

Supporting people in isolation: Support Coordinator Checklist

All content contributed by



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- ☐ Make contact with Participant, plan nominee or legal guardian – find out immediate (and on-going needs for the isolation period) needs of the participant (including support provision, other appointments, medical contacts, food requirements – including PEG feeds, PPE gear (if necessary), continence aids, medication, cleaning or finding alternative accommodation to isolate – if required)
- ☐ Make contact with service providers/service – ensure services are set up to support the participant over the time of the isolation – including alternative supports (over tele-supports- if available/appropriate). If service providers are not able to provide supports, find alternative supports based on the need. This includes needing to order necessary PPE equipment if necessary. Check to see if the participant qualifies for other covid related supports – such as meal delivery, PPE, extra money for SIL – check NDIA website for up to date information - <https://www.ndis.gov.au/coronavirus/providers-coronavirus-covid-19>
- ☐ Support participant to contact Centrelink (if required)
- ☐ Provide participant, plan nominee or legal guardian contacts for local medical supports and mental health support numbers (if necessary) as well as contacts to the state Covid health line (if necessary).
- ☐ If the participant requires visuals or easy read instructions/supports – contact appropriate service provider to get these resources or access free online resources appropriate to the visual/easy read that is required – especially pertaining to hand washing, hygiene, social distancing, isolation, need for PPE etc
- ☐ Contact NDIA/LAC – and consider need for a possible Change of Circumstances request for a review.
- ☐ Monitor state Covid website/media announcements regarding Covid related concerns in your state, to stay up to date with the information pertaining to the participants you are supporting.
- ☐ Monitor participant during the time of the isolation through preferred communication methods.
- ☐ If there are barriers to service provision that are negligent or reportable – contact the [NDIS Commission](#) and report the concern.