

EMERGING RECOVERY ISSUE	EXISTING MEASURES/SUPPORT	BARRIERS/CHALLENGES	SOLUTION	WHO / HOW	DEADLINE	COMPLETED
1. Communication						
1.1	Ongoing exchange of information between municipal, regional and state recovery committees	Recovery committees established across all spheres of government with liaison between them	Currently monthly meetings but issues can be raised at any time State liaison officer finishing up week ending 10-7-20 - replacement to be advised	Establish key contacts as required	Municipal Recovery Coordinator	Ongoing
1.2	Lack of situational awareness re COVID-19 due to limited or no online accessibility	Latrobe and Kentish Councils working with Tasmanian Public Information Unit on mechanisms to address	Timeliness	PIU expanding radio, printed media and posters as additional communication methods Develop a communications plan	Brochures received and being placed at key distribution points	
1.3	Limited or no internet service		Impact on accessing support, maintaining knowledge of current situation from credible sources	Easy English or low literacy brochures, multiple sources e.g. print media, radio promoting issues relevant to the local community or address the basics are required	Survey in Council's Sept-Oct newsletter	
1.4	Overwhelmed by complexity of information leading to miscommunication, fear and anxiety	Prime source of truth - coronavirus.tas.gov.au	Ability to easily find information needed Information overload	Committee invited to review site and provide feedback on how to make it easier to use by 9 July	Feedback collated and forwarded to PIU	10 July
1.5	Perception of social media as providing qualified advice on various COVID-19 questions	Public Health and Coronavirus website are single source of truth avenues	Misinformation received	Promote Public Health Hotline 1800 671 738 and Coronavirus website (https://www.coronavirus.tas.gov.au/) as reliable source of truth		
1.6	Provide input into State Government strategies to recovery and thrive from COVID-19	1. UTAS have been undertaking online surveys via The Tasmania Project - https://www.utas.edu.au/tasmania-project - 6226 7542 or ISC.Admin@utas.edu.au 2. Premier's Economic and Social Recovery Advisory Council have undertaken to release an Issues Paper and potential online surveys for feedback during July-August by the wider community	Inability to provide feedback due to limited or no internet service Personal registration process exists for The Tasmanian Project - https://www.utas.edu.au/tasmania-project	Encourage awareness of and feedback on Issues paper and online surveys that will inform the 2020-21 State Budget Request details of consultation timeframes and methods from PESRAC	Awareness by Municipal Recovery Coordinator. Committee to widely promote and encourage direct feedback by all in the community	
2. Business						
2.1	Financial	1. Business Tasmania - business development information and support, including loans and grants. The ability to register the impact to your business 2. Rural Business Tasmania Inc. - offers rural financial counselling, rural business programs - www.ruralbusinesstasmania.org.au or 1300 88 3276 3. Australian Treasury Department - stimulus programs for business such as JobKeeper, Cash flow support and Support for sole traders. Assistance includes temporary	Previously unsuccessful applicants being reviewed by Business Tasmania New tourism grant of \$5,000 announced	Awareness		

