

25 March 2020

Greetings,

First and most importantly, we hope this finds you and your loved ones healthy and well.

Together we're living through some uniquely challenging times and the wellbeing of our customers and our people is our number one priority.

So, as the situation around coronavirus (COVID-19) continues to evolve, we want to let you know you've got a great bunch of people here to support you through it.

We'd also like to share some of the things we are doing at MACS to create a safe environment and prepare for the known (and not yet known) impacts;

- We have developed a comprehensive Business Continuity Plan in response to COVID-19. The purpose of this plan is to provide service and business continuity, protection and reassurance to customers and staff of MACS. The entire team is working diligently in response to this plan to see continuity of essential services during the COVID-19 pandemic.
- We have increased the frequency of environmental cleaning, phones, cars, etc.
- We have provided clear instructions around the expectations of hygiene and infection control and are increasing our supervision in this regard.
- We are running mandatory e-learning sessions on the importance of good hygiene
- We are pursuing multiple options to ensure availability of personal protective equipment
- We have suspended any non-essential community activities
- We have cancelled all onsite meetings and video/teleconferencing will be utilised instead.
- Staff who have returned from any overseas will not provide direct care services for a minimum of 14 days.

Services

All Drop-in and Personal Care Services continue to operate as usual with the increased hygiene measures.

From midnight tonight all non-essential community supports will cease. This is social outings. We will continue to support those we regularly assist with the likes of grocery shopping, medical appointments, cleaning etc.

Office Team

From 1 April staff not required to be physically onsite will work from home.

That being said, being available to our people is of great importance and for this reason one team member will continue to operate from the office M-F 9am-5pm. We are still available to answer your questions and to provide assistance to the same standard you're used to from us.

Rest assured our workforce is nimble and well positioned to use mobile technology and other capabilities to coordinate services from remote locations.

What if staff get sick?

- They will let us know and take time off.
- If they develop even a mild cough or low-grade fever they will stay at home and self-isolate.
- If they have cold or flu symptoms they will be removed from rosters until symptom free for 48 hours.

Whilst we need staff on the ground, we have plans in place should we need to operate in a reduced staffing capacity scenario. Don't panic.

If you're feeling unwell

You must let us know! Please. Even if you think it's just cold/flu symptoms.

If you have symptoms of coronavirus please contact the 24/7 coronavirus health information line on 1800 020 080.

If you need other health advice you can call 1800 022 222 to speak to a registered nurse on the health direct 24/7 hotline.

Most importantly, if you have serious symptoms such as difficulty breathing, call 000 for urgent help.

If someone tests positive to COVID-19

If a staff member or customer tests positive to COVID-19 others who have been in recent close contact will be notified so they can self-isolate and monitor for symptoms.

Consumables

NDIS Participants, you can use your plan funds to purchase gloves, sanitiser, masks, disinfectant etc.

We encourage everyone to do this. For plan and self-managed participants you have a lot of flexibility to where you can purchase these items from. If you are having trouble getting them through mainstream suppliers, try the likes of eBay.

What are the next steps?

- Senior management and committee members are meeting weekly to discuss the current advice and the impact on our service.
- As always, you should feel free to communicate with us if you have any concerns.
- We will be continuing to monitor the information provided by the government to ensure the best response in keeping people safe and infection free.
- You can expect weekly updates from me and in between these updates I am contactable for any queries you may have.

Until the next update, if you're feeling anxious or a change in circumstance has left you feeling disconnected, Beyond Blue has some useful information about [looking after your mental health](#) and can be contacted on 1300 224 636.

Stay safe and be well.

Regards,
Alison