

Delivering care during social isolation

During the COVID-19 pandemic, organisations like yours have been taking care of isolated and vulnerable older adults in the community.



Training in use of Protective Personal Equipment (PPE) and hygiene measures.



- Providing easy-to-understand information
- Staying in touch through phone calls and postcards.



Networking with other organisations to share ideas.



Self care and checking in on co-workers

* Here's what you said worked:



Providing new services for clients, such as domestic assistance and shopping and delivery.

Our clients say "We can survive if the dishes are not done or if the floor is dirty, but we cannot survive without talking with anyone for weeks." That's very depressing and that's very sad.

It's more internal than external. We are caring for our community and the businesses and everything else, but also self care and how we can help each other to do more for that.

Updating the organisation's website and social media pages with advice on current restrictions, how to get medication, and useful phone numbers.



More time in advance to help clients get comfortable using technology.



Technology upgrades to help you work from home when needed.

* Here's what you said you needed:



More convenient funding in times of crises to adapt and change services.



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Additional resources:

Council on the Ageing WA
Phone: 9472 0104 (Tues & Wed)
Web: www.cotawa.org.au
Email: policy@cotawa.org.au

Association for Culturally Appropriate Services
Mobile: 0413 619 748
Web: www.afcas.net
Email: info@afcas.net