

LLA Bulletin – Covid19 Business Continuity  
Update 31st March 2020

Cairns

Organisation Name	Business as usual (Yes/No)	Physically Open to Clients (Yes/No)	Team undertaking home Visits (Yes/No/Limited – details)	Accepting Referrals (Yes/No)	Other service limitations (please list)
Act for Kids FaCC / IFS	Yes	Yes – Limited	Yes – Limited	Yes	
CRDVS	Restricted, no face-to-face appointments. All work is being undertaken via phone.	No	N/A	Yes	** All info re: services is the same for Tablelands and Mossman
WIRC	Yes	Yes	Yes	Yes	Currently business as usual, however recommending phone contacts if needed.
The Mara Way Community Hub	<p>No.</p> <p>The Community Hub closed on Friday 26 March to walk in clients while we put necessary precautions in place to re-open to the public.</p> <p>We are aiming for the Community Hub to open again 9 am Monday 30 March. This is subject to any further directives from the government in respect to lockdowns and social distancing.</p>	<p>No.</p> <p>At present, our services are only available over the phone to anyone in need from 9 am – 2 pm weekdays. Phone: 4040 2035</p>	<p>No.</p> <p>Due to everyday staffing requirements, home visits are a service that we do not offer.</p>	<p>Yes.</p> <p>There is no eligibility criteria for seeking help from us</p>	<p>When we are able to reopen the Community Hub there will be a maximum of 3 people accessing services in the Hub at any one time. In high demand times, we will need to make appointment times to avoid queues and close contact between people waiting outside the Hub.</p> <p>In high demand times, we will need to make appointment times to avoid queues and close contact between people waiting outside the Hub.</p> <p>We have closed the Community Hub to all group bookings and are not taking any more</p>

					group bookings at present.
Mission Australia	No	No	No	Yes	Nil
TRUE Family & Child Service	<p>Yes for the next two weeks</p> <p>Then <u>Face-to-Face</u> appointments will be cancelled until otherwise advised</p> <p>Closed to clients during school holidays for staff to prepare for remote client support</p>	<p>Yes - till 03.04.20</p> <p>Closed to clients from 06.04.20</p>	<p>No</p> <p>Clients will be supported in the following ways:</p> <p>Parents / carers called weekly</p> <p>Parents / carers encouraged to email counsellor if they have concerns &amp; or ring the service</p> <p>Therapist will create a journal of activities for children to complete – care package sent in the post</p> <p>Therapist will call the child/parent to discuss activities and keep the relationship going with child.</p> <p>Young people over the age of 14 years can participate in telephone counselling with therapist</p>	<p>Yes</p> <p>Referrals will be waitlisted</p> <p>All referrals triaged</p>	<p>Staff will be placed on a two weekly rotating roster working from home and in the office</p> <p>Some staff will take leave</p>
Cairns Sexual Assault Service	No. Temporary cessation of face-to-face appointments	Yes	No	Yes	Holding Counselling sessional over the phone
Benevolent Society Early years center	Yes – capped number for group attendance for the remainder of the school term. Will be offering some virtual delivery via Facebook	Yes	Yes where necessary	Yes	
Headspace Cairns	Yes	Yes – with social distancing measures	Home visits and outreach to open outdoor areas is being provided.	Yes	Phone counselling & Telehealth is available where possible

Cairns Community Legal Centre	Yes	No	Yes – only in limited circumstances where absolutely necessary and subject to adherence to hygiene requirements	Yes	As a general rule – any client appointments for new or existing clients to be facilitated via telephone
Choice, Passion, Life (CPL)	Yes	Yes	Limited - Allied health and support services operating. AH limiting home visits and offering telehealth where appropriate	Yes	(07) 4041 4544
UnitingCare Family Intervention Service, Child Adolescent & Family Counselling, Family Support Service and Birch St Hub.	Yes	No	Limited	Yes	
Centacare (Counselling )	Yes	No	N/A	Yes	Staff have moved all counselling sessions to online and phone

## Southern & Northern Tablelands

Organisation name	Business as usual (Yes/No)	Physical office open to clients (Yes/No)	Team undertaking home visits (Yes/No/Limited – details)	Accepting referrals (Yes/No)	Other service limitations (please list)
QITE	Yes	Yes	Limited	Yes	Non Australian residents are required to put EOI via QITE website and not come in to the office in person
Youth Justice Tablelands & Cassowary Coast Service Centre	No	Yes – at this stage	Limited	N/A	Reduced Activities
Community Services Tablelands (CST)	No. Community Centre: By appointment only, or phone contact.  Counselling rooms: Our hours are still available but service delivery may change. Digital appointments preferred. If physical appointments, there may be modifications in use of the room to maintain safe social distance	Yes, but by appointment only. Digital appointments preferred. Digital includes phone calls, video calls via Signal app. These are available if clients call through and speak to our Intake team or usual provider. We can assist with digital appointments such as data allowance, or setting up the phone/device.	Yes. Protocols have been put in place for home visits. Home visits are assessed to levels of safety and need for each individual client.	Yes	To allow for more space within our facilities about half of our staff are either working from home or preparing to do so and our reception points have reduced access.
Mareeba State School	Yes	Yes	N/A	N/A	All non-essential visits have been cancelled, e.g. speech pathologists and other specialists.
Mareeba Community Corrections	Yes but most reporting for offenders by phone	Yes but most reporting for offenders by phone	Limited	N/A	Nil programs or group work

Mareeba Community Centre	No	Yes – Limited.	Limited – Social distancing in place	Yes	
Mulungu Aboriginal Corporation Primary Health Care Service	Yes (varied)  We have staged in approaches dependent on govt. advice and the severity of situations surrounding us.	Yes	Our Family Services teams are making home visits (at this stage).  We aim to educate all clients on the importance of health hygiene.  We have been communicating our processes to our clients with mail outs and face book information.	Yes	<u>Pre-Screening</u> Our health services has a pop up tent in front of reception to detour people with flu like symptoms from entering main clinic.  We are encouraging people with flu like symptoms to call in and offer the telephone consult. Pre-screening prior to entering our transport vehicles Transport.Limiting transports to Cairns unless urgent or necessary <u>Child &amp; Family Centre</u> Playgroup sessions as of next week will be cancelled for 4 weeks.
Mareeba Shire Council <b>LONG-TERM COMMUNITY HOUSING SERVICE only</b>	Yes	Yes. In limited situations. Essential staff and client interactions will be limited and in accordance with social distancing guidelines	No. Limited situations with emergency maintenance or inspections only as required.	Yes. From the Department of Housing & Public Works Housing Register	Council provides a long-term community housing service for seniors in the Mareeba Shire. There are 108 units across the towns of Mareeba, Kuranda, Dimbulah and Mt Molloy. The residents are generally in the vulnerable age group, and the community housing service will be delivered in a way that minimises tenant / staff contact as much as possible.

<b>Bamara Parent Next Mareeba and Mossman</b>	Yes	No	No	Yes	All contact via phone / skype
<b>Mareeba/Mossman Courthouses</b>	Some variations depending on nature of appearance implemented	Yes	N/A	N/A	

## Douglas Region

Organisation name	Business as usual (Yes/No)	Physical office open to clients (Yes/No)	Team undertaking home visits (Yes/No/Limited – details)	Accepting referrals (Yes/No)	Other service limitations (please list)
Thrive NDIS Services Douglas Shire	Yes, operating NDIS Support Coordination and Plan Management	No	Limited to essential needs	Yes	Nil
BBNAC – Bamanga Bubu Ngadimunku Aboriginal Corporation	Yes, with limited visitation by agencies from Cairns unless essential service	Yes	Limited to housing issues and entry into houses kept to a minimum.	N/A	
Uniting Care Daintree Connections	Yes	No	No-phone and telelink	Yes	As per the latest advice from the Australian Government, this service is being delivered via phone & video link. Playgroups parents & children will also be catching up weekly on video link. I will also be

					providing families with up to date CoVid19 friendly resources, to assist families through this difficult time
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## Kuranda

Organisation name	Business as usual (Yes/No)	Physical office open to clients (Yes/No)	Team undertaking home visits (Yes/No/Limited – details)	Accepting referrals (Yes/No)	Other service limitations (please list)
Kuranda Justice Group	Yes -limited to phone only	No – office closed	No	Yes	No transport to court or Elder prison visits
Kuranda Neighborhood Center	No	No	No.  We transitioned from 9am Thursday 26 <sup>th</sup> March to a phone/email/whatsapp/zoom service. Our landline will divert to two mobile phones and all support will be provided in the best way that meets individual and family need	Yes	We will conduct our existing services, which include secondary family support, personal support, information and referral, etc in the best way we can still utilising our client database and existing service networks. The KNC website is a platform for information on services available locally and other information, resources, links etc. <a href="https://kurandanc.com/">https://kurandanc.com/</a>

					In addition, we are pursuing alternate ways to support families and individuals and mobilising or partnering with other Kuranda based services, businesses and individuals to help those most affected by these changed times.
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### Mission Australia Cairns & Surrounds (Yarrabah)

Organisation name	Business as usual (Yes/No)	Physical office open to clients (Yes/No)	Team undertaking home visits (Yes/No/Limited – details)	Accepting referrals (Yes/No)	Other service limitations (please list)
Circles of Care – Yarrabah  Margaret Osmond, Program Manager: 0455087309  Leisa Garling, Coordinator: 0475803140	NO	NO	NO	NO	Keeping in contact with clients and community through phone and emails
Going Places Street to Home  Mark Jentz, Program Manager 0417 016 000	NO	NO	NO	NO	Available via phone and email



Woree House Alexandra Wadeson 0438 796 941 Jacqui Rowlands 0400 334 814	NO	NO	YES	YES	24 Hour Service – Minimal Case Management / Implementing Covid-19 strategies
Douglas House Alexandra Wadeson 0438 796 941 Barbra Burton 0475 826 166	NO	NO	YES	YES	24 Hour Service – Minimal Case Management / Implementing Covid-19 strategies
CafeOne Alexandra Wadeson 0438 796 941 Anne Ah Gee 0435 447 826	NO	NO	NO	NO	Not currently operating
LAC (NDIS) 1800 860 555 (local Cairns number)	No – working remotely	Limited	Only open to participants on request	yes	Service operating remotely. Call your LAC directly or our local 1800 number
ECEI (NDIS) Cairns 1800 860 555 (local Cairns number)	No – service working remotely	Limited	No	Yes	Service operating remotely. Call/Email your ECEI directly or our local 1800 number
Mornington Island	Refer to remote community	Contact AM	Contact AM	Contact AM	Nil

STAR Atherton	Michael Musumeci as above	No -limited	Limited	Strictly Youth Justice only	Nil
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