

COVID-19: We've made some changes...

In response to COVID-19, we've made some changes to the way things work at *Outlook Matters*. Read on to find out more.

Staying safe

Onsite at 45 Haig Street, protecting each other from getting sick is important.

You will notice:

- The building is disinfected every day now
- There are lots of soap, hand sanitiser and disinfectant wipes around
- We only use paper towels
- We only use single-use cups
- We try and sit or stand 1.5 metres apart
- There are fewer toys (and the ones we have are disinfected daily)
- We've been in touch with all our clients to make sure that everyone understands how important it is to wash hands regularly and stay home if unwell.

How you can help

- Wash your hands when you arrive
- Cover your mouth with a tissue or your elbow if you sneeze or cough
- Put tissues in the bin
- Bring your own water bottle

Please **do not** come to 45 Haig Street if you have:

- Returned from overseas within the last 14 days
- Been feeling sick with cold or flu symptoms (such as a fever, cough or sore throat)
- Been in contact with a person who has COVID-19

There are no cancellation fees for people impacted by COVID-19

Our Team

There might be times when your Psychologist or Counsellor cannot see you at 45 Haig Street because they are unwell themselves or have been in contact with a person who has COVID-19.

If this happens, we will:

1. Let you know as soon as we know
2. Talk through the options and work out a plan.

This could include rescheduling the appointment or trying something different (e.g. talking over the phone or by videoconference)

Learning about Telehealth

We've been learning about Telehealth so that we can continue to offer services, even if we (or you) are not onsite. If you would like to try a session by phone or videoconference, let us know and we'll talk you through the process.

The Australian Government has introduced Medicare telehealth bulk-billing items for:

- Anyone who is immuno-compromised (and needs to be at home to stay safe)
- Pregnant women
- Parents of a child(ren) under 12 months
- People over 70 years
- Aboriginal and Torres Strait Islander people over 50 years

You can use these items if you:

- Have been diagnosed with COVID-19
- Need to self-isolate
- Have COVID-19 symptoms

These items can also be used if your Psychologist or Counsellor is in self-isolation for any reason related to COVID-19.

Further information

- Information for adults and children if feeling anxious or worried about COVID-19: [APS info sheet - Coping with coronavirus anxiety](#)
- National Coronavirus Health Information Line: **1800 020 080** (available 24/7)

As always, our focus is on finding creative solutions as diverse and unique as our clients are.

Thank you for working with us. If you have any questions, we'd love to hear from you 😊

The *Outlook Matters* team