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## 1. About using this information

This pack of communications is intended to guide internal and external communications for the UnitingCare West (UCW) team, our volunteers, the people we support and other stakeholders.

The messaging providing is intended to inform the information that we share with each other and with the people we support.

**IMPORTANT:** Please ensure that you use this information as a guide. You will need to apply nuanced and stakeholder-specific language in your verbal and written communications. Remember that what is applicable and suitable for one group of people may not be for another group.

While the essence of the information should not be changed, use your judgement and knowledge of the people you work with in determining the correct messaging and seek approval or review as per the protocols below.

## 2. Protocols

The COVID-19 outbreak is complex, rapidly changing and unprecedented. To ensure that our internal and external communications reflect the latest information and are consistent with the position of the organisation, please follow the following protocols.

| Communication                            | Response by                                      | Resource used | Approval / review required  |
|--|--|---------------|---|
| Media enquiries                          | Lead – Communications                            | All           | CEO   |
| General queries – phone & email          | Reception  | Internal FAQs | Refer to Practice Lead, PPL Service Quality Governance or Lead - Communications |
| Participant/client phone & email queries | Practice area                                    | Client FAQs   | Practice Lead discretion, PPL Service Quality Governance advice                 |
| Participant/client letters               | Practice area                                    | Client FAQs   | Practice Lead, PPL Service Quality Governance<br>Lead - Communications          |
| Volunteer letters / guidelines           | Volunteer Coordinator<br>Food Rescue Coordinator | Internal FAQs | Practice Lead<br>Lead - Communications  |
| UCW team enquiries                       | Practice area                                    | Internal FAQs | Practice Lead discretion, PPL Service Quality Governance advice                 |

### 3. Media Statement – 16 March 2020

**People who are already experiencing vulnerability and hardship in our community are more at risk when a public health emergency occurs; as adequate access to hygiene facilities, a safe home – or people to support them become difficult to access.**

UnitingCare West is deeply concerned about the potential impacts of COVID-19 on our team, our volunteers, the people we support and the broader community.

We have been monitoring the situation closely and have implemented a COVID-19 Response Plan which will be updated regularly to guide our ongoing response to this rapidly changing situation.

We will continue to be guided by advice from WA Health and other authorities as well as taking additional measures to protect the health and wellbeing of people wherever appropriate. This includes distributing information to our team, our volunteers and the people we support to inform them of what this may mean for them.

Avoiding the spread of the virus depends on our collective and individual responsibility. At UCW, we are taking action to maintain the good health and wellbeing of our team and others by:

- Meeting, at minimum, public health directives to protect people
- Following best-practice hygiene practices to prevent the spread of infection
- Adopting flexible work practices such as working from home and staggered working hours
- Using underutilised spaces as temporary offices or support service locations
- Ensuring team members quarantine themselves and seek a medical diagnosis when they or someone in their household feels ill
- Identifying how services may be able to altered to minimise risk of infection while still providing the essential supports
- Cancelling or postponing non-essential meetings or gatherings of people
- Arranging phone or video meetings with people wherever possible
- Postponing all non-essential volunteering
- Asking visitors not to enter offices if they have COVID-like symptoms, and call us instead.

The situation we are experiencing is complex, rapidly changing and unprecedented. We would like to acknowledge the commitment and hard work of our team members and the support from our volunteers, partners and health professionals.

We'll continue to review our response to the outbreak and provide regular updates to our team, our volunteers, the people we support and their families.

For up to date information, we recommend you regularly visit the following websites:

[WA Department of Health](#)

[Australian Department of Health](#)

## **4. Frequently Asked Questions (FAQ) - Internal**

### **4.1 COVID-19 (Novel Coronavirus)**

#### **4.1.1 What is COVID-19?**

COVID-19 is a new strain of human coronavirus which usually causes mild illness but can cause severe illness in some people. It is usually transmitted by:

- Close contact with an infectious person, including 24 hours before they start showing symptoms
- Contact with an droplets from an infected person's cough or sneeze
- Touching your face or mouth after touching door knobs, handrails on public transport or workstation equipment which has traces of the virus.

#### **4.1.2 What are the symptoms of COVID-19?**

The most common symptoms of COVID-19 are recent onset of any or all of the following:

- Fever (common)
- Cough (common)
- Sore throat (sometimes)
- Shortness of breath (sometimes)
- Fatigue (sometimes).

