

COVID-19

Frequently asked questions.

Updated 1 February 2021

1. How will you keep us informed?

We will do our best to keep all of the people we support informed throughout the duration of the pandemic. This includes direct conversations, emails, phone calls, SMS text messages and information on our website.

If you have any questions or concerns about our response to the pandemic, please speak with your regular support worker or call us on 1300 663 298.

2. Are you limiting people from coming into Uniting buildings and offices?

Yes. During lockdown periods, our inner-city reception at 10/5 Aberdeen Street, Perth is closed to the public. At other non-lockdown times, it remains publicly accessible.

All other offices remain closed to public access. We ask that visitors or community members seek an appointment or phone ahead on 1300 663 298. If provided entry, visitors are required to use hand sanitiser and sign in, and follow personal hygiene practices at all times.

3. What will happen if a person is confirmed as having COVID-19 at a Uniting service or office?

Speak with your support worker and self-isolate yourself as best you can. We will assess the risk to you and let you know what actions will need to be taken. Part of this risk assessment is to check with Health Department guidelines to ensure you are not exposed to any undue risk to your health.

4. Will the services I receive be affected?

Depending on the situation, Uniting will follow Health Department advice and determine the best course of action for any location where a case of COVID-19 has been recorded. Maintaining the health and wellbeing of our team, the people we support, and the community is an absolute priority for us at Uniting.

5. If there's a lockdown, are all Uniting face-to-face and group-based services being paused?

No. Our critical services such as Tranby Engagement Hub, Family Group Homes, My Home and supported accommodation will remain in operation throughout the pandemic. All of these critical services have adopted revised safety practices.

6. Are some Uniting services put on hold during a lockdown?

Yes. During a lockdown we will pause non-critical face-to-face and group-based services provided by Uniting wherever possible. Our focus is to ensure we can support people safely.

7. How long will this go on for?

It's very difficult to say, but we expect COVID-19 to be around until at least the end of 2021. We will keep you up to date as much as possible and please continue to speak with your support worker.

7. What about Uniting volunteers?

Our volunteers are at the heart of what we do. During lockdown periods we will contact our volunteers to let them know that volunteering is on hold. When we can recommence working with our volunteers, we'll let them know. Please contact Elaine Healy, Volunteer Coordinator, on volunteers@unitingwa.org.au or visit our [volunteer page](#) on our website.

Tranby Engagement Hub

8. Will Tranby remain open?

Yes, Tranby is operating from the temporary site at 63 Newcastle Street, Perth during these times:

- 7am-2.30pm Monday – Friday
- 7am-12 noon Saturday
- 12-5pm Sunday

9. Is it possible that Tranby will close due to COVID-19?

Tranby is considered a critical service and is expected to remain open for the duration of the pandemic. It is possible that the centre will need to close, but only in the event of an outbreak of COVID-19 and for a short period of time.

10. What are you doing at Tranby to manage the situation?

We are working to reduce and manage the risks to our team and the people we support by:

- Directing people to the COVID-19 clinic at Royal Perth Hospital when needed
- Requiring people to clean their hands with hand sanitiser before entry
- Restricting numbers of people inside Tranby
- Ensuring that priority is always given people experiencing rough sleeping
- Promoting good hygiene practices consistently and regularly.

We have a roster of team-members to ensure that Tranby Centre can continue to operate if any of the team are required to go into self-isolation.

11. Are meals still being provided?

Yes, we are providing food and drink inside the centre and vouchers for people to buy their own food.

**If you have any questions or concerns, please email
hello@unitingwa.org.au or phone 1300 663 298**