

Kudos COVID-Safe Update

Title:	Frequently Asked Questions (FAQs)
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1. What is the COVID-safe plan for Kudos Services?

The State Government has released a [Roadmap to Easing Restrictions](#) to set out the way forward for a measured, medical-based approach to establishing a COVID-safe community and economy in South Australia.

At Kudos, our primary focus is the health and safety of members and employees, clients and their families, suppliers and stakeholders, and other people in the community.

Under our COVID-safe plan, we will be gradually re-introducing face-to-face services for client appointments, whether they are delivered in the community, at clients' homes, or at one of our offices.

Our team will be transitioning back to our offices as their primary place of work, with strong social distancing measures in place.

These arrangements will be monitored and updated as needed in line with any new advice from Government health authorities.

2. When will the Kudos COVID-safe plan start?

The Kudos COVID-safe plan was implemented from **Tuesday 9 June 2020**.

If you have an appointment, meeting or therapy session booked from this date onwards, your therapist will contact you to confirm how it will take place.

Some appointments will continue to happen over the phone or by videoconference. Some appointments may take place in person, either at a Kudos office, at your home, or at another community setting like a school. Your therapist will talk to you about the best option for you and your child or family member.

From Monday 29 June Kudos' offices at Unley and Elizabeth will be open to the public, including NDIS participants, clients and families who do not have a pre-arranged appointment.

3. What will happen if I have booked an in-person appointment at Unley or Elizabeth?

If you or your family have arranged with your therapist to have an in-person appointment at one of our offices, our friendly Customer Service Officers will be ready to greet you at reception.

We have signs and other visual information in place to help make sure social distancing is maintained. Hand sanitiser is available in the reception areas and meeting rooms, and regular cleaning is happening to maintain safety and hygiene.

If you or a member of your family is unwell, please don't attend an appointment at the office. Speak to your therapist to make other arrangements.

4. Will my child or family member be able to have therapy sessions at home or at school?

Yes, we will be offering appointments in the community, at home, or at schools, providing we can manage any risks for you and your family and our staff, and that there are no access issues to places like schools.

Your therapist will contact you directly to talk through the arrangements for your sessions.

5. Will Kudos still offer phone or online therapy sessions?

Yes, we will still be able to provide services over the phone, or through telehealth video conferencing. We know that some clients and families have really enjoyed having their services delivered this way, and we will continue to offer this, in addition to or in combination with face-to-face sessions.

Your therapist will talk to you about what works best for your child or family member.

6. How will I find out about any changes to my child or family member's services?

You will hear directly from your therapist with specific advice and information about any changes to the way your service is delivered.

You can contact us on:

- 08 8348 6500 for Therapy Services (7+)
- 1800 931 190 for Early Childhood Early Intervention services
- Or email contactus@kudosservices.com.au

You can also keep up-to-date by visiting the Kudos website or following our social media channels.