

What if West Wimmera Shire becomes a COVID-19 Hotspot



Business Community Presentation



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What if the West Wimmera Shire Council becomes a covid-19 hotspot?

Businesses Community Individuals

Direction from the State

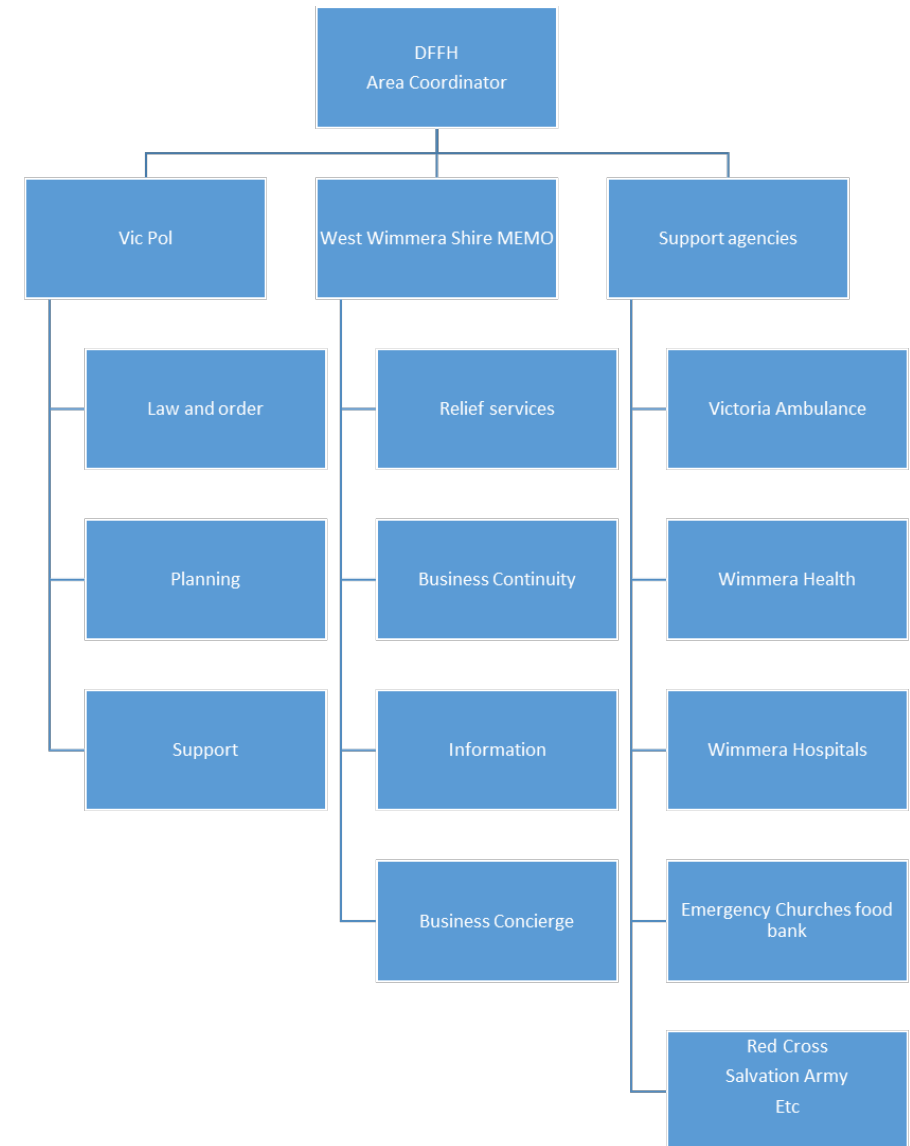
- Department of Health
- Department of Families, Fairness and Housing
- State Pandemic Plan
- Regional Pandemic Plan
- West Wimmera Pandemic Plan



Encourage Vaccination

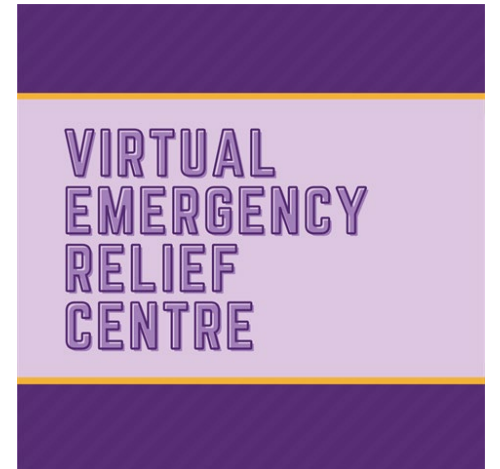
Councils MEMO, MRM, Relief team, Communications team

