

23 March, 2020

Dear Wallara families and clients,

As you are very aware, we have all been struggling to adapt to a rapidly changing and unprecedented situation with the Coronavirus (COVID-19) pandemic.

On Sunday March 22 the Victorian Premier announced a shutdown of all non-essential activity over the next 48 hours to combat the spread of the corona virus. School holidays have also been brought forward to Tuesday 24 March to shut down these facilities as well.

In light of this announcement Wallara has made the difficult decision to close all Wallara Day Service facilities and programs including Sages Cottage Farm effective Tuesday March 24, 2020, until further advised.

We very much understand this will have a significant impact on your home situation however we have no choice but to follow the Government decision, which is based on expert health advice.

While our Day Service sites are closing from Tuesday, our talented staff are very keen to keep working and provide support through this difficult period and we know the NDIS is encouraging people to be flexible with how they use their NDIS Plans and funding. We will be taking steps to keep all our staff engaged and deployed through this period because we know how valuable they are to you and our service.

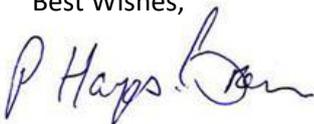
If you would like to discuss alternative support arrangement in your home on a 1:1 basis, including costings, then please call 9792 2985.

At this stage we do not know when the Day Service sites and programs will be able to re-open.

Please know that we will do our very best to keep you informed. The best place to visit for latest information is Wallara's website blog. Go to www.wallara.com.au and scroll down on the home page to the Latest News section. We will also communicate via email when necessary. If you have not previously provided us with an email address, please consider providing us with an email address if you would like to receive timely information directly. Simply email info@wallara.com.au with your name (as parent or carer), the participant's name, and their site name.

We do apologise for the disruption and inconvenience these changes create and thank you for your understanding during the pandemic.

Best Wishes,



Phil Hayes-Brown,
Chief Executive Officer