

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

Firstly, I'd like to thank everyone associated with Kern, whether as a team member, client or colleague, for the way in which you have adapted to this ever-changing situation, which has impacted the way we work, and indeed live our lives. We still have a way to go but I would suggest there are few places in the world we would rather be right now, which is a testament to how everyone has played their part in avoiding community infections in WA.

### **Your therapy services**

In line with state government and the WA Department of Health advice, Kern has made the option of face to face consults as well as telehealth available to our community and NDIS clients. All face to face consults will only be authorised following the completion of our home visiting risk procedure and in collaboration with clients and families involved. Irrespective of individual circumstances, clear hygiene measures will be in place to eliminate or minimise any risks.

Kern's move to tele-health services at the beginning of April was made in the interests of safeguarding our clients and staff. This transition brought many challenges but surprised us all with many of the known, but sometimes unexpected benefits it brought to our service delivery. We are determined to not lose those positives as we return to a 'new normal'.

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

We are determined to be part of the whole of community response to this pandemic, and in doing so, help the broader community and our health system to successfully navigate our new way of life.

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.
- Continue allowing face to face consults and offer telehealth to those who prefer this delivery method.
- 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 going forward and if you have any concerns, please contact your Key Worker or 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.

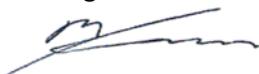
### **More information**

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>

Kind regards



**Mark Kerns**

Managing Director