

Staying safe while attending our office

The Sexual Assault & Family Violence Centre continues to offer phone, video and, where required, face to face support. Your safety and wellbeing in the office is paramount. The following information highlights the steps we have put in place to keep you, and our staff, safe while attending our office.

Checking your health	Prior to attending our office, one of our practitioners will call you to complete the COVID-19 In Person Assessment Form and COVID-19 Screening assessment. This will include questions about if have had close contact with a confirmed case and ask if you are feeling well with no COVID symptoms.
If you're unwell	If you are unwell on the day of your appointment, or someone in the your family is unwell, please contact your practitioner, or our Reception team on 03 5222 4318 for Barwon or 03 5381 1211 for Wimmera, as soon as possible to reschedule. Please do not attend the office.
Cleaning	<p>The high traffic areas in our office will be cleaned twice a day and client meeting rooms will be cleaned and disinfected twice daily along with high touch areas such as taps, door handles and handrails.</p> <p>Meeting and client rooms have hand sanitiser, anti-bacterial wipes and a disposal bin. Client meeting rooms will be cleaned pre and post client meetings.</p>
Arrival at our office	Your practitioner will greet you at the front of our office at your scheduled appointment time. If you are running late or you cant find your practitioner, please call Reception on 03 5222 4318 for Barwon or 03 5381 1211 for Wimmera
Masks	Our staff will be wearing a disposable mask when they meet with you. While masks aren't mandatory for clients, we do encourage you to wear one, particularly while walking through the office.
Hygiene	We ask all clients and visitors to sanitise their hands as they walk into reception, and again, when they leave our office.
Office set up	You might notice that the building looks a little different to last time you were here. The waiting room has been setup to ensure physical distancing and maintain COVID safe practices. Screens have been set up at reception, and there are sneeze barrier screens in the client rooms.

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