

Thursday, 19 March 2020

[EXTERNAL NOTICE]

Measures for Continuity of Service Re. Coronavirus

As the Coronavirus (COVID-19) continues to spread, it is necessary that we each do our part to manage the risks and help slow the spread down and keep everyone as safe from infection as possible.

Whilst Arab Council Australia's (Council) office will continue to operate, the nature of the delivery of service will be impacted due to the health alerts based on what is currently known about the virus.

It is important to note that will continue to develop and implement innovative ways to support and engage clients one to one and in groups; this may include group video calls and social media where appropriate.

As the situation continues to evolve the measures that Arab Council Australia (Council) have implemented will subsequently be amended and/or updated. These changes may be on short notice though we will attempt to minimise further disruption to clients. Council will maintain communication with all stakeholders throughout the process with updates on any changes that may be implemented.

In summary:

- ▶ Our office continues to be opened, with clients and visitors encouraged to contact Council via telephone or video calls rather than presenting to the office in person. Where this is not possible or if the case is urgent staff will conduct infection control checks before proceeding with face to face service. Internal infection control measures will apply.
- ▶ All outreach services have been suspended and staff are instead providing those services from Council's office via telephone and/or video links.
- ▶ All face to face group activities have been suspended. Staff will continue providing support to group participants by contacting all clients on their scheduled group day (or more often if necessary) via telephone and/or video link.
- ▶ In urgent cases that require home visits, clients will conduct infection control assessments over the phone before proceeding with the visit. During the home visits staff will exercise measures according to health guidelines including social distancing and rigorous hygiene practices.
- ▶ All in person training, information sessions and group meetings have been suspended and alternative delivery methods will be implemented where required.