



COVID-19 Sector Update 2 April

Hi everyone,

We are all in this together – it's called community! A time of crisis reminds me why I am part of the community sector. We have seen leadership in every corner – people calling on each other to “check in” and services releasing frontline staff to help other services in need.

Uncertainty has brought with it extra stress on an already stretched sector. Through this we have been working together to resolve the problems.

Thanks everyone for working so collaboratively during challenging times but mostly thanks for reaching out to each other and being kind.

Some news affecting the sector:

The federal government has announced today that they will be [making free childcare available](#) to parents who continue working through the coronavirus pandemic. The federal government will also provide financial support to 13,000 centres around the country. This has just been announced today, so it is likely that there will be many more details still to come about this.

The NT government has announced a [\\$1 billion dollar](#) boost from the federal government in order for Territory Economy to keep businesses running and keep Territorians in jobs. This is in addition to the [\\$50 million small business survivor fund](#) that is being funded by the Territory government, and aimed at helping local businesses, and the [\\$65 million Jobs rescue package](#).

For more updates from and relevant to our sector, please see below.

Thanks for all the support and collaboration you have all offered so far, let's keep working hard together and keep being kind to each other.

Deborah Di Natale

[Click Here for more COVID-19 Advice and Resources](#)

Sector News and Resources

CALL FOR UPDATES: NT Organisations delivering frontline services

In light of the current situation, NTCOSS recognises that there will be ongoing changes of service delivery and availability for many organisations.

If your organisation is currently operating in a modified way, here are 2 ways that NTCOSS can assist in sharing this information:

- Member organisations can manually update details regarding service delivery in their listing on our [Directory](#). If you require any assistance with this change, email jacob@ntcross.org.au or admin@ntcross.org.au.
- NTCOSS is releasing a regular Sector Update on Mondays and Thursdays in lieu of the eBulletin, while there remains a need for more frequent updates. If you would like your change of delivery of services added to the next Sector Update, please email admin@ntcross.org.au with the relevant details, using the subject line 'CHANGE OF SERVICE DELIVERY – SECTOR UPDATE'.

UPDATE: NTCOSS Darwin and Alice Springs Conference and Board Room Facilities Use

NTCOSS Conference and Board room facilities will not be available for use while social distancing restrictions are in place.

RESOURCE: Steps for Applying for Approved Remote Essential Worker ID Card

Only approved remote essential workers can now visit remote communities. If your organisation is required to deliver essential activities in [Northern Territory designated areas](#), your organisation will need to apply for an Approved Remote Essential Worker ID card. To do this you must follow the below process, as outlined on the [Coronavirus.nt.gov.au](https://www.coronavirus.nt.gov.au) website.

Step 1

Each organisation that works in remote communities will need to either have an organisation COVID-19 plan or individual plan based on personal hygiene and social distancing to be included in your application. The Northern Territory land councils require a [declaration](#) to be completed and included in your application if you are working in their region.

Step 2

Complete the approved remote essential worker [application](#). Include a photo using provided guidelines and a copy of another photo ID for verification purposes.

Step 3

Send the form, your organisation's COVID-19 plan (or individual plan) and the land council declaration to remote.travel@nt.gov.au

The [website](#) also offers a variety of factsheets with more information for specific groups.

To find out more call 1800 518 189 or email remote.travel@nt.gov.au.

RESOURCE: Connecting Up - Help in making changes to service delivery

To assist organisations shift to different service models and delivery, Connecting Up have put together a resource page with products, webinar recordings, and info to help organisations coordinate the move to distributed teams and working from home - [click here to check it out](#).

WEBINAR: Managing High Conflict Behaviour

FLPN is offering a free Professional Development Webinar: Megan Hunter presents "Flipping the Script on the Most Difficult People During Difficult Times."

This webinar will be held on Tuesday **7 April** from 1:00-2:30pm (AEST) and **9 April** from 1:00-2:30pm (AEST). As this is being held in AEST, consideration needs to be given to NT time zone.

