

## **Covid-19 Update – Kern continuity of supports plan**

Firstly, I wanted to acknowledge and thank our amazing community team and team leaders, as well as each and every client, for showing their skill, commitment and resilience in transitioning to telehealth, and being able to continue engaging in the therapy supports that make a positive difference in our lives. This is why we all work in Allied Health and what our clients and their families need, no matter the environment or situation around us.

### **Your therapy services**

We continue to closely monitor the current pandemic outlook in WA to be proactive rather than reactive in how we can best support therapy services. In line with current communications from the Federal Government and the WA department of Health, we are now planning how we will ease restrictions in a measured and graduated return to face to face therapy.

Kern has already implemented a procedure for providing critical and necessary face to face consults that minimised the risk to our clients and staff. If the information in regards to local infection rates remains positive, we will plan the best way to expand this option to clients who, for a myriad of reasons, cannot engage with telehealth, or who would clearly benefit from a return to face to face consults.

Any decisions to allow face to face consults will only be authorised after consultation with the leadership team using our home visiting risk procedure and in collaboration with the families involved. Irrespective of individual circumstances, clear hygiene measures will be in place to eliminate or minimise any risks.

### **What we are doing?**

We are determined to be part of the whole of community response to slow this virus, and in doing so, help the broader community and our health systems to cope.

The health and safety of our clients and staff is the priority at this time and as such we will:

- Follow all recommendations issued by the Australian Government as well as the state and federal Health Departments.
- Transition to allowing face to face consults in a planned and measured way.
- Review our position and government advice daily and take appropriate action if required.
- Effectively communicate to participants and staff any important developments or changes in our ability to safely deliver therapy services, including advising you if any of your therapists become unwell, develop symptoms or are suspected of being infected.

## What you can do?

Consider how you would like to receive therapy services over the coming months and if you have any concerns, queries or would like to request a return to face to face therapy, please contact your therapy team directly.

To prevent the spread of COVID-19 the Department of Health has advised that people should practice:

- Good hygiene habits:
- Social distancing:
- Limit non-essential social gatherings
- Self-isolation if required

## How we will keep you informed

Keeping up-to-date with the current situation and any government directives is essential for a coordinated community response to slowing the spread of COVID-19. We will continue to update the information on our website as the situation develops and encourage you to regularly check this page for more information. Please contact us or your key worker directly if you have any specific questions or concerns.

## More information

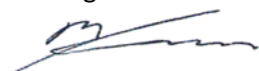
The links below provide further up-to-date information about COVID-19.

<https://www.healthywa.wa.gov.au/coronavirus>

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response?sfns=mo>

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Kind regards



**Mark Kerns**

Managing Director