



Warrigal Administration: 2 Pine Street Albion Park Rail

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**Date: 07 April 2020**

**Dear Village Resident**

I trust that you are keeping well and staying safe during these challenging times. As indicated previously, I intend on maintaining regular communication to ensure that you are kept updated on changes that have occurred so you continue to feel connected to Warrigal.

You may have seen over the weekend some media regarding a Warrigal customer having tested positive to COVID-19. The person who has this illness was a customer in the Shoalhaven region who has not received our home services for over a month. They have been checked at hospital, and is under the supervision of their GP and the public health unit. We are also calling them daily to ensure they are recovering well at home. We trust that she will make a full recovery soon.

The preventative measures that we have implemented have so far been effective, with no staff, residents or other home care customers having tested positive to COVID-19. We are increasing these safety measures by having more staff work from home, including at our Support Services Administration Centre in Albion Park Rail, who will be operating on reduced hours commencing from Tuesday 14 April. It will only be open from 8.30am to 12.30pm, Monday to Friday.

If your circumstances have now changed and we can support you with shopping assistance or arranging for Flagstaff frozen food deliveries for you, please don't hesitate to contact your Village Services staff or our Warrigal Customer and Community Information Line on 1800 927 744.

Lastly, to enable us to inform you of any immediate changes as soon as they happen, it would be a good time to ensure that we have your mobile number and your email address. Just contact us on your usual number.

Best wishes for a Happy and Safe Easter.

Yours Sincerely

**Craig Smith**

**Executive Leader – Service Integrated Communities, Warrigal**