



25 June 2020

**\*COPY OF LETTER SENT TO ALL FAMILIES/CARERS**

I am writing to further update you on the measures that Intelife have put in place in response to the Government announcement to ease Phase 4 Restrictions.

Again, I would like to thank you for your understanding and patience during the changes that we have had to effect in our organization to ensure the safety of our staff and also you and your family members. Safety is paramount and whilst we will be increasing our service offerings we will do so cautiously over the next few weeks. We continue to monitor Western Australia Government and The Department of Health advice daily to make informed decisions.

From 29 June we will be easing current restricted service offerings for the Lifeskills program. Below is an updated list of supports Intelife will be offering. We are continuing to restrict some activities within community access, details of which are included in the list below. The list will be reviewed regularly and we will continue to work with external organizations to make sure our staff and participants are safe within their premises.

**Service Offerings Lifeskills Program**

- No restrictions in hours of supports
- In-home supports;
  - Personal care, social support
  - Cooking
  - Training –hygiene, social distancing etc.
  - Respite
- Cooking class support from our Balcatta and Midland offices (limited numbers)
  - Cooking can also be provided in-home
- Community Access to indoor community facilities that have COVID-19 Safety Plans in place
- Community Access restrictions below
  - **No Access to Gyms until further notice**
  - **No travel on Public Transport unless essential**
  - **No Group supports**
- Doing groceries and delivering them, picking up medications etc. that are now funded supports as a result of Covid-19;
- Support can still be provided by phone or video conference – using WhatsApp, FaceTime, phone etc.; some examples are:
  - Social support, training, customised employment, resume writing and computer skills



**Supported Employees**

At this stage we are not bringing Supported Employees back into the workforce if they are deemed to be in the high risk category of developing severe complications in the event of contracting COVID-19. We will review this again as part of Phase 5 of easing restrictions. Phase 5 is planned to commence on 18 July, depending on infection rates at a local level.

We are still actively seeking ways of continuing to provide support services utilizing technology, modifying service delivery to seek to provide as much support as we can. We would welcome any ideas you may have on new forms of support that would be beneficial to you and encourage you to speak to your Team Leader or local Manager.

Yours sincerely

**Steve Edgar**  
**Chief Executive Officer**