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	<p>measures to provide relief for financially distressed businesses</p> <ol style="list-style-type: none"> 4. Cradle Coast Authority/Certified Public Accountants/University of Tasmania are providing small business support with free access to mentoring and other support for recovery from the economic impacts; assistance to be negotiated between the mentor and mentee; UTAS will provide mentors with COVID-19 recovery training and resources; service available to any small business in the Cradle Coast Region, i.e. Contractors, Sole Traders and Not for profits. Assistance with determining financial health and support resource 5. National Debt Hotline – 1800 007 007 financial counsellors provide free, independent and confidential advice to help you manage your debts or negotiate with creditors. 6. Business Vehicle Registration Relief - light and heavy vehicles 7. Primary Healthcare Grants of up to \$10,000 is available to eligible general practices and community pharmacists to support continued delivery of primary health services during the COVID-19 pandemic. Call 6166 1075 or email primaryhealth.caregrants@health.tas.gov.au 8. State Revenue Office – payroll tax waiver by application - https://www.sro.tas.gov.au/about-us/covid-19 9. Commercial property land tax waiver - https://www.sro.tas.gov.au/about-us/covid-19 10. Government lease rent waiver for six months - https://parks.tas.gov.au/about-us/conducting-business-in-parks-and-reserves/covid19-rent-relief-information 11. Liquor and gaming licence and permit refunds provided by application to Tasmanian Government 					
2.2 Review of business operations to adapt to new economy	<ol style="list-style-type: none"> 1. Rural Business Tasmania Inc. - offers rural financial counselling, administration, book keeping and crisis relief services to rural and regional agricultural. - www.ruralbusinesstasmania.org.au or 1300 88 3276 2. Brand Tasmania offer a digital Toolkit for Tasmanian businesses, including workshops, networking events, case studies and news. Information includes 'How to Grow your Venture' and 'How to Seek Investment' 3. Business Tasmania offer free business coaching through various programs, like the Enterprise Centres Tasmania 		Awareness			

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	<p>offering 5 hours free business advice and the Digital Ready Tasmania offering free digital coaching.</p> <p>4. Cradle Coast Authority - Regional Restart Hub and Funding Finder offer free business mentoring, practical resources and grant information</p> <p>5. Switch Tasmania - www.switchtasmania.com.au - provides digital solution to small business through Australian Small Business Advisory Service Digital Solutions program.</p> <p>6. www.wxnw.com.au providing -</p> <p>a. Advocacy - providing a voice for the region's tourism industry, publicly representing our interests and common goals within government and community.</p> <p>b. Industry Development - facilitating a cohesive, collaborative and engaged tourism industry across the region, through strong communication, support, events and leadership.</p> <p>c. Product Development - supporting and enabling the development of new products and/or innovation and reinvestment in exiting products.</p> <p>d. Marketing and Events - helping drive visitor demand to the region in partnership with Tourism Tasmania.</p> <p>7. Enterprise Centres Tasmania a state-wide network of independent business advisors. For more information call 1800 440 026, visit Business Tasmania website or email ask@business.tas.gov.au</p> <p>8. Tourism Tasmania support for tourism operators - https://tourismtasmania.com.au/</p> <p>9. Commercial Fisheries Licences - Payment waivers for licence fees for the next 12 months - 1300 368 550 or 03 6165 3000 or fisheries.licensing@dipwe.tas.gov.au</p>			Article in Council's Sept/Oct newsletter		
2.3 Stimulus	<p>1. Council announced COVID-19 Recovery Grants 1 July, close 31 July</p> <p>2. Council bringing forward extensive capital works program</p> <p>3. Seafood and fishery stimulus support – applications forwarded direct to eligible licence holders</p>	<p>Limited funding</p> <p>Budget to be adopted mid-late August</p> <p>Limited funds for activities - private business need to work smarter in identifying and taking advantage of external opportunities</p>	<p>New round announced. Closes 30 Oct</p> <p>lan to investigate funding for specific purpose i.e. Muse</p> <p>Support by identifying and promoting other funding opportunities</p>			
2.4 Staff retention	JobKeeper program	<p>Concludes March 2021</p> <p>Revised eligibility and scale</p>	Businesses are set up to fully reopen by to keep existing staff			

