

# RISK ASSESSMENT REVIEW AND ACTION ADJUSTMENTS

POTENTIAL THREAT / EMERGENCY

Coronavirus (COVID-19)

## INSTRUCTIONS:

1. This resource works in conjunction with your current Risk Assessment Guide and Action Plan. Ensure you have a copy available.
2. There is no set order. Work through sections that apply to you now. Work through others when time permits.
3. With your current Action Plan available, ask yourself each Review Question (Left field)
4. Based on experiences of the past few weeks - what would you change, add or delete in your current Action Plan?
5. Submit relevant notes into the blank field corresponding each Review Question. (Right field)
6. Once you have completed a section or the entire document update and improve your actual Action Plan

## OBJECTIVES:

- To review and 'course correct' currently employed strategies
- To refine your Risk Assessment and Action Plan into a more accurate and effective resource
- Adopt and facilitate the same culture of continuous improvement used in self-assessment and quality improvement

## MISSION:

- Achieve a financially efficient model that will not only deliver education and care as per the requirements of the National Quality Standard but also sustain the business, maintain relationships with staff and co-workers and engage children and families, whether at home or at the service until restrictions are lifted.

REVIEW QUESTIONS	<b>WHERE ARE WE AT? WHAT CAN WE DO BETTER?</b> Refer to related Actions within your Risk Assessment Plan
Information and crisis status reports	
What <b>sources of information</b> have you found to be <b>more reliable</b> and referred to most of the time?	
Which <b>types of communication</b> have families and staff <b>responded to</b> more frequently?	
Control the environment – staff / children / parents / visitors	
Are your <b>screening and hygiene practices</b> that are set up for staff at the start of each day working effectively?  Are <b>all staff</b> compliant with the process?  What (if any) are the <b>bottlenecks</b> or obstacles?	
Do you need to change the current location used for <b>drop-off, screening and hygiene routines/protocols</b> ?  Are the steps you have in place <b>working effectively</b> ?  Has there been any <b>resistance</b> from parents? (If so, can adjustments be made to the steps to prevent future incidents?)	
Have you had a situation where a parent or child <b>has not passed</b> the screening questions?	

<p>If so, did you have the <b>appropriate information</b> available to support a decision not to allow access?</p> <p>What was the response?</p>	
<p>Do you need to change the current location used for <b>pick-up and hygiene routines/protocols</b>?</p> <p>Are the steps you have in place <b>working effectively</b>?</p>	
<p>Have you had any child, educator, staff member or visitor attending the Service <b>suspected or confirmed to have the COVID-19 infection</b>?</p> <p>In conjunction with the steps in the Action Plan <b>what did you learn</b>? And did this lead too <b>additional measures</b>?</p>	
Control the environment – deliveries / trades	
<p>Do you need to change the process or current location used for <b>delivery of goods</b>?</p> <p>Are the steps you have in place <b>working effectively</b>?</p>	
<p>If you have required the services of a <b>tradesperson</b> to enter the service during this time, has the steps outlined in the Action Plan worked efficiently?</p> <p>If not, what can be <b>changed or improved</b>?</p>	

Control the environment - inside	
<p>Have you been able to maintain your <b>routine hygiene and cleaning measures</b> effectively over the past few weeks?</p> <p>Have any <b>steps been added or improved</b>? If so, have they been submitted into your Action Plan?</p>	
<p>In respect of hygiene stations and related signage have you needed to change any <b>common and logical points of contact</b> during operations over the past few weeks?</p>	
<p>Have you been able to facilitate a form of <b>social/physical distancing</b> without compromising supervision and engagement?</p> <p>When <b>reflecting on the past few weeks</b>, what would you adjust in your Action Plan?</p>	
<p><b>Have children asked</b> about COVID-19?</p> <p>If so, and based on how the question was approached, <b>what adjustments can you make</b> to your Action Plan that will support other staff if asked?</p>	

<p>Based on attendance over the past few weeks, did you need to <b>change or adjust your room/s layout</b> to comply with physical space requirements? (See Action Plan for guidance)</p>	
<p>Has there been a significant change in the way you obtain <b>food supplies</b>, the <b>types of food</b> and adjustments to <b>menus</b>?</p> <p>Have you been able to comply with expected <b>nutrition and dietary</b> guidelines?</p>	
<b>Control the environment – outdoor and indoor environments</b>	
<p>Have you needed to change <b>outdoor and indoor layouts / equipment positioning</b> or <b>usage protocols</b> to support social/physical distancing and hygiene measures?</p> <p><b>What have been the challenges</b> over the past two weeks that have influenced refinements?</p>	
<b>Family engagement and retention</b>	
<p>What <b>communication mediums</b> are working? What are parents <b>responding</b> to? Have they provided <b>feedback</b>?</p>	

<p>Based on the content of information being sent to families, <b>what has been the feedback?</b> Are you able to refine messages and content?</p>	
<p>For families who have removed children from care, what is proving to be the <b>best source of engagement</b> over the past two weeks?</p>	
<p>Has feedback been positive from families in respect of <b>home-based education and play</b> based learning activities?</p> <p>Have you been able to establish an <b>effective routine</b>?</p>	
<p>Continuity of educators and staff</p>	
<p>Has a worker <b>presented symptoms</b>? If so, did you work through the steps in the Action Plan?</p> <p>What <b>additional steps</b> can be included?</p>	
<p>Has a worker <b>come in close contact with a person infected with COVID-19</b>?</p> <p>If so, and in addition to the <b>worker self-isolating</b>, what challenges did this create at the service?</p>	

