



# FACTSHEET: SHS Workforce Contingency Planning

**This factsheet aims to assist Specialist Homelessness Service (SHS) providers to plan for and access contingency staff to address or avoid staff shortages resulting from a COVID-19 incident or COVID-19 related systemic workforce impacts.**

Maintaining essential services in a COVID-19 safe environment requires the following, which are addressed in this factsheet:

- Practical forward planning
- Connecting with networks to find staffing options and solutions
- Communicating expectations to staff

## Practical forward planning

It is important that SHS providers forward plan so they know what staffing arrangements they can activate readily in the event of a COVID-19 incident in the service. This should be included in an SHS provider's Business Continuity Plan. Situations that may arise include:

- The facility/service needs to be locked down
- A client/s or staff member/s tests COVID-19 positive
- Staff and/or clients have to self-isolate
- Clients need to move into emergency accommodation
- Additional staff may need to be brought on-site immediately

Refer to [COVID-19 Guidelines for Specialist Homelessness Services](#) (Section 3.7) for further information on workforce contingency planning.

## Connecting with networks for options and solutions

Options to access staff quickly and efficiently include:

1. Leveraging existing workforce (e.g. redirecting staff delivering non-essential services, casual pool, office staff)
2. Sharing staff across local providers (local and regional staff options)
3. Accessing staff through recruiters (refer pages 2-3 for list of recruitment agencies).  
Note: availability of staff may depend on location, current travel restrictions, shift availability, frequency and/or timing

The above options should be built into the Business Continuity Plan and forward planning should be undertaken proactively and collaboratively with the relevant partners and agencies. SHS providers may wish to establish a local staff-sharing network with other providers in their area. Forward planning discussions with agencies will enable SHS providers to identify the most suitable agency/s for their organisation (e.g. in relation to availability of workers in the area, worker vaccination status, worker skill sets etc.). This forward planning will enable SHS providers to access staff quickly and efficiently when an incident occurs.



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## Communicate expectations

Communicate expectations to new staff members, including:

- Minimum requirements (e.g. Police Check, Working with Children Check, double vaccination)
- Award based pay and conditions
- Requirements for working in a COVID-19 positive environment (e.g. COVID-safe practices, training in appropriate use of PPE)
- Work rosters and duties

## Agencies

The following table includes a list of some of the relevant agencies that may assist SHS providers to access contingency staff. Please note, this list is not exhaustive and many SHS will already have their own relationships with agencies they wish to draw on.

Organisation	Staffing Source	Main Contact
ASU Jobs Connect <a href="https://www.asumembers.org.au/news">https://www.asumembers.org.au/news</a>	State-wide (Sydney and regional locations)  Provide contact details of ASU members who have registered as available for work (temporary and ongoing)  Staff would be employed by SHS provider  Staff have current valid Police Checks and WWCC  Vaccination status details available	During business hours SHS providers to email <a href="mailto:jobs@asu.org.au">jobs@asu.org.au</a> for initial inquiry or call Lesley Gruitt on 02 9310 4000  No current out of hours contact is available
Bloom HR Recruitment <a href="https://bloomhr.com.au/">https://bloomhr.com.au/</a>	State-wide (Sydney and regional locations) Specialise in sourcing staff across the social care sector who are immediately available  Staff can be employed through ABRS  Staff have current valid Police Checks and WWCC and Vaccination status details available	<a href="mailto:hello@bloomhr.com.au">hello@bloomhr.com.au</a> or <a href="mailto:nataliec@bloomhr.com.au">nataliec@bloomhr.com.au</a> Phone number: +61 2 8114 4449 Or Natalie 0439 626 393
Australian Barnardos Recruitment Service <a href="http://www.abrs.net.au">www.abrs.net.au</a>	State-wide (Sydney and regional locations) Specialise in sourcing staff across the social care sector who are immediately available  Staff can be employed through ABRS  Staff have current valid Police Checks and WWCC and Vaccination status details available	Office Phone: 9218 2334  Emer O'Donnell (Temporary Recruitment Specialist) Email: <a href="mailto:emer@abrs.net.au">emer@abrs.net.au</a> Phone: (02) 8570 8709



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## DCJ funding

SHS providers should contact their DCJ Contract Manager to discuss funding options available for contingency staffing.

Emergency Accommodation payments are also available for:

- Accommodation costs
- Staffing costs associated with emergency accommodation (e.g. caseworker onsite or security)
- Other related costs to be considered on a case-by-case basis.