Symptoms can range mild to severe however, for most people, COVID-19 will be a mild infection.

#### **4.1.3 How do I protect myself and others?**

The best way to protect yourself and others is to practice good hygiene. This includes:

- Coughing or sneezing into a disposable tissue, clothing or your elbow
- Disposing of used tissues properly
- Closing the toilet lid before flushing
- Washing your hands thoroughly and often with soap and water
- Regularly using alcohol-based hand sanitisers
- Cleaning and disinfecting surfaces
- If you feel ill, avoid contact with others (1.5m), place yourself in self-isolation and seek medical advice.

#### **4.1.4 What does self-isolation mean?**

Self-isolation means that you:

- Do not go to public places such as work, school, shopping centres, childcare or university
- Ask someone to get food and other necessities for you and leave them at your front door
- Do not let visitors in — only people who usually live with you should be in your home
- Do only need to wear a mask outside of your home
- Should stay in touch by phone and online with your family and friends
- Continue to isolate yourself until you have a "Fitness for Work" certificate.

## **4.2 Managing your health and wellbeing**

### **4.2.1 When should I self-isolate?**

You should self-isolate if you:

- Are feeling ill or someone in your household is feeling ill (or have COVID-19 symptoms)
- Travel overseas - for a period of 14 days after you have entered Australia
- Have been in close contact with a confirmed case of COVID-19.

If you are in any doubt about whether to self-isolate, talk to your Team Lead or Practice Lead or to People Services before going to work. You can also call the Coronavirus Health Information Line on 1800 020 080.

### **4.2.2 What if I have family or friends staying with me who need to self-isolate?**

All travellers must self-isolate for 14 days after arrival in Australia. You should seek medical advice, or call the Coronavirus Health Information Line on 1800 020 080.

### **4.2.3 What should I do if I am feeling ill or someone in my household is feeling ill?**

If you or one of your household members are feeling ill or experiencing symptoms consistent with COVID-19 you should stay at home, notify your Team Lead or Practice Lead (who will contact People Services) and contact your medical professional for advice. You should:

- Self-isolate at home (as detailed above)
- Practice good hygiene (as detailed above)
- Avoid cooking for or caring for other members of your household wherever possible
- Avoid close contact with other people.

You can also call the Coronavirus Health Information Line, 24 hours a day, 7 days a week on 1800 020 080.

### **4.2.4 What should I do if I am diagnosed with COVID-19?**

Your medical professional will advise you on action that you need to take. You will need to immediately notify your Team Lead or Practice Lead (who will contact People Services) and stay at home self-isolation for 14 days.

Once symptoms have passed and you are well, you will need a "Fitness for Work" certificate to return to work and a medical certificate to support your absence.

### **4.2.5 What do I do if I have been in close contact with someone who has COVID-19?**

Being at the same location with a confirmed case does not necessarily mean you have been in close contact with that person. Close contact is when:

- You have been in face-to-face contact for at least 15 minutes, or have been in the same enclosed space for at least 2 hours, as someone who has tested positive for COVID-19 when that person was infectious
- If you are concerned, please talk to your manager before going to work, and ring the Coronavirus Health Information Line on 1800 020 080 to confirm if you need to self-isolate
- If you are unwell with any illness you should always stay at home and seek advice from your medical professional before going to work.

#### **4.2.6 What should I do if I have an underlying health condition and I am concerned that I am at increased risk of COVID-19 when working?**

Speak to your Team, Operations or Practice Lead, or to People Services.

You may be able to utilise flexible work practices such as working from home and staggered working hours to ensure that you can maintain the function of your role while being better protected. If flexible work practices are not suitable for you or your work, People Services will work on an appropriate solution.

### **4.3 Travel Advice**

#### **4.3.1 Where can I get up to date travel advice?**

Travel advice is changing often, so please visit [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for up to date information.

#### **4.3.2 What do I do if I need to travel?**

UCW asks that all employees consult [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for up to date travel information, and follow the advice provided by DFAT.

You may be required to self-isolate on your return if travel becomes necessary. Please refer to the Pandemic Plan Leave Policy, and the “Accessing appropriate leave” section below, for information regarding leave arrangements in this circumstance.

#### **4.3.3 What do I do if I already have a trip booked overseas?**

You need to tell your Team Lead or Practice Lead and email [Jen.Park@unitingcarewest.org.au](mailto:Jen.Park@unitingcarewest.org.au) for adding to the UCW Travel Register (include destination, departure and return dates).

