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Dear Inala Resident Families and Carers,

We hope you are all well and healthy, and enjoying this beautiful autumn weather.

Hope you had a chance to sit down with a cup of tea and enjoy the recent addition of Inside Inala. Reading about the many activities, outings and celebrations it certainly is a stark reminder of how things have changed during the past six weeks.

### **What's been happening?**

We had a relaxing and enjoyable term break last week with a range of 'at home' activities. Some of the highlights included socially distant music performances in back gardens by Rebecca and Maria as well as the Inala Masterchef Challenge.

Each home was provided with a set of ingredients to use to make a main meal and dessert. There were some wonderful creations and everyone had fun planning and making their meal. The judging was tough, and this week's winners were Alkira/Orana with beef and beans puff pastry and Kiah with Trifle!

We have returned to term two and everyone is settling into this new rhythm. We continue to be grateful and thank all the staff at Inala for their ability to embrace the challenges and for their wholehearted support, creativity and dedication. The collaboration between Accommodation and Day service staff has been a significant factor in ensuring cohesion and continuity for all clients.



### **A reminder when visiting ....**

It is wonderful that families are eager to come and visit and we know this is greatly welcomed and appreciated by your loved ones.

As we have mentioned in past communications, we also ask that you do not visit if you have any symptoms of a cough, cold, sneezing etc.

Many thanks to those of you who have contacted us and rescheduled visits because you are feeling unwell, have a cough, sore throat or runny nose. For those of you who have asked for a guideline about when to visit after feeling unwell or experiencing any of these symptoms – **we request that you wait at least 48 hours after any symptoms disappear before visiting Inala.** We know this is hard but it is really important to keep everyone safe.

We are finding the great volume of visits are having an impact on individual routines, which in some cases is making an already challenging situation more difficult. When planning visits, can you please be conscious of the impact on your son or daughter's or loved one's routine as well as the routines of other members of the home.

Just a reminder, can all visitors please make arrangements **directly with Rose, Kerry and Rebecca** (ideally via email) so that we are able to track all visitors in Inala homes. We are keeping a central log of planned visits so we can avoid double ups and more than one family visiting at the same time.

Email details for Rose, Kerry and Rebecca are:

Rose Field [rfield@inala.org.au](mailto:rfield@inala.org.au)

Kerry Ballard [kballard@inala.org.au](mailto:kballard@inala.org.au)

Rebecca van Bilsen [rvanbilsen@inala.org.au](mailto:rvanbilsen@inala.org.au)

If you use tables and chairs on the Main grounds it would be appreciated if you could clean them when you finish – cleaning equipment is located under the awning at the Lesley Evans Hall – thank you.

If we all follow these guidelines, we can work together to help ensure you and your loved ones remain well and healthy.

### **Day Supports in Homes**

Day supports will continue to be provided in the home environments. As you know Day supports have been significantly re-designed to enable clients to continue programs and activities with Day service staff. Therefore it would be ideal for clients to maintain as close to possible their usual weekly rhythm to minimise the already huge disruptions to the normal patterns. **To this end we ask that visitors come after 3pm on weekdays or on weekends and phone calls are also made after 3pm so we can maintain a rhythm for clients.**

### **Stay connected via 'virtual' meetings**

We have set up access to technology in some of the homes to enable clients and their family and friends to maintain connection during this restricted access period. This set up will continue during the week to ensure all homes have access. Of course many clients have their own personal devices and are using these to maintain contact with family and friends.

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

As you know we are keen to move to online shopping to further minimise the risk of infection for all members of the Inala residential community. The major supermarkets are providing priority online shopping for NDIS participants. The NDIS has indicated they are sending a code to the plan nominee/parent.

We understand this code will be sent via text message or email (which some of you have received). Many of you have indicated you haven't received the code. NDIA are advising those that haven't received the code to call the NCC (National Contact Centre) on 1800 800 110 to follow up.

Once you have the code (if you can track it down!) can you please **send the details to Angela Lovegrove via email** at [reception@inala.org.au](mailto:reception@inala.org.au). Thank you to those who have already sent this to us.

### **Other ways to stay in touch**

We are having a great response to the images and videos we are posting on Facebook and Instagram which are capturing stories and images of life at Inala. This is another great way to stay connected and see some of the happy events and activities happening at this time.

If you haven't done so already, please start following us on:

- **Facebook** (Facebook.com/InalaDisabilityservices) and
- **Instagram** (Inala.disabilityservices).

### **Thank you for your continued trust and support**

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 weekly Planning and Response meetings.

***We will to continue to do our utmost to ensure that each person connected with Inala continues to be supported as fully and safely as possible*** and that our positive pro-active planning is in place to ensure the wellbeing and peace of mind for all our Inala community.

### **Keeping up to date**

We will keep you updated as the situation evolves, and especially as news and guidelines for the transition to normal activities can commence.

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

We hope you have a good week and enjoy this beautiful autumn weather.

Kind regards,



Martin Porteous  
Joint Chief Executive Officer



Rebecca van Bilsen  
Joint Chief Executive Officer