

24 July 2020

Dear Valued Customer

It has been a challenging few weeks as the impact of the outbreaks in Victoria has created several hotspot areas in NSW. As a result, it is important to provide you with an update on our current focus and any changes that may have occurred since the last update. NSW Health has been providing regular updates, some of which has required us to implement changes immediately.

One of these changes is for customers who reside in the Wingecarribee and Wollondilly regions, where Home Care staff are required to wear a mask for every service. These areas have been identified as “hotpots” and it is therefore mandatory to wear face masks. We have encouraged all staff to wear them and have purchased more masks to ensure that we have a sufficient supply.

Our staff continue to undertake personal screening of themselves before they commence work for the day, as well as customer screening on arrival at your service. This includes asking questions relating to COVID-19 and if you are feeling unwell, as well as taking your temperature. If others are in the home on arrival, staff may also implement this process with the person who is present in the home with you. This process may seem onerous, but at the moment your safety is our highest priority.

We understand that your needs may change as COVID-19 impacts the community. If you would like to discuss additional support or services you may require during this challenging time, please contact your Coordinator who can discuss this with you and make the necessary arrangements.

As there has been increased activity with COVID-19 in the general community, Warrigal is still recommending that you stay home where possible to reduce the exposure to the virus through community transmission. We are continuing to provide essential transport services including medical or allied health appointments or personal banking. If you would like a

transport service for another reason, please contact your Coordinator who will conduct a risk assessment with you which may involve a Risk Waiver Form being signed.

When travelling in a car for transport, our staff will ask you to sit in the back seat for social distancing purposes. If your personal needs require that you sit in the front seat, it is recommended that staff and customers both wear a mask, which we will supply.

Over the past two weeks, Warrigal has been trialing a Special Care Unit in our Warilla Home, where staff have been wearing full PPE and treating the unit as though all of the residents were COVID-19 positive. This has been undertaken after modifying a section of the home and consulting with residents and relatives. If any Warrigal customer was to test positive, the Special Care Unit could be considered as an option of choice to you, along with going to the hospital or staying at home.

Thank you for your continued support and understanding during these very difficult and disruptive times. You can call our Customer Relations Information Line on 1800 927 744, operating seven days a week between 9am to 9pm if you have any further enquiries, email us at warrigal@warrigal.com.au or alternatively, for more general COVID-19 advice please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

Yours sincerely,



Craig Smith
Executive Leader - Service Integrated Communities