



Stakeholder Communication

18th March 2020

Dear Stakeholder,

The health and wellbeing of our clients, visitors, contractors and employees is of paramount importance to our organisation.

As a key stakeholder I wanted to provide you with an update on how we are preparing for COVID-19, and the steps we are taking to minimise wherever possible any impacts on our clients, our services and operations.

The following summarises the steps we are taking to reduce the spread of COVID-19, and doing all we can to provide a clean and safe environment:

- Where the Australian Government recommends voluntary isolation for staff, we have arrangements for them to either work from home or take a leave of absence.
- We will ask clients, contractors and any other visitors entering our services:
 - Are they experiencing any flu-like symptoms?
 - Have they come into contact with a COVID-19 infected person, or a possible COVID-19 infected person?
 - Have they recently travelled overseas or travelled to any high-risk areas?If YES, the client/contractor/visitor will be respectfully asked not to attend our service until they are well or cleared of possible infection.
- All services remain open and operational, however some service delivery will be conducted over the phone.
- We have advised staff to stay home if they are unwell.
- We have ensured all staff are well-versed in infection prevention and control.
- Our staff will wash hands and sanitise our workspaces as best we can. Hand sanitiser (where accessible) will be available throughout our services and bathrooms will be stocked with disinfectant hand wash/soap.
- Signs will be put up in our services discouraging physical contact.
- In our office, door handles, reception desks and common areas will be wiped with sanitisers regularly throughout the day.
- We have advised staff to cancel all non-essential travel and meetings.
- We are in the stages of making adjustments to the way some of our services are being delivered. If you are directly impacted by any changes, you will be advised accordingly.

We are continuing to review our operations and are considering a range of changing scenarios, as we work to ensure we continue to deliver our services.

We will continue to monitor the situation and will keep you notified of any adjustments we make to our services and the way we work with our stakeholders.

Kind regards,

Ruth Tidswell,
General Manager,
Community Action Inc.