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Dear Inala families and carers,

We hope you are well.

We realise we are sending communications frequently and we really appreciate you taking the time to read each email and consider if there are any implications for you and your family. We are thinking of you and hope to see you soon.

This week the NSW Government has communicated advice to all people residing in NSW about wearing masks in public. **NSW Health recommends people wear a mask when you are:**

- Indoors where physical distancing is hard to maintain (eg Public transport and supermarkets)
- In indoor settings with higher risk of transmission (eg hospitality staff working in restaurants, pubs and clubs, or anyone attending places of worship)
- Sick and going for care or to get tested

While this is a Government recommendation and not a formal directive, we recommend everyone follow these NSW Health guidelines in your daily lives.

Update on Day services

With some increase in COVID-19 cases in NSW, please be assured we continue to maintain concerted vigilance with all aspects of enhanced cleaning, hygiene, social distancing, temperature checks and daily symptom monitoring. We have introduced further protocols for staff in relation to wearing masks as a risk minimisation procedure.

We look forward to welcoming you back to day services when you are ready to return.

When you 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. We are committed to maintain support for everyone connected with the wider Inala community to the best of our ability, considering available resources and social distancing guidelines. **If you have any questions please do not hesitate to get in touch, via your service Manager in the first instance.**

In order to help us ensure the health and wellbeing of all members of the Inala Community, in our last communication we outlined the NSW Health guidelines and requested everyone to ensure their implementation as applicable at their home prior to the resumption of service for these participants.

This is to ensure appropriate protocols are in place that are consistent with good practice and the protocols in place at Inala. Wherever appropriate and/or assessed as needed, Individual risk assessments will be conducted and appropriate measures put in place to continue to provide or re-design supports as much as practicable. We will confirm as and when required the precautions applying to any client attending Day services who resides in an identified area.

NSW Health guidelines and Inala protocols

As we communicated last week, NSW Health issued guidelines for people living in a number of designated areas, related to the location of confirmed COVID-19 cases.

These designated areas remain the same, namely: **Bankstown, Waverley, Woollahra, Randwick, eastern part of City of Sydney** (suburbs including Sydney, Surry Hills, Darlinghurst, Woolloomooloo, Potts Point, Rushcutters Bay, Elizabeth Bay, Eveleigh, Alexandria, Beaconsfield, Rosebery, Eastlakes and Centennial Park), **Parramatta, Fairfield, Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly Local Government Areas.**

In response to guidelines from NSW Health, Inala has implemented new protocols to comply with recommendations and further improve its practices and precautions. These include:

New Protocols in place for staff

- Staff driving a vehicle and collecting clients on a transport run who live in a designated area on the list above will be provided with and are required to **wear a surgical mask at work**
- Staff who are going into shopping centres or visiting indoor community venues (for example, supporting a client to visit the hairdresser, doctor or dentist etc) will be provided with and are required to **wear a surgical mask at work**

Ongoing protocols in place for all staff

- All staff who live in or have visited the LGAs listed above will be provided with and are required to **wear a surgical mask at work**
- Staff will be provided with and are required to **wear a surgical mask at work** when providing care to *clients who themselves live in or who have visited* the above local government areas
- Staff who have visited any of the locations on the same date as a COVID-19 case will be excluded from work for 14 days since their visit to the listed location (As you know we are sending this list to staff each day when there are updates)
- Following processes that are in place to track which clients are being supported by staff who are wearing masks and the frequency of mask changes
- All staff and clients with a temperature greater than 37.5 degrees Celsius or respiratory systems (including fever, cough, sore/scratchy throat,

shortness of breath, loss of taste or smell) will be excluded from work or day programs. They will be advised to isolate at home and seek COVID-19 testing

- Please maintain concerted vigilance with all aspects of enhanced cleaning, hygiene, social distancing, temperature checks and daily symptom monitoring
- Visitors to Inala, across all services, will be asked a series of questions on arrival. Depending on individual responses, they may be asked to defer their visit or wear a mask during their visit

Day services and Community activities

As you would be aware some NSW areas are currently experiencing spikes in COVID-19 cases. As you know we are monitoring outbreaks daily and review guidelines particularly in relation to interaction with the wider community, venues and activities.

Given the situation we will maintain our guidelines as they currently are, with ongoing monitoring for any required changes. In consultation with NSW Health our guidelines have been confirmed as heightened good practice.

As noted above, wherever appropriate and/or assessed as needed, Individual risk assessments will be conducted and appropriate measures put in place to continue to provide or re-design supports as much as practicable. We will confirm as and when required the precautions applying to any client attending Day services who resides in an identified area.

Please continue to be vigilant

We encourage you to be vigilant, continue to practice social distancing and good hygiene limit your interactions in these hot spot areas as much as is possible.

If you, the house accommodation staff, the client or known others have been in a 'hotspot' location or venue, please follow Government recommended guidelines in relation to testing and isolating. We are ensuring this also occurs for all our staff.

If you have been in a 'hotspot' area or venue, please follow Government recommended guidelines in relation to testing and isolating. **A list of venues and areas can be found [here](#)**, this list is being updated regularly as new cases are confirmed.

If you have any questions, please do not hesitate to contact us. We will keep you updated of any further changes or information from NSW Health.

Thank you in advance for your understanding and please be assured that our diligence regarding any new or emerging risks is maintained.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer