

10 January 2022

Dear Mambourin Community Member,

**Re: COVID-19 update**

We are very happy to start welcoming people back to services at Mambourin from today. I hope that you had an enjoyable holiday break with family and friends.

Unfortunately, we have seen a significant increase in COVID-19 cases across Victoria in the last few weeks. As always, the wellbeing of the people we support is our top priority and we are doing everything we can to keep everyone safe.

I would like to provide you with an update on the procedures we are putting in place to ensure the health and safety of our community.

To further reduce infection risk, we will:

- minimise visits between community hubs/work sites
- not allow unvaccinated visitors to community hubs/work sites (unless medical exemption)
- not allow any staff or customers to attend hubs if unwell or displaying cold and flu symptoms (even after negative test result)
- not support unvaccinated people in a group setting
- provide staff with Tier 3 PPE (personal protective equipment) including face shields and N95 masks.

**Impact on services**

We are currently only providing services in a group setting to people who are fully vaccinated. If you are unvaccinated, we will do our best to support you in a one-to-one capacity according to staff availability.

We currently have increased pressure on our staff teams. If we have insufficient staff due to an outbreak or people self-isolating, we will prioritise essential support services. In some instances, we may also have to cancel services. Please talk to us about your individual support needs so that we can have a plan in place for you.



## Testing requirements

The government has announced that a positive Rapid Antigen Test (RAT) will now be treated in the same way as a positive PCR test result.

If you receive a positive result on a RAT or PCR test you must:

- not attend any services
- inform us immediately of your result
- follow the Department of Health instructions regarding your required isolation period.

Please remember to tell us if you receive a positive result as soon as possible. This is vital as it allows us to quickly inform anyone else who may have been in contact with you to isolate and test. This minimises the risk of infecting other staff and community members.

For a step-by-step guide on what to do if you test positive, visit:

[www.coronavirus.vic.gov.au/checklist-cases](http://www.coronavirus.vic.gov.au/checklist-cases).

You can also find more information on the latest quarantine requirements and answers to FAQs on the Western Public Health Unit website: [www.wphu.org.au/](http://www.wphu.org.au/).

If you have any questions or concerns about this, please don't hesitate to speak to your local hub manager or you can contact me directly on 0409 136 157 or [CEO@mambourin.org](mailto:CEO@mambourin.org).

I understand that the ongoing changes to government requirements and the impact on our services continues to be very stressful. Thank you for your ongoing efforts to keep everyone at Mambourin safe – we really appreciate your care for our community.

Yours sincerely,



Rohan Braddy  
Chief Executive Officer