



23 March 2020

Dear Parents/ Carers/ Guardians

COVID-19 – Important Changes to our Service Offering

The Australian Federal Government on 22 March 2020 announced, as part of its continued response to the Covid-19 virus, the enforced closure of restaurants, cafes, gyms, places of worship and other social gathering areas from noon today together with a ban on non-essential travel. This is further to the constraints announced on 20 March 2020 in relation to internal social gathering and the requirement for 4m² for each person. Intelife understands the necessity of this decision as it is essential to contain the spread of the virus and to minimise the risk of transmission through failure to follow social distancing protocols. These actions however do affect the ability of Intelife to continue to provide its support services in the manner we have been to date. This letter advises of changes we are making to seek to ensure the safety of both our staff and participants whilst continuing to provide the support services you require.

Service Changes

The closure of social gathering establishments and ban on non-essential transport make the delivery of community engagement supports very difficult and inadvisable from a health perspective. Effective from tomorrow we have made the following decisions:

- Support services in the community are being suspended with immediate effect;
- Group supports are being suspended with immediate effect.

The services that Intelife is able to provide are as follows:

- In-home supports;
- Cooking class support from our Balcatta and Midland offices (limited numbers) effective from 30 March 2020;
- Limited outdoor activity such as walking, cycling where social distancing protocols can be maintained;
- Doing groceries and delivering them, picking up medications etc. that are now legitimate supports as a result of Covid-19;
- Support can be provided by phone or video conference – using Whatsapp, FaceTime, phone etc.;
- Supported Employment although some impacts will occur due to requirement for social distancing.
- Customised Employment
- Respite
- Support Coordination

Support Hours may be reduced depending on the service.

Our focus is on ensuring that you can still receive support in as safe a manner as possible (for yourself and our staff) to assist in life continuing as normal as it can in these challenging times. We are seeking to source and use appropriate Personal Protective Equipment (“PPE”) to further mitigate exposure.



Health Information

We have also implemented strict protocols around ensuring that staff and participants make declarations confirming that they are not unwell, have not been overseas in the last 14 days, have not been in contact with someone who has been overseas in the last 14 days and has not tested positive for Covid-19. We will now also be seeking further information to ensure that we are aware of any health risks participants may have that put them at high risks if they catch the Covid-19 virus to enable us to assess the risk and take appropriate actions to ensure safety.

Social Distancing

All the advice from health authorities stresses the importance of maintaining social distancing, that is maintaining a distance of 1.5m from any person to reduce the risk of the virus being transmitted. This is something we are enforcing in our business and seek your cooperation to that regard. We will provide training during supports to enhance the understanding of our participants of how to effect social distancing.

Where, as a result of the nature of the service being provided, social distancing cannot be maintained we will use appropriate PPE, employ good hygiene and ensure thorough cleaning of work areas.

The revised arrangements and any changes to your services will be discussed with you by your team leader.

I trust you understand the reason for us taking this decision to ensure the safety of your family whilst continuing to provide support services you require and I thank you for your continued understanding and cooperation in these uncertain times. We are maintaining our website with information on Covid-19 that you can access using the following link

<https://intelife.org/news/novotel-corona-virus-covid-19/>

Yours sincerely

Steve Edgar

Chief Executive Officer