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Dear Inala residential families,

We hope you are all keeping well.

Thank you for your continued support and vigilance. As we have seen in South Australia this week, the situation can change rapidly and we continue to ensure we have all the process in place should we need to act quickly. It is more important than ever that we all continue to remain vigilant.

Thank you for your many messages of support and encouragement during the last couple of months. We often share your feedback and appreciation with Inala staff, who are very grateful for your kind words and thoughts. We were grateful to receive this message from the sister of an Inala resident this week *'The care you are all taking at Inala, by the way, is one of the few high points of what has been a difficult year for us all'*.

Once again, we appreciate the support and vigilance you are showing to help ensure all members of the Inala community remain healthy and well.

Update from NSW Health

NSW Health continue to reinforce the need to heightened vigilance and caution as restrictions in the community continue to ease. It has certainly been very encouraging to see no cases of community transmission during the last week.

Guidelines in relation to staff wearing masks

Staff who work in, reside in, or have visited in the last 14 days the LGA areas listed below, an Inala supplied surgical mask continues to be needed to be worn while involved in direct client support work. They must also be worn when on break or in non-client support activity if social distancing is not possible.

The list of identified LGAs is:

- Liverpool
- Wingecarribee

Staff who do not reside in or have visited any of the LGAs listed below are at present not required by NSW Health to wear a surgical mask when involved in direct client support work. However, staff are welcome to wear a mask if they feel more comfortable doing so.

Family visits – guidelines for venues and activities

As part of our risk management strategy and in light of NSW Health recommendations, we are maintaining the list of activities and venues as communicated last week. We are hoping to be able to open the Inala pool for small groups in the coming weeks which we are sure will be very welcome as the weather heats up.

We continue to avoid indoor venues and activities (this includes shopping centres, indoor bowling, movies, indoor swimming pools etc) and ask staff to focus activities and outings in outdoor settings.

Protocols for 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.

Please remember when families are visiting their loved one in an Inala home, **only two visitors are permitted at the one time** and visits should take place outside where possible.

Families who **do not** live in the LGAs listed 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

The full list of identified LGAs is:

- Liverpool
- Wingecaribee

Please continue to be diligent in all aspects of your life

Please be assured that Inala staff continue to be diligent in maintaining all the protocols currently in place, including social distancing, temperature checks on arrival, enhanced cleaning and good hygiene. We continue to track visitors to Inala via a questionnaire.

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

Hope you have an enjoyable weekend.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Office