



youth affairs network qld

## CORONAVIRUS (COVID-19) ADVICE FOR YOUTH SERVICES



As a youth service providing services and resources to some of the most vulnerable people in our community, it's important to plan for how corona virus COVID-19 developments may impact your activities. Information on what you need to do to provide a safe environment for your staff and clients is constantly changing. Reputable sources like the [QLD Health Website](#), [Australian Government Department of Health](#) and the [World Health Organisation Website](#) are constantly updating their resources with reliable instructions for how to prepare.

# Step 1: Planning

## How Do I Begin?



A good way to begin is to think about what the next three months look like for your service. Start planning what you will do to keep your service running and how you can provide the safest environment for your staff and clients.

### Things to consider

What plan do you have for your service if:

- You have a staff member or client who has been tested positive for the COVID-19 virus
  - Your location is hit with a travel ban
  - Your area is put under a self-isolation ban
  - Your clients become isolated due to self-isolation or quarantine
  - Your daily operations are restricted
  - Your clients that need extra support and services become sick
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- Times of crisis create psychological challenges and anxiety, creating a mental health plan for your response will help prepare your service to support staff and clients. Coordinating with other services could take the pressure off at this time. Think of ways to collaborate, like potentially creating a resource map for your area. See the WHO guidelines for '[Helping children cope with stress during the 2019-nCoV](#)' outbreak

The Australian Association of Social Work have created a quick and useful guide to supporting clients through the COVID-19 pandemic. Access the guide [here](#).

Youth Sector organisations and workers are encouraged to consider what actions they might put in place to ensure minimal impacts to continuity of service delivery. An

update/review of Business Continuity Plans is recommended. QCOSS has provided some comprehensive guidance on Business Continuity Plans and shared their own Pandemic Emergency Management Response plan on their website, supporting others to do the same. You can read more [here](#) or on the [Community Door](#) website.

## Step 2: Actioning Plan for the Next Few Weeks



### Checklist

- Create a response plan to action if one of your staff or client's contract COVID-19
- Set up workplace protocol for staff who become sick
- Cancel any medium to large meetings or gatherings
- Consider other options for running meetings or events wherever possible – can you video call or phone call instead? Can you create a webinar instead of a group meeting?
- Think about communication channels – how will you notify any changes or updates to your clients/community?
- No doubt by now your organisation has already put in actions procedures to ensure minimal impacts to continuity of service delivery. Your service continuity plan should also contain all the information you need to prepare your organisation to manage disruptions and get your organisation running again after an incident or crisis. If you need guidance on what to include in your business continuity plan visit the [Community Door](#) website for more information.
- For an example of a model epidemic/pandemic policy for your organisation visit [Our Community](#)

## Useful Resources

[Hand washing](#) advice

Ways to [stop the spread](#)

When to [notify the doctor](#)

Frequently updated [Qld Health information](#) on COVID-19

[Australian Association of Social Work](#) Corona Virus info

[Helping children cope](#) with stress during the COVID-19 pandemic

Frequently updated [World Health Organisation information](#) on COVID-19