

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.

Our senior team met this morning and have decided that we will fall in line with what the Department of Education decides and shut day services as/when schools close. Please refer to Latest News on the home page of the Wallara website for updates www.wallara.com.au.

Whilst day services remain open, in order to minimise the risk of infection please follow the steps below:

1. If you feel sick, stay at home. We encourage you to seek medical advice if your symptoms worsen.
2. If you 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 and please immediately self- isolate:

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

3. If you have a fever and/or cough or feel unwell in programs, **you will be sent home**. All staff have the ability and authority to send a client home.
4. **If you have had COVID-19 diagnosis, you will require a medical clearance certificate to return to programs.**

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.

Please remember to follow good hand sanitising practices. We encourage clients to get the flu vaccination.

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

Kind regards,



Taimi Clinch
Chief Operating Officer