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2.5 Attracting new staff	<ol style="list-style-type: none"> 1. A Tasmanian Government program - Train Now Fund by Skills Tasmania - designed to help businesses and employee affected by COVID, offering subsidised training to eligible businesses and employees. 2. Rapid Response Skills Initiative provides up to \$3000 towards the cost of training for people who have lost their jobs because they have been made redundant, the place they worked has closed, or the employer had to let staff go. - 1800 655 846 or rapid.response@skills.tas.gov.au. Searson Buck have been engaged to implement. 	<p>JobSeeker more financially rewarding in the interim - concludes March 2021</p> <p>Potential training required.</p> <p>Are people that want to work, can't work due to transport issues i.e. driver's licences</p> <p>Lack of job seeker motivation – financial</p> <p>Misinformation that there isn't work around.</p>	<p>Awareness of what jobs need to be filled – disability and the aged; health; hospitality just starting back; agriculture and farming.</p> <p>Jobs vacancy link on Council's website</p> <p>Skills development offered by CVGT</p> <p>Driver mentoring programs exist i.e. Devonport Chaplaincy</p>			
2.6 COVID-19 Safe Plans to meet restrictions	<ol style="list-style-type: none"> 1. COVID-19 Safe Workplaces Framework to support workplaces as they re-open or expand their business activities during the pandemic, while ensuring the health and safety of all Tasmanians. Templates are available online. 2. Personal Protective Equipment supply register online – stategrowth.tas.gov.au/coronavirus/personal_protective_equipment_temporary_supply_register 	<p>Ability of business operators to complete</p> <p>Liability of non-compliance -monetary infringements on business but what is clients doing the wrong thing, COVID-19 cases and impact on business reputation</p> <p>Consistency of measures amongst like businesses</p> <p>Border reopening perception of initiating new cases</p> <p>Actual new cases</p> <p>More public seating i.e. Shearwater Village</p>	<p>Awareness of templates and Worksafe Tasmania support.</p> <p>Seek feedback from Worksafe Tasmania - potentially seek localised information sessions</p> <p>Publicly provide examples of measures to demonstrate what organisations are doing to assist with consistency</p> <p>Reiterate capacity to track, trace and treat any new cases</p>			
2.7 Grow connection with consumers	<ol style="list-style-type: none"> 1. Website to connect consumers with Tasmania products, services and experiences. Tasmania business list their product for free. <ol style="list-style-type: none"> a. Buy Something Tasmanian - www.buysomethingtasmanian.com.au b. RACT Business Directory c. Eat Well Tasmania App 2. Tasmanian Chamber of Commerce & Industry (TCCI) - www.tcci.com.au - free business hotline with information to various resources such as free workplace relations support, information on issues such as border restrictions, essential workers, international trade etc. Also offers free signs for business in multiple languages. 3. West by North West (Regional Tourism Organisation) - info@wxnw.com.au - advocacy, product and industry development, and marketing for the NW region. 4. Council of Small Business Organisations Australia commencing Buy Local Campaign nationally - 	<p>Membership requirement?</p>	<p>Awareness of opportunity</p> <p>Awareness of support</p> <p>Awareness of support</p>			

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	https://www.youtube.com/watch?v=C04GBrX1h2U&feature=youtu.be					
2.8	How to access share of intrastate travellers (and interstate travellers when borders re-open)	Marketing campaigns, particularly with support of / led by WxNW (Regional Tourism Organisation), collaborative marketing opportunities	Potential for communities to miss out on share of visitors.	Refer to WxNW		
2.9	Requirement to collect patron data?	COVIDSafe App	Handling information - privacy compliance Lack of continuity between general retail and food/accommodation outlets	Businesses to encourage patron download of COVIDSafe App and carry phones		
2.10	Cardless payments	No legal requirement. If going cardless, must provide notification to customers that cash is not accepted on entry to business	Perception that cash is bad and can spread COVID-19 Impact on charities/donations/ community events and activities Potential discrimination	Educate legalities and safety of cash vs cashless - how		
2.11	Confusion on social distancing requirements	2m ² social distancing now required	What does 2m ² look like? Numbers vs capacity	Compliance with organisation's COVID-19 Safe Plan Businesses have liability and need to relay expectation of and compliance to patrons		
2.12	Utility Services	Aurora - price increase cap for 12 months and \$5m customer support fund to help residential and small business customers - https://www.auroraenergy.com.au/covid-19 1 st Energy - varying payment options TasWater - eligible business 100% rebate on quarterly bills between 1 April and 30 June. Eligibility criteria apply		Awareness		
2.13	Promotion	Development of business database		Distribute locally (online and hard copy) Participation in Go Local First Campaign		
2.14	Supply line impact with Victorian cases closing Melbourne	Business Tasmania keen to hear ASAP of any difficulties		Promote Business Tasmania number		

