

25 November 2020

ETHNIC LINK SERVICES CHANGES DUE TO COVID-19

Dear family member/friend,

As someone who has a loved one receiving support through UnitingSA's Ethnic Link Services, we wanted to update you on the way our services are responding to the evolving COVID-19 situation in South Australia.

This information is also being provided to all clients to ensure they are aware of our changes to service and our ongoing efforts to protect their health and wellbeing at this time.

To ensure we can continue providing support while reducing the risk of COVID-19, until further notice we are:

- focusing on delivering essential face-to-face services only, such as supporting clients to attend medical appointments and conducting grocery shopping on their behalf
- delivering support over the phone wherever possible
- wearing masks when delivering in-person support
- continuing temperature checks and COVID-19 screening before visits
- temporarily suspending group activities and group transport

All UnitingSA sites, including our Ethnic Link Services offices, have been closed to the public except the following locations:

- Western Adelaide Homelessness Services, 124 Lipson St, Port Adelaide
- UnitingSA's Emergency Relief Services, 58 Dale St, Port Adelaide

We will regularly review our service changes and adjust operations in line with the latest public health advice.

In addition, there is a substantial list of COVID-19 hotspots in South Australia and it is important you are aware of these locations and that you notify us immediately if you or your loved one have visited any of them at the specified times. Please visit www.sahealth.sa.gov.au/COVIDcontacttracing to view the latest hotspot list, updates around the Government's tracing efforts and other important COVID-19 health advice.

We are also encouraging all clients to remain vigilant around hand hygiene and social distancing measures, and to get tested for COVID-19 if they display any associated symptoms including fever, chills, cough, sore throat, runny nose, shortness of breath, or loss of taste or smell. The government also continues to recommend that South Australians wear a mask when out in public.

We hope the COVID-19 situation in South Australia is quickly resolved and we are soon in a position to resume our normal operations. In the meantime, if you have any questions please contact Ethnic Link Services on 8241 0201 or Acting Community Home Care Manager Evelyn Wegner on 0436 808 716.

Thank you for your ongoing understanding as we work together to protect the health and safety of the entire UnitingSA community.

Yours sincerely,



Libby Craft
Chief Executive Officer, UnitingSA