

Coronavirus (COVID-19)

Overview of social and welfare needs

COVID-19 Positive Patients		Risk Category			
		Low	Medium - Low	Medium - Intensive	High
Conditions		Any of the below No Medium factors	<3 factors that are adequately managed	>3 factors or concern that more intensive support is required	If any apply
Determinants	Housing		Crowded housing circumstances At risk of eviction from current housing Unable to safely self-isolate from others		Homeless Insecure accommodation
	Culture and Language		Poor health literacy Language barrier		
	Safety				Unsafe accommodation (violence or physical danger)
	Health		AOD dependency Pregnant with no antenatal care Memory and/or behavioural problems that pose a risk to self or others No regular GP		Risk of AOD withdrawal On withdrawal treatment
	Mental health /wellbeing	Mental health stable and symptoms managed Linked to current supports and resources and able to access these Symptom management skills and strategies able to be enacted Has access to prescribed medications Nil risk factors accessed	Previous or current self- harm or suicidal ideation or attempts No current MH supports, or linkage identified Reduced access to formal or informal supports/ Increased isolation Isolation restricting ability to employ strategies in wellness or safety plan Lack of access to prescribed medications Increase in or multiple psychosocial stressors – financial, housing, relationships, comorbidity, dual diagnosis etc. Experiencing involuntary AOD withdrawal		Current risk of harm to self or others MH symptoms causing medium to high level of distress and not able to be safely managed in the community Comorbidities and psychosocial stressors that cannot be safely managed in the community Non- compliance to isolation orders
	Financial	Concession card holder Unemployment with Centrelink support	Evidence of financial stress (e.g. Inadequate funds for next 2/52, rent in arrears, overdue bills, financial dependents, no Centrelink support where eligible) Casual, temporary or cash-in-hand employment		
	Supports & Dependencies	Material requirements (e.g. food security, basic supplies to facilitate isolation)	No social supports Any dependents Client has a pet		
	ADLs		Need help with personal care, mobility, or medications Impaired vision, speech, hearing or comprehension impacting ADLs Client receives NDIS support		
Plan	Simple, material or no services required	Refer for social supports via primary care if low clinical risk	Refer to Alfred Health COVID Community Pathway Team if clinical risk factors + increased social risk factors	Inpatient Care or Hotel accommodation if clinical assessment permits	

If a case needs to be escalated as a hotel quarantine case, the best and most effective method for this is to email: SEMC@health.vic.gov.au