

Transition to post-lockdown service delivery for Specialist Homelessness Services (SHS)

This roadmap aims to provide guidance to SHS providers on key aspects of service planning and delivery. The [COVID-19 Guidelines for Specialist Homelessness Services](#) provide further detailed information. It is critical to align all planning and responses to NSW Health advice and organisational risk management planning. Services should continue to monitor and be prepared to respond to any changes as a result of increasing case numbers or further NSW Health advice.

SHS CONSIDERATIONS	STATE ROADMAP FOR EASING COVID-19 RESTRICTIONS
<p>CLIENTS</p>	<ul style="list-style-type: none"> • Communicate with clients about changes to restrictions and associated risks. Review the latest rules and restrictions, including those for individuals, businesses, and people who need to isolate. • Work with clients to ensure they understand current Public Health Orders (PHOs), including rules on wearing masks, checking into venues, and traveling. • Work with clients to maintain infection control measures, including hygiene and physical distancing. • Provide information on vaccinations and boosters, including benefits, evidence regarding effects, and how to get vaccinated. • Support vaccinated clients to obtain proof of vaccination. • Assist clients to assess need for testing, including Rapid Antigen Testing (RAT). • Provide information to support clients required to isolate. • Provide support to clients who test positive, including information on how to manage symptoms. • Support clients with access to benefits and supports, such as eligibility for services and welfare assistance. • Encourage and support clients who have been in isolation to begin accessing the community and other services again. • Continue to monitor client health and wellbeing, including COVID-19 testing as required and continuing to respond to COVID-19 positive cases, as they arise. • Work with clients to maintain infection control measures, including hygiene and physical distancing. • Assess and manage risks for clients as they re-establish contact with friends, family and networks. • Continue testing and isolation requirements for clients based on advice from NSW Health. • Ensure clients in Temporary Accommodation (TA) and Emergency Accommodation (EA) are aware of their eligibility for access, consistent with relevant policies.
<p>SERVICE DELIVERY</p>	<ul style="list-style-type: none"> • Continue to regularly review the most up-to-date advice on COVID-19 from NSW Health and deliver essential and non-essential services accordingly. • Adjust the delivery of services in light of COVID-19 Management Plan and current risk assessments. • Review and amend screening questions, consistent with current identified risks. • Refer to NSW Government information for people exposed to COVID-19 to support clients as required.. • Continue to implement steps for preventing transmission within the service.
<p>STAFF</p>	<ul style="list-style-type: none"> • In consultation with staff, update COVID-19 Management Plans (in accordance with DCJ COVID-19 Management and Vaccination Policy). • Ensure staff are up-to-date regarding required changes and proper use of PPE (refer Section 3.2 of COVID-19 Guidelines for Specialist Homelessness Services). • Report positive staff cases in the workplace, as required. • Work collaboratively with staff to determine need to apply critical worker self-isolation exemptions. • Revise staff rosters as required. • Make adjustments to physical and virtual services based on changing restrictions. • Continue to monitor staff wellbeing and consider workforce planning arrangements, including possible collaborative arrangements. • Assess feasibility of staff working from home as needed. • Provide information on vaccinations, including benefits, evidence regarding effects, and how to get vaccinated.
<p>RESOURCING</p>	<ul style="list-style-type: none"> • Continually review and update COVID-19 Management Plans, including risk assessments, and Business Continuity Plans with workforce contingency planning. • Ensure appropriate PPE supplies, such as N95 respirators, gowns, etc., are maintained and sufficient for continued use. • Maintain record keeping standards. • Liaise with the District Contract Manager and District Housing contacts to understand demand for services for clients exiting TA. • Continue to make funding requests to DCJ as required, noting EA funding remains available. • Plan for shifts between deconcentrated and BAU service delivery, including impacts on service capacity and resources required, with reference to risk assessment and adherence to NSW Health guidance.

ENVIRONMENTAL

- Adjust access to service areas based on changes to density limits.
- Maintain hygiene and cleaning standards.
- Maintain communication with service networks and partners.