### **4.4 Managing our workplace**

#### **4.4.1 Are we stopping people from coming into UnitingCare West offices?**

No, but we are asking that no one enter an office if they have any of the symptoms which indicate COVID-19 infection. People are asked to phone us instead on 1300 663 298. We also ask all visitors to follow personal hygiene practices and be mindful of the situation.

#### **4.4.2 What will happen if a person is confirmed as having COVID-19 at a UnitingCare West service or office?**

Do not panic. People Services will undertake an immediate risk assessment and will advise people on what actions to take.

Remember, being at the same location with a confirmed case might not make this close contact. Unless you meet the definition of close contact (as detailed above), you should still attend work as usual if you feel well. Working as usual also includes our flexible work practices, which have been designed to protect you while also maintaining the important work we do in supporting the people we serve.

#### **4.4.3 Will an office or service close if there is an outbreak of COVID-19?**

Once a risk assessment has been made, UCW will follow advice from WA Health and determine the best course of action for any location where a case of COVID-19 has been recorded.

Maintaining the health and wellbeing of our team, the people we support and the community is an absolute priority for UCW.

### **4.5 Volunteers**

#### **4.5.1 Why are we postponing all volunteer work?**

We greatly value the important contribution our volunteers make in serving our community and the people we support.

All non-essential volunteer work with UCW has been postponed from 17 March 2020 until further notice.

This difficult decision has been made to protect the health and wellbeing of our volunteers, our team and the people we support.

If volunteers have any questions, please direct them to Elaine Healy, Volunteer Coordinator, on [volunteers@UnitingCareWest.org.au](mailto:volunteers@UnitingCareWest.org.au).

### **4.6 Accessing Appropriate Leave**

#### **4.6.1 What leave do I take if I need to self-isolate?**

If you are a permanent employee you will need to use your personal or annual leave as usual. There are also arrangements for casual employees (below). Please also read the Pandemic Plan Leave Policy for detailed information.

#### **4.6.2 What happens if I don't have any leave available?**

If you are a permanent employee who has been medically confirmed as having COVID-19, and you have exhausted your personal and annual leave entitlements, you will be able to access up to 10 working days personal leave in arrears for full time staff (pro-rata for part time staff).

You can choose to take unpaid leave, and not use your annual leave or go into arrears, as long as all your personal leave has been utilised.

#### **4.6.3 What if I'm a casual employee?**

Casual employees who have been confirmed as having COVID-19 will be able to access up to 10 days paid personal leave due to the exceptional circumstances. In this instance, you won't be entitled to the 25% loading for days taken as personal leave.

#### **4.6.4 What if I need more leave, and I've exhausted all my entitlements?**

You can take additional medical leave as unpaid leave. You should discuss this with your Team Lead or Practice Lead.

#### **4.6.5 Is working from home an option?**

Although many of our team are frontline staff, some roles may be able to work from home. You will need to speak to your team lead or practice lead to confirm if this is possible for you. You should also refer to our *Flexible Working Policy*.

#### **4.6.6 Do I need to have a clearance to return to work?**

A “fitness for work” certificate will be required before you can return to a work environment. You will also need a medical certificate that confirms you have had COVID-19 as part of your leave requirements.

#### **4.6.7 What happens if my child’s school or childcare centre closes?**

If your children can’t attend school or childcare you may be able to work from home if your role allows. You should discuss this with your Team Lead or Practice Lead. You will also be able to access your personal or annual leave to care for your children.

Permanent employees can access up to 10 days personal leave in arrears (pro-rata for part time employees).

Casual employees can access up to 10 days personal leave to care for children who can’t attend school during the crisis. In this situation you won’t be entitled to the 25% loading for days taken as personal leave.

### **4.7 Media enquiries**

#### **4.7.1 What should I do if I am approached by the media?**

If you or a member of your team are approached by media for any reason, follow the standard protocol by referring them to Ren Adams, Lead – Communications & Engagement on 0422 146680 or [Ren.Adams@unitingcarewest.org.au](mailto:Ren.Adams@unitingcarewest.org.au).

## 5. FAQ – People we Support

This FAQ is designed to assist the UCW team in responding to queries and communicating with the people we support, their families and relevant support partners.

All communications will need to be adapted to communications with specific people and in response to particular questions.

