

8 July 2020

Dear Clients, Supported Employees, and families,

As you are no doubt aware the Victorian Government has issued a Stage 3 Stay at Home order for Melbourne Metropolitan suburbs, **effective midnight tonight**, which includes all suburbs in which Wallara operates. As a community we have experienced this before, and I am sure this news is upsetting for many. We only recently re-opened some of our day service sites and were looking forward to welcoming back even more clients in the coming weeks. However, the safety, wellbeing and engagement of our clients and staff has been at the forefront of every decision we have made during the pandemic and I write to you now to explain what measures Wallara is taking in this new environment.

According to the Stay at Home Order there are only four reasons people in affected areas are allowed to leave home for the next six weeks:

1. Shopping for food and supplies
2. Care and caregiving
3. Exercise
4. Study and work (if you can't from home)

What this means for people attending our services

Wallara Logistics –

Supported Employees and staff will be able to continue to work as Wallara Logistics is deemed to be an essential service. However, we understand if you would like to take leave during this period due to personal circumstances. In order to minimise the possibility of a full shut down of the site due to a COVID-19 case we will be dividing our premises at 160 Bridge Road, into two independent buildings with separate entry and exit and no cross over of any staff. More detail on how this will operate will be sent home in a letter to Logistics clients shortly. We remind you that if you feel at all unwell do not attend work.

Wallara residents –

We will be reverting to the previous arrangements that were implemented in March 2020 at all Wallara accommodation houses, which kept people safe by reducing possible exposure to the virus. We will also ensure the excellent quality of support of fun activities that were created do continue including across house Zooms, weekly family Zoom catch ups and more.

The arrangements at Wallara houses will be:

- Day services will be provided by Wallara staff into the house
- No visitors will be allowed into the house and residents will remain in the house except for exercise
- If you are a Supported Employee at Wallara Logistics, you will not be able to go to work
- We require residents to cease all arrangements to stay with family on weekends etc– if your preference is to stay with family, this arrangement will need to remain in place indefinitely until the Stage 3 Stay at Home Order is lifted. Should you choose to live with family you will be able to attend work from your family residence.
- We will continue to implement our infection control measures and extensive checklists and protocols including temperature checking for all people entering the house, personal protective equipment supplies and donning and doffing drills to ensure correct use, isolation

procedures in the event that someone shows symptoms, a staff team assigned to just one house etc

- Cleaning of our houses has been doubled (at a minimum) and we are complying with infection control guidelines
- We continue to maintain 2 weeks' of grocery supplies
- We strongly encourage staff and clients to have the flu vaccination.

If you attend service providers other than Wallara for employment or day services, we ask that you notify them that you will not be attending until the Stage 3 Stay at Home Order is lifted.

Day Services –

Our recently re-opened sites at Langwarrin and Sages Cottage Farm will close from midnight Wednesday 8 July for the period that the Stay at Home order remains in place. We will not be opening any further sites during this time.

Options for day activities:

We will continue to offer services as 1:1 support from your home or from one of our appropriate sites for those with essential needs. If you would like to discuss an alternative support arrangement please contact Tammy Patterson, Support Lead on 0488 347 118.

Wallara Online will continue to run and will be developing programs immediately that align with what you were involved in on site at Sages and Langwarrin. You will be able to catch up with your friends and your Support Coach in a relaxed environment. We will be sending home art supplies and other program materials so you can continue with your projects whilst attending online. We are also creating a class about Sages Cottage farm. To register for any Online sessions, contact Julie Hopkins, Support Lead, on 0438 300 893.

These are very unsettling times. If you or your loved one need additional help some resources you can access are:

- Beyond Blue, www.beyondblue.org.au, or 1300 22 4636
- Department of Social Services, <https://www.dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support>

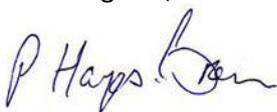
In closing, I want you all to know we are doing the best we can to keep you informed and keep everyone at Wallara safe. We have started a monthly Zoom call (first Thursday of every month) so anyone can join us and hear what is happening and ask any question. I will be on those calls and so will our COO Taimi Clinch and our Senior Leadership Team, so it doesn't matter which part of Wallara you attend we want to hear from you on those calls.

Communication is so important in these difficult times and we want to provide as much support as we can. Our Facebook page will stay busy sending out information and we will send regular emails and we will add information to our website. But we don't want to drown you in information and updates either because too much information can be just as confusing as too little. So, we will try and get the balance right, we are here for you and please don't hesitate to give us a call at any time.

If you would like to discuss any of the information provided above, please feel free to contact me.

Stay safe, let's hope this only lasts 6 weeks and please keep in touch.

Kind regards,



Phil Hayes-Brown,
Chief Executive Officer