

Carrie's Place Service Delivery throughout COVID-19 Pandemic

Carrie's Place funded SHS, SHLV and HVWDVCAS/LCP services are operational and providing assessment, intake, information, referral and advocacy services for all eligible client groups.

All funded services are limited to non-face-to-face contacts unless a face-to-face appointment is absolutely necessary. Carrie's Place are taking all recommended Govt. precautions to help reduce the spread of COVID-19 and prioritise the health and safety of our service users, staff and the broader community.

| Services | Provision and limitations |
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| Carrie's Place main office services by appointment | Phone, or other non face-to-face communication modes as requested by client will be attempted to be provided as an alternative to face to face appointments. Pro Bono Legal Appointments with Harpers Legal will continue fortnightly however will occur by phone appointments only. |
| Carrie's Place main office services by drop in | Carrie's Place does not encourage drop in service as per existing signage. If a client does present at the office and it is not possible for a client to book an alternate communication mode (e.g. no phone access), infection risk screening of the client will proceed. Pertinent information / flyers at hand (e.g. flyer/housing form) to provide to drop in clients who cannot be admitted to the office due to unmanageable infection risks. We will be utilising face masks, practicing hygiene measures and distancing if an appointment is to occur. |
| WDVCAS Court Services | NSW Chief Magistrate's Memorandum (16.3.20) has advised persons in need of protection will not be required to attend ADVO court proceedings unless fixed for hearings. WDVCAS staff will not be attending local court DV List days while these arrangements are in place. WDVCAS staff will review Court lists for ADVO matters and liaise with DVLO's to advocate appropriate ADVO conditions are sought where required. In regards to hearing support the NSW Chief Magistrate's Memorandum (18.3.20) has advised that all defended hearings that do not involve a defendant in custody will be deferred between 23/3/20 and 1/5/20. Hearing support will be provided during this period to women where a defendant is in custody on a case by case basis and in accordance with infection risk screening. Protective equipment (such as face masks), hygiene measures and distancing will be strictly implemented. |
| Local Coordination Point – Safety | Safety Action Meeting processes are considered an essential meeting and will be conducted by Teleconference. Local Coordination Point telephone contact operations will not be interrupted. |

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| Action Meetings (SAM) | |
| Home visits | <p>All non- essential home visits will be suspended until further notice.</p> <p>Case managers must seek Management approval for exceptional circumstances requiring home visits and protective equipment, hygiene measures and distancing will be strictly implemented should a home visit be deemed necessary.</p> |
| Carrie's Place Refuge (SHS) | <p>Screening at assessment and intake stages. If 'yes' responses to infection risk screening, alternate accommodation options will be sought.</p> <p>Alternate accommodation arrangements to be made for particularly health vulnerable individuals and families as per NSW Health advice of increased risk factors.</p> <p>Professional cleaning schedule has been increased.</p> <p>Disinfectant products available and modelling disinfectant use upon service entry.</p> <p>Hand sanitiser stands / sources are available at entrances and throughout property.</p> <p>Hand washing posters in bathrooms and throughout the property.</p> <p>COVID-19 Health symptoms and seek help posters throughout property.</p> <p>Staff to limit close contact with clients and conduct support meetings via phone or in open air spaces where possible with protective hygiene equipment and practices.</p> |
| Carrie's Place Supported Temporary Accommodation (SHS) | <p>Screening at assessment and intake stages. If 'Yes' responses to infection risk screening, alternate accommodation options will be sought.</p> <p>Alternate accommodation arrangements to be made for particularly health vulnerable individuals and families as per NSW Health advice of increased risk factors.</p> <p>Increased professional cleaning schedule.</p> <p>Disinfectant products available and modelling disinfectant use upon entry.</p> <p>Hand sanitiser stands / sources are available at entrances and throughout property.</p> <p>Hand washing posters in bathrooms and throughout the property.</p> <p>COVID-19 Health symptoms and seek help posters throughout property.</p> <p>Staff to limit close contact with clients and conduct support meetings via phone or in open air spaces where possible with protective hygiene equipment and practices.</p> <p>Staff to communicate screening results and continuity plan updates to Hume and other partners for coordinated supports.</p> |

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| Carrie's Place Transitional and DVRE | Infection risk screening to be conducted. If 'Yes' responses to infection risk screening, staff to make arrangements for lease signing (where applicable) and intake to be conducted via alternate modes e.g. post, key drop, phone/email. Where possible intake/ exit movements of clients from transitional and DVRE properties will be limited during this health emergency period. |
| Community Education and Group work | Carrie's Place will suspend all facilitation of face to face small DV education client group work. Staff will not participate in community education / community engagement activities throughout this health emergency period, unless through phone/digital communication modes. |

REFERAL PATHWAYS:

- 4934 2585 – Homelessness and General DFV supports (including SHLV)
- 4934 3777 – Supported TA
- 4936 2906 – Hunter Valley Women's DV Court Advocacy Service / LCP
- 4933 1960 – After hours

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