# Frequently Asked Questions

# Community Sector COVID-19 briefings webinar –

# 21 January 2022

Please note that the answers below were correct as of 18 February 2022. Information may change in light of State Government announcements.

## Proof of Vaccinations

### What proof of vaccination is acceptable for people who do not have the ServiceWA app?

See information here: <https://www.wa.gov.au/system/files/2022-01/ServiceWA_Proof_of_vax_guide_A3_0.pdf>

### What ID is acceptable?

See information here: <https://www.wa.gov.au/system/files/2022-01/ServiceWA_Proof_of_vax_guide_A3_0.pdf>

Note that a person does not need separate ID if they are checking in with the Service WA app or the Express Plus Medicare app.

### Is proof of vaccination required at art galleries, libraries, visitor centres and recreation centres?

See [COVID-19 Coronavirus: Proof of COVID-19 vaccinations](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations)

From Monday 31 Jan, proof of vaccination is required to enter:

* any venue that has a liquor licence and supplies alcohol;
* specified galleries and museums being;
  + Perth Institute of Contemporary Arts
  + Goldfields Arts Centre
  + Art Gallery of WA
  + Fremantle Arts Centre
  + WA Museum Boola Bardip
  + WA Maritime Museum
  + Shipwrecks Museum (Fremantle)
  + Museum of the Great Southern
  + Museum of the Goldfields
  + Museum of Geraldton
  + Gwoonwardu Mia (Carnarvon)
* recreation centres, except in areas where community sport is being played.

Visitor centres and libraries are not venues that require proof of vaccination.

### What records need to be kept by a business or organisation in relation to proof of vaccination for visitors? Is a business or organisation required to take copies of ID and/or vaccination status?

See [COVID-19 Coronavirus: Proof of COVID-19 vaccinations](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations)

Businesses are not required to store patrons’ proof of vaccination status. Businesses that choose to store patrons’ proof of vaccination status for ease of access (for example, membership-based gyms or fitness venues that are unstaffed), should clearly inform people how their information will be collected, stored and used. It is the business’ responsibility to meet its legal obligations.

### Is proof of vaccination based on double-dose vaccination or will WA be moving to triple vaccinations?

As at 31 January 2022, proof of vaccination is based on double-dose vaccination for all approved vaccines, other than Johnson & Johnson/ Janssen-Cilag COVID Vaccine which is one dose.

### Is proof of vaccination required for 12+ year olds, or does this only apply to travel?

See [COVID-19 Coronavirus: Proof of COVID-19 vaccinations](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations)

(18 Feb 2022) No. For venues, proof of vaccination is required for people aged 16 years and over. For travel, proof of vaccination is required for people aged 12 years and over.

### Is proof of vaccination required for community groups such as dance groups or art groups?

See [COVID-19 Coronavirus: Proof of COVID-19 vaccinations](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations)

(18 Feb 2022) This will depend on where the activity is taking place. If dancing is being undertaken at a place which requires proof of vaccination, then proof of vaccination will be required. For example, if a community art group held an art session in a venue that requires proof of vaccination, for example, in a restaurant, the group members will be subject to proof of vaccination requirements. If a community dance group is dancing in a community hall or outdoors, then no proof of vaccination would be required.

### In a situation where a room at a Community Centre is for hire, who has responsibility for checking proof of vaccination for the event?

See [COVID-19 Coronavirus: Proof of COVID-19 vaccinations](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations)

Proof of vaccination is required for private events in a hired public space, such as a licensed birthday event in a community hall or an indoor event of more than 500 people.

It is up to the event organiser to ensure proof of vaccination is checked at a private event held in a public space with proof of vaccination requirements. Attendees also have responsibility to produce their proof of vaccination.

### Do clients of a residential service need to show proof of vaccination?

See [COVID-19 Coronavirus: Proof of COVID-19 vaccinations](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations)

### Will clients for community sector services be required to show proof of vaccination?

See [COVID-19 Coronavirus: Proof of COVID-19 vaccinations](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations)

## Mandatory Vaccinations

### What records does a business or organisation need to keep of vaccination status for employees and volunteers?

See [COVID-19 Coronavirus: Proof of COVID-19 vaccinations](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations)

A person in charge of a workplace must take reasonable and lawful steps to keep a record of your vaccination status, but they are not obliged to keep the actual vaccination certificate of the employee or the people coming on to the site.

