

27 May 2020

Dear Mambourin Community Member,

**Re: Update on return to services**

With the easing of restrictions, Victorian students started to return to school this week, which left some people wondering whether that meant they would be able to return to Mambourin's Community Hubs.

The latest version of the State Government's COVID-19 Plan for the Disability Sector, published last Friday, states that service providers can now operate provided we stick to cleaning and social distancing requirements. It encourages service providers to prioritise essential services, and continue to use alternative modes of service delivery for all other services where possible, particularly for people who are in the vulnerable or at-risk group.

Ensuring the health and safety of all Mambourin community members, including our customers and staff, remains our top priority. For this reason we will continue to implement a staged return to services over the coming weeks.

We understand that many people are keen to return to our Community Hubs, while others are not yet ready. We will work with you on an individual basis to ensure your service delivery mode is right for your particular circumstances. A member of our team will contact you to discuss your individual support needs.

We will continue to offer essential community supports (shopping, exercise, attending medical appointments), in-home supports, online programs, and exercise and recreational activities 1:1 and in small groups. The next stage will involve a return to hubs for some programs. We will give you more information about this after we have assessed everyone's individual needs.

You may be interested to know that while hubs have been closed we have been busy ensuring that our facilities strictly follow the latest social and physical distancing and infection control requirements.



This includes:

- Thorough cleaning of hubs
- Replacing some furnishings with items that are easier to clean and sanitise
- Measuring and marking safe distances in program rooms
- Putting up clear safety signage e.g. the number of people allowed in each room
- Working with our transport providers to ensure safe and hygienic travel
- Implementing updated infection control procedures
- Accessing important supplies e.g. non-contact thermometers, hand sanitiser
- Contacting each customer regarding their individual support needs.

We also encourage all Mambourin community members with mobile phones to download the COVIDSafe app and to get a flu vaccination. These extra measures will help to reduce the risk of any infection. Please let us know if you need assistance with this.

Please be reassured that by taking a careful and measured approach we are putting the wellbeing of the people we support ahead of all else.

Please feel free to contact me if you have anything you would like to discuss. My email address is [ceo@mambourin.org](mailto:ceo@mambourin.org) and my mobile number is 0409 136 157. Alternatively, you are welcome to contact your Hub Manager.

I thank you for your understanding and patience during this time.

Yours sincerely,



Rohan Braddy  
Chief Executive Officer