- Work with DFFH/DH as part of an incident management team
 - Assist in the coordination of support to the community
 - Contact point for DFFH/DH and the community
 - Contact point for logistics (food/water distribution)
 - Working with Volunteers/helpers
 - Contact point for information (Hygiene, sanitisation)
 - Assist in the set up of testing stations
 - Disposal of contaminated waste
 - Assist in the preparation of Information to the community
- Work with agencies to set up SPAM teams (Stress Prevention and Management)



Councils MEMO, MRM, Relief team, Communications team

- Support for persons on the vulnerable persons register
 - Working with carers to provide safe contactless deliveries of food, water, medical supplies and support
- Virtual Relief Centre
 - Coordinating services to assist displaced persons as a result of a flood, fire or other emergency as per West Wimmera Shire Council Relief and Recovery Plan
- Assistance to Vic Police
 - Traffic management
 - Law and Order management
- Assistance to Agencies as part of the resource sharing model for emergencies



Work with Businesses to ensure a return to COVID normal as soon as possible

- Provide Business Concierge support – one point of contact
- Daily briefing to pass on up to date information
- SPAM Team support
- Links to Government business support services



It costs nothing to talk



Rural Outreach Program

How can we help?

Our team of Outreach Workers can help when:

- Times get tough
- You need a trusted person to talk with
- You are concerned about someone
- You need someone for support & guidance
- Or you just need a friendly ear on the phone

This is a **FREE** service and we can come to you, whether it be at your home, on the farm or any place you feel most comfortable.

1300 OUTREACH (1300 688 732)

www.ruraloutreach.org.au – info@ruraloutreach.org.au



Business's responsibilities

- Ensure every one registers when entering
 - Uses the QR code with their smart phone or
 - Writes their name, phone number and time of entry in the register.
- Ensure that everyone is wearing a mask unless they have a medical reason not to.
- Ensure hand sanitiser is available
- Clean tables and chairs after each client has left and before the next client
- Regularly disinfects touchable surfaces
- Ensure social distancing is being adhered to
- Have a COVID safe plan
- Follow the guidelines as set down by the State Health Authorities



Response to a COVID outbreak in Edenhope leading to essential store closures.

As asked by the President of the Edenhope Progress Association.

1. Rapidly identifying cases, primary close contacts, secondary close contacts.
2. Rapidly identifying which workers were not in contact with cases, that may help with recovery.
3. Deep Cleaning
4. Rapidly re-opening stores



Rapidly identifying cases, primary close contacts and secondary close contacts

- The COVIDSafe plan guide, section 4 (Keep records and act quickly if workers become unwell) shows all structures and steps needed.
- The COVIDSafe Plan has been developed to support businesses to maintain a COVIDSafe workplace and prepare for a suspected or confirmed case of COVID-19 in the workplace.
- All Victorian businesses with on-site operations must complete a COVIDSafe Plan.
- Your workforce needs to be familiar with this plan.
Where possible it is recommended that you discuss the plan with your workers before you finalise it. Once you have completed the plan, share it with your workers and occupational health and safety representatives.
- For further guidance on how to prepare your COVIDSafe Plan or any other questions, please visit coronavirus.vic.gov.au or call the Business Victoria Hotline on 13 22 15.

Confirmed case checklist

- Ask worker to return home and isolate.
 - If a worker finds out that they have tested positive for COVID-19 when they are at work, you must direct them to go home immediately, whether or not they have symptoms. Once home, the worker must wait for further instructions from the Department of Health.
- Notify the Department of Health.
 - If the worker attended work anytime during the 48 hours before they developed symptoms, you must complete an Employer COVID-19 Notification Form and email it to covidemployernotifications@dhhs.vic.gov.au.
 - For workers with no symptoms, the important time period will be 48 hours (or 2 calendar days) before their test date.
If the Department of Health has not contacted you within 24 hours of notification please call 1300 651 160.
- Notify all workers, suppliers and customers.
 - Advise all workers, suppliers and customers (if relevant) to watch out for COVID-19 symptoms, and to get tested and isolate if they have any symptoms.