To register or read more about this free webinar, please click [here](#). Important information when registering: Please select Alice Springs FLPN, when you get to checkout there will be \$0. The link and access code to ZOOM will be emailed before the webinar. Due to the high number of registrations, the same webinar is being provided on 9 April. Please note this webinar is being shared with other FLPN networks in Australia. If the event is at capacity for the live webinars, a recording of the webinar will be sent to those registered shortly after **9 April**.

RESOURCE: Hand Hygiene Poster in Anmatjerre

Please click [here](#) to download a handwashing poster translated into Anmatjerre.

RESOURCE: WHO Guidelines for Local Preparation of Hand Rub

Regarding local production of hand sanitisers, please be aware that preparations should conform to the WHO standard in order to be considered effective and safe to use.

Click [here](#) for the WHO Guidelines on local production of hand sanitisers.

RESOURCE: Referral Form for Support in Self-Isolating

Click [here](#) to download the NT Government created Self-Isolation referral form. This is for those that need assistance in self-isolating or self-quarantining.

CHANGE OF SERVICE DELIVERY: YWCA Parenting Support Program

This message is from the YWCA Parenting Support Program

YWCA would like to inform you all that we have cancelled our Group Sessions (both Palmerston and Wulagi) for the Parenting Support Program for the near future. This is due to the risk of COVID-19 and ensuring our clients and staff are safe from any spread of the virus.

We have also cancelled face to face meetings and transporting clients due to the social distancing required during this unprecedented time.

The program will still be conducting case management and support via the phone and are

currently looking into apps that allow face to face conversations to occur.

We have a mailing list for all clients and will be sending weekly (if not more often) updates and activities for clients that are self-isolating and will be implementing group chats where possible.

Contact the program for more details on 08 8936 0520

CHANGE OF SERVICE DELIVERY - The Gap Youth Centre, Alice Springs Region

Message from The Gap Youth Centre, Alice Springs:

The Gap are proactively managing the potential COVID-19 outbreak in the Alice Springs Region and have been reviewing our operations and working on how we can continue to operate in a safe environment for our staff, young people and the wider community.

All staff will be working from home by Thursday **26 March**. The organisation put in place 14 day self-isolation for person returning from both interstate and overseas. Staff and young people who are unwell are not to attend the centre and this is being enforced. We have been providing information to staff and young people in relation to COVID-19 and how best to protect themselves and others.

In the interest of public health and the health and safety of our staff and young people who attend our service the following has been decided from Monday **23 March**, there will be limited operations in the outdoor space with food provision and transport home in small numbers throughout the night.

From Tuesday **24 March** onwards the Gap will not be operating the AHYP.

For details, please contact leon.tripp@nt.gov.au

CHANGE OF SERVICE DELIVERY: NAAJA Youth Throughcare

This message is from NAAJA Youth Throughcare:

Given the current situation with the attempt to curb the spread of Coronavirus in the Northern Territory and ensure the health and safety of our clients and staff, NAAJA Throughcare will be implementing the following effective immediately:

- All contact with clients in prison and youth detention is to be by phone or where possible AVL contact only. We will not be conducting any in person visits or assessments with clients
- For contact with clients post release, NAAJA staff will ask relevant health questions to determine if we will continue with any essential client outreach or visits. If anyone is unwell or has been overseas or interstate within the past 14 days, all meetings will be via phone
- If clients are well and support is essential, we are limiting our work to outreach for clients who are not residing in quarantined communities. Staff will exercise safe distancing and other safety measures including not allowing clients to use our mobile phones, verbally taking and case noting authority to release information and using sanitiser and wipes in vehicles and offices
- **We will not be transporting clients under any circumstances and will not be allowing drop in services to the offices**

We are still accepting referrals and will be supporting our clients and their families in the community with education on the virus, where and how to access services and supplies and any post-release planning. We understand it will be difficult to continue working with some of our clients with these changes and endeavour to provide the best possible service and support any way we are able to during these challenging times.

