

Covid-19 Update – Kern continuity of supports plan

I would like to take this opportunity to sincerely thank all our clients and families, their support networks and every member of the Kern team for the way in which you have not only adapted to, but often positively embraced the changes that were necessary during the Coronavirus outbreak.

Notwithstanding the possibility of a second outbreak in WA, we are now moving into the initial stages of the post pandemic environment and we will continue to be proactive in providing a therapy service that is individualised, safe and continues to make a positive difference to those that we work with.

Your therapy services

Kern's move to tele-therapy at the beginning of April was made in the interests of safeguarding our clients and staff as well as providing continuity for those who chose it. As we gradually return to our 'new normal' we are determined to not lose many of the benefits that alternative models of care presented. If tele-therapy or a hybrid of traditional and alternative modes of therapy provided benefits to you in terms of efficiency, effectiveness or convenience, I would encourage you to discuss this with your key worker to make sure your therapy plan suits your needs.

Kern recently returned to offering direct, face to face therapy, including services into schools and shared supported accommodation. Irrespective of the location, Kern will continue to practice clear hygiene measures to eliminate or minimise any risks to its clients and staff.

Last week, the NDIS minister, Stuart Robert, announced the first stages of a post-coronavirus NDIS, following a review of the temporary measures that were introduced to support participants and disability providers during the pandemic.

[Read the full media release](#)

On recommendation from the review, the following will apply from 1 July 2020:

Changes from 1 July

- Removal of 10% COVID-19 loading on certain core and capacity building supports (this includes therapy supports)
- Return to standard short-term cancellation definition (2 clear business days)
- Medium Term Accommodation returned to original policy of 90 days (down from 180).

Continuing until further notice

- Alternatives to face-to-face planning meetings
- Plan extensions for up to 24 months
- Flexible use of funds to purchase low cost assistive technology

Kern aligns its fees and cancellation policy with the NDIS price guide and will be returning to pre-COVID pricing from July 1. Our current schedule of fees is available on our website www.kernhealth.com.au or for any specific queries you can speak to your key worker or call us on 1300 122 155

What we will continue to do:

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

- Follow all recommendations issued by the Australian Government as well as the state and federal Health Departments.
- Review our position and government advice 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.

More information

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

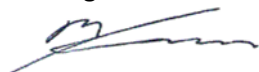
<https://www.healthywa.wa.gov.au/coronavirus>

<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>

I wish you and your family all the best over the coming months, stay well and as always, if there is anything we can do to improve our service to you I would welcome your feedback.

Kind regards



Mark Kerns

Managing Director