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Established 1958

9th April 2020

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 all know the social distancing guidelines and restrictions are counter intuitive for many of us and thank you for your support to ensure we continue to respect these very important protocols to help keep all members, clients, staff and families healthy and well.

How are we travelling?

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

As most of you will be aware, providing supports for Day services clients has needed to be 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Inala has not withdrawn any support for participants, regardless of their residence context - whether with Inala accommodation services, family or non-Inala accommodation provider.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 have continued to provide interesting and stimulating activities including art and craft programs, music and exercise programs which are consistent with social distancing and gathering guidelines. We continue to consider each individual and their personal interests when developing these programs to maintain routines, skills and meaningful enjoyment as much as possible during these unusual times.

We are very conscious of all those in our community who reside in homes operated by other service providers 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, your family and housemates.

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 all Inala Day clients who have elected to be supported primarily in their Accommodation settings during this time, please be assured you are very much in our awareness. Please do not hesitate to contact us for any assistance, unexpected 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. We will do everything we can to support any requests within the recommended social distancing guidelines prescribed.

If you do decide you would like to return to your regular Day services could you please provide at least 3 days-notice so we can ensure we have available staff.

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 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.

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.

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