

COVID-19 Service Providers FAQs

Q: What if one of our staff has contracted COVID-19?

A: We ask that the service providers notify WNSW PHN of a diagnosis of any staff members (de-identified) working on PHN funded programs, it's impacts on the services and inform us of what actions are being implemented in response. We also ask that a notification be made should any staff member of your organisation be diagnosed where they have any contact with WNSW PHN funded staff.

Q: What if we have difficulty in achieving some of our deliverables and/or KPIs because of the COVID-19 pandemic?

A: We appreciate the challenges that are being faced in our community with the current situation. WNSW PHN will work directly with service providers that have concerns about their capability to deliver on contracted deliverables to address the specific situation.

Q: Should we cease face to face service delivery?

A: Given the rapidly changing nature of the situation at this stage it's up to the service provider to determine how to best deliver services in a manner that is safe for their staff and their clients. The PHN is supportive of alternative models of delivery if they can be safely delivered to clients.

Q: Are we able to use telehealth to reduce in-person contact between our staff and clients?

A: We would generally support the temporary move to telehealth platforms so that service providers can continue providing their service where the service providers deem this safe for their client. WNSW PHN has received approval from the Commonwealth for all of our commissioned service providers to utilise the Health Direct Video Call Service Telehealth service up until the 30 June 2020 to enable secure consultations with your clients if required. You can register your interest via Folio or your Commissioned Services Liaison Officer.

Q: What if we need to reduce or temporarily suspend the delivery of services?

A: If you intend on reducing or suspending service delivery, we ask that you contact your Commissioned Services Liaison Officer in writing as soon as possible.

Q: Can you support us in creating a business continuity plan?

A: Whilst the responsibility of the development of a business continuity plan sits with service providers, we are able to provide general advice and direction. Please contact your Commissioned Services Liaison Officer should your organisation require any assistance.

Q: Can we access any Personal Protective Equipment (PPE) e.g. surgical masks or P2/N95 masks from the PHN?

A: WNSW PHN is distributing masks to General Practices and Community Pharmacies across our region from the National Medical Stockpile. At this stage, we are unable to provide masks or other equipment to service providers who are not one of these organisations.

Q: Can you provide any advice regarding attendance at an event or gathering or upcoming travel?

A: We cannot provide advice on travel and attendance at events however you can access up to date direction at the following links:

NSW Health website for events

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/covid-19-events.aspx>

NSW Health website for travel

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-travellers.aspx>

Q: Where can we access up to date COVID-19 advice from WNSW PHN?

You can access up to date information from the dedicate WNSW PHN website at www.wnswphn.org.au/coronavirus. You can also subscribe to receive updates via our newsletter at www.wnswphn.org.au/newsletters

Q: Where can we access information on the Commonwealth Government response plan?

A: You can access the Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19) here: <https://www.health.gov.au/resources/publications/australian-health-sector-emergency-response-plan-for-novel-coronavirus-covid-19>