



Australian Government

Department of Health

CLIENT FACT SHEET - PREPARING FOR AND RESPONDING TO COVID-19

Commonwealth Continuity of Support (CoS) Programme

The Australian Government Department of Health understands that this is a stressful time for CoS clients, their families and carers. A range of measures are available to support your service provider prepare and respond to COVID-19.

In some cases continuing services in the exact same way may not be appropriate. For example, some supports may not be in line with broader health advice for all Australians such as group-based day activities. Service providers may need to reduce those services or deliver them in different or creative ways.

We encourage clients to be supportive of these new ways of receiving your care and support. You should also feel free to discuss any change in supports or issues you have directly with your CoS service provider.

If you have other concerns or queries you can email the CoS Team at CoSCoVIDResponse@health.gov.au

Measures to support providers and their clients

The following measures have been developed to support your service provider:

- **Extra funding support** to respond to COVID-19 including hiring new workers, buying more consumables, and investing in telehealth solutions to support clients who live remotely or are self-isolating
- **Flexibility provisions** for block-funded service providers have been increased so they can now use up to 100 per cent of their funding to provide supports in any of the services they are already funded to deliver to meet the needs of their clients
- **Individual Support Package clients** – flexibility has been increased so approved service types can be changed and mixed within existing budgets to deliver the services clients need
- **Question and Answers** specifically relating to COVID-19 have been developed and sent to all CoS providers

General advice on COVID-19

- The Department of Health has published a **collection of resources** including responses to [frequently asked questions](#) for the general public and industry about COVID-19 on its website
- Access to **training modules for workers** including specific advice on Personal Protective Equipment (PPE) when looking after people who are confirmed to have, or suspected of having, COVID-19 - information is available at www.health.gov.au/covid19-resources
- CoS clients are encouraged to regularly check the Department of Health website for updates and advice.

The Department appreciates this is a challenging time for our clients and their families and carers. We encourage you to discuss any concerns with your CoS service provider and/or through emailing the CoS team at CoSCoVID19response@health.gov.au