



Implementation of MSAU-MDVS COVID-19 Pandemic Response Plan

To Our Networks and Community Partners:

MSAU-MDVS continues to provide services to clients, whilst ensuring our staff, clients and visitors remain healthy and safe through the implementation of our COVID-19 Pandemic Response Plan. Upon reviewing our services and demands we are advising the following;

Current Plans Implemented and Ongoing:

- ❖ All staff to maintain social distancing as much as possible to 1.5 metres and maintain hand hygiene with hand washing and/or alcohol-based sanitiser.
- ❖ COVID-19 screening tool to be used on all clients and visitors.
- ❖ All non-essential face to face contact has ceased, this is to reduce risk. Clients who fall within this category will be provided services via other means.
- ❖ We are prioritising the following sexual assault and family violence services we provide; intake crisis response, on call enhanced after hours, crisis care response, refuge accommodation and safety planning focus for all clients at serious risk.
- ❖ New referrals or current open clients considered to be at risk or at elevated risk who are seeking case management, counselling services, groupwork or school outreach services will be limited. This is to assist with redirecting our staff to the higher demand for crisis response services across the Mallee. These cases will be put on active hold and monitored. We will limit accepting these referrals at this stage.
- ❖ Phone intake assessments of clients to occur rather than any face to face contacts.
- ❖ Resources have been purchased to reduce direct client contact for our staff.
- ❖ Accommodated clients will continue to be supported with strict hygiene protocols.
- ❖ New clients will not be placed in shared accommodations, we will use alternatives until health screens are completed and assessments undertaken.

Our Next Actions:

- ❖ Further developing business and service continuity plans around implementation needs.
- ❖ Liaison with our MDC partners further.
- ❖ Exploring technology options for considering our workforce working from home and the option of skeleton staffing on site across our sites.
- ❖ Enact Government, Department and State-Wide peak advice.

We will continue to provide updates on service delivery developments as we navigate through this pandemic crisis where directions are changing daily.

We thank you for your support and our collaborative partnerships in working through the challenging times ahead. For updates please go to our website www.msau-mdvs.org.au

Yours sincerely,

MSAU-MDVS Management Team.

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25/3/2020