



NGO GUIDE TO RECOVERY

October to December 2021

PURPOSE OF THIS GUIDE

The purpose of this NGO Guide to Recovery is to enable a shared understanding between DCJ and its NGO service partners of the planned staged approach as NSW reopens and adjusts to living with COVID-19.

The Guide will change as circumstances change.

The Guide frames milestones related to clients accessing services, service delivery across programs and the workforce.

This is an overarching approach and specific guidance will also be prepared across programs areas.

NSW ROADMAP TO RECOVERY (FOR ALL NSW RESIDENTS)

REOPENING STARTS AT 70%

11 OCTOBER 2021

FURTHER REOPENING AT 80%

FULLY REOPENED

1 DECEMBER 2021

- Stay-at-home orders lifted and replaced by roadmap framework and LGAs of concern cease to exist
- Travel permits and PCR testing no longer required for travel
- Employers must continue to allow employees to work from home, if the employee is able to do so
- Workers in regional areas who have received one vaccination will be permitted to return to their workplace
- Masks remain mandatory for indoor venues - Masks not required outdoors
- Revised NSW Health guidance on isolation for close and casual contacts who are fully vaccinated
- Carpooling permitted (for fully vaccinated adults and those with medical exemptions)

- Employers must continue to allow employees to work from home, if reasonable practical
- Employers must require employees who are not fully vaccinated to work from home, if reasonably practical
- Masks not required in office settings or outdoor settings (unvaccinated people must still wear a mask in the office)
- Carpooling is permitted (those who are not fully vaccinated can only carpool with their household)

- Changes will affect all NSW residents, regardless of vaccination status
- Working from home at employer's discretion
- Density shifts to one person per 2sqm for indoor and outdoor settings
- Masks not mandatory in indoor or outdoor settings (mandatory on public transport)
- Domestic travel, including trips between Greater Sydney and Regional NSW

** There are some exemptions to density rules for some essential services e.g disability and aged care, food banks and other services that assist vulnerable and homeless people.*

NGO GUIDE TO RECOVERY

REOPENING STARTS AT 70% - 11 OCTOBER

- [DCJ COVID-19 Management and Vaccination policy for service providers](#) released on 13 October 2021.
- Continue to use a hybrid model (combination of face-to-face and online/telephone service delivery) as needed & in compliance with Public Health Orders
- Plan for gradual return of service delivery within your COVID-19 management plan.
- Determine processes as per COVID-19 management plan to manage vaccinated versus unvaccinated staff & clients including use of PPE.
- Continue to check with clients if they have any COVID symptoms prior to home visits or program participation – *you are not required to verify vaccination status of clients or visitors coming into your service*
- Apply & monitor travel arrangements between Greater Sydney & regional areas for your workforce
- Respond to changes in contact tracing and isolation requirements.

FURTHER REOPENING AT 80%

- [DCJ COVID-19 Management and Vaccination policy for service providers](#) – implementation continues
- Plan for increased return to service delivery within your COVID-19 management plan.
- Regional areas consider planning for response to potential increase in COVID-19 cases & associated local restrictions
- Continue to check with clients if they have any COVID symptoms prior to home visits or program participation – *you are not required to verify vaccination status of clients or visitors coming into your service*
- Apply & monitor travel arrangements between Greater Sydney and regional areas for your workforce
- Respond to changes in contact tracing and isolation requirements.

FULLY REOPENED - 1 DECEMBER

- [DCJ COVID-19 Management and Vaccination policy for service providers](#) – assessments and plans completed
- Commence gradual return to service delivery* (as close to BAU as possible) based on your COVID-19 management plan, Public Health Orders/NSW Health advice.
 - *Discuss with your contract manager your plan for return to pre-COVID service delivery.
- Respond to changes in contact tracing and isolation requirements.

- **Continue** to review NSW Health COVID-19 advice
- **Continue** to communicate with clients about changes to restrictions and [isolation requirements](#)
- **Continue** to provide information on vaccinations and how to get vaccinated
- **Continue** to support clients to access other services again
- **Continue** to review and update your Business Continuity Plans
- **Continue** COVID-19 positive case reporting & communication with your DCJ contract manager
- **Maintain** physical distancing & hygiene and cleaning standards

NGO GUIDE TO RECOVERY – SERVICE EXAMPLES

REOPENING STARTS AT 70%

FURTHER REOPENING AT 80%

FULLY REOPENED 1 DEC 2021

Centre based services

- Implement DCJ COVID-19 Management and Vaccination policy for service providers
- Plan for return to pre-COVID service delivery within density limits, and your COVID-19 management plan, using the varied required controls in place to manage safety as per risk assessment.
- Continue to use a hybrid model with virtual or telephone contact as needed and in compliance with Public Health Orders.

- Implement DCJ COVID-19 Management and Vaccination policy
- Discuss with your contract manager your plan for return to pre-COVID service delivery under your COVID-19 management plan.
- Continue to monitor NSW Government and Health updates and adjust COVID-19 safety plans as required.

Residential Care

- Return to face to face schooling, as possible
- Continue to support vaccination of children and young people
- Use QR codes and rostering to manage potential outbreaks
- Visitors and community activities in line with NGO policies, and in compliance with health advice and public health orders

- Schooling and community activities as 'normal'
- Continue to monitor NSW Government and Health updates and adjust COVID-19 safety plans as required

Crisis refuge providing accommodation (with communal kitchen & shared bathrooms)

- Continue to update Business Continuity Plans.
- Planning should consider impacts for clients (support and advice), service delivery (re-starting outreach services), staff (wellbeing, WH&S and vaccinations policy), resourcing (PPE supplies) and environmental factors (ongoing cleaning arrangements).

- Monitor implementation plans and adjust where required to ensure clients, staff and visitors safety.
- Continue to be alert to NSW Government and Health COVID-19 updates and adjust COVID safe plans and Business Continuity Plans.
- Re-communicate to clients and staff.

DFV service (providing service-based and outreach service to clients)

- Continue to update COVID-19 safety plan, business continuity plan and risk assessments
- Use QR codes to manage potential outbreaks as clients commence attending the service.
- Prior to home visits, check whether clients have COVID symptoms and follow your organisation's COVID-safe plan to manage each case accordingly

- Monitor implementation of plans and adjust settings as required to ensure clients and staff safety
- Continue to be alert for NSW Government and Health updates and adjust COVID-19 safety plans as required
- Communicate regularly with clients and staff about any adjustments