### Is an organisation in breach of any privacy requirements if it retains vaccination information?

As long as you are collecting the proof of vaccination information for the purpose for which it is required, which is to record someone’s vaccination status, you are not breaching any privacy requirements. You may only give access to people who require access to that vaccination information; the records should not be shared widely. (answer from webinar)

Business and industries are required to comply with the mandate and keep a record of the vaccination status of their staff, with staff and employers required to provide evidence if directed by an emergency officer or a nominated officer (a person authorised by the Chief Health Officer for the purposes of a Direction). (from Department of Health FAQ).

## Rapid Antigen Tests (RATs)

### Will there be support to community sector organisations to purchase/obtain RATs? Will organisations be able to access these at low/no cost?

(18 Feb 2022) The process for obtaining and distributing RATs is being determined. An update will be provided in due course.

### What is the process for obtaining RATs?

As above.

### Is there any other assistance to purchase RATs?

As above.

## Personal Protective Equipment (PPE)

### Can organisations obtain PPE through the Government at low cost? How do organisations apply for this?

(Clarification provided by Finance)

During the Webinar the presentation by SHICC stated:

Other government agencies and third-party providers email PPE requests to Department of Finance at [PDWSalesReports@finance.wa.gov.au](mailto:PDWSalesReports@finance.wa.gov.au) to establish an ordering process.

This information is not currently correct. Whilst Finance is coordinating access for other government entities it is not providing PPE to third party providers.

However, third party providers can access PPE directly through our Common Use Arrangements (CUAs) and therefore be eligible for government pricing. To be eligible to access CUAs NFPs must be registered on the [Australian Charities and Not For Profit Commission](https://www.acnc.gov.au/) website. If you haven’t set up access through Finance you can do so via email to: [AccesstoCUAs@finance.wa.gov.au](mailto:accesstocuas@finance.wa.gov.au). It usually takes 24-48 hours to provide approval.

The CUA that has a range of PPE is Cleaning, kitchen and bathroom products CUACKB2015

<https://www.wa.gov.au/government/cuas/cleaning-kitchen-and-bathroom-products-cuackb2015>

Alternatively, the Total Apparel Management CUA also has PPE stock.

https://www.wa.gov.au/government/cuas/total-apparel-management-services-cuatam2016

### Is there other assistance to purchase PPE, cleaning equipment, etc?

For contracted services, if there are issues with obtaining PPE, cleaning equipment, please contact your contract manager and they will be dealt with on a case-by-case basis.

## Shared living

### What support is available from the Department of Health or other organisations in the event of an outbreak in a residential service? What resources are available to support organisations manage a positive case in a shared facility for people with disability?

The Department of Health will shortly release a plan outlining the state-level supports that may be available in various outbreak situations.

### In high capacity residential services, if a positive case is present, will the entire facility need to go into lockdown?

The Department of Health will shortly release a plan outlining the state-level supports that may be available in various outbreak situations.

### If a resident is a positive case, what is the organisation’s obligation to advise other residents?

In the first instance, the organisation should refer to these sites:

[COVID19 preparation and response guidelines for congregate living settings (health.wa.gov.au)](https://ww2.health.wa.gov.au/~/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Preparation-and-response-guidelines-for-congregate-living-settings.pdf).

[COVID-19 information for aged care and community care providers (health.wa.gov.au)](https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus/COVID19-information-for-Aged-Care-and-Community-Care-Providers)

If the specific question is not addressed there, please contact SHICC on 1300 316 555.

### What can be done if there is a resident in a communal living setting who is awaiting test results but refuses to self-isolate?

Awaiting a response from Health.

