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Dear Inala Families and Carers,

Your Survey responses

Thank you to everyone who has promptly responded to our survey on Monday, your input has provided vital information for our planning to help ensure the health and wellbeing of all members of the Inala community.

If you haven't completed the survey in relation to your capacity to care for your son/daughter or loved one, **could you please do so now by following this link:**
<https://www.surveymonkey.com/r/7VRFSTK>.

This information is vital so we can adequately consider your needs in our planning in a rapidly changing environment.

What has changed since 23rd March?

Enhanced measures to reduce the spread of Coronavirus were announced by the Government on Tuesday night 24th March, with further measures expected to be announced later this week.

The enhanced Government measures have included the closure of a number of non-essential services as well as placed greater restrictions on gathering of people. The Government is moving towards additional restrictions to further limit the physical/social interaction between people.

As foreshadowed in our last update, we believe it is inevitable that there will be Government mandates relating to 'lockdowns' that will restrict access and impact on our services and supports to clients.

As part of our staged preventative and response plan, we have been pre-planning for the need for these changes, and need to now implement the next steps in a considered and calm manner.

The next step of our response and management plan

We are continuing to implement measures to minimise the risk to all members of the Inala community – particularly clients and all staff.

Consistent with the Government's direction to reduce all non-essential gatherings and with the high likelihood that these restrictions will be further increased, **we see the necessity for re-design of our service operations** in order to continue supports in the safest manner possible, and to minimise the risk associated with numbers of people congregating in the same space.

- **All Inala Accommodation clients** will not attend day services, effective from Monday 30th March. They will however be supported in or from their Inala home environments for Day supports, and Day service staff familiar with clients will be re-deployed for this support along with existing familiar Accommodation staff members.
- **Inala Day clients who are supported in non-Inala accommodation** with another provider are encouraged to stay at home with their accommodation provider. Many of these clients have already made the decision to stay at home.
We will make an announcement whether this needs to be mandated (rather than “recommended”) next week when we assess the risk levels associated with the numbers still attending the Day service outlets.
- **Inala Day clients living with families**, we will continue to support in the naturally greatly risk-reduced Day Service environments. This risk will be reduced because the decrease in numbers attending will ensure we can practice social separation. Of course families/carers may choose to support their son/daughter directly in the family home as a number have already.

We will continually monitor this new design and will communicate with all timeliness any perceived need for change or further re-design of supports for anyone, naturally with reference to your survey responses on any limitations on your capacities.

By making these important changes we will help minimise the risk to all clients and staff, and at the same time enable full supports to continue for those day participants who have no alternate options.

We believe these changes are appropriate and necessary measures to continue to minimise the risk for all Inala clients and staff and to help ensure their safety and well-being, as well as continue to provide a high level and quality of support through suitable activities and programs.

We trust that you appreciate the need for these next steps of Inala’s response management plan.

It is our belief that together we can turn the unfolding events into an opportunity for the strength, care and resilience of our Inala community to emerge even stronger.

As always, if you have any questions, please contact us, in the first instance via your relevant service Manager. All questions are reviewed and discussed by the Executive management team in our daily Planning and Response meetings.

For reference, you can refer to our last [update](#) [click on link] for the outline of possible future scenarios and the background for our survey.

Please be assured that we continue daily monitoring of all services, client and staff status, as well as the latest Department of Health, local area Health, NDIA and Government updates in developing each step of a considered staged management response planning.

We will to continue to do our utmost that each person connected with Inala continues to be supported as fully and safely as possible.

We thank you sincerely for your continued trust and support

Please remember the need to be vigilant in your social distancing practice, as this is vital to stop the spread of coronavirus.

We remind all members of the Inala community to continue to practice good hygiene to protect against infections and reduce the spread of Coronavirus.

The most significant daily preventative measures required are:

- ✓ Regular and frequent washing of hands with **soap and water**
- ✓ Practice social distancing (allow 4 square metres per person in enclosed room and keep a healthy 1.5 metres apart from other people)
- ✓ Avoid touching surfaces, especially in public places and then touching any area of the face

We wish to reassure everyone that our positive pro-active planning is in place to ensure the wellbeing and peace of mind for all our Inala community.

We will keep you updated as the situation evolves through frequent communication. If you have any questions, please direct them in the first instance to supervisors and coordinators.

Again, our sincere thanks for your cooperation, support and patience during this unprecedented time.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer