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Established 1958

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Dear Inala families and carers,

We hope you are all healthy and well.

NSW Health information

We continue to review and monitor information from NSW Health – since our communication last week we have not received any additional information as it specifically relates to residential and care providers.

In their letter on 10th August NSW Health indicated they will review the LGA list at the end of August. We will keep you informed of any new information that comes to hand and the implications for Inala.

Day services operations and protocols

We know you currently have your loved one at home with you but wanted to ensure you are aware of changes Inala is implementing.

As we communicated last week, following the addition of the Hills and Hornsby LGAs to the NSW Health list of identified areas implemented additional protocols and made changes to elements of the delivery of day services.

We reverted to a re-design of our service operations in order to continue supports in the safest possible manner and to minimise the risk associated with the number of people coming into contact with one another as well as congregating in the same space.

From the beginning of this week all Inala residents have been supported in or from their home environments for Day services and work. A reduced number of clients in Day services means we can continue to practice social separation and allow static groups each day with dedicated staff to minimise the contact points between people.

Our design of supports and preventative measures have been checked with and confirmed by NSW Health as good and safe practice.

Reinforce protocols in place

As we have outlined previously, we have a range of protocols in place to ensure the safety and well-being of all Inala clients and staff.

These include:

- All staff are provided with and will wear a mask at work
- Limit staff movement across services and points of contact with clients and other staff (as much as possible)

- We continue to maintain concerted vigilance with all aspects of enhanced cleaning, hygiene, social distancing, temperature checks and daily symptom monitoring.
- All nonessential visitors have been postponed
- Administration staff are limiting their time in the office
- Move to online shopping throughout the organization
- Robust processes for temperature and symptom check for staff and clients upon arrival

We look forward to welcoming you back to Day services once you are ready. Please contact your direct service Manager if you have any questions or concerns or to let them know you would like to return.

Thank you for your continued support and trust

We ask that you please continue to be vigilant and practice social distancing, good hygiene and limit your community interactions in identified LGAs and suburbs. Also follow Government guidelines on wearing masks in areas where you cannot socially distance, particularly in indoor areas and on public transport.

As always, if you have any questions or concerns please contact us. 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 continue to do our utmost that each person connected with Inala continues to be supported as fully and safely as possible and we implement measures to help ensure each person's physical and mental wellbeing.

Thank you for your continued support and understanding during this challenging time.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer

Advice and guidance from NSW Health for people who live in or have visited the following LGAs or suburbs:

LGAs	Suburbs
<ul style="list-style-type: none"> • Hornsby • Hills District • Camden • Campbelltown • Canterbury-Bankstown (Bankstown part) • Liverpool • Newcastle • Parramatta • Waverley • Woollahra 	<ul style="list-style-type: none"> • Merrylands • Fairfield • Guildford • Sydney • Surry Hills • Darlinghurst • Woolloomooloo • Potts Point • Rushcutters Bay • Elizabeth Bay • Centennial Park