3. Employment

3.1	Attracting employees		JobKeeper/JobSeeker security vs ongoing employment How to identify gaps? Gradual mutual obligations effective 4 August – anyone that doesn't accept suitable employment can have payments suspended by Services Australia. Government have advised Job Seekers of this.	IDENTIFIED AS A PRIORITY ACTIVITY		
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		Government assistance versus willingness to work. Attracting employees weighs against the future safety of a new position/work place.				
3.2	Capacity of organisation to develop COVID-19 Safe Plan Worksafe Tasmania	Supported by Worksafe Quite often the owner is not on site but is the one in the gun sights if something happens - employee should wear some responsibility for a breach.	Refer to website and encourage to watch video			
3.3	Confidence by employees in workplace safety measures COVID-19 compliance training of staff	Have a clear message from Government that these are the acceptable "Covid" guidelines. Avoid having the Covid work place policy requirements hijacked by over zealous in house risk managers or compliance officers. Plenty of examples where thought bubbles from said people create confusion or doubling up of requirements. Encourage the Development of consistent signage relating to permitted persons, hand sanitizing, distancing etcetera in a Covid situation.				
3.4	Seasonal workers	Less of them as some returned home Impact on staffing Can go through employing 300 to get 80 that stay Training – 3 weeks - costly Perception by unemployed that better off with JobSeeker payment Locals won't work but a good picker can earl \$50-\$60 an hour. Got to put the effort in. Less islander workers available Costa requires 3,500 workers for 6 months starting October	Awareness Local Jobs portal – industry promotes vacancies - IDENTIFIED AS A PRIORITY ACTIVITY Facebook promotion – Have you thought of doing this over Summer Grey nomad network National Farmers Federation assisting with practice drill on getting businesses staffed up from overseas – liaising with Premier's Department direct – mapping staff IDENTIFIED AS A PRIORITY ACTIVITY			
3.5	Agricultural employment opportunity for locals Industry must show "a reasonable attempt to employ Australians" before they can bring in overseas personnel. Growers contacting schools and employment agencies	Perception that locals aren't employed in the industry. 1/3 of workforce are local. Training They want people willing to work, not turn up to meet COVID-19 requirements as they can do damage to the industry (non-compliance with processes and procedures) Self responsibility	Work with the established institutions like the TFGA and TAFE to fast track training needs for identified enterprises. Establish a campaign drawing focus to what's in our area in terms of work force opportunities			

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3.6	Additional training needs	Identify local gaps and how they can be fulfilled Methods of learning to be diverse to suit all types of learning requirements Lack of placement opportunities for UTAS students – need to be quantified.	Research required			

4. Individuals

4.1	Income support	<p>https://www.findhelptas.org.au/ - multiple support services</p> <p>JobKeeper and JobSeeker established by Federal Government</p> <p>Centrelink advance payments in some circumstances</p> <p>CatholicCare Victoria Tasmania - provides emergency relief across Tasmania for anyone who is experiencing financial hardship for any reason. CatholicCare can assist with food/fuel vouchers, bill payments and material assistance. To find out more, call 1800 819 447.</p> <p>Rural Business Tasmania Inc. - the Rural Relief Fund supports farming families and their communities in their time of most need. Offering grants of up to \$2,500, crisis relief is gifted to eligible families based on urgency and the level of support required. Family and animal welfare are a priority and grant funds can cover basic household goods including food, utility bills and the repair of damaged fences. - www.ruralbusinesstasmania.org.au</p>	Free service expires 30 September but there will be a basic service that remains.			
4.2	Essential household services	<ol style="list-style-type: none"> 1. Aurora - price increase cap for 12 months and \$5m customer support fund to held residential and small business customers - https://www.auroraenergy.com.au/covid-19 2. TasWater - tailored payment plan - ceasing overdue fees, interest and debt collection if part of plan. 3. Phone/Internet - providers are offering discounted services - varies per provider 4. Salvation Army can provide emergency relief by way of food parcels, clothing, vouchers, payment of utility and phone bills, rental assistance, referral and assessment and advocacy - 6228 8400 5. Food parcels are available - supplies currently exceeding demand with St Vincent de Paul 6. Rapid Relief Team Family Food Boxes available across the North West for families in crisis. Each family food box has enough supplies to feed a family of four for around a week. - 6431 1333 	Knowledge of what is available	Awareness		