<p>Have you been required to <b>significantly adjust staffing arrangements</b> due to several workers needing to isolate/quarantine at the same time?</p> <p>Were the steps in your Action Plan adequate to retain <b>continuity of care</b>?</p>	
<p>Over the past two weeks has your <b>physical/social distancing measures impacted your ability</b> to deliver the required level of education and care?</p> <p>What <b>changes</b>, if any were required to be made to the Action Plan steps?</p>	
<p>How do you facilitate <b>staff meetings and professional learning</b> since isolation and physical distancing measures have been in place?</p> <p>What <b>changes</b>, if any were required to be made to the Action Plan steps?</p>	
<p>Have your <b>existing communication measures</b> between workers been reliable and effective?</p> <p>What would you <b>change or add</b> to the Action Plan?</p>	

<p>Have you witnessed any indication within your team that would reflect a <b>decline or negative impact on their health</b> or mental wellbeing?</p> <p>If so, what <b>reactive and proactive steps</b> would you include into your Action Plan?</p>	
<b>Financial control and sustainability</b>	
<p>Were you able to successfully adjust staffing arrangements to accommodate the <b>decline in attendance levels</b>? (Was this reflected wages &amp; salaries?)</p> <p>What <b>strategies</b>, over &amp; above your Action Plan did you employ?</p>	
<p>With consideration given to essential workers, vulnerable children and previously enrolled children, were you able to <b>establish a model roster</b> that could be capped? (restricted)</p>	
<p>Given that any enrolments accepted over &amp; above your model roster would most likely <b>increase labour costs</b>, did you refuse or accept the enrolment/s?</p> <p>If accepted, did you <b>absorb the cost</b> or seek additional funding?</p>	

<p>In creating a model roster based on occupancy <b>what strategies did you employ</b> successfully?</p> <p>See Action Plan notes</p>	
<p>Were you able to <b>maximise ratios and supervision</b> by grouping children or reducing rooms? (Without compromising safety and care as per the NQS)</p> <p>If so, <b>what worked</b> best?</p>	
<p>How have you managed <b>relationships</b> with staff members and <b>staff wellbeing</b> over the past few weeks?</p> <p>Have relationships with staff been <b>compromised</b> in this time?</p> <p>Do you have a sense that their <b>general sense of wellbeing</b> has been adversely affected?</p> <p>Or, did you <b>recognise changes</b> and employ steps from the Action Plan to manage the situation?</p> <p>What would you change or add?</p>	

<p>Did the <b>financial control spreadsheet</b> assist you to either: calculate your expected income, wages and on-costs and/or general expenses?</p> <p>Did it help you generate a <b>financial expectation</b>?</p> <p>If not, what other means did you employ to gain an understanding of <b>your financial facts</b>?</p>	
<p>Based on suggestions in the Action Plan and Financial Control Spreadsheet (or other means) were you able to forecast your <b>lowest possible expense model</b> for the period ahead?</p> <p>What <b>additional strategies</b> would you add to your Action Plan?</p>	
<p>Were you in a position to apply for <b>additional government support</b> to offset the financial impact of the crisis?</p> <p>See Action Plan notes</p>	
<b>Holding pattern and recovery</b>	
<p><b>Maintaining viability throughout the crisis period requires constant monitoring and adjustment. Can you answer yes to these 5 questions?</b></p>	<p>To continue to deliver high quality care and education and remain financially viable, we will monitor the Service's operations as per the model established above.</p>

<p>If not, <b>revisit the areas</b> that require attention.</p>	<p>At the end of each week the following questions will be asked as a prompt to facilitate a review of each dimension of the childcare business:</p> <ol style="list-style-type: none"> <li>1. Have we utilised all options available to us (Federal Government, State Government, ATO) to ensure we are receiving our maximum allocation of fees and funding?</li> <li>2. Based on our fortnightly income and modifications to the physical environment are we supplying an efficient roster to deliver high quality care and education as per the National Quality standards and National Regulations?</li> <li>3. Have we applied all necessary strategies to minimise general expenses without compromising our ability to deliver item 2 listed above?</li> <li>4. For those families who have made the decision to keep their children at home during the crisis, are we maintaining our relationship via regular communication? And are we also maintaining engagement with the children by providing an efficient home-based education/activity program?</li> <li>5. Are we ensuring that our staff members are well informed, feel supported and maintaining a healthy state of mind during the crisis period?</li> </ol>
<b>Recovery</b>	
<p>What does <b>recovery</b> look like?</p>	<p>As at <b>April 23, 2020</b> our recovery will be based on how well we are able to manage the holding pattern phase. (above)</p> <p>Moving beyond this point will be governed by decisions by the Federal and State Government Health authorities, the lifting of social distancing restrictions and the confidence of our community to return to normal and resume the use of education and care for their child/ren.</p> <p>We will add more resources to recovery in the weeks to come.</p>