If you have any questions please feel free to contact us on (08) 89317400. Thank you for your understanding.

CHANGE OF SERVICE DELIVERY: RA-NT - Holding Children Together Program

This message is from the Holding Children Together Program:

The well-being of our staff, clients and wider community is our priority. As such, from **24 March**, we will be suspending direct client contact to limit the spread of COVID-19 (coronavirus).

This means all services will continue to be delivered via telephone or video call only. Please call us if you have any questions about these changes on 08 89504100.

Existing clients will be contacted in regards to their appointments. During this time we remain committed to providing Relationship Australia NT's services to the Northern Territory.

CHANGE OF SERVICE DELIVERY: St Joseph's Catholic Flexi Learning Centre Alice Springs

This message is from St Joseph's Catholic Flexi Learning Centre:

Due to the current circumstances regarding the Coronavirus COVID- 19, the Flexi will be operating until 1.00pm daily until the **3 April**. Learning programs will be continuing in the morning. After lunch, our young people will be transported home in the afternoon.

SJCFL Staff are using the afternoons to organise the Learning and Wellbeing packs in addition to checking in with the Young People who have not been on site.

From Monday **6 April** the Flexi will be closed for the young people to ensure all Staff continue setting up Learning and Wellbeing packs and be involved in professional development on site.

The Flexi will close at lunch time on Thursday **9 April** and will reopen on Monday **20 April**.

The Flexi is still enrolling young people so please call in and collect an enrolment pack and we make an appointment.

CHANGE OF DELIVERY OF SERVICE: Kwatja Etatha Families Learning Together Program

This is a message from the Kwatja Etatha Playgroup AND Families Learning Together Parenting Program:

After Tuesday's announcement from the Prime Minister on new restrictions in place from midnight yesterday, and out of respect to community and staff, we determined that Wednesday was our the last day of client contact for Kwatja Etatha Playgroup and Families Learning Together Parenting Program until further notice.

The program would like to acknowledge the hard work that the LCC team in Dolly, Rosalie and Leanne have been doing recently within these programs to ensure attendees have a safe, culturally respectful learning space to learn of up to date safe practices in regards to the corona virus.

We look forward to the return of Kwatja Etatha and parenting programs when advised it is safe to do so.

CHANGE OF DELIVERY OF SERVICE: Alice Springs Youth Accommodation and Support Services

This is a message from ASYASS:

After discussions with our Board we have made the decision that no outside services are to attend our properties unless prior arrangement is made with the CEO. We are currently still open for referrals but we will be taking recent travel and current health into consideration. We will be implementing a 14 day self – isolation for any person, including staff, board members and young people, who have returned from an area that has confirmed cases of COVID-19. Travelers returning from Darwin do not need to self-isolate at this stage. We request that all business be conducted by [email](#) or by calling (08) 8953 4200

Past eBulletins and COVID-19 Sector Updates

Access past eBulletins here:

[NTCOSS COVID-19 Sector Update 30 March 2020](#)

[NTCOSS COVID-19 Sector Update 27 March 2020](#)

[NTCOSS COVID-19 Sector Update 25 March 2020](#)

NTCOSS is a not for profit, member based, peak body for the social and community services sector in the Northern Territory. We're an advocate for social justice on behalf of people and communities in the NT, who may be affected by poverty and disadvantage.

NTCOSS acknowledges that we work on the land of the First Peoples of the Northern Territory and respect their continuing cultural connections as traditional owners of this country.

Don't forget to check out the NTCOSS website and follow us on Facebook and Twitter.

Submit an item to eBulletin

To contribute notices to our Sector Update, please email your information in the body of an email or as a Word document to admin@ntcoss.org.au

Please ensure your contribution is in line with [NTCOSS guidelines](#) and includes all appropriate dates, times, links and contact details.

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NTCOSS thanks HESTA for their ongoing support of this publication



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Our mailing address is:

admin@ntcoss.org.au

PO Box 1128 Nightcliff NT 0814

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