Do not disclose the identity of the confirmed case unless they have given you permission to do so. Posters and letter templates are available in the Confirmed case in the workplace information pack <https://www.dhhs.vic.gov.au/confirmed-case-in-the-workplace-covid-19>
- Notify WorkSafe and other relevant industry bodies.
 - The Department of Health will ask you to contact WorkSafe and any other relevant entities for your sector.
 - WorkSafe may provide further directions that you must comply with.

You must do the following within 48 hours of being notified of a confirmed case of COVID-19

- Spreadsheet to the department by emailing: covidemployernotifications@dhhs.vic.gov.au.
 - These forms do not need to be submitted together, submit them as soon as they are completed. The close contact spreadsheet is comprehensive, fill it in with as much detail as possible. **Complete the Workplace risk assessment**.

This will help you and the Department of Health to determine what actions need to be taken. This may include deep cleaning, full or partial closure of the worksite, and any other actions needed to reduce the risk of transmission.

The Department of Health will support you through this process to ensure all required public health actions are taken. You must complete a risk assessment for each identified suspected or confirmed case.

- **Identify workplace close contacts.**
 - Close contact means: having face-to-face contact, or being within 1.5 metres of a person with COVID-19 or sharing a closed space for more than one hour during their infectious period.
 - More people may be required to quarantine after a risk assessment by the Department of Health.
 - Using rosters, timesheets, sign-in sheets, visitors logs and the attendance register, complete the [Close contact spreadsheet](#). This will help the Department of Health identify close contacts and begin contact tracing. The close contact spreadsheet is comprehensive. Please fill it in with as much detail as possible.
- **Submit forms.**
Send your completed **Workplace Risk Assessment** and **Close Contact**

You must do the following within 48 hours of being notified of a confirmed case of COVID-19

- **Notify the identified close contacts and explain that they need to quarantine.**
 - Call close contacts, and explain they need: to quarantine, get tested and to wait for further instructions from the Department of Health.
If they do not answer, send them an SMS. There is an SMS template you can use in Workplace guidance for managing suspected and confirmed cases.
 - You should aim to call close contacts and add as much detail to the **Close contact spreadsheet** as possible. This will help the Department of Health to get in touch with all close contacts, provide information on quarantine requirements and support available, and to stay in touch through their quarantine period.
Do not disclose the identity of the confirmed case unless they have given you permission to do so.
- **Consider closing or vacating the workplace** if required.
 - The Department of Health will work with you on the measures you need to take and advise when it is safe to reopen. This step is informed by the Workplace risk assessment
- **Deep clean as required.**
 - Complete a deep clean of the workplace or areas of the workplace identified in the Workplace risk assessment.
After reviewing your response, the Department of Health will work with you and your workplace to determine if any additional actions are required and when it is safe to reopen.
Reopening will typically occur after all confirmed cases and close contacts have entered isolation and quarantine, deep cleaning has been completed, and any additional measures have been implemented.

Free infection control training

Training for customer-facing employees to identify and manage the ongoing risk of Coronavirus (COVID-19) infections.

- Victorian TAFEs and Registered Training Organisations are offering free short accredited training courses (Skill Sets) to help upskill workers to administer and implement infection control policies and procedures within workplaces.
- The courses will support businesses to reopen safely and continue to control the outbreak of coronavirus (COVID-19) across Victorian businesses. The course is not mandatory for businesses to reopen; however, employers are encouraged to release their staff for the free training.
- The courses combine online learning and workplace-based assessment and involve up to 30 contact hours. Employees will acquire the knowledge and skills to help reduce the transmission of COVID-19 to themselves, colleagues, customers and suppliers. In turn, this will help increase consumer confidence that it is safe for the community to re-engage with Victorian businesses.

The courses will be available for employers and employees in businesses where COVID-safe practices are vital, with a focus on six priority sectors that represent 50% of the Victorian economy:

- retail trade, accommodation and food, transport incl. postal and warehousing, construction, manufacturing, health care and social assistance.

Participants will learn a range of skills, including:

- Hand hygiene practices, Effective surface cleaning, Use of personal protective equipment, Disposal of contaminated waste, Hazard identification, control and reporting, Appropriate protocols and responses in the event of an incident, Knowledge regarding the basis of infection and transmission.

