

BRIGHTWATER CAPACITY BUILDING

COVID-19 Update, 1 April 2020

Dear Clients and Families,

I recognise this is an unsettling time for everyone, but I want to reassure you that the health and wellbeing of you, our clients, is our number one priority.

During this time we are taking all proactive steps to keep you safe and continue to provide you a service.

To keep up to date, we are following advice from the Health Department of WA, Department of Communities WA and the National Disability Insurance Agency.

As you know, this advice is rapidly changing, so will continue to check it daily.

How are we managing infection control:

1. All staff are following strict infection control procedures which include washing / hand sanitising their hands before entering a client's home and after entering a home.
2. We are continuing to monitor the health of all of our staff and have a strict 'do not attend' work instruction should anyone feel unwell.
3. Our staff are practicing social distancing in all situations, including limiting any essential activities to a maximum of two people at any one time.
4. We have put in place a system where if a Brightwater staff member needs to visit you, they will contact you in advance to ask some simple questions about COVID-19 to ensure a safe service can be delivered.

Given the social distancing requirements outlined by the Federal and State Governments, we have also taken the following additional measures to ensure your safety:

1. We are reviewing all services and how we can deliver these to you in the safest way possible.
2. We are only operating essential services face-to-face based on your individual needs.
3. If we have to visit you, we need you to answer some simple questions in advance of our visit to ensure we can keep you and the community safe.
4. All other services, where possible and with your consent, will continue to be delivered by other means – such as over the phone/teleconferencing, via Skype or through other people in your life.
5. We also ask that you limit the number of people around you when you meet with Brightwater staff. If you know that other people need to be there, then please let the Brightwater staff know in advance so we can put social distancing measures in place.
6. Our main office will be manned by skeleton staffing only, with all other staff working remotely from home.

These guidelines may change as advice changes and we will keep you up to date with any new information.

If you have any questions, please email us at covid19@brightwatergroup.com and I will endeavour to respond within 24 hours.

We recommend the following resources for trusted information about Coronavirus:

- The World Health Organisation: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Australian Department of Health: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
- Western Australian Department of Health: https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus

In the meantime I encourage you stay home, stay well and follow the basic preventative strategies regarding stopping infection. Help flatten the curve.

Kind Regards,

Jennifer Lawrence, CEO