



Mobility Help – Covid-19

The Health and wellbeing of our customers and their families is our number one priority during this time. We are committed to providing all sales, service and repairs in a safe and hygienic manner. We are following the current guidelines of the Australian Government and the Chief Medical Officer, and will continue to amend our practices based on all new recommendations.

As a part of the health sector we are trading as usual at this time providing sales, and all service and repairs options whilst also undertaking a full range of precautions to ensure we follow current government requirements.

We welcome our customers with the same care and consideration we have always done. Covid-19 is an ever- changing situation and we are dedicated to keeping up to date with the situation and ensuring our customers and their health remain of the utmost importance during this pandemic

Please see our Covid-19 Policies & Procedures documents (attached), which outlines what we have in place at this time.

Dean Sharkey
(Managing Director)
Mobility Help Pty Ltd

Covid-19 (Coronavirus)



Frequently Asked Questions

1. What is Mobility Help doing to protect its customers from Covid-19 (Coronavirus)?

Mobility Help provides at home consultations to avoid the need for its customers to visit a shop or shopping centre where they may potentially be exposed to Covid-19 (Coronavirus)

2. What does Mobility Help do to reduce Covid-19 (Coronavirus) risks?

Mobility Help has implemented a strict process to reduce Covid-19 (Coronavirus) risks:

- We no longer shake hands on arrival
- We wipe down all scooters with sanitary wipes before and after each demonstration
- We will provide hand sanitisers for your use prior and during any demonstration
- We use hand sanitiser prior to any demonstration
- Where possible Mobility Help will conduct demonstrations in the open air
- We offer cashless eftpos facilities (machines wiped down between uses), cheque and EFT payments are also available to avoid cash transactions
- We have a provision of medical masks for customers use upon request, subject to availability

3. What do Mobility Help recommend to its customers to do in preparation for any potential lockdown?

Mobility Help recommends that all clients consider having their scooters serviced in the short term to ensure you can remain mobile in the event of a lockdown and be able to undertake essential activities during any potential lockdown.

4. Are Mobility Help available to assist its customers outside of normal business hours?

Mobility Help can be contacted on 1300 851 661 or 0403 374 441 and are committed to providing after hour assistance 7 days per week.

Covid-19 (Coronavirus)



General Health Precautions



Avoid shaking hands



Stay home and avoid contact with others while sick



Avoid close contact with people



Wash hands with soap and water for at least 20 seconds



Use an alcohol based hand sanitiser if soap and water are not available



Avoid touching eyes and mouth until able to wash or sanitise hands



Cough or sneeze into your arm, use a tissue, bin the tissue and wash your hands

FURTHER INFORMATION & RESOURCES

Latest updates from the Federal Government
www.health.gov.au

Latest resources from the Federal Government
<https://www.health.gov.au/news/launch-of-the-coronavirus-covid-19-campaign>

Latest updates from the Mobility Help
<http://www.mobilityhelp.com.au/>