

13 March 2020

Dear Clients and Families,

The health, wellbeing and safety of our staff and clients is our highest priority. The current coronavirus COVID-19 issue is not to be taken lightly, and we will rely on verifiable and credible information sources.

The coronavirus COVID-19 has now been declared a pandemic by the World Health Organisation. Wallara has been working on business continuity plans and processes to respond to the COVID-19 issue as, and when, it may affect our community.

In order to minimise the risk of infection of our residents we will require residents to stay home from programs/employment from Monday 16th March 2020 for two weeks. Our thinking is that self-isolation and implementation of an “at home” day service will reduce possible exposure to the virus.

If you would rather your resident continues to attend their day programs or employment we will require you to keep the resident home with you for the time that these arrangements are in place.

We ask you to notify relevant service providers that the person you care for will not be attending employment/programs (for non Wallara sites) and recommend that you provide 48hrs notice to the relevant service provider ASAP so that clients are not billed beyond the notice period.

To reduce the potential for cross infection accommodation we will be:

- Cancelling non essential medical appointments for residents
- Encouraging families to keep in touch with residents via phone/technology rather than visiting the houses
- Encouraging residents to stay at the house rather than going home for weekends

We will also be maintaining 2 weeks’ of grocery supplies, following good hand hygiene practices and a thorough cleaning regime.

We encourage staff and clients to have the flu vaccination

In order to minimise the risk of infection please follow the steps below:

1. If one of our residents have been overseas in any of the following 10 countries in the last 14 days notify Romaine Kakoullis, our Key Communications Officer on COVID-19, on rkakoullis@wallara.com.au or phone 0458 600 558:

- China
- Japan
- Italy
- Hong Kong
- Singapore
- Cambodia
- Thailand
- Indonesia (including Bali)
- South Korea
- Iran

We've developed business continuity plans if certain situations arise, including if someone in our service is diagnosed with COVID-19. These plans will be enacted where required.

As this situation is constantly evolving, we request that you visit our website for the latest updates – www.wallara.com.au.

Kind regards,

A handwritten signature in black ink, appearing to read 'Taimi'.

Taimi Clinch
Chief Operating Officer