Accessible text

COVID-19 outbreak scenario guide for people with disability who live in supported group accommodation

16 June 2021

The process flow shows the steps and actions to occur if a person with disability who lives in supported group accommodation has COVID-19 symptoms.

At the top of the diagram is a double ended arrow indicating that communication throughout the process flow with the person with disability, carers and or legal guardians is essential.

Box 1 states:

* Person with disability has COVID-19 symptoms. A link is provided to the Western Australia (WA) Department of Health [Coronavirus (COVID-19)](https://healthywa.wa.gov.au/coronavirus) website for further information

A second box directly below box 1 indicates the below actions are to also occur at this stage:

* Disability service provider management to be notified
* Notify all key support people (i.e. family, carer, legal guardian, disability service provider)
* Immediately implement contact and droplet precautions for support persons
* A link is provided to read the below documents:

1. [COVID-19 preparation and response guidelines for congregate living settings](https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Preparation-and-response-guidelines-for-congregate-living-settings.pdf)
2. [Advice for use of PPE for non-healthcare workers in community settings](https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Use-of-PPE-for-workers-in-community-settings.pdf)

* For further advice on testing and isolation contact the Public Health Emergency Operations Centre (within WA Department of Health) on 1300 316 555
* Organise access to Personal Protective Equipment (PPE)
* If PPE stock is exhausted from suppliers:
  1. Email [NDISCOVIDPPE@health.gov.au](mailto:NDISCOVIDPPE@health.gov.au)
  2. Email [PDWSalesReports@finance.wa.gov.au](mailto:PDWSalesReports@finance.wa.gov.au)

From box 1 an arrow points right to box 2, which states:

* Disability service provider to organise clinical assessment and COVID-19 test for the person with disability. Link provided to WA Department of Health [COVID-19 testing](https://healthywa.wa.gov.au/Articles/A_E/Coronavirus/COVID19-testing) website. Options below:
  1. Attend COVID-19 Clinic. Link provided to [COVID clinics](https://www.healthywa.wa.gov.au/Articles/A_E/COVID-clinics)
  2. Phone General Practitioner (GP). In-home testing can be organised through the GP.
  3. Phone WA COVID Helpline 13 COVID (13 26843)
* Regional areas with no COVID clinic: people should attend the emergency department of a public hospital, health service or remote health clinic

An arrow points down from box 2 to box 2a, which states:

* No. If advised that no COVID-19 test is required, treat as per GP instruction.

From box 2 a second arrow points right to box 3, which states:

* Yes, COVID-19 test required
* Indicate on testing forms that the person with disability lives in group accommodation and provide contact details of the disability service provider
* Person with disability to isolate in room or isolation property as per disability service provider Business Continuity Plan until a test result is received within 24-72 hours
* Monitor staff and other people living at the home for symptoms
* Clean property
* A link is provided to read the below documents:
  1. WA Department of Health [Isolation instructions for people awaiting test results or people in quarantine who are symptomatic](https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Isolation-instructions-for-people-awaiting-results.pdf)
  2. [Considerations for disability service delivery](https://www.communities.wa.gov.au/coronavirus-covid-19/disability-services-covid-19/disability-service-providers-covid-19/)
* If a person with disability is unable to isolate safely at home, phone WA COVID Helpline – State Welfare Incident Coordination Centre on 13 COVID (13 26843) for assistance.
* The State Welfare Incident Coordination Centre (within Department of Communities) will work with the person with disability and key support people to:
  + Source alternative isolation accommodation
  + Source essential disability equipment, if required
  + Ensure the continuity of essential disability supports if usual support or funding arrangements are exhausted

From box 3 an arrow points down to box 4, which states:

* Negative result
* Seek advice from GP for treatment of non COVID-19 illness

From box 3 a second arrow points down to box 5, which states:

* Positive result
* People need to self-isolate if they have tested positive for COVID-19
* The Public Health Emergency Operations Centre (within WA Department of Health) will:
  + Contact the person with disability and or their key support person
  + Contact the disability service provider to undertake a situational analysis and risk assessment
  + Commence contact tracing to identify close contacts and determine actions required
  + Conduct daily symptom monitoring by SMS or phone call

Two arrows point from box 5 to two different scenarios as outlined below:

Scenario 1:

* If well, the person with to remain in isolation with essential supports following infection control and PPE guidelines
* If additional supports are required:
  + NDIS participant, phone 1800 800 110 (select option 5)
  + State funded:
    - COS-A (under 65) phone 08 6167 8131 or email [COSA@dsc.wa.gov.au](mailto:COSA@dsc.wa.gov.au)
    - COS-P (over 65) email [CoSCOVIDNotification@health.gov.au](mailto:CoSCOVIDNotification@health.gov.au)

Scenario 2:

* If the person with disability requires medical review or urgent medical treatment, phone 000 and tell operator that the person is COVID-19 positive
* Possible admission to hospital with appropriate support. Complete the [COVID-19 hospital companion form](https://www.health.gov.au/resources/publications/coronavirus-covid-19-hospital-companion-for-people-with-disability) and provide relevant care plans
* The person with disability may be discharged if clinically well, but still needs to isolate at home with continued supports. If required, alternative isolation accommodation will be sourced before discharge.

The last box for each scenario points to the final box in the process flow, which states:

* The Public Health Emergency Operations Centre (within WA Department of Health) will advise and provide written confirmation when the person with disability is approved for release from isolation

See further information at [Department of Communities Disability Services (COVID-19)](https://www.communities.wa.gov.au/coronavirus-covid-19/disability-services-covid-19/)