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Established 1958

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Dear Inala residential families,

We hope you are all healthy and well.

We are pleased to report that spirits remain positive and we continue to ensure we are getting out and about, exercising and enjoying the park. As you know, Day supports have continued from homes again this week and we thank you for your continued support and understanding of the restrictions in place.

NSW Health information

NSW Health has not issued any changes to precautionary restrictions for residences in the last week since our previous communications.

Consequently, the current protocols and visitor restrictions advised by NSW Health will need to remain in place for at least the next week, and until changes to these NSW Health advice and guidelines. Residents will continue to be supported during the day from their homes, with planned house group visits to Dulkara for activities and park and exercise based outings. The visitor restrictions will also remain in place and again we encourage you to get in touch with house coordinators to arrange for other (technology based) ways to communicate with your loved ones.

Changes to working arrangements for staff

As you know NSW Health guidelines require that all staff in residential care facilities wear a mask when at work – this directive is focused on the care of clients and staff supporting clients. To ensure an enhanced level of precaution, Inala (and other providers) have required all staff (including Day services staff and office staff) to wear a surgical mask when at work.

Given the easing of the heightened alert in the Hornsby and Hills general areas over the past week, we have assessed it reasonable and appropriate to relax this guideline for staff *without face to face client contact*. Staff who are not supporting clients face to face are not required to wear a mask when at work provided they can practice social distancing. They are of course free to wear a mask if they wish.

Any staff member who is in contact with clients is still required to wear a surgical mask at work (supplied by Inala). In addition, all staff are required to wear masks for Inala related duties such as necessary and approved visits to shopping centres, banking etc, as per general community guidelines.

A plan is in place for Main Office based staff to return to normal office working days from Monday 14th September. Visitor restrictions will remain in place, and temperature checks will continue on arrival as will the increased hard surface cleaning protocols and of course social distancing practices.

Please continue to be diligent in all aspects of your life

As we know the COVID-19 situation remains fluid. We will continue to monitor information from NSW Health and will communicate any changes and the implications for Inala services, clients and families.

Please continue to be vigilant and follow Government guidelines on wearing masks in areas where you cannot socially distance, particularly in indoor areas and on public transport.

We thank you again for your patience and understanding and as always, if you have any questions or concerns please contact us.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Office

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