one on one contact, so it presents a high risk of exposure to Corona Virus for both clients and staff</p>
Risk Assessment	The nature of this service make social isolation measures difficult to implement. In addition, the elderly is at greatest risk of death or serious illness if they are infected with Corona virus. This means that we must ensure a high degree of compliance with protective measures by staff in order to continue this service.
Community Assessment	<p>Risk assessment of the impact on clients if this service was to cease:</p> <ul style="list-style-type: none"> • 859 clients receive Personal Care, Shopping, Delivered Meals, Meal Prep, Property maintenance. • People's personal hygiene needs must be taken care of or risk admission to hospital. People must have access to food and essential supplies like toilet paper in order to stay healthy and well at home. • Property Maintenance- rail installations essential for personal care, beeping smoke detectors are essential tasks that would need to continue.

	<p>Respite- Medium Risk.</p> <p>Reduced “monitoring” of vulnerable clients directed to those clients have limited informal support system, therefore Council service may be the only regular visitor they have</p> <p>It is important that carers have a break in order to be able to continue to provide care to their loved one. If carers do not get a break, the client may end up in residential care or hospital as a result of carer not coping.</p>
Economic Assessment	<p>As above</p> <p>We have had a number of client’s cancelling services/placing services on hold due to fears of Coronavirus and wanting to social distance. So far this has not had an impact on staff rosters.</p>
Options	<p>Suspend services – not recommended</p> <p>Continue services with increased measures to protects health, safety and wellbeing of clients and staff -Recommended</p> <p>Measures to be taken:</p> <ul style="list-style-type: none"> • Increased telephone welfare checks by rostering team and other staff • Reviewing clients who have lower needs so that if there is a loss of staff we can reprioritise to clients with higher needs • Mandatory on-line training <i>How to protect yourself and the people you are caring for from infection with COVID-19</i> for staff. • Social support program staff being reallocated to Home Support team if required • We have sufficient safety equipment at the moment (mask, gloves etc) and the Commonwealth are stockpiling and can make equipment available • Refining protocols to reflect new safety measures– to be checked with OH& S
Legal Liability / Obligations to Contractors or External Funders	As above.
Budget Impact	As clients are cancelling/suspending services, there will be a decrease in client fees received.