

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



2 July 2021

Dear Customers,

There have been some significant developments with COVID-19 cases in NSW, with 195 locally acquired cases since June 16 when a driver tested positive after transporting an international flight crew. The number of cases has resulted in a 14 day lockdown that initially related to four Local Government Areas in Sydney that was subsequently extended to the Wollongong and Shellharbour Local Government Areas.

The lockdown resulted in a number of services being cancelled in Illawarra during the 14 day period, and while there is a possibility that with the current number of positive daily cases not reducing the duration of the lockdown could be extended. We understand that many of the domestic services that were postponed this fortnight are essential to you, and we will be resuming these services if you require them. If you would prefer not to receive these services if the lockdown is extended, please communicate this with your Coordinator.

There are however a number of requirements that must be followed to comply with Public Health Orders including the following;

- Masks are mandatory while working in an indoor area. A staff member may remove the face mask while communicating with a person who is deaf or hard of hearing, if wearing the mask creates a risk to health and safety or where it is necessary for clear enunciation or visibility of the mouth.
- Anyone removing a mask for one of these reasons should maintain 1.5m distance wherever possible.
- Staff will continue to be screened on a daily basis and if they show any symptoms, are caring for anyone who is unwell, have been to any of the designated hotspots or have a temperature above 37.5 degrees, they will not be permitted to work. This may result in some changes to services at short notice, and if this does occur, I apologise for any inconvenience, however, your safety remains a high priority.

If there are any significant changes to the existing arrangements, then a further update will be provided.

As always, your feedback is always welcome and is important for us if we are going to establish trust and provide a quality service. There are many ways that you can provide this feedback including contacting your local management team, calling 1800 927 744 or by emailing us at warrigal@warrigal.com.au.

Yours Sincerely,

A handwritten signature in dark ink, appearing to be 'CS' or similar initials, written in a cursive style.

Craig Smith
Executive Leader - Service Integrated Communities