



Roadmap to Recovery: reopening offices and resuming regular face-to-face activities

Planning a safe future, adapting day by day

OUR APPROACH >>>>



Ensure the health and wellbeing of our team and clients are at the forefront of all our decisions



Continue to adapt our plans and operations according to the advice from local health authorities



Provide support and services to the MS community despite any challenges

STAGE ONE

1 – 28 June

- MSL offices remain closed, no external visitors or community drop-ins
- MSL finalises plan to reopen offices and resume face-to-face activities
- Allied Health team resumes NDIS client home visits with non-vulnerable clients¹
- From 9 June, MS Gym in Lidcombe reopens for 1:1 face-to-face appointments and group sessions for up to 3 clients (sessions by appointment only)
- All other services and activities continue virtually (by phone, online or Telehealth)²
- **MS Community Shops re-open**

STAGE TWO

29 June – 31 July

- No external visitors or community drop-ins at any office
- Face-to-face services are only available to clients at the MS Gym in Lidcombe, and by appointment only
- NDIS allied health client home visits with non-vulnerable clients¹ continue
- Peer support groups and CVS programs may resume face-to-face activities in **NSW and TAS** – subject to social distancing. Virtual engagement remains available
- **In NSW**, face-to-face group activities (such as Yoga, Art classes, Tai Chi) resume end of July as per health authorities' advice on participants' numbers³
- All other services and activities continue virtually (by phone, online or Telehealth)²

STAGE THREE

3 August – 30 September

- No external visitors or community drop-ins in any office until further notice
- Face-to-face services incrementally resume across the organisation by appointment only
- Volunteers are invited to resume their activities in the offices in **NSW**
- Peer support groups, CVS program and group activities (such as Yoga, Art classes, Tai Chi) may resume face-to-face activities in the **ACT** – subject to social distancing. Virtual engagement remains available
- Fundraising events provisionally resuming in **NSW** from September as per health authorities' advice on participants' numbers³
- All other services and activities continue virtually (by phone, online or Telehealth)²

STAGE FOUR

From October

- MSL offices incrementally open for community drop-ins and external visitors⁴
- Volunteers are invited to resume their activities in all MSL offices
- Peer support groups and CVS programs may resume face-to-face activities. Virtual engagement remains available
- Fundraising events gradually resume as per health authorities' advice³
- Group activities (such as Yoga, Art classes, Tai Chi) may resume face-to-face activities to social distancing. Virtual engagement remains available
- Face-to-face services and home visits resume but telehealth remains as an ongoing service

Stage four and activities highlighted in yellow may be limited in VIC due to COVID state restrictions

As per 19/10/20

¹ Our Allied Health team will do an assessment to rate clients' vulnerability ² Employment Support Services teams that are based in QLD and WA may resume face-to-face activities earlier, as per state authorities guidelines ³ We will follow the advice from health authorities at the time to determine number of participants allowed in group activities and events ⁴ MSL team members will gradually return to the offices within a formalised rostering system and adhering to social distancing restrictions