### 5.1 COVID-19 (Novel Coronavirus)

#### 5.1.1 What is COVID-19?

COVID-19 is a new strain of human coronavirus which usually causes mild illness but can cause severe illness in some people. It is usually transmitted by:

- Close contact with an infectious person, including 24 hours before they start showing symptoms
- Contact with an droplets from an infected person’s cough or sneeze
- Touching your face or mouth after touching door knobs, handrails on public transport or shared equipment which has traces of the virus.

#### 5.1.2 What are the symptoms of COVID-19?

The most common symptoms of COVID-19 are recent onset of fever and cough. Having a sore throat, shortness of breath and fatigue are some of the other symptoms. Having a sniffily nose is not a symptom of COVID-19.

Symptoms can range mild to severe however, for most people, COVID-19 will be a mild infection.

#### 5.1.3 How do I get up-to-date information about COVID-19?

For up to date information, we recommend you regularly visit the following websites:

WA Department of Health - [ww2.health.wa.gov.au](http://ww2.health.wa.gov.au)

Australian Department of Health – [www.health.gov.au](http://www.health.gov.au)

#### 5.1.4 Can I get information about COVID-19 in different languages?

Yes, the Australian Department of Health has a wide range of resources in many languages –

[www.health.gov.au/resources/translated](http://www.health.gov.au/resources/translated)

## 5.2 UnitingCare West response to COVID-19

### 5.2.1 How is UCW responding to COVID-19?

We are deeply concerned about the potential impacts of COVID-19 on our team, our volunteers, the people we support and the broader community.

On 16 March, we implemented a COVID-19 Response Plan which includes taking these actions to maintain the good health and wellbeing of our team and the people we support by:

- Meeting or exceeding public health directives to protect people

- Following best-practice hygiene practices to prevent the spread of infection
- Adopting flexible work practices
- Ensuring UCW team members self-isolate when they or someone in their household feels ill
- Conducting a full review of our services and supports to identify what we can alter to minimise risk of infection while still providing the essential supports
- Cancelling or postponing non-essential meetings or gatherings of people
- Arranging phone or video meetings with people wherever possible
- Postponing all non-essential volunteering
- Asking visitors not to enter offices if they have COVID-like symptoms, and call us instead.

The situation we are experiencing is complex, rapidly changing and unprecedented.

We will continue to be guided by advice from WA Health and other authorities as well as taking additional measures to protect the health and wellbeing of people wherever appropriate.

### **5.2.2 How will you keep us informed?**

We will do our best to keep all of the people we support informed of the situation as it evolves. This includes direct conversations, emails, phone calls, SMS text messages and information on our website.

If you have any questions or concerns about our response to the situation, please speak with your regular support worker or call us on 1300 663 298.

## **5.3 Potential impacts on services**

### **5.3.1 Are we stopping people from coming into UCW services?**

No, but we are asking that no one enter if they have any of the symptoms which indicate COVID-19 infection. People are asked to phone us instead on 1300 663 298.

### **5.3.2 What will happen if a person is confirmed as having COVID-19 at a UCW-run service or office?**

Do not panic. Speak with your support worker and self-isolate yourself as best you can.

We will assess the risk to you and let you know what actions will need to be taken. Remember, being at the same location as someone with a confirmed case does not always mean you have been in close contact.

### **5.3.3 Will the supports I receive be affected?**

Depending on the situation, UCW will follow advice from WA Health and determine the best course of action for any location where a case of COVID-19 has been recorded.

Maintaining the health and wellbeing of our team, the people we support and the community is an absolute priority for UCW.

### **5.3.4 How long will this go on for?**

It's very difficult to say but we expect COVID-19 to be around for at least the next few months. We will keep you up-to-date as much as possible and please continue to speak with your support worker.

## **5.4 Staying safe and healthy**

### **5.4.1 How do I protect myself and others?**

The best way to protect yourself and others is to practice good hygiene. This includes:

- Coughing or sneezing into a disposable tissue, clothing or your elbow
- Disposing of used tissues properly
- Closing the toilet lid before flushing
- Washing your hands thoroughly and often with soap and water
- Regularly using alcohol-based hand sanitisers
- Cleaning and disinfecting surfaces
- If you feel ill, avoid contact with others, place yourself in self-isolation and seek medical advice.

### **5.4.2 What should I do if I am feeling ill or someone in my household is feeling ill?**

If you or a member of your household are feeling ill or experiencing symptoms consistent with COVID-19 you should stay at home, notify your support worker and contact your medical professional. You should:

- Self-isolate at home
- Practice good hygiene
- Avoid cooking for or caring for other members of your household wherever possible
- Avoid close contact with other people.