The following accredited skills set courses are available

- HLTSS00064 - Infection Control Skill Set (for delivery in Disability Care/Individual Support/Aged Care sectors)
- HLTSS00065 – Infection Control Skill Set (Retail)
- HLTSS00066 – Infection Control Skill Set (Food Handling)
- HLTSS00067 – Infection Control Skill Set (Transport and Logistics)
- BSBSS00095 – Cross-Sector Infection Control Skill Set

<https://www.skills.vic.gov.au/s/free-infection-control-training>

STAY | SAFE

STAY | OPEN

FREE | REVIEW | OF YOUR | COVIDSAFE | PLAN

- A free, confidential service offered by the Victorian Government
- Advice from leading professional services firm Ernst & Young

The Victorian Government is offering a free, independent review of your COVIDSafe Plan to ensure it is up to date and reflects the current COVIDSafe settings.

Every Victorian business must have a COVIDSafe Plan to help protect workers and customers from COVID-19.

Ernst & Young will:

- Consider your COVIDSafe Plan and any relevant information.
- Meet with you to discuss how you have implemented the plan.
- Provide confidential advice on how to address any gaps or areas for improvement.

How do I book a free COVIDSafe Plan review?

Email covidsafeplanreview@djpr.vic.gov.au.

Provide the following: Your Business name, the name of the best person to contact and their phone number.

If you have any questions relating to your COVIDSafe requirements, please email icc@ecodev.vic.gov.au or call the Business Victoria hotline on 13 22 15.

Information on public health directions applying to employers is available at:
(Ctrl + Click to follow link)

[Creating a COVIDSafe workplace](https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/covid-safe-business/creating-a-covid-safe-workplace) <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/covid-safe-business/creating-a-covid-safe-workplace>

[Confirmed case in the workplace](https://www.dhhs.vic.gov.au/confirmed-case-in-the-workplace-covid-19)

<<https://www.dhhs.vic.gov.au/confirmed-case-in-the-workplace-covid-19>>.

- You can also refer to the following guidance: [Preventing infection in the workplace](https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19)
<<https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19>>
- [Preparing for a case of COVID-19 in your workplace \(Word\)](https://www.dhhs.vic.gov.au/sites/default/files/documents/202007/preparingfor-a-case-of-covid-19-in%20your-workplace-guidance-covid-19.docx)
<<https://www.dhhs.vic.gov.au/sites/default/files/documents/202007/preparingfor-a-case-of-covid-19-in%20your-workplace-guidance-covid-19.docx>>
- [Cleaning and disinfecting to reduce COVID-19 transmission \(Word\)](https://www.dhhs.vic.gov.au/cleaningand-disinfecting-reduce-covid-19-transmission-tips-non-healthcare-settings)
<<https://www.dhhs.vic.gov.au/cleaningand-disinfecting-reduce-covid-19-transmission-tips-non-healthcare-settings>>
- [WorkSafe: Managing COVID-19 risks – face masks in workplaces](https://www.worksafe.vic.gov.au/managingcoronavirus-covid-19-risks-face-coverings-workplaces)
<<https://www.worksafe.vic.gov.au/managingcoronavirus-covid-19-risks-face-coverings-workplaces>>
- [WorkSafe: Other relevant industry specific guidance](https://www.worksafe.vic.gov.au/coronavirus-covid-19)
<<https://www.worksafe.vic.gov.au/coronavirus-covid-19>>.

Lessons learnt

- Shepparton
- Ballarat



Where can I go for further information?

- www.coronavirus.vic.gov.au
- www.coronavirus.vic.gov.au/business-grants-and-support
- www.wimmerapcp.org.au/wp-gidbox/uploads/2020/04/COVID-19-Support-Contacts-April-2020.pdf
- https://coronavirus.beyondblue.org.au/?utm_source=google&utm_medium=cpc&utm_campaign=covid-19_april2020&utm_targeting=generic-cvsup&utm_format=text_ads&utm_creative=eta&utm_id=covid-19&dclid=&gclid=CjwKCAjwhaaKBhBcEiwA8acsHPdNK14luhsrSkBfpHo-y-t2cFkMz-vceSdJpEGwJwajLmXSytm8kBoCLpkQAvD_BwE
- <https://www.coronavirus.vic.gov.au/mental-health-resources-coronavirus-covid-19>
- <https://www.vichealth.vic.gov.au/media-and-resources/publications/improving-workplace-wellbeing>

SUPPORT CONTACTS

OCT 2021

CORONAVIRUS HOTLINE 1800 675 398

- For health information, self-isolating and breaches

Local (Uniting Wimmera) Call for Help Hotline 1800 195 114

- For Help during the Covid pandemic, Monday-Friday service.

