

Dear Hub Parents, Patients and Carers,

As you would be aware we are facing some challenging times ahead with Covid-19. We at the Hub would like to reassure all our patients, parents and children that we are taking all precautions as advised by the Australian Government – Department of Health to provide the best care for everyone at the Hub.

We understand how important it is to be able to attend clinical services so we would ask your assistance with the following:

- When attending the clinic please arrive on time so you can be seen as soon as possible without delay and avoid waiting time.
- We are able to provide some services via telehealth – if you would like to access services online via Skype/internet please advise reception staff.
- If you have organised school visits with your clinician these will continue unless we are advised by the Health Department/Government of school closures.
- In the event of schools being closed we will not be able to offer home visits.

Care at the Clinic- We are:

- Requesting anyone showing symptoms of being unwell to notify our reception staff via telephone to reschedule appointments and not attend the clinic.
- We have requested staff & clinicians stay at home if showing symptoms of being unwell.
- Frequently touched surfaces cleaned with disinfectant
- Equipment such as toys are being disinfected
- Providing hand sanitizer in reception areas
- We have removed all toys and magazines from our waiting areas to avoid cross contamination. Please feel free to bring in a toy for your child to play with.

Personal Care

Practice good sneeze/cough hygiene as the best defence against most viruses.

- Wash your hands frequently with soap and water.
- Cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- If unwell, avoid contact with others (stay more than 1.5 metres from people).

Please do not hesitate to contact Madeline Sibley, Practice Manager at admin@thehubwa.com.au in regard to services at the Hub. If your concerns are related directly to Covid-19 please see below for contact information

Warm Regards

Alison Woollard

Managing Director

More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness – not coronavirus.

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.