



## INFORMATION ON OUR SERVICES DURING LOCKDOWN

Dear Carers,

The ACT Government today announced the implementation of a seven-day lockdown in the ACT resulting from a Covid-19 case detected within our community. The lockdown will commence at **5:00 pm Thursday, 12 August until 5:00 pm Thursday 19 August**. During this period, the health and wellbeing of carers, clients, staff, and the wider community, is of utmost importance to us. We know that caring during this time is particularly challenging and we will continue to work with you to help in any way we can.

Please be advised of the following changes to the delivery of our services during this period:

- Our office at Holt will be closed for this duration, however, our staff will continue to work during this time to provide support to carers over the phone, email or online. We will continue to provide the necessary supports and services, including emergency respite and counselling. If you require assistance during this time, you can reach us through the following:

Phone: 02 6296 9900, from 9am to 5pm, Monday to Friday

Email: [carer.support@carersact.org.au](mailto:carer.support@carersact.org.au)

Carer Gateway: 1 800 422 737 (available 24 hours a day for emergency respite and between 8:30am - 5:00pm for all other supports and enquiries)

- All group programs, activities and events which were scheduled as in-person are cancelled during this period
- All counselling sessions will be conducted over the phone
- Our staff will contact all participants of the Hub, Deakin Cottage and Naragana-Wali Cottage directly to make individual arrangements
- We will continue to provide assistance with managing home care packages and NDIS packages over the phone
- We will continue to provide advocacy support for Foster and Kinship carers over the phone

- We have postponed "Caring Together", our Mental Health Carer Conference scheduled for late August. If you have registered to attend, an MHCV team member we will be in touch with you directly

Copies of the booklet for **Developing an Emergency Preparedness Plan for Covid-19** are still available and can be mailed to your preferred address. If you would like a copy to be sent to you, please email [communications@carersact.org.au](mailto:communications@carersact.org.au) together with your name and mailing address.

Please continue to monitor our website and Facebook page for updated information on the evolving Covid-19 situation in the ACT. Additional information is also available on the [ACT Health Covid-19 website](#).

We understand that this may be a very challenging time for you, as carers, so please do not hesitate to reach out and let us know if we can be of assistance in any way. We are always here for you to lend an ear, provide support and help you to maintain your wellbeing during this time.

Take care,



Lisa Kelly  
CEO  
12 August 2021



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