



31 March 2020

INSERT ADDRESS DETAILS

Dear **XXX**

I am writing to further update you on the measures that Intelife have put in place in response to the outbreak of the COVID-19 (Corona virus).

Firstly, I would like to thank you for your understanding of changes that we have had to effect in our organization to ensure the safety of our staff and also your family members. It is a difficult exercise balancing everyone's safety and the need to continue to provide services that many of you rely on and your cooperation and understanding is very much appreciated.

As I advised in my letter of 23 March 2020 we had to change our service offering and I provide below an update which provides some greater clarity around what sort of activities we are providing.

Service Offering

- 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) effective from 30 March 2020;
 - Cooking can also be provided in-home
- Limited outdoor activity such as walking, cycling where social distancing protocols can be maintained;
 - 30 minutes of walking, cycling or similar
 - Accompanying to do groceries or doing the groceries on behalf of participant (no 30 minute limit)
 - Collecting medication;
 - Does not include being outside for prolonged period i.e. community engagement
- Doing groceries and delivering them, picking up medications etc. that are now funded supports as a result of Covid-19;
- Support can 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 Employment although some impacts will occur due to requirement for social distancing.
 - Internal crews as long as social distancing maintained and within 4m2 space limit;
 - Provision of employment training support by phone or in office (same guidelines as internal crews)
 - External work crews continue although limit of 3 people in a vehicle (including driver) will constrain delivery



We are 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.

Employees

With the change in service offering and the understandable cancellation of some supports we are operating on a significantly smaller scale than we were two weeks ago. As a result we have a significant number of employees on annual leave, both through lack of available work and also to protect any employees that may be high risk if they were to be infected by COVID-19. We are currently trying to retain as much capability as possible so we can respond when demand recovers. Where we can we are seeking to utilize employees in our Commercial Services business to assist in delivering contracts.

We note the announcement of the Federal Government's JobKeeper scheme on 30 March 2020 and we have registered our intent to apply to participate in the scheme should we be eligible. We fully support the announcement and assuming Intelife is eligible it should offer greater certainty to our employees and assist in us retaining capability.

Commercial Services

Our Commercial Services business continues to operate and the demand for our cleaning services remains strong and we anticipate it will remain strong at this time. The recently Federal Government announcement in relation to playground closures and limitations on public gatherings may affect some of our contracts but to date there has been minimal impact.

We are continuing to provide opportunities for our Supported Employees where we can do so safely and are exploring opportunities to continue to offer support where Supported Employees remain at home.

Payment for Supports

We are changing the way we send invoices to self-managed customers. We will be sending your invoices electronically using the email addresses we have on file. If you have not provided us with an email address please do so by sending an email to funding@intelife.org stating the participants name in your email. If you do not have an email address you will continue to receive your invoices in the usual way.

We also ask for your assistance in paying the end of month invoice within 14 days.

Our focus is to ensure the health and wellbeing of our staff and customers to ensure we can continue to provide support. We appreciate your continued cooperation, together we will get through this situation.



A page on our website has been created and is being updated continually with any new information regarding COVID-19. <https://intelife.org/about/novel-coronavirus-covid-19/>

Up to date announcements from the Western Australian Government can be found here: <https://www.healthywa.wa.gov.au/coronavirus>

If you have any concerns please speak to your team leaders or managers.

Yours sincerely

Steve Edgar
Chief Executive Officer