

7 April 2020

Dear Mambourin Community Member,

Re: Arrival questions and temperature checks for 1:1 supports

The health and safety of our community members and staff remains our top priority during the COVID-19 pandemic and we are continuing to introduce new procedures to ensure this.

We have been working in consultation with a medical advisor on new measures to reduce any risk of infection. On his advice we have introduced new procedures for 1:1 in-home support.

When a Mambourin staff member arrives to provide 1:1 supports in your home they will ask you several questions before entering. Families can also ask the staff member to answer the same questions.

1. Are you feeling unwell? If so, do you have a cough, a fever or shortness of breath? Is someone you live with unwell or displaying any of these symptoms?
2. Have you, or someone you live with, returned from overseas within the last 14 days?
3. Have you recently come into contact with someone who has been diagnosed with coronavirus by a doctor or asked to self-isolate?

If you answer yes to any of these questions – or if you do not answer – the staff member will not be able to provide in-home supports.

Some staff members will also have non-contact forehead thermometers with them. They may ask to take the temperature of the person they are supporting and/or any other family members in the home. At this time you can also request the staff member to take their own temperature.

Should someone present with a high temperature, the Mambourin staff member will not enter your home and cannot provide supports for that day.

The staff member will leave and support you remotely to access medical care either by referring you to the COVID-19 helpline or assisting you to make a medical appointment.

If a person is showing symptoms and presents with a temperature while receiving supports, they will be moved into an isolated room and asked to stay there under supervision until their emergency contact has been reached (if not at home) and/or appropriate transport to a medical centre can be provided.

We hope that this will bring all community members, parents and carers the peace of mind that we are doing everything we can to keep you safe.

Yours sincerely,



Rohan Braddy
Chief Executive Officer