Local support (Rural Outreach program) 1300 688 732

- Monday - Friday 9-5pm

Covid-19 Vaccination 1800 675 398

- Or speak to your GP or pharmacist.

| West Wimmera

COUNSELLING, LOCAL SUPPORT & RURAL OUTREACH

24-hour Mental Health Triage	1300 661 323	Rural Outreach	1300 688 732
Headspace Horsham (12-25 years)	5381 1543	Flying Doctor Wellbeing	8412 0480
Rural & Small Business Financial Counselling	1300 735 578	West Wimmera Council Support	13 99 72
Grampians Community Health	5358 7400	Sexual Assault & Family Violence Centre	1800 806 292

HEALTH SERVICES

Edenhope & District Memorial Hospital	5585 9800	West Wimmera Health Service	5391 4292
Edenhope Medical Clinic	5585 9888	Kaniva Medical Clinic	5392 2240
Edenhope Pharmacy	5585 1069	Kaniva Hospital - 24 Hour Urgent calls	5392 7000
Kaniva Pharmacy	5392 2373	Harrow Bush Nursing Centre	5588 2000
Rural Doctors Kaniva	5323 5770	Goroke Community Health	5363 2201
Wimmera Health Care Group	5381 9111	After Hours GP helpline	1800 022 222

FOOD & SUPPORT

<u>Emergency;</u>	
Coronavirus Hotline	1800 675 398
Christian Emergency Food Centre	5381 2311
The Salvation Army	1300 662 217
<u>Local;</u>	
Deliveries Edenhope Foodworks	5585 1501
Deliveries Edenhope Butcher	5585 1597
Deliveries Kaniva IGA	5392 2250

FINANCIAL SUPPORT

ANZ	1800 351 548
Bendigo Bank	1300 236 344
Commonwealth Bank	132 607
NAB	1300 769 650
Westpac	132 142
Centrelink	132 316
Business Victoria	132 215

LOCAL GOVERNMENT

West Wimmera Shire Council	13 99 72	Horsham Rural City Council	5382 9777
Hindmarsh Shire Council	5391 4444	Yarriambiack Shire Council	5398 0100

OTHER ASSISTANCE SERVICES

BeyondBlue www.beyondblue.org.au	1300 224 636	Lifeline www.lifeline.org.au	131 114
Kids Help Line (5-25 years) www.kidshelpline.com.au	1800 551 800	Suicide Helpline www.suicidehelpline.org.au	1300 651 251
Suicide Call Back Service www.suicidecallbackservice.org.au	1300 659 467	MensLine Australia www.mensline.org.au	1300 789 978
Red Cross www.redcross.org.au	1800 131 701	Qlife www.qlife.org.au	1800 184 527
Nurse-On-Call	1300 606 024	Gambler's Help www.gamblershelp.org.au	1800 858 858
Police Edenhope - Non Urgent	5585 1003	Salvation Army www.salvationarmy.org.au	1300 662 217
Police Kaniva - Non Urgent	5392 2244		

In case of an Emergency dial 000

DIGITAL SERVICES

Counselling Online Free drug & alcohol counselling www.counsellingonline.org.au		Head To Health Digital mental health services & resources www.headtohealth.gov.au	
Eheadspace Online and webchat www.headspace.org.au/eheadspace	1800 650 893	ReachOut Online and webchat www.reachout.com.au	
SANE Australia Online and webchat www.sane.org	1800 187 263	1800RESPECT For people impacted by sexual assault, domestic or family violence and abuse www.chat.1800respect.org.au	1800 737 732

For current restrictions, please refer to the Victorian Department of Health and Human Services website www.dhhs.vic.gov.au/coronavirus or call the VICTORIAN CORONAVIRUS HOTLINE on 1800 675 398