



Head Office  
Cnr Castle Hill & Franklin Rds  
PO Box 122  
Cherrybrook NSW 2126  
T: (02) 9680 1000  
F: (02) 9899 4058  
E: reception@inala.org.au

ABN: 22 000 434 364  
Patron: Blanche d'Alpuget  
www.inala.org.au  
Established 1958

3<sup>rd</sup> April 2020

Dear Inala Families and Carers,

We trust you are well and healthy and thank you for your messages of support and encouragement during these challenging times.

We know your loved one is currently at home with you and not participating in Inala services, however we would like to stay in touch and keep you up to date on developments. We also want you to know we are here to support you, and appreciate what a challenging time this is.

### **What has changed since we last communicated?**

You are probably aware the Government announced further restrictions on Sunday 29<sup>th</sup> March 2020 with indoor and outdoor gatherings now limited to two people. Exceptions to this requirement include members of the same household – which includes Inala homes and their residents and supporting staff.

The government is also advising all people stay home unless you need to go out for essentials such as exercise, shopping, medical appointments and necessary work and school. People over 70 years of age, as well as those over 65 with chronic diseases are advised to stay at home as much as possible. It has been highlighted by the Government that these restrictions are expected to be maintained for 90 days, until the end of June.

In our last communication we also highlighted that Inala Day clients that are supported in non-Inala accommodation with another provider are encouraged to stay at home with their accommodation provider. Many clients have already made the decision to stay at home.

### **Inala Day Services**

Due to the mandated and needed restrictions on social contact, we moved to the next stage of our response and management plan this week in order to minimise risk to clients and staff and ensure everyone's wellbeing.

From Monday 30<sup>th</sup> March, all Inala residents have been supported in or from their home environments for Day services. They have been supported by familiar day service staff, with transition assistance from Accommodation Staff.

We have continued to provide support to a number, albeit significantly reduced, of clients in our Day programs. The reduction in numbers has enabled us to practice social distancing as well as respecting the tighter guidelines in relation to numbers of people gathering.

We have continued to provide interesting and stimulating activities, art and craft programs and music, exercise and outdoor programs consistent with mandated guidelines. These have been developed with client consultation to ensure individual personal interests are taken into consideration to maintain routines, skills and meaningful enjoyment as much as possible during these changed times.

For those families who have elected to keep their son or daughter at the family home during this time, please be assured you are very much in our awareness. Please do not hesitate to contact us for any assistance, unexpected need or general need for support. Naturally such issues as school closures have impacted some of our normal staff availabilities due to staff needing for care for school age children, but we are committed to maintain support for everyone connected with the wider Inala community to the best of our ability and available resources.

### **Social distancing and limits on people gathering**

In response to these further restrictions and the ongoing need to practice social distancing, we have developed 'social distancing' protocols, with tips to guide clients and staff – these have been distributed throughout services and offices.

We are all practicing these protocols where possible and recognise that it is not always practical for staff and clients to be 'socially distant'.

Inala clients and staff are able to get out and exercise and go for walks, and it will be important to maintain this as part of our daily routine where possible. In order to respect the new restrictions we are limiting the number of people in a group to no more than three, that is, 2 clients and one support staff. If 2 such groups are walking, the groups should keep substantial distance from each other so as to remain separate

### **Thank you for your support and understanding**

We appreciate your support and understanding, as we continue to provide a high level and quality of support through suitable activities and programs.

As always, if you have any questions, please do not hesitate to contact us.

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 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 and do not gather in groups of more than two people (excluding members of the same household)

- ✓ Avoid touching surfaces, especially in public places and then touching any area of the face

For your convenience, below is a summary of the so-called “Reasonable Excuses” to be outside in NSW during this period:

1. Obtaining food or other goods or services for the personal needs of the household or other household purposes (including for pets) and for vulnerable persons
2. Travelling for the purposes of work if the person cannot work from the person's place of residence
3. Travelling for the purposes of attending childcare (including picking up or dropping another person at childcare)
4. Travelling for the purposes of facilitating attendance at a school or other educational institution if the person attending the school or institution cannot learn from the person's place of residence
5. Exercising
6. Obtaining medical care or supplies or health supplies or fulfilling carer's responsibilities
7. Attending a wedding or a funeral
8. Moving to a new place of residence (including a business moving to new premises) or between different places of residence of the person or inspecting a potential new place of residence
9. Providing care or assistance (including personal care) to a vulnerable person or providing emergency assistance
10. Donating blood
11. Undertaking any legal obligations
12. Accessing public services (whether provided by Government, a private provider or a non-Government organisation), including social services, employment services, domestic violence services, mental health services, and services provided to victims (including as victims of crime)
13. For children who do not live in the same household as their parents or siblings or one of their parents or siblings — continuing existing arrangements for access to, and contact between, parents and children or siblings
14. For a person who is a priest, minister of religion or member of a religious order going to the person's place of worship or providing pastoral care to another person
15. Avoiding injury or illness or to escape a risk of harm
16. For emergencies or compassionate reasons.

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.

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

Kind regards,

A handwritten signature in black ink, appearing to be 'M. Porteous', written in a cursive style.

Martin Porteous  
Joint Chief Executive Officer

A handwritten signature in black ink, appearing to be 'R. van Bilsen', written in a cursive style.

Rebecca van Bilsen  
Joint Chief Executive Officer