


COVID-19 Service Continuity Checklist

Below are some preliminary questions and issues to consider in commencing your service continuity planning for COVID-19 impacts. This checklist is a guide only, intended as a practical tool to help get you started.

 Visit the [NCOSS COVID-19 Community Sector Resource](#) page for more detailed information, and read our fortnightly [COVID-19 Community Sector Update](#) email.

Service Continuity Checklist

1. How will we cope if there is a surge in staff absenteeism?
2. Are there critical roles or functions performed by specific staff that we need to protect?
3. Are there measures we can take to reinforce work health and safety requirements, promote staff well-being and prevent fatigue and illness?
4. What precautions might we need to take for any staff who may be more vulnerable to respiratory disease? (e.g. people with underlying illnesses that make them more vulnerable to respiratory disease, including those with diabetes, chronic lung disease, kidney failure, people with suppressed immune systems and older people are at a higher risk of serious disease)
5. Are there alternative work arrangements or special leave conditions we should put in place?
6. What is the best way to ensure that clients understand the precautionary measures required?
7. Will clients experience increased anxiety and/or discrimination due to fear of the virus? How can this be allayed?
8. Does our service need to promote multilingual resources about COVID-19 to our clients?

9. Are there different modes of service delivery that we could use to reduce the risk of transmission and exposure? (e.g. tele or digital support)
10. Can we make physical changes to our service to limit over-crowding and close physical contact?
11. Do we need a plan for supporting clients during periods of self-isolation?
12. Should we cancel any services that present high risk? What will be the impacts for clients and how can these be managed?
13. Would protective clothing/equipment for some situations help?
14. Do we need to increase routine cleaning, waste management practices etc. to improve infection control procedures?
15. Have we kept our contract manager in the loop on any changes being made and sought their input and advice?
16. Are there any sub-contractors we need to speak with about their preparedness?
17. Is the Board up to date and providing oversight of our continuity planning?