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Dear Inala Families and Carers,

We hope you are all well and healthy, and are having a good week. We all miss you, and continue to send our warmest wishes and look forward to when we can see you again soon.

What's been happening?

Following a National Cabinet meeting last Friday 8th May, the Federal Government announced a three step framework for a COVIDsafe Australia. Each State Government now has the responsibility to implement changes based on the COVID-19 conditions in their State. In line with this process, the NSW State Government announced some easing of restrictions which come into effect this Friday 15th May.

In essence, the NSW Government have increased the number of people allowed to gather outside and visit one another's home, as well as opening some services including shops and restaurants. School children are moving back to the classroom. For a full list of the changes please follow this [link](#).

In addition, the Federal plan states that vulnerable people should continue to stay at home where possible and restrictions should be balanced with the need for family and social contact. Inala supports a large number of vulnerable people within our community.

In all of their communication, the Government reinforces the need to practice social distancing (maintaining a 1.5m distance from one another) as well as good hygiene – this is particularly important as restrictions are relaxed and people start to increase their interaction with others in the community. The Government has also expressed concern about people becoming complacent as these changes come into effect.

Implications for Inala

We continue to develop Inala's staged approach to the eventual transition to 'normal services' using the Government guidelines as a base.

This first stage of changes, which come into effect on Friday 15th May, do not have a significant impact on the protocols currently in place at Inala. As they have for the past weeks, Day supports continue to be provided in the homes for Inala residents, and at our Day service outlets. With reduced numbers and being fortunate to have ample space, we are able to provide supports for those non-Inala resident clients who still would like to attend and participate and practice social distancing.

We are seeing a number of our friends starting to return to Day supports, some starting back with a day or two and other taking advantage of at-home support. We will do everything we can to facilitate 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.

The 'Inala roadmap'

We are developing an 'Inala roadmap' which will include the stages and progression we see as necessary to get back to 'normal services'. For example, how will the transition back to Day services occur? At what stage will community access programs be able to commence? How will Inala manage social distancing and other protocols?

We know you have many questions and concerns and we are working our way through these and will communicate the 'roadmap' for Inala's staged approach in the coming weeks.

The roadmap will outline the key stages and activities within them. The timing of when these stages can happen will be determined by the relaxation of Government guidelines combined with careful consideration for the care and wellbeing of all members of the Inala community.

We are very conscious we have a number of especially vulnerable clients (and similarly vulnerable or elderly family members) amongst our community and this needs to be an essential reference for Inala's planning and decision making and overall duty of care for all our clients, staff and entire community. This road map will be under constant review and will be amended at any time if numbers of positive cases within the community begin to rise or if we have positive cases within the Inala community.

As the Government relaxes the guidelines and community interaction increases, the coming weeks will be a critical time for us to observe and understand the pace of transition, particularly if the relaxation of the guidelines leads to a spike in the number of infections. Because of the vulnerability of members of the Inala community, we believe there is a need for heightened vigilance over the next couple of weeks as the guidelines are relaxed to understand the impact and potential knock on impact.

Please remember to be vigilant

We are asking all members of the Inala community – clients, families and staff to please remember the need to be vigilant in your social distancing practice, as this is vital to stop the spread of Coronavirus.

The most significant daily preventative measures remain the same:

- ✓ Regular and frequent washing of hands with **soap and water**
- ✓ Practice social distancing (this means being 1.5m apart from other people)
- ✓ Avoid touching surfaces, especially in public places and then touching any area of the face
- ✓ Stay at home if you are feeling unwell or have flu like symptoms

COVIDSafe App – reminder

The Australian Government launched the COVIDSafe App – an application you download on your phone. The Government and Health Authorities have asked Australians to download the App to help speed up the process of finding people who have been in close contact with someone with COVID-19, enabling faster contact with people who are at risk.

This is another way we can help everyone in the community, particularly the Inala community, to stay safe and healthy. Please follow this [link](#) to read more about the COVIDSafe App and ensure you are informed about how it works and the privacy of information.

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 Government guidelines relax and the transition to normal activities continues.

Once again, our sincere thanks for your cooperation, support and patience during this unprecedented time. We look forward to seeing you and your family back at Inala.

We hope you have a good week and stay healthy and well.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer