

23<sup>rd</sup> September, 2020

## NOTICE TO Participants and families

In response to the Victorian Government's latest announcement on changes to regional responses to Coronavirus (COVID – 19) and the move to the second step of Level 3 restrictions, Mpower has implemented the following changes to their service delivery.

Mpower Reception remains open to the public with safety implementations in place. To protect participants, families and staff, anyone seeking to proceed past Reception, must adhere to the following practice. 1. Have your temperature taken 2. Sanitise your hands and put on a fresh mask provided by Mpower 3. Answer three questions 4. Provide name and contact details to Mpower. All staff will be wearing masks and practising social distancing.

To align with State Government requirements, we can safely continue to offer the following services: -

**Intake:** Intake is available for enquiries by telephone or at the Mpower office.

**Plan Management:** Continuing as usual. Enquiries telephone, email or at the Mpower office.

### Disability Services:

- Early Birds Schools Out Program will recommence Monday 5<sup>th</sup> October, 2020
- Junior & Senior Youth Groups will recommence Friday 9<sup>th</sup> October, 2020
- Junior & Senior High Flyers will recommence Friday 16<sup>th</sup> October, 2020
- Kidz Weekend Recreation Program will recommence Saturday 17<sup>th</sup> October, 2020
- Adult Weekend Recreation Program will recommence Saturday 31<sup>st</sup> October, 2020
- 1:2 care is provided to participants on a daily/weekly basis
- Short term accommodation 1:2 or for family groups
- Kids in the Community will recommence 4<sup>th</sup> January, 2021

### Early Childhood Intervention:

- All group programs will resume in the first week of Term 4
- Individual Speech Therapy, Occupational Therapy, Key Worker and Behavioural Support sessions will be conducted over the phone, via Zoom /Telehealth and/or in the office by individual arrangement.

- Visits to schools and kinders may be made on a case-by-case basis, depending on individual schools' and kinders' visitor arrangements, and whether they are able to grant our staff access.

**Support for Carers Program** will continue to provide support by phone and email and respite where possible. Small group events will be provided during Carers Week 11th-19th October in line with COVID Safe Practices. Face to face support group meetings will recommence in November with limited numbers in line with COVID Safe practices.

**Integrated Family Support:** Support is continuing via telephone, email or video calls and face to face contact where approved for the most vulnerable clients.

**TAP Group:** Resumes on Tuesday 13<sup>th</sup> October. Location still to be advised.

**Parent Support Program:** Support Groups recommence in Term 4.

Mpower will continue to monitor the State and Federal Government websites for the latest updates, advice and recommendations.

Thank you for your understanding and cooperation in these changing times. Stay safe and take good care of yourselves and each other.

Elizabeth Green  
CFO  
Mpower Inc.

## SAFETY INITIATIVES

To help limit the risk we ask all Mpower employees and participants to follow the advice that has been given from the Australian Government Department of Health.

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-healthalert>

Please also ensure you always follow these preventative measures:

- ✓ Wash your hands with soap and water for a minimum of 20 seconds. Using hand sanitizer is a temporary solution until you can wash your hands.
- ✓ Wear a mask when you leave home
- ✓ Avoid close contact with others, such as touching. Maintain at least 1.5 meters distance between yourself and others.
- ✓ If you feel unwell stay at home.

For further information, please contact the numbers below -

Coronavirus Health Information Line - The line operates 24 hours a day, seven days a week. 1800 020 080

Health direct hotline - Call this number to speak to a registered nurse about your health concerns. The hotline is open 24 hours a day, 7 days a week.

1800 022 222, <https://www.healthdirect.gov.au/>

As the situation develops further changes may be necessary and we will notify all people affected.