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	<p>7. Meals on Wheels - coordinated through Devonport - 1800 696 325 has received additional capacity that can be accessed by community</p> <p>8. Uniting (Victoria and Tasmania) Limited provides nutritious food, personal care items, transport assistance, social inclusion programs, financial support, advocacy and referrals - 6452 2722</p> <p>9. No Interest Loans Scheme - https://nilstasmania.org.au/ - for essential goods and services</p> <p>10. Good Shepherd Microfinance - providing No Interest Loans of up to \$3,000 towards rent and utilities, repayable over 24 months - https://goodshepherdmicrofinance.org.au/compare-loans/</p> <p>11. Youth, Family and Community Connections Incorporated coordinates and delivers Emergency Relief with food, transport, clothing, chemist vouchers, part payment of utilities and assistance with specialist needs (eg education and health costs) -call (03) 6423 6635.</p>					
4.3	Insurance	A number of motoring insurance companies are offering discounts due to lack of use during COVID-19	Awareness	Contact insurer and ask		
4.4	Superannuation accessibility	\$10,000 this financial year	Long term impact on retirement fund		Beyond capacity of Local Government	
4.5	Existing loans	Deferred/extended	Short term gain - longer debt period impacting on lifestyle	https://www.ausbanking.org.au/ or contact bank	Beyond capacity of Local Government	
4.6	Accommodation 1. Home loan - repayments 2. Rent payments 3. Homelessness	<p>1. Banks are working with property owners to provide support with adjusting home loan repayments</p> <p>2. Rental restrictions introduced under emergency orders - including suspension of evictions, immediate halt to any increases in rent, and ability to reduce rent by mutual agreement. Private rental incentives program via Communities Tasmania. COVID-19 Rent Relief Fund managed by Communities Tasmania.</p> <p>3. Housing Connect can support – 1800 00 588</p>				
4.7	Latrobe Council rates	Hardship rate relief announced by Council 1 July.		To be restated with rates notice dissemination.	Finance Department	Ongoing
4.8	Community and personal re-engagement	<p>https://www.findhelptas.org.au/ - multiple support services</p> <p>East Devonport Neighbourhood House, which services the Latrobe Municipality, has been funded to continue to provide support to communities that are isolated and in</p>				

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	<p>b. 2) A checklist for residential aged care providers - First 24 hours – managing COVID-19 in a residential aged care facility.</p> <p>4.COVID-19 Health Professionals Disability Advisory Service</p> <p>A telephone advisory service has been established by the Commonwealth Department of Health to provide specialised advice exclusively for health professionals responsible for the medical care of people with disability diagnosed with COVID-19 or experiencing COVID-19 symptoms.</p> <p>a. The aim of the service is to support people with disability accessing mainstream health services in relation to COVID-19 testing and/or medical treatment and to ensure they receive appropriate care. The service is being provided as a six week trial. Health professionals can call the service on 1800 131 330 between 7am – 11pm (AEST) 7 days a week.</p>					

5. Community

5.1 Community facilities

1. COVID-19 Worksafe plans and compliance	National and State bodies developed overarching plans	Additional actions because of COVID-19 requirements, constantly changing	Promote support by WorkSafe Tasmania
2. Educate participants, spectators on what they must comply with	Worksafe Tasmania provide COVID-19 Safe Workplaces Framework to support facilities as they re-open or expand their activities during the pandemic, while ensuring the health and safety of all Tasmanians.	Capacity of organisation to delivery training	Site specific requirements to be worked through with landowner
3. Ability of organisation to comply		Capacity of organisation to effect	Publicly provide examples to others on how they meet COVID-19 requirements i.e. Thirlstane Golf Club. Guides other groups, give confidence to community to re-engage and what they must comply with - opportunity to flip the mindset
		Liability of non-compliance -monetary infringements, COVID-19 cases and impact on venue availability to other organisations	

