WAPHA Commissioned Service Provider
Process for service delivery issues due to COVID-19

This document provides an overview of contract management where services cannot be delivered to expected quality or quantity due to impacts of COVID-19 on WA Primary Health Alliance (WAPHA) commissioned service providers. Please note, that this is a general guide and will not be suitable for every situation.

We want to provide assurance of continuation of financial support into the future for WAPHA commissioned service providers. Regular contact with and notifying your contract manager about any service changes and disruptions will assist the contract manager to support you as best as possible.
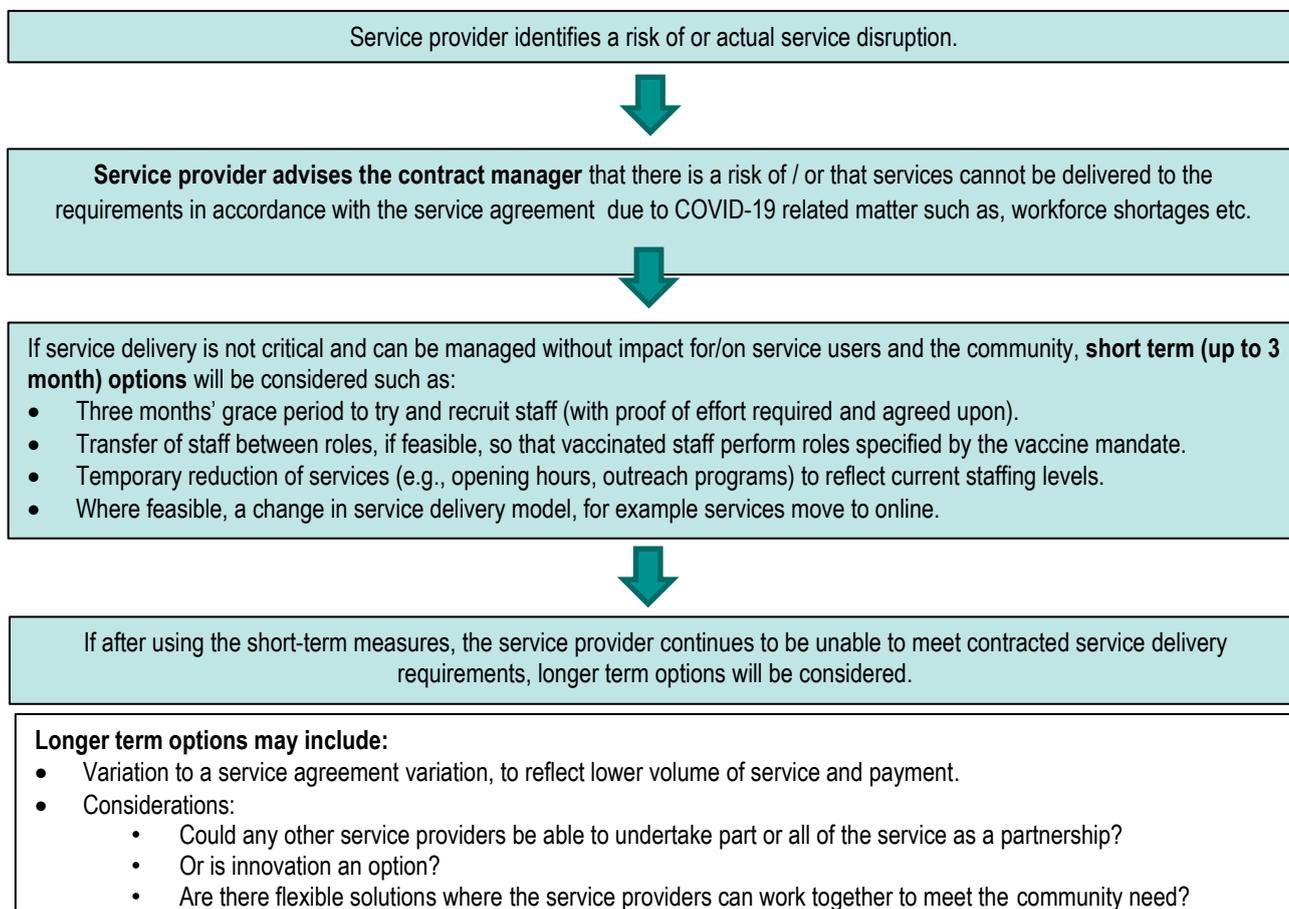
During these times WA Primary Health Alliance will continue to reassess the situation with commissioned providers, and if it is determined an unavoidable delay has eventuated, will discuss service agreement requirements and obligations with your organisation.

Where a service provider identifies that they may be impacted or is impacted, please contact your contract manager as soon as practicable. As part of good general contract management, we expect service providers to discuss and raise any service delivery issues and for these issues to be addressed through a flexible, relationship-based approach. If service delivery is reduced and will have an impact for/on service users and the community, service providers must prioritise the wellbeing of service users and take immediate action as deemed necessary.

General considerations

- WAPHA expects service providers to comply with relevant WA Public Health Directions;
- Focus on the service users and community need, and employee safety;
- Open and transparent communication from service providers and contract managers will aid problem solving; and
- A positive, respectful relationship is the basis for working through service delivery issues.

Process map for short- and longer-term options

Service provider identifies a risk of or actual service disruption.

Service provider advises the contract manager that there is a risk of / or that services cannot be delivered to the requirements in accordance with the service agreement due to COVID-19 related matter such as, workforce shortages etc.

If service delivery is not critical and can be managed without impact for/on service users and the community, **short term (up to 3 month) options** will be considered such as:
- Three months' grace period to try and recruit staff (with proof of effort required and agreed upon).
- Transfer of staff between roles, if feasible, so that vaccinated staff perform roles specified by the vaccine mandate.
- Temporary reduction of services (e.g., opening hours, outreach programs) to reflect current staffing levels.
- Where feasible, a change in service delivery model, for example services move to online.

If after using the short-term measures, the service provider continues to be unable to meet contracted service delivery requirements, longer term options will be considered.

Longer term options may include:
- Variation to a service agreement variation, to reflect lower volume of service and payment.
- Considerations:
    - Could any other service providers be able to undertake part or all of the service as a partnership?
    - Or is innovation an option?
    - Are there flexible solutions where the service providers can work together to meet the community need?

Please contact your contract manager for further information and to discuss these options.