

Accessing services at MAHS

Recently, there have been a lot of contagious illnesses spreading throughout our community. Murrumbidgee Allied Health Services (MAHS) is a health service within the disability sector. This means that we will continue to have some additional guidelines for service delivery so we can continue to work toward keeping everyone as safe as possible. We understand that changes to service delivery can be very challenging for the people we support, and we will do our best to limit these changes as much as we can.

Service delivery

If you or someone in your family or household is sick with COVID-19 or another transmissible illness (e.g. the flu, a cold, gastro), we will not see you face-to-face. Please contact your clinician or the MAHS office to cancel or reschedule your appointment. Instead of face-to-face appointments, we can offer:

- Telepractice appointments – your clinician can help you set this up
- Non-face-to-face work – writing a report, completing relevant research, developing resources which may support you to work towards your goals

If you arrive for a face-to-face appointment, and our team identifies that you or someone in your family or household is sick, the appointment will not be able to go ahead.

Limiting the spread

Masks must be worn in the MAHS office. If you or the person you support cannot to wear a mask, please call the MAHS office to let us know before your scheduled appointment. Our clinicians will wear masks when working with you in the office, in your home, school, or community.

We may also use clear perspex sneeze guards and physical distancing if it is clinically important to see each other's faces (e.g. for some types of speech therapy intervention).

When you come into the office, there is hand sanitiser in the waiting area. Please use this before your appointment.

When children come to appointments straight from school, we prefer that they go through to the bathrooms to thoroughly wash their hands. Our support team can help with this if needed.

Arriving at the office

Please arrive on time to your appointment, but not early. We are trying to limit the people in the waiting area. We are also trying to limit contact between people.

We are also aiming to limit the number of people in the office in general. This means that only 1 person as well as the person we support may attend therapy sessions. Please talk to us if you think this will be challenging for you (e.g. for childcare or transport reasons).

Testing positive to transmissible diseases

If you or someone in your family has tested positive for COVID-19, the flu, or gastro, please contact the MAHS office and let us know. We will offer alternatives to face-to-face appointments.

If the MAHS team have tested positive for COVID-19, the flu, or gastro, they will not be providing face-to-face service delivery. If they are well and able to work, they may be able to continue to offer services via telepractice.

If a MAHS team member has someone in their household who tests positive for COVID-19, they can work in a face to face manner if:

- they have tested negative to COVID-19 on the morning of the appointment.
- they do not have any cold or flu symptoms.

In this instance, you will be notified and may choose to cancel the appointment without being charged a cancellation fee. If you agree to go ahead with the appointment, face-to-face services will go ahead with additional safety measures put in place (e.g. appointments held in well-ventilated areas or outside where possible).

Other information

This guideline may be amended if there are any changes recommended by the NSW government, the National Disability Insurance Agency, other relevant authorities, or other relevant laws. If this happens, we will tell you about these changes.

Questions or comments

If you have any questions or comments about this guideline, please speak with your clinician, or contact the MAHS office on 6963 9377 or admin@mahs.com.au.