

23 November 2020

COMMUNITY SERVICE CHANGES DUE TO COVID-19

Dear valued client,

In light of the evolving COVID-19 outbreak in South Australia and the risk this creates across our community, we have temporarily changed the way we deliver our services and reintroduced some of the precautionary measures we had in place earlier this year.

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

- providing essential face-to-face services only until further notice
- delivering support over the phone wherever possible
- wearing masks when delivering in-person support, in addition to the usual Personal Protective Equipment (i.e. gloves) worn to carry out duties
- continuing temperature checks and COVID-19 screening before visits to ensure there is no risk of COVID-19 transmission
- temporarily suspending group activities and group transport.

In addition, all UnitingSA sites will be 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

Both of these sites will be open Monday to Friday, during their usual hours, with a reduced number of staff.

We understand this is a challenging time for everyone and will continue to work to provide you support when you need it. Our service changes will be reviewed regularly and adjusted in line with 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 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 also encourage you to remain vigilant around hand hygiene and social distancing measures, and to get tested for COVID-19 if you 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 will stay in touch with you to discuss your individual circumstances and how best we can continue to meet your needs while reducing the risk of COVID-19. We also encourage you to reach out to other support services available to you, as required, and remember the SA COVID-19 Mental Health Support line on 1800 632 753.

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 your service or support worker.

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