



Head Office
Cnr Castle Hill & Franklin Rds
PO Box 122
Cherrybrook NSW 2126
T: (02) 9680 1000
F: (02) 9899 4058
E: reception@inala.org.au

ABN: 22 000 434 364
Patron: Blanche d'Alpuget
www.inala.org.au
Established 1958

9th October 2020

Dear Inala residential families,

We hope you are well.

It has been wonderful to welcome many more friends back to Day programs and for Inala residents to return and be reunited with friends. We sincerely hope we can continue to move towards more normal operations and programs and the low rates of community transmission during the past two weeks has been very encouraging. This beautiful photo of Lucy and Renee at Wandana really captures the joy of great friends seeing each other again after many weeks apart.



As we write this letter, there have been a couple of positive cases of COVID-19 in the Castle Hill and Woollahra areas and we have asked staff to please continue to be diligent with social distancing and good hygiene when not at work to ensure we can continue to keep all members of the Inala community safe and well. We also ask all families and carers to continue to be vigilant and follow the NSW Health recommended guidelines.

Protocols to ensure a safe and measured easing of restrictions

We continue to remain vigilant with temperature checks on arrival at day programs, maintaining social distancing and practicing good hygiene and enhanced cleaning.

Clients will remain in stable groups for the next week to limit contact points and ensure we can track interactions. We will continue to review this to ensure a safe and measured transition back to 'normal' operations. We continue to review the venues and activity list and have reintroduced visits to a number of outdoor venues and outdoor cafes.

As outlined last week, staff who reside in or who have visited in the past 14 days one of the LGAs listed below are required to wear a surgical mask when providing direct client support and at other times if they are unable to maintain a social distance.

Family visits

The protocols in relation to family visits remain the same. Please don't forget to liaise directly with house staff to arrange visits.

Just a quick reminder about the visiting protocols.

Families who **do not** live in the LGAs listed in the table below are able to visit or pick up their loved one and take them home to visit.

Families **who reside in or have visited the LGAs** listed below **in the last 14 days** can visit their loved one for a maximum of 2 hours in an outdoor setting if they show no symptoms of cough/fever etc. Please consider the following guidelines:

- Wear a surgical mask for the duration of the visit and/or remain socially distanced
- Ensure the visits take place outside of the group home with no entry to the house, therefore mitigating the risk for other residents and staff (ie families to go around the back of the house via side gate)
- This means parents cannot drive their child to a park for example, however Inala Accommodation staff could drop off if this worked within routines
- No more than 2 family members to visit at any one time
- Visits are to be booked in advance with Accommodation staff members

By protecting yourself with masks/social distancing on visits this will mean other residents and staff stay safe. This is an extra NSW Health guideline protection for a little while so we can significantly reduce the risk of infection whilst still providing for family connection.

Please continue to be diligent in all aspects of your life

We continue to monitor information from NSW Health and will communicate any changes and the implications for Inala services, clients and families. At this stage we are grateful to have everyone back at Day programs and continue to follow a carefully managed approach to ensure all members of the Inala community remain healthy and well.

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.

We hope you have a good weekend.

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 in the last 14 days:

LGAs	Suburbs
<ul style="list-style-type: none">• Campbelltown• Liverpool• Parramatta	

