CUSTOMERS – Support options

Possible arrangements due to Covid-19 risk

avivo

SCENARIOS

Choosing to self-isolate
*No symptoms

Is the customer staying at home or somewhere else?
Record in AlayaCare

1 2 3 4

Choosing NOT to self-isolate
*No symptoms

Have conversations with customer about social distancing and self-isolation

Discuss range of support options as required

1 2 3 4

Has flu-like symptoms OR **must self-isolate**

SW/Coordinator discuss with NC, customer and/or family

Flu-like symptoms confirmed **and** at risk of Covid-19 (i.e. recent travel/ close contact)

Support customer to call GP
All people who support the customer and have had physical symptoms call Coronavirus Helpline (1800 020 080) or HealthDirect (1800 022 222) for advice about self-isolation
COORDINATOR CALLS CUSTOMER TO CONFIRM:

Has COVID-19 TEST

Awaiting results:
2 4 5

NEGATIVE

Reinstate services or:
1 2 3 4

POSITIVE

Has NO COVID-19 TEST

Has **non-critical** need
2 4

Has **critical** need
2 4 5

OPTIONS

1 NO SERVICE

Discuss all other support options as required

Socially vulnerable customers require regular welfare check calls

Check in in 2 weeks or less to discuss supports

2 FAMILY SUPPORTS

Family decide to provide support

Explore supports family may need to provide care

Check in in 2 weeks or less to discuss supports

3 NO-TOUCH DIRECT SUPPORTS

SW visits home

High levels of infection control and social distancing

Reduced number of hours and changed frequency

Reduced number of SWs in the home

4 VIRTUAL SUPPORTS

Social/emotional support via video or phone calls

Support to prepare for self-isolation

Shopping for customer or support to set up priority online shopping

Connecting customer to local support groups

5 HIGH LEVEL INFECTION CONTOLLED SUPPORT

Based on medical advice to stay home

Support provided by SWs who have lower risk and choose to undertake the work. SWs have:

- all required PPE equipment
- trained in COVID-19 infection control procedures
- supervised by Avivo Nurses and medical professionals

V2.0 8 Apr 2020