You can also call the Coronavirus Health Information Line, 24 hours a day, 7 days a week on 1800 020 080.

### **5.4.3 What does self-isolation mean?**

Self-isolation means that you:

- Do not go to public places such as work, school, shopping centres, childcare or university
- Ask someone to get food and other necessities for you and leave them at your front door
- Do not let visitors in — only people who usually live with you should be in your home
- Do only need to wear a mask outside of your home
- Should stay in touch by phone and online with your family and friends
- Continue to isolate yourself until you have medical clearance.

### **5.4.4 When should I self-isolate?**

You should self-isolate if you:

- Are feeling ill or someone in your household is feeling ill (or have COVID-19 symptoms)
- Travel overseas - for a period of 14 days after you have entered Australia
- Have been in close contact with a confirmed case of COVID-19

If you are in any doubt about whether to self-isolate, please contact your support worker and call the Coronavirus Health Information Line on 1800 020 080 for advice.

### **5.4.5 What should I do if I am diagnosed with COVID-19?**

Your medical professional will advise you on action that you need to take. You will need to immediately stay at home in self-isolation for 14 days and notify your support worker.

Once symptoms have passed and you are well, you will need a medical clearance to return to regular life.

#### **5.4.6 What do I do if I have been in close contact with someone who has COVID-19?**

Being at the same location with a confirmed case does not necessarily mean you have been in close contact with that person. Close contact is when:

- You have been in face-to-face contact for at least 15 minutes, or have been in the same enclosed space for at least 2 hours, as someone who has tested positive for COVID-19 when that person was infectious
- If you are concerned, please call the Coronavirus Health Information Line on 1800 020 080.

## **6. FAQ – Tranby Centre & homelessness services**

**This FAQ is specific to Tranby Centre and should be used in addition to FAQ above.**

### **6.1.1 Is Tranby Centre still open?**

Yes, Tranby is still operating every day from 7am-7pm, with a reset time of 1pm-2:30pm each day.

### **6.1.2 Is it possible that Tranby Centre will close due to COVID-19?**

At this stage, it's too early to tell. UnitingCare West is working closely with St. Patrick's Community Support Centre and Ruah Community Services to ensure our combined homelessness services have a combined, coordinated response to COVID-19.

All three homelessness services are dedicated to remaining open and providing supports for people as long as possible.

### **6.1.3 What are you doing at Tranby Centre to manage the situation?**

We are working to reduce and manage the risks to our team and the people we support by:

- Screening and temperature-reading people to identify COVID-like symptoms before entry
- Directing people to the COVID-19 clinic at Royal Perth Hospital where symptoms are found
- Requiring people to clean their hands with hand sanitiser before entry
- Restricting numbers of people inside Tranby Centre at any one time to 20 people only, in 45 minute intervals with 15 minutes to clean the space between each session
- Education and directions to COVID-19 clinics inside and at the door
- Ensuring that priority is always given people experiencing rough sleeping
- Promoting good hygiene practices consistently and regularly.

We have a roster of team-members to ensure that Tranby Centre can continue to operate if any of the team are required to go into self-isolation.

### **6.1.4 Are meals still being provided?**

Yes, although getting access to food is becoming more difficult. We are providing takeaway food and drink options wherever possible and providing vouchers for people to buy their own food.

We are seeking help from the community to assist us with food donations as several regular sources are no longer available, such as our volunteer-based Food Rescue service.

### 6.1.5 What can people do to help?

We welcome donations of non-perishable food and drinks, sanitary items, cleaning products and freshly made packaged food (suitable for takeaway). Thankfully, we have plenty of toilet paper.

### 6.1.6 What is happening with UCW's other homelessness services?

**Our Assertive Outreach services** continue Monday to Friday 6:30am to 11:30am and have the capacity to respond to community requests.

Screening of people is done at a safe distance before further support is offered. Outreach workers are taking extra food supplies to support people who may not have accessed Tranby or other day centres.

COVID-19 education and care resources are given to people experiencing rough sleeping.

The properties used for our **Homeless Accommodation Support Service (HASS)** remain open with additional cleaning, hygiene education, screening and other safety measures.

