

16th March 2020

COVID-19 UPDATE

Dear Service Participant,

Encompass is committed to ensuring the health and safety of all those in the workplace. To this end, Encompass has developed a policy setting out steps that the Organisation is taking in order to tackle the coronavirus outbreak, alongside expectations that are placed upon you. We are actively and constantly listening to the Health authorities and we are prepared to adopt the measures as advised by the relevant authorities.

As we all know this is an unprecedented situation and it is very important that we all adhere to the plan developed by the government. At this point in time, the government has indicated that provided we, as responsible citizens, follow protective practices and general hygiene requirements, there is no need to alter the way service delivery in the disability sector takes place.

If you are concerned about you or your family member attending day programs, you are encouraged to make your own choices. It is also a timely reminder that if you or your family member are feeling unwell, follow the general guidelines, contact your GP, follow their advice and stay home until 24 hours of no symptoms before you return to program.

Effective communication is key to preventing further spread of the virus, so please make sure you let Encompass know if you are feeling unwell so that we can implement our internal checkup if required.

In this ever changing environment, information is likely to also change very often and we shall be communicating with service users as required. Should you have further questions please contact your usual Encompass staff member and discuss.

NDIS have provided some helpful tools for Participants and families to better understand the COVID-19 (Corona Virus) see below

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response>

If you are unsure of what you should do please contact Encompass during normal business hours. Every effort is being made every our staff to minimise the impact in our service provision in all areas. Encompass is constantly looking at ways to continue to offer services that meet your requirements. If you are having particular difficulties once again please contact Encompass directly during business hours. Further updates will be provided to all participants if there are any changes.

Yours Sincerely



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