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ABN 28 208 514 271

31/07/2020

Dear Staff, Clients, Families and Carers

I hope this letter finds you and your loved ones keeping safe and healthy.

This update is to provide you with information regarding Breakaway Toowoomba's current services and practices in-line with the latest legislation and requirements to keep our team, our clients and their loved ones safe.

Updated Restrictions on Client Supported Activities

In light of the recent Coronavirus (COVID-19) related case developments in South East Queensland, Breakaway will be enacting new operational requirements in the provision of client support services.

What this means for you

As of **Monday 3rd August 2020**, the following operational requirements will be in effect;

- All Breakaway Support Workers providing community support to clients **MUST** wear a protective mask covering the nose and mouth **AT ALL TIMES** during their shift including car travel with the client
- All clients receiving community support from Breakaway **MUST** wear a protective mask covering the nose and mouth **AT ALL TIMES** during their periods of support including car travel with their Support Worker
- Support Workers and clients **MUST** wash hands regularly and use of hand sanitiser
- All Breakaway staff and clients **MUST** keep physical distance from each other
- When collecting and dropping off a Breakaway fleet vehicle, staff **MUST** wipe down all relevant parts of the interior with antibacterial wipes provided and use hand sanitiser before and after being in the vehicle
- Hand sanitiser, antibacterial wipes and disposable face masks will be supplied by Breakaway for use as per the above

Supported Independent Living (SIL) House Requirements

All Breakaway houses are operating in adherence with the current government legislation and requirements.

The residents of Breakaway houses are still allowed to have family members visit the house however they **MUST** still adhere to physical distancing requirements and use hand sanitiser regularly.

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Visitors **MUST NOT** be exhibiting any signs of illness or suspected Coronavirus (COVID-19) symptoms otherwise they will not be permitted on the premises.

More Information & How to get in touch

The Queensland Government's *Roadmap to Easing Queensland's Restrictions; A Step Down Approach to COVID-19* is available to view via the Breakaway website [here](#).

At this stage the Queensland Government has not issued any update to this document or the current restrictions. Breakaway will continue to provide support in accordance to all governing body restrictions and guidelines with our own additional hygiene practices in place as outlined above.

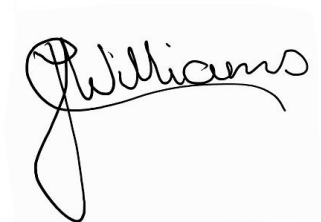
In order to continue to manage risk associated with the potential spread of the virus in our office environment, our team are still working from multiple locations. Should you need to contact the office or your Client Liaison Officer (CLO) please do so over the phone or via email.

Thank you

Thank you for your ongoing support and understanding during this time. Please be assured we are continuing to provide vital respite and support services to our local community during this period of global change and uncertainty.

We will keep providing you with regular communications and information updates as and when they become available. In the interim please keep updated via our website, email and social media pages and contact us with any questions or concerns.

Yours sincerely



Carolina Williams
CEO