## 7. FAQ – Individualised Services (disability / mental health)

**This FAQ is specific to Individualised Services at UCW and is being provided to participants along with general information from the FAQ – People we Support.**

### 7.1 Potential impacts on services

#### 7.1.1 Are UCW still delivering services and support in my area?

The services you have been receiving are still being delivered. However, plans are well underway to assess what services may be affected if you or a UCW staff member become unwell or are required to self-isolate or quarantine.

#### 7.1.2 How will support in the community be affected?

People who receive community-based services will not be supported to attend high-risk areas including shopping centres and recreation centres until further notice.

Some people will be supported by different staff and new staff, in order to facilitate the allocation of specific pools of staff to those who receive between 8 and 24 hours of support per day. If you are going to be affected by staff changes, every effort will be made to let you know prior to the change.

As a last resort, if staff become unavailable and we are unable to provide an appropriate replacement, you will be contacted by a team member. This will be more likely to occur where people are supported between 3 and 6 hours per week. We will provide as much notice as possible if this occurs.

#### 7.1.3 How will support in My Home be affected?

Outside visitors are being minimised where possible. If a family member would like to visit, please contact your Operations Lead.

Our scheduling team are also working to restrict the pool of staff working in each home, so as to reduce the risk of infection.

## 8. Standard letter - participants / people we support

This letter is designed for email and/or post (on letterhead template) and should be adapted to the needs of your particular service and the people you support. Please ensure you seek approval prior to sending your adapted version, as per the Protocols.

Dear

You will be aware that the outbreak of COVID-19 (Coronavirus) is evolving rapidly.

Your health and wellbeing is an absolute priority for us at UnitingCare West and we will aim to keep you up-to-date with information on how we're responding to the situation.

We have a response plan and are monitoring the situation closely. We are working hard to ensure that any action we take is informed by the best public health advice and is suitable for your situation.

This can be a confusing and overwhelming time for you, your friends and your family. We are here for you and will keep you informed as best we can during this difficult time. Please feel free to contact your Support Worker if you are worried or need more information.

In the meantime, you can find useful information on the websites listed below.

### Stay up-to-date with the facts

- Healthy WA - [www.healthywa.wa.gov.au](http://www.healthywa.wa.gov.au)
- Australian Government Department of Health - [www.health.gov.au](http://www.health.gov.au)
- Information in different languages - [www.health.gov.au/resources/translated](http://www.health.gov.au/resources/translated)

### If you're feeling unwell or suspect you have been exposed to COVID-19:

- Self-isolate yourself and avoid personal contact with other people
- Contact your Support Worker
- Seek medical advice or contact the Coronavirus Health Information Line on 1800 020 080
- Wash your hands thoroughly and often
- Cough or sneeze into disposable tissues, or into clothing or your elbow
- Avoid touching your face or mouth.

Please feel free to contact me on XXXX XXXX or [email address here] if you have any questions or concerns.

## 9. Volunteer letter from CEO

**This letter can be adapted and used for emailing to particular volunteers.**

### Important message for UCW volunteers

17 March 2020

Dear valued volunteer

You will be aware that the outbreak of COVID-19 (Coronavirus) is evolving rapidly.

As a member of the UnitingCare West team, your health and wellbeing is an absolute priority for us.

**To uphold our responsibility to you, we have made the difficult decision to suspend all non-essential volunteer work until further notice.**

**This is effective immediately across all of our services.**

We have enacted a response plan and are monitoring the COVID-19 situation closely. We are working hard to ensure that any action we take is informed by the best public health advice and is suitable for our team, the people we support and the general community.

While this decision may seem drastic, we feel it is a necessary action in this fast-changing and unprecedented situation. We will stay in touch with you as we find out more.

In the meantime, you can find useful information on the websites listed below.

#### Stay up-to-date with the facts

- Healthy WA - [www.healthywa.wa.gov.au](http://www.healthywa.wa.gov.au)
- Australian Government Department of Health - [www.health.gov.au](http://www.health.gov.au)

#### If you're feeling unwell or suspect you have been exposed to COVID-19:

- Self-isolate yourself and avoid personal contact with other people
- Seek medical advice or contact the Coronavirus Health Information Line on 1800 020 080
- Wash your hands thoroughly and often
- Cough or sneeze into disposable tissues, or into clothing or your elbow
- Avoid touching your face or mouth.

Please feel free to contact us on [volunteers@UnitingCareWest.org.au](mailto:volunteers@UnitingCareWest.org.au) or 1300 663 298 if you have any questions or concerns.



Amanda Hunt  
Chief Executive Officer