5.2 Event planning - examples and advice on event planning so safe events can be held for community reconnection	Indoor and outdoor numbers to stay for a while	Diversify usual practice	Connection to Events Tasmania Training
		Complacency and 1.5 m rule (it isn't here so no need to abide by this) (thinking I've known you for ever so you are safe, I'll just give a cuddle or stand closer...not thinking about who else/where else has this person seen/been)	Sell confidence but not complacency
		Photos on social media showing social events being held without abiding by the distance	Education and training in how to implement safe guards or approach people when not adhering to social distancing? – Who is responsible
		COVID work safe	
		- people intermingling and sitting/standing close together	
		- Dancing /karaoke occurring	
		- Alcohol and people standing to drink (unfortunately alcohol causes people	

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		to lose the adherence of rules and revert back to old habits)				
5.3	Funding to support re-engagement and viability of ongoing services i.e grants and fundraising	<ol style="list-style-type: none"> 1. Council announced Community Emerging Needs and Arts, Culture and Festivals grants program 1 July 2. Council has deferred lease payments by organisations where applicable 3. Cradle Coast Authority - Funding Finder off free business mentoring, practical resources and grant information 	<p>How to undertake new fundraising activities in a COVID-19 Safe environment?</p> <p>Support to organisations that own their own facilities – refer to Business section</p>		Closes 31 July	
5.4	Skilled personnel to assist with additional implementation measures/administration etc	Volunteering Tasmania Emergency Volunteering Crew availability – Volunteer Connect - 1800 677 895 or https://www.volunteeringtas.org.au/for-organisations/list-a-role/	Requires supervision/management	Awareness		
5.5	Move to cashless society	No legal restriction subject to sufficient notification to customers that cash is not accepted	<p>Perception that cash is bad for spread of COVID-19</p> <p>Impact on charities/donations/ community events and activities</p> <p>Potential discrimination</p>	Educate legalities and safety of cash vs cashless		

6. Pastoral Care

6.1	Is there a need/capacity to expand pastoral care beyond an individual church's congregation - social outreach	https://www.findhelptas.org.au/ - multiple support services	Capacity of churches to support – Tasmanian Council of Churches Emergency Ministries, Red Cross and Salvation Army fill this role.	Provided as required		
6.2	Service support	https://www.findhelptas.org.au/ - multiple support services	<p>Does something already exist - no need to reinvent the wheel.</p> <p>Database of services to be in a format readily available to all - online and hard copy format – including reference to https://www.findhelptas.org.au/</p>	Awareness through Community Service Directory on Council's website		

7. Health

7.1	Mental Health	https://www.findhelptas.org.au/ - multiple support services	Database of service providers to be in a format readily available to all - online and hard copy format	Awareness of service providers		
	<ol style="list-style-type: none"> 1. Signs of mental health issues - some people have never experienced, don't know signs, how to access support or even want to access support (stigma). 2. Where to get help - accessibility to services 3. High wait times and limit of services? 	<p>Establishment of Statewide Youth Consultative Group's (SYC) Top Tips to Healthy Mind Habits 9-7-20 - https://www.ynot.org.au/young-people/syc-healthy-mind-habits</p> <p>Tasmanian Lifeline established for counselling – 1800 98 44 34</p> <p>Council of the Ageing have developed a national hotline for the older person – 1800 171 866</p> <p>Rural Alive and Well providing non-clinical services statewide in rural and remote areas</p>	<p>Access to ongoing counselling - national mental health plan - what does it include?</p> <p>Peer commentary defining facts</p> <p>Perception of what it is now based on surveys at beginning of COVID-19</p>	<p>Education around the fact that it is ok to not feel ok in the current environment and how to take the first step to seek help.</p> <p>9-7-20 promoted SYC Tips and site to all schools, requesting inclusion in newsletters and posters throughout their schools</p> <p>Seek a further survey to quantify results/recovery.</p>		

