

26 May 2020

## **IMPORTANT UPDATE TO ALL UNITING AGEWELL SOCIAL SUPPORT & CARER RESPITE PARTICIPANTS RE MODIFIED SERVICE DELIVERY EXTENSION**

The past few months have certainly been very challenging for the community as we collectively navigate the impact of the COVID-19 pandemic and the precautionary measures in place to keep us all safe. It's been a monumental adjustment for everyone.

Uniting AgeWell is very appreciative of the understanding and support we have received from our clients as we have modified our services and implemented a range of precautionary measures to keep each other safe.

Our aim during this time has been to continue providing our clients with the services and supports they need to maintain their independence and wellbeing at home, albeit in a different way.

While some of the COVID-19 isolation restrictions are slowly being eased by Government, the risk is still present and we must all remain vigilant. The health advice remains for those who are more vulnerable due to age or health concerns – stay at home to stay safe. As a result, Uniting AgeWell will continue to provide services on an individual basis throughout June.

### **Centre-based and group activities**

We know that many people are missing their usual centre-based and group activities and we hope to recommence these programs on Wednesday, 15 July 2020 in a carefully staged way to ensure social distancing and safety requirements can be met.

We anticipate this will involve small group activities with only two or three participants for time-limited sessions of two hours, which will be trialled in early July. A team member from your local centre will be in contact with you in due course to discuss your centre-based service needs and to review your service plan.

We will continue to review this extended timeframe for modified services in line with government and public health advice and will keep you informed of any changes.

### **Other supports available to you**

In the meantime, we will also continue to work with you to deliver any services that assist you to remain independent at home. Some examples of things we will continue to undertake include:

- Visiting and support in your home;
- Regular telephone-based contact;
- Sending you activity packs to do at home;
- Arranging alternative services where available in your area;
- Arrangement of transport to attend essential appointments;
- Assisting you with chores including shopping;
- Providing access to urgent home maintenance and gardening services; and
- Support with self-managed exercise programs at home.

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#### **Corporate Services**

📞 1300 783 435

✉️ [info@unitingagewell.org](mailto:info@unitingagewell.org)

📍 130 Little Collins Street Melbourne VIC 3000

**Uniting AgeWell**

ABN: 19 628 178 816

An organisation of the Uniting Church in Australia

[unitingagewell.org](http://unitingagewell.org)

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 Centre team.

### **Influenza (flu) vaccinations**

I would also like to take this opportunity to encourage you to have your influenza (flu) vaccination if you have not already done so.

Influenza is another highly contagious respiratory infection which can seriously impact vulnerable older people with devastating consequences. We urge all of our clients to have this vaccination if there is no medical reason for not having it.

You may be aware that it is now a mandatory Government requirement for any visitor to a residential aged care facility to have a current flu vaccination. As some of our programs are held within Uniting AgeWell's aged care residences, this may impact your access to the program. We will contact those clients that may be affected to discuss their flu vaccination status and the supports we can provide.

We will keep you fully informed of our plans to return to full centre-based services as we move forward.

Thank you for your ongoing support and understanding and if you have any queries at all, please don't hesitate to contact your local Uniting AgeWell Centre team on **9845 3114** or email [AgeWellCentresVic@unitingagewell.org](mailto:AgeWellCentresVic@unitingagewell.org)

Kind regards

A handwritten signature in blue ink that reads "P. Warwick". The signature is written in a cursive style with a large initial "P".

**Paul Warwick**  
**Regional Manager**  
**AgeWell Centres Victoria**