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## 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.

### Supported Independent Living (SIL) House Visitation

As per the latest information from the Queensland Government, from 31/08/2020 all Breakaway houses are now under lockdown with restricted visitation procedures in place.

The residents of Breakaway houses may only have up to **2 visitors** at any one time.

#### Visitors **MUST**;

- wear masks
- maintain 1.5m social distancing
- wash hands/use hand sanitiser regularly
- keep to one room of the house

#### Visitors **MUST NOT**;

- be exhibiting any signs of illness or suspected Coronavirus (COVID-19) symptoms
- have returned from overseas in the last 14 days
- have visited an area identified as a Coronavirus (COVID-19) hotspot within the last 14 days

Visitors who meet any of these criteria will not be permitted on the premises.

### Further Information & How to get in touch

For more information you can visit the Queensland Government website [www.qld.gov.au/](http://www.qld.gov.au/) for the latest on all enforced restrictions and listings of Coronavirus (COVID-19) hotspots. Breakaway Toowoomba will also continue to provide 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.

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In order to manage risk associated with the potential spread of the virus in our office environment, our team are now 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.

Yours sincerely



Carolina Williams  
CEO