

# CORONAVIRUS

## COVID-19

**As Melba progresses with the implementation of our recovery plans and our cautious resumption of services, we wanted to share some information with you about the supports we are providing and how we will need to operate in this new environment. Importantly, in order to ensure the safety of the people we support and our staff, we will comply with advice from the Victorian Chief Health Officer and current government restrictions.**

Melba has strong infection control protocols. Our staff have undergone additional training and understand how important it is to ensure personal hygiene and the cleanliness of the area they work in.

Staff have the personal protective equipment they need and will use this as necessary to ensure the safety and well-being of everyone. We continue to draw on the advice of our Medical Adviser, Dr Sandars and our Practice, Quality and Safeguards division headed by Dr Jurgens.

We also need to ask for your understanding and help as we gradually return to full supports. We ask you to let us know if you, your family member or person you care for is unwell.

As you would understand, we ask that anyone to whom we provide support does not come to any of our worksites if they are unwell so that we can do our part to keep other people we support and our staff well.

If a person we support has had a COVID-19 test, we ask that you let us know that they have had the test and whether the test was because they had symptoms. We also ask that you advise us of the results of the test.

If there are changes to your support arrangements, Melba will discuss and agree these adjustments with you in advance.

Melba will continually review and monitor the progress and impact of the COVID-19 pandemic. While we hope this is not the case, in the event of a resurgence of the virus (so-called 'second wave') new Government restrictions may be imposed and Melba may be required to adjust or suspend services for individuals or at our service sites.

Naturally, if such a situation arises we will contact you.

We welcome any questions or feedback you might have via our Coronavirus hotline - 1300 MYMELBA (1300 696352).

**We thank you for your patience and understanding throughout these very challenging times.**

**Stay safe.**

## Simple steps to stop the spread

