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Dear Inala Families and Carers,

We hope you are well and healthy and thank you once again for your messages of support and encouragement during these unusual 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.

### **How are we travelling at Inala?**

We have completed week two of the 'redesigned' service delivery and changes in Inala home life.

As most of you will be aware, providing supports for Day services clients has been re-designed enormously to align with best and recommended practices and to minimise risk of infection and potential transmission for clients and staff.

Inala has not withdrawn any support for participants, regardless of their residence context - whether with Inala accommodation services, family or non-Inala accommodation provider. We are maintaining service supports for all participants who continue to attend, naturally now with significantly reduced numbers, enabling enormous social distancing assurance.

We are very conscious of all those in our community who reside with families and currently wish to maintain their own self isolation. We send you our thoughts and warmest greetings. Please see below for our post-Easter thoughts.

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

The Government continues to reinforce the message to stay at home unless you have a need to go out for essentials, such as exercise, shopping, medical appointments and necessary work and school. This is particularly important with the Easter holiday period coming up and the NSW Government is reinforcing the need for everyone to stay at home this Easter to help stop the spread of Coronavirus.

## **What's new?**

### **Online shopping – priority for people with a disability**

As you are probably aware the major supermarkets announced over the weekend they are introducing a system where NDIS participants are given priority for online shopping. The NDIS is providing a code to each individual (via their plan nominee / parent). We hope you are able to take advantage of this service to further minimise the risk of infection for you and your family.

### **Staff identification cards and letters**

Staff have all received a letter identifying them as a member of Inala staff, as well as a card and lanyard.

You might have seen on the news, the NSW Police are stopping and talking to people who are out and about and asking for their reasons when it may not be obvious eg exercise, doing the shopping. Staff are required to carry at least one of these pieces of identification with them at all times.

Some staff have already been stopped and questioned as they walked home from work. There was no problem once they showed their ID and explained their role at Inala. We have prepared guidelines for staff to help them if they are stopped for any reason by the police – either on your own or out exercising with Clients.

We have also asked staff to be very mindful of where limited and structured exercise, walks, etc. are taken. Anxious members of the public could also potentially misinterpret the situation and call police thinking guidelines are being ignored.

### **Please keep in touch**

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.

Shortly after Easter we will make personal contact to say hello, and to check whether you would like and /or need to resume some form of supports, even if to allow your son or daughter or family members some form of short or regular weekly break. We will do everything we can to support any requests, naturally including supports in or from home for such activities as walks, outdoor activity and exercise, or suitable in-home supports if appropriate.

If you do decide you would like to return to your regular Day services could you please provide at least 2 days-notice so we can ensure we have available staff. Alternatively, please contact us at any time if you would like to discuss the option of some in-home support.

Naturally such issues as school closures and holidays have impacted some of our normal staff availabilities, but we are committed to maintain support for everyone connected with the wider Inala community to the best of our ability and available resources.

## Thank you for your support and understanding

*We thank you sincerely for your continued trust and support as we continue to do our utmost that each person connected with Inala continues to be supported as fully and safely as possible.*

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**
- ✓ Stay at home unless absolutely necessary eg exercise, shopping and medical appointments
- ✓ 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

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.

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

Please remember that in these times, **keeping your distance is a sign that you care.**

We wish you good health and happiness, and hope you have a happy 'at home' Easter.

Kind regards,



Martin Porteous  
Joint Chief Executive Officer



Rebecca van Bilsen  
Joint Chief Executive Officer