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Established 1958

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Dear Inala families and carers,

We wanted to let you all know we had a client who was tested for COVID-19, which was confirmed as **NEGATIVE** this morning.

This is a person we support in accommodation as well as at one of our day services. The individual was taken to hospital by ambulance on Tuesday 24th March in the morning and was tested for Coronavirus. The test came back positive on Wednesday afternoon 25th March.

Immediate close liaison was maintained with NSW Health and our full response procedures were followed. Any member of staff and clients who were directly impacted were informed and immediately isolated. All family members of any clients potentially impacted were immediately informed by phone. The home and day service were professionally deep cleaned within hours of receiving the result. NSW Health feedback was that Inala had fulfilled all best practice responses extremely efficiently and effectively.

Late Wednesday evening 25th March we received information direct from NSW Health that the test was likely a 'false positive' result but needed definitive confirmation. On Thursday 26th March we contacted all staff and families directly impacted of the 'false positive' result following further communication from NSW Health. An additional test was taken and it was **confirmed on Friday morning 27th March (this morning) that the final formally confirmed result is NEGATIVE for Coronavirus, which is wonderful news.**

We were grateful to all the staff who were impacted for their care and concern for the individual involved, and their health. Also for their calm and measured response and immediate support and cooperation. And, of course our thoughts are with this individual and their family.

It was gratifying that our responses were regarded as best practice by NSW Health, and we regard this as an opportunity to review all aspects of our plans and response protocols if one of our clients or staff become unwell and are in fact tested positive for the virus.

Inala will continue to keep you informed of updates and changes as the situation evolves.

We hope you are all keeping well and healthy and please continue to respect the hand washing and social distancing protocols. If you any questions or concerns please don't hesitate to contact us.

Kindest regards,

Martin Porteous
Joint Chief Executive Officer

Rebecca van Bilsen
Joint Chief Executive Officer