Accessible text

COVID-19 outbreak scenario guide for support workers

16 June 2021

The process flow shows the steps and actions to occur if a support worker has COVID-19 symptoms.

Box 1 states:

* Support worker 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:

* Support worker to notify employer
* Employer to read the below documents to determine the appropriate action:
  1. [Advice for use of personal protective equipment for nonhealthcare 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)
  2. [Considerations for disability service delivery](https://www.communities.wa.gov.au/coronavirus-covid-19/disability-services-covid-19/disability-service-providers-covid-19/)
* 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 a second arrow points right to box 2, which states:

* If at the workplace, employer to send support worker home and request the support worker have a COVID-19 test

An arrow points from box 2 to box 3 on the right. Box 3 states:

* Support worker to arrange a clinical assessment and possible COVID-19 test. A link is provided to the WA Department of Heath [COVID-19 testing](https://healthywa.wa.gov.au/Articles/A_E/Coronavirus/COVID19-testing) website for further information. Options below:
  1. Attend a COVID-19 clinic. Link provided to [COVID-19 Clinic](https://www.healthywa.wa.gov.au/Articles/A_E/COVID-clinics)s
  2. Phone general practitioner (GP)
  3. Support worker to phone WA COVID Helpline, 13 COVID (13 268 43)
* 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 3 to box 3a, which states:

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

From box 3 a second arrow points right to box 4, which states:

* Yes, COVID-19 test required
* Support worker to advise testing staff if they work in a high-risk setting (i.e. supported group accommodation or Australian Disability Enterprise) and provide details of employer
* Support worker to isolate until a test result is received within 24-72 hours
* If support worker is unable to isolate safely at home, phone the WA COVID Helpline – State Welfare Incident Coordination Centre on 13 COVID (13 26843) for assistance to source alternative isolation accommodation
* A link is provided to 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)

From box 4 an arrow points down to box 5, which states:

* Negative result
* Support worker to seek advice from GP and return to work following medical clearance as per employer policies

From box 4 a second arrow points down to box 6, 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 support worker
  + 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 6 to two different scenarios as outlined below:

Scenario 1:

* Support worker to remain in isolation and excluded from all work that involves contact with others

Scenario 2:

* If support worker 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
* The support worker may be discharged if clinically well, but still needs to isolate. If they cannot isolate safely at home, 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 support worker 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/)