

## COVID-19 Response Plan Public Health Unit

Sustain Tier 0 (prevent and prepare)	Sustain Tier 1 (limited community transmission)	Sustain Tier 2 (moderate community transmission)	Sustain Tier 3 (significant community transmission/ outbreak)
<p><b>**Baseline COVID – BAU Service Continuity</b></p> <ul style="list-style-type: none"> <li>MNPHU EOC active</li> <li>Sector Commander rostered</li> <li>EH Duty Manager rostered</li> <li>Close Case Mgmt Coordinator</li> </ul> <p><b>**Contact Mgmt solution &amp; self-register Portal active</b></p>	<p><b>**COVID Active</b> - expanded hrs of service- incl. weekends</p> <ul style="list-style-type: none"> <li>MNPHU EOC active</li> <li>Sector Commander active (PHIC)</li> <li>EH Duty Manager roster active</li> <li>Close Case Mgmt Team (CCMT) active</li> </ul> <p><b>**BAU reduced      **Self-register Portal active</b> <b>**Targeted QDs only      **Live Stream</b></p> <p><i>Text notifications default for low-risk contact/venue mgmt EDU Qld/ community readiness – “push comms” enacted Live Stream/ Virtual comms prep MN Comms &amp; Consumer Engaged, Workforce readiness/ virtual ability</i></p> <p><b>** outsourcing options</b> <b>Outbreak control team established if required</b></p>	<p><b>** COVID escalated</b> - expanded service - 7 days</p> <ul style="list-style-type: none"> <li>MNPHU EOC active with MNPHU Incident Controller (PHIC) active</li> <li>Sector Commander expanded</li> <li>EH Duty Manager expanded - Ops/Comms role activated</li> <li>CCMT expanded – complexity prioritised</li> <li>IMT roles rostered as per local PHU Emergency Management Plan</li> <li>Response Officer expanded to team/portfolio (pod) environment</li> </ul> <p><b>**BAU reduction (expansion)</b> <b>**Targeted QDs transition to bulk notifications as required</b></p> <p><i>External/ outsource ability continued or expanded Live Stream /Virtual &amp; bulk/ generic comms</i></p> <p><b>auto response notification minimum 24hrs</b> <b>Outbreak control team established if required</b></p>	<p><b>**COVID outbreak</b> - expanded hrs of service &amp; 7 days</p> <ul style="list-style-type: none"> <li>MNPHU EOC active - expanded</li> <li>MNPHU Incident Controller (PHIC) active</li> <li>Sector Commander expanded</li> <li>EH Duty Manager expanded - Ops/Comms role expanded</li> <li>CCMT maximised</li> <li>IMT roles roster as per local PHU Emergency Management plan</li> <li>Response Officer expanded per team/ portfolio environment</li> <li>Outbreak Management Team active</li> <li>Supply Public Health Liaison Officers to clinical hubs in advisory capacity</li> </ul> <p><b>**VULNERABLE &amp; HIGH-RISK POPULATIONS PRIORITISED</b> <b>**BAU Service Continuity ceased - auto response notification 72hrs</b> <i>Onsite fatigue accommodation, meals &amp; wellbeing implemented</i></p>
		<p>Trigger = Venues/Cases/Contacts/Exposures <b>“CRISIS”</b> <b>Complexity monitored</b></p>	<p>Trigger = Venues/Cases/Contacts/Exposures <b>“EXTREME/OUTBREAK”</b> <b>Expanded monitoring</b></p>
<b>Communicable Disease Team</b>	<b>Communicable Disease Team</b>	<b>Team Structure (portfolio/pod environment enabled)</b>	<b>Case Management</b>
<ul style="list-style-type: none"> <li>Manage 2MO, 4Reg &amp; 7NG FTE</li> <li>Respond to requests as usual incl. but not limited to:                             <ul style="list-style-type: none"> <li><b>Activate Contact Mgmt solution</b></li> <li>Contact tracing &amp; mgmt</li> <li>Follow-up, monitoring &amp; testing</li> <li>Specialist advice</li> <li>Training &amp; competencies</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Monitor resource requirements – <b>on-call /needs basis</b></li> <li><b>Increase workforce</b> (skills/access &amp; readiness)                             <ul style="list-style-type: none"> <li>identified staff &amp; external options with assistance (QTrace &amp; other PHUs via COVID-19.IMT)</li> </ul> </li> <li>Inform HCC/ EDU Qld/ schools/ child-care / RACF/ Event venues in readiness of “push comms” &amp; online Portal <b>** outsource venues</b></li> </ul>	<ul style="list-style-type: none"> <li>Ops role activated (roving Venue Manager)</li> <li>Workforce Requirements                             <ul style="list-style-type: none"> <li>Additional assistance sought - maintain BAU service continuity &amp; COVID response mgmt (Oral Health &amp; deployable workforce options)</li> </ul> </li> <li>Establish pods/teams/portfolios &amp; environment</li> <li>Establish team leaders (per portfolio/pod)</li> <li>Establish rosters including out of hours duties e.g. data entry/mgmt</li> <li>Monitor venue/case volume &amp; identify additional outsource options (QTrace, HCC, Oral Health, other PHUs) <b>**Increase bulk notification &amp; messaging</b></li> </ul>	<ul style="list-style-type: none"> <li>Expand teams/portfolios (pods) as required</li> <li>Expand outsource options to manage COVID response</li> <li>Cease BAU Service Continuity if external/outsource options cannot support</li> <li>Complex risks prioritised: Outbreaks in RACFs, First Nations Communities, Correctional Centres, schools &amp; childcare. <b>** Increase focus on case management in outbreak scenarios (transition away from contact management or community screening)</b> <b>**Bulk notification &amp; messaging with response KPI increased to 72hrs</b></li> </ul>
<b>Environmental Health Team</b>	<b>Environmental Health Team</b>	<b>Contact &amp; Venue Management</b>	
<ul style="list-style-type: none"> <li>Manage workforce of 17.5 FTE</li> <li>Respond to requests as usual incl. but not limited to:                             <ul style="list-style-type: none"> <li><b>Quarantine Directions (QDs) active &amp; exemptions/ revocations</b></li> <li>Legislation interpretation</li> <li>Monitoring &amp; compliance</li> <li>Escalations</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Monitor resource requirements – <b>on-call /needs basis</b></li> <li>Prepare workforce (skills/access &amp; readiness) <b>** outsource</b> <ul style="list-style-type: none"> <li>Review availability of the identified staff &amp; external options with assistance</li> </ul> </li> <li><b>Targeted QD mgmt</b> – high-risk/ complex cases only</li> <li><b>Close Contact Team</b> established</li> <li>CCMT Coordinator monitor &amp; delegation enacted</li> </ul>	<ul style="list-style-type: none"> <li>Workforce Requirements                             <ul style="list-style-type: none"> <li>implement additional workforce incl. external/outsource options (e.g. PHUs, BCC, HCC, QTrace)</li> <li>assistance sought to maintain BAU service continuity on a referral basis (incl. external)</li> </ul> </li> <li>Establish pods/teams/portfolios &amp; environment</li> <li><b>Close Contact Team</b> – <i>targeted complex response only</i></li> <li>Establish team leaders &amp; Response Officer for team/portfolios</li> </ul>	<ul style="list-style-type: none"> <li>Expand teams/portfolios (pods) as required</li> <li>Expand outsource options to manage COVID response</li> <li>Cease BAU Service Continuity if external/outsource options cannot support</li> <li>Complex risks prioritised with Venue Management pods: support outbreaks in RACFs, First Nations Communities, Correctional Centres, schools &amp; childcare – individual case management ceased to support outbreak centre <b>**Support case management volumes “all hands-on deck”</b> <b>**Bulk notification &amp; messaging with response KPI increased to 72hrs</b></li> </ul>
<b>Epidemiology / Data</b>	<b>Epidemiology / Data</b>	<b>Data &amp; Reporting</b>	
