




South Eastern Community Care is funded by the State and Federal Government through various programs to provide care within our communities.

**Government advice has confirmed categorically that the services South Eastern Community Care provide are considered essential and we will continue to provide support to those of you in the Community who need visits and assistance with various aspects of your daily lives.**

**For ANY queries or concerns please do not hesitate to contact your Coordinator who can talk you through any issue or problem solve during this difficult time.**

**Our priority is to keep clients, staff and volunteers safe and below is a summary of Actions SEC Care has taken so far:**

- Day Centre Programs cancelled. Review of this action will take place at the end of April 2020
- Non-urgent volunteer Transport has been cancelled. Review of this action will take place at the end of April 2020
- **Disability NDIS Program** – Social Support visits have been limited to three hours – please speak with Sacha if you need clarification of what this means for you
- **Some clients are asking for their services to be cancelled to stop having people through their homes. This is being allowed without any disadvantage to those clients for when they wish to resume services. However- please speak with your Coordinator as we would like to stay in touch- e.g. a ‘wellness check/phone call’ or similar to make sure you are managing if you have suspended your services**
- SEC Care had adopted DHS guidelines for home care services and staff entering client homes
  - ALL STAFF MUST ASK: “are you or anyone in the home in self-isolation?” if yes – “is the self-isolating person displaying any flu-like symptoms, eg fever shortness of breath?” If yes- cease the visit and advise the person to seek urgent medical (phone) advice.
- **All staff who are able are working from home- includes roster staff, coordinators (age and disability). The office remains open to all staff who need access- and staff are able to come to the office to collect work, photocopy, fax, mail etc. Staff are strongly advised to cluster those activities so as to not spend extensive times in the office where possible.**
- NO STAFF who are self-isolating due to travel or contact with confirmed COVID19 are able to enter the workplace during their isolation period. Staff who return to work will sign a stat dec to confirm they have met the isolation requirements after travel.
- SECC have a good supply of gloves and all staff must wear gloves for domestic assistance and for personal care. Staff change gloves and wash hands between all clients.

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- Masks are not considered necessary at this point in time for our staff- and we have advised staff of this. If you are unwell- please advise our staff, and stay in a separate room to them when they are undertaking Domestic Assistance tasks.

### **SOCIAL DISTANCING**

Please be aware that ALL Australians are asked to practice social distancing. This means stay at least 1.5 metres away from others. Do not shake hands or hug staff.

Only touch where is it required for delivery of care – eg personal care, wound management is allowed.

**Clients who are over 65 and have medical conditions, or clients who are over 70 have been strongly advised by the Government to self-isolate. Government advice is also that in these circumstances you may well require your community services. If you wish to consider changing the services in your home / receiving wellness check or other- please contact your Coordinator to discuss.**

### **TRAVEL IN VEHICLES**

All Staff have been directed , if taking a client shopping or on an approved outing, that the client is to sit in the back of the vehicle- this will reduce the risk of droplet transmission and is for the safety of both staff and clients.

### **PAYMENT OF ACCOUNTS**

South Eastern Community Care's office is not open for physical payment of accounts and we are not accepting cash payments.

Clients are able to pay over the phone (62691200), or online.

If you are unable to make a payment during this period of 'shutdown' your services will continue, you will NOT be charged interest and we will NOT disadvantage you in any way for not being able to make your regular payments. Contact our finance staff on 62691200 if you wish to make arrangements for direct debit or other forms of payment of accounts.

### **FOR UP TO DATE INFORMATION**

The Government is continually updating information for all Australians, including health-workers. Please do NOT rely on social media or unofficial sites for all of your information- many sites do have misleading information. For the latest info and updates- you can find it on

[www.health.gov.au](http://www.health.gov.au)

### **FINALLY**

We will send another newsletter to clients near the end of April- with accounts. In that we will address any frequently asked questions. Do not hesitate to contact our Coordinators if you have specific questions related to your care and services or how your circumstances and needs may be met at this time.

Helen Pollard, on behalf of all the SEC Care Team.