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ABN 28 208 514 271

01/04/2020

## Dear Clients, Families and Carers

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

In this time of uncertainty and change, Breakaway has undergone some updates in response to the Coronavirus (COVID-19) both with regards to the impact it has had on us as an organisation as well as the way we are continuing to provide you with the highest level of service and support.

### Decrease in demand for services

As expected in a time of potentially increased risk and vulnerability, we here at Breakaway have experienced a decrease in demand for our services. This decrease, and the changes that come along with it, has meant we are having critical and regular reviews of how our business runs to ensure we continue to provide our vital services and keep as many staff as possible working.

One of these changes has been a necessary reduction in staff hours to ensure we can keep as many people employed and providing essential services to our valued clients.

### Updated hours for your Client Liaison Officer (CLO)

While we have had to make adjustments to our Client Liaison Officer (CLO) hours and availabilities at this time, please be assured there will always be someone available to assist you if your CLO is unavailable.

CLO current availability as follows;

<b>Denise Wilson</b>	Tuesday – Friday (8.30am – 5pm)
<b>Dominic Griffiths</b>	Monday – Thursday (8.30am – 5pm)
<b>Filipe Montoya</b>	Monday & Tuesday; Thursday & Friday (8.30am – 5pm)
<b>Gavin Sabburg</b>	Monday – Friday (8.30am - 3.30pm)
<b>Marinda Garland</b>	Monday – Friday (8.30am - 2.30pm)

### How to get in touch

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 and should you need to contact your CLO please do so over the phone or via email.

If you need to speak to your CLO outside of their new working hours please contact us here at the office and we will put you in touch with a CLO who will be able to assist in their absence.

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## Thank you

Thank you for your ongoing support and understanding during this time.

Please be assured we are doing all we can to continue to provide you with a high standard of support and remain strong in our commitment to ensuring clients, families and staff are kept safe and healthy during this time.

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

Yours sincerely



Carolina Williams  
CEO