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	<p>The Mental Health Council of Tasmania (MHCT) is administering the Technology Grants program</p> <p>Family Based Care - https://www.familybasedcare.org.au/ - 1800 684 098</p> <p>Smiling Mind App for young people and health workers</p>					
7.2 Physical Wellbeing i.e. substance abuse, reduced service provision	<p>https://www.findhelptas.org.au/ - multiple support services</p> <p>Alcohol and Drug Services is developing options to support the continued delivery of the State's Pharmacotherapy program during COVID-19 including the use of alternative dosage options to meet the needs of pharmacists and consumers.</p>	Database of activities and service providers To be in a format readily available to all - online and hard copy format	Awareness and referral			
7.3 Relationship stress i.e. domestic violence	<p>https://www.findhelptas.org.au/ - multiple support services</p> <ol style="list-style-type: none"> 1. Family Violence Rapid Rehousing coordinated through Housing Connect – 1800 800 588 2. Family Violence Flexible Support Packages - up to \$3,000 will be available to purchase basic items like food, clothing, and some bills (utilities, phone), medical or pharmaceutical costs not covered by Medicare or the Pharmaceutical Benefits Scheme, relocation costs, furnishings and whitegoods to support stability and safety at home. <p>https://www.safeathome.tas.gov.au/services/financial-support-for-victims</p>		Awareness			
7.4 Attending medical treatment	<p>https://www.findhelptas.org.au/ - multiple support services</p> <p>Community Transport Services supporting transport to appointments if not able to transport self</p>	<p>Difficult to access</p> <p>Perception of catching COVID-19 if they leave home</p> <p>Neglecting self-care and potentially making illness more severe</p>	<p>Awareness of service provision</p> <p>Promote telehealth consultations - video or phone</p> <p>Telescripts</p>			
7.5 Effect on older person when families have less contact as life resumes to new normal	<p>https://www.findhelptas.org.au/ - multiple support services</p> <p>COTA - National COVID Older Persons Information Line for older persons – 1800 171 66. The hotline will help older Australians get the critical information they need during the pandemic. Up to date guidelines - 1800 171 866</p> <p>Mersey Community Care Association can assist with grocery orders and delivery - 6424 8883</p> <p>Latrobe Adult Day Care Centre - 6426 2744</p> <p>Port Sorell U3A - 0499 1625 539</p> <p>Port Sorell Men's Shed - 6428 7950</p>	Capacity of organisation to identify services/programs	Ensured Latrobe RSL were aware of this opportunity	Municipal	12 July	9 July

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	Latrobe RSL – grants up to \$10,000 provided by government (on application – closed 12 July) for new service or program that meet identified needs caused by impact of COVID-19 Family Based Care - https://www.familybasedcare.org.au/ - 1800 684 098 Devonport Community Centre offer pool classes for over 65 y.o.			Recovery Coordinator		
7.6	Exclusion from support services as not engaging or uncomfortable/unable to engage online or by phone	https://www.findhelptas.org.au/ - multiple support services Telehealth Family Based Care - https://www.familybasedcare.org.au/ - 1800 684 098		Reinforce positivity		
7.7	Border reopening perception of initiating new cases	Comply with hygiene, social distancing, gathering requirements Government continues to reiterate they have capacity to track, trace and treat any new cases	People just not hearing that it is a strong possibility and that government is prepared.	Reiterate		
7.8	Perception that COVID-19 is not in Tasmania and relaxing of restrictions can be self-determined - won't affect me attitude - complacency	Contrary to current messaging	Creates opportunity for virus to re-establish	Simple and ongoing messaging from persons respected by individual Personalised account from previous positive case, if willing.		
7.9	Potential for COVID-19 Vaccine	Medical advances and trials	Awareness of process –what are the stages, how long Long term effects unknown	Raise with State		

8. Education

8.1