SWICC
Outbreak Response Preparedness and Planning

Supporting Communities Forum
5 October 2020

Overview

- Communities continues to work on:
  - joint preparedness, planning and resourcing for COVID outbreaks and
  - responding to concurrent hazards e.g. bushfire, cyclone and flood

- Planning focusses on welfare needs that arise
  - ability of people to self-care, or for vulnerable people to seek and receive their usual support.
  - newly effected cohorts

- Links to Victoria established to help inform planning

- Desktop Planning Exercises – various scenarios including vulnerable cohorts

- Intelligence Analysis and Risk Assessment on physical assets

- Engagement with SWEC members, sector partners and across Department:
  - Service Delivery Regional and Remote, Cultural Council, District Leadership Groups
  - Australian Red Cross, WACOSS, WALGA, Shelter WA, WALGA
  - DOH, SHICC, WACHS, OMI, ADF, DFES, WA Police, MHC, LotteryWest

- The State Welfare Emergency Committee (SWEC) activated on 4th April following EM Arrangements
  - State Support Plan – Emergency Welfare
  - State Welfare Coordinator – DG Communities
  - Establishment of SWICC

- Support areas: emergency accommodation, food, personal supports, personal requisites, financial assistance, registration

- March/April - immediate welfare support was provided for cruise ships passengers

- Ongoing support at border crossing (Perth airport, land borders)
  - Perth airport, land borders (e.g. Kimberley, Goldfields)
  - Mandatory quarantine and self-isolating

Last six months
This is what we have done

- Welfare supports coordinated through COVID call centre (13COVID, 2,2)

- Averaging 150 calls (in, out) per day for welfare needs (18,000 since March)
  - Typically more complex needs cases
    - Anxiety and stress, aged person, those will a disability, those impacted by domestic violence
    - Financial stress
    - discharged patients impacted by biosecurity areas
    - non-residents

- Established and implemented hotel quarantine fee hardship assessments.

- Coordinated development of options for the subsequent implementation of the Pandemic Leave Disaster payments and Test Isolation payments.

Last six months
This is what we have done

- Development of *COVID-19 State-wide Integrated Welfare Response Plan*

- Involvement with SHICC cluster outbreak planning

- Pandemic planning for Remote Communities

- State-wide accommodation and regional PPE planning

- Established of the SWICC control centre and development of AIIMS based emergency welfare management framework.

- Establishment of 'exercising' methodology and COVID outbreak action planning and pre-formed outbreak actions plan
  - E.g. remote communities, regional town, metro suburb, public housing blocks

- Engagement with CALD groups on emergency welfare messaging

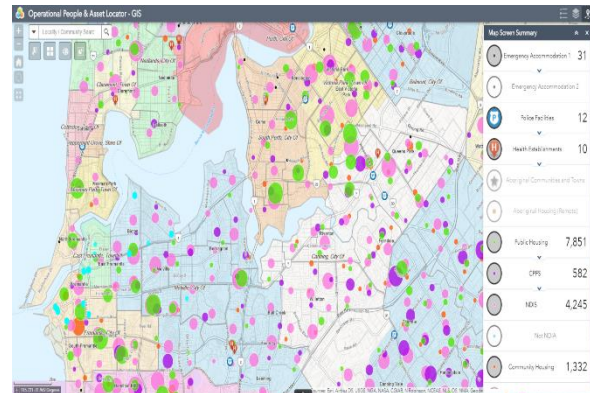# Understanding people, place, home

The development of geospatial information to inform our action planning and response.

Data sourced on:

- People with disability (NDIS and non-NDIS)
- Children in care
- Vulnerable groups in public housing
- Temporary visa holders
- Remote Aboriginal communities

Operational People and Asset Locator (OPAL)

Aspects informing planning

Lessons learnt e.g. Victoria

- Emergency welfare response, co-ordinated across government and the community services sector is required

- Need to mobilise to respond immediately (preparedness planning and exercises)

- Communications/Public Information is critical
  - Language, culturally appropriate messaging, numeracy and literacy

- Continuity of services for vulnerable individuals and families is essential (including FDV and Child Protection)

Present and forward plan development

- Site specific annexes for *COVID-19 State-wide Integrated Welfare Response Plan*

- Vulnerable cohort, complex issue management **"Pathways"**

- Evacuation centre guidelines for combined natural hazards and COVID

- Regional food provisions

- Specific vulnerable cohort roundtables, taskforce/EM integration and COVID outbreak planning and exercising
  - E.g. Disability sector and rough sleepers