<ul style="list-style-type: none"> <li>Manage workforce of 6 FTE</li> <li>Respond to requests as usual incl. but not limited to:                             <ul style="list-style-type: none"> <li>Data analysis</li> <li>Reporting (extractions &amp; cleanse)</li> <li>Preparedness (system flow &amp; load)</li> <li><b>Contact Mgmt solution &amp; Portal</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Monitor resource requirements – <b>needs basis</b></li> <li><b>Prepare workforce</b> (skills/access &amp; readiness)                             <ul style="list-style-type: none"> <li>Review availability of the identified MNH/HEI/Oral Health staff with assistance</li> </ul> </li> <li><b>Online portal &amp; text notification/</b> Data extraction</li> <li><b>Contact Mgmt solution</b> (MNPHU SharePoint)</li> <li>EOC reporting template active/monitored</li> </ul>	<ul style="list-style-type: none"> <li>Workforce Requirements: Additional assistance sought – suitably skilled HHS staff – COVID response/monitoring &amp; reporting (e.g. HEI, S&amp;Q, Oral Health)</li> <li>Establish links with pods/teams/portfolios &amp; environment &amp; dedicate Team Leader per team/portfolio</li> <li>Reporting &amp; Reconciliation – frequent (incl. Portal, QR extraction &amp; upload)</li> <li>Update Contact Mgmt solution flow, automation &amp; scripting as required</li> <li>Reduce BAU service continuity reporting/data analysis</li> </ul>	<ul style="list-style-type: none"> <li>Expand teams as required</li> <li>Increase frequency of reporting &amp; reconciliation (AM &amp; PM)</li> <li>Cease BAU Service Continuity reporting &amp; analytics</li> <li>Update Contact Mgmt solution flow, automation &amp; scripting as required</li> </ul>
<b>Business Support Services</b>	<b>Business Support Services</b>	<b>Admin &amp; Support</b>	
<ul style="list-style-type: none"> <li>Manage workforce of 4 FTE</li> <li>Respond to requests as usual incl. but not limited to:                             <ul style="list-style-type: none"> <li>Supporting PHU general enquiries</li> <li>Service continuity</li> <li>Relationship mgmt</li> <li>Correspondence – monitor</li> <li><b>Activate Contact Mgmt solution training &amp; access</b> – Response Officer duties</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Monitor resource requirements – <b>on-call /needs basis</b></li> <li><b>Increase workforce</b> (skills/access &amp; readiness)                             <ul style="list-style-type: none"> <li>identified staff (E.g. S&amp;Q, HEI or Oral Health)</li> </ul> </li> <li>EOC correspondence – manage incoming emails/ enquiries</li> <li>Maintain/update text message templates/ phone scripts</li> <li>Readiness team/portfolio environment (pods)</li> <li>Utilise Contact Mgmt solution to support enquiries/ correspondence – Response Officer duties continued</li> </ul>	<ul style="list-style-type: none"> <li>Pod environment &amp; equipment – expansion as required</li> <li>Awareness of venue contact list &amp; outsourcing arrangements – coordinate &amp; maintain relationships with venue contact as Response Officer</li> <li>Process workforce requirements (e.g. Payroll, AVACs, etc)</li> <li>EOC correspondence – coordinate incoming &amp; team/portfolios utilise Contact Mgmt solution for enquiries/ updates</li> <li>COVID enquiries (phone scripts/text message/ links) – response KPI = 24hrs</li> <li>Data entry as required</li> <li>Maintain workforce register/ rosters</li> <li>Prepare to outsource all BAU Service Continuity</li> </ul>	<ul style="list-style-type: none"> <li>Expand teams, environment &amp; equipment as required/ possible</li> <li>Engage HHS staff to assist with workforce processing (e.g. Payroll, AVACs) &amp; data entry</li> <li>Transition any MNPHU Admin available to support COVID response</li> <li>COVID enquiries (phone scripts/text message/ links) – response KPI = 72hrs</li> <li>Outsource BAU Service Continuity (<i>cease if outsource options not available or unable to support</i>)</li> </ul>