

20 May 2020

SERVICES AND SUPPORTS AVAILABLE TO ASSIST YOU THROUGH COVID-19

These are challenging times for everyone. The impact of COVID-19 is far reaching and has affected individuals and communities on a scale we have not experienced in over 100 years.

Uniting AgeWell's service commitment to our clients remains an absolute priority. Our aim during this time is to reduce the risk of infection, slow the spread and support you to not only remain safe, but maintain your independence and wellbeing at home.

Supporting you at home

Uniting AgeWell continues to deliver services during this pandemic. Our well trained and committed workforce are here to assist you to remain safe and well at home.

Below are some examples of additional services we can provide you with via a Uniting AgeWell Home Care Package, Commonwealth Home Support Programme service or through privately funded services:

- Personal care and domestic assistance
- Escorted travel to essential medical appointments such as for flu vaccinations, radiology, pathology or transfusions
- Escorted visits for essential supplies e.g. for goods that can only be found in pharmacies
- Support with accessing on-line shopping and the delivery and packing away of shopping
- Arrangement for meals on wheels and the pick-up and delivery of meals from friends and family
- Nursing and allied health services including occupational therapy and physiotherapy
- Development of exercise programs to stay active and healthy at home

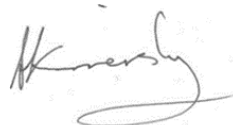
The good news is the Australian Government recently announced that if people have been affected by COVID-19 or are in self-isolation, urgent or immediate services can be put in place and funded for up to six weeks without the requirement for an assessment

Attached is a COVID-19 Services Guide and contact details for your local Uniting AgeWell home care team, which will be added to as additional services are introduced to meet the evolving COVID-19 situation. This edition of the guide includes detailed information on essential shopping, transport assistance and home monitoring.

Also enclosed is a special Information Sheet from the Department of Health titled: ***It's okay to have home care***, which provides valuable information on hand hygiene and when staff will be required to wear Personal Protective Equipment (PPE).

If you would like to discuss any of the additional support services Uniting AgeWell can provide, please don't hesitate to call your local Uniting AgeWell Home Care team.

Kind regards



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