## ServiceWA app

### The ServiceWA app is difficult for some people to set up. How can this be addressed?

There are a number of ways to show proof of vaccination. ServiceWA is one option – it is not mandatory.  A number of support options are outlined on the wa.gov.au website. This information can be found at the following link  [https://www.wa.gov.au/government/multi-step-guides/servicewa-app-support](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.wa.gov.au%2Fgovernment%2Fmulti-step-guides%2Fservicewa-app-support&data=04%7C01%7CChris.Stronach%40communities.wa.gov.au%7Cbb10cafad8cb42a5049108d9f28402f8%7C99036377c0d44ddebe9e1bac0c850429%7C0%7C0%7C637807471115004947%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=WThUMJ9yzqAN8%2BoZiAxPPw58ubgTy6ystlZBWD5HZ10%3D&reserved=0)

### Is Photo ID still needed with the ServiceWA app?

No. With the ServiceWA App, you do not need to show identification with your COVID-19 digital certificate to enter businesses and venues. This is because you use a digital identity to set up the ServiceWA App. Your digital identity helps you prove who you are online, meaning the App is safe, secure and not accessible by anyone else.

### If you do not have photo ID, how can you use the ServiceWA app?

The Department of the Premier and Cabinet is working on the issue of people for whom ID may present a challenge. This has been raised in a number of stakeholder forums. Advice will be released to the public as soon as possible. (Answered in webinar).

## Shared amenities

### In cases where there are shared amenities, such as a caravan park, how can this be managed?

Awaiting a response from Health.

## Workforce

### Will organisations be able to recruit staff from outside WA to fill shortages?

Under the updated Safe Transition Plan (as at 21 January 2022), exemption criteria include ‘specialist skills not available in WA’. This applies to all sectors.

### Are staff of community sector organisations required to provide services to unvaccinated clients? What precautions can be taken to reduce risk?

This would depend on the nature of the service; can it be provided online for example? This would be a critical issue to address in your Business Continuity Plan. You may need to seek industrial advice re Worker Health and Safety.

### Is there any financial support for staff who are unable to work due to COVID isolation and have no sick leave or annual leave available?

The WA Government introduced a $320 COVID-19 Test Isolation Payment on   
Saturday 5 February, 2022 for workers living in WA who have been directed to quarantine while awaiting a COVID-19 test result, are unable to work from home and do not have access to paid leave or other income.

Workers may be eligible for the [Australian Government’s Pandemic Leave Disaster Payment](https://www.servicesaustralia.gov.au/pandemic-leave-disaster-payment-western-australia#:~:text=Pandemic%20Leave%20Disaster%20Payment%20is,or%20regional%20department%20of%20health.) if they have been diagnosed with COVID-19, cannot work and have no leave entitlements. Further information including application requirements is available at the above link.

Further information is available on [COVID-19-coronavirus-test-isolation-payment](https://www.wa.gov.au/government/publications/covid-19-coronavirus-test-isolation-payment-frequently-asked-questions)

### Given the experience of Victoria and NSW with up to 30 per cent of staff on furlough due to illness, combined with limited availability of labour hire, what measures could be considered to continue supporting client groups?

This will need to be part of your Business Continuity Plan and you should be thinking about what services are critical and what services could be put on hold in the event of workforce issues.

Resources to assist Business Continuity Planning are available through [WACOSS COVID-19 Resources](https://www.wacoss.org.au/covid-19-resources/).

## Check-in registers

### What requirements are there for keeping contact registers? It is mandatory that SafeWA/ServiceWA is used?

Please see the information on contact registers at [COVID-19 coronavirus: Contact registers for businesses and venues](https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-contact-registers-businesses-and-venues).

## Contracting

### Will organisations lose funding if they are unable to meet contract requirements due to short or longer-term workforce shortages due to illness, availability of labour-hire staff, or associated cost escalations?

The Department of Communities will be working through these issues as they arise.  Providers are encouraged to look at their Business Continuity Plans to consider how they might deal with these situations.

## Planning

### Is there any planning and/or funding support available to organisations to develop or update a COVID response plan?

Advised to discuss this with your peak organisation, i.e. WACOSS, Shelter WA.

## Mask requirements

### In relation to mask requirements, a person is exempt from wearing a mask if ‘the person has a physical, developmental or mental illness, injury, condition or disability which makes wearing a face covering unsuitable’ and has a medical certificate stating this. Please provide clarity on what would constitute a disability that would fall into this category and what proof would be required?

Awaiting advice from Health.

### Mask exemptions for people with disability – what proof is required?

Question taken on notice.

## Community Transport

### Community transport services do not fall within public transport, ride-share or community care directions. These services transport multiple community members at a time. Aside from mask mandates, what requirements of proof of vaccination or other requirements cover drivers and clients?

Question taken on notice.