

COVID-19 (Coronavirus) Response

As the global COVID-19 (Coronavirus) continues to spread in Australia, the safety, health and wellbeing of the NDIS participants, families, carers and professionals that work alongside Auscare Victoria is a priority.

We at Auscare Victoria are committed to providing supports in the safest and most effective way to meet every individuals' circumstances.

It is during this time of uncertainty that is of utmost importance to us to continue providing supports every step of the way to people with disabilities and their families to manage with the challenges that are occurring.

We are continuing to provide high quality supports to meet every individual's circumstances

Auscare Victoria is confident that all measures in place will ensure that your service will continue uninterrupted.

- Currently, there are no expected interruptions to the services that we deliver to NDIS participants and service providers.
- We have implemented safety precautions and procedures to look after the health and wellbeing of participants, support workers and team members. This covers the areas of hygiene, self-isolation and risk identification.
- We continue to monitor the situation and implement changes required by the relevant Authorities.

What are we doing to ensure supports are provided in a safe and effective way?

All our staff are following strict hygiene standards including handwashing and keeping appropriate social distance (1.5 metres), unless direct contact is necessary.

If any staff member is unwell or is at risk of COVID-19, they are required to notify us and will be sent home and will not be in any contact with other staff or participants we support. We are following all health and travel advice issued by the Australian Government, which includes mandatory isolation periods for all staff returning from international travel.

All staff are undergoing online training in Infection Control Training - COVID 19 and Supporting People to Stay Infection Free.

We kindly ask participants to give us as much notice as possible if they are not feeling well and wish to cancel their supports or require alternative support, Auscare Victoria will ensure all staff will be equipped with appropriate (PPE) Personal Protective Equipment where required.

More Information – stay updated

For the latest advice and to stay updated, please go to www.health.gov.au

If you have any health concerns or display any flu like symptoms, please call the National Coronavirus Health Information Line on 1800 020 080.

It operates 24 hours a day, seven days a week. If you require translating or interpreting services, please call 131 450.