

ASPIRE CORONAVIRUS UPDATE



Dear Customers and Families,

The current situation surrounding the spread of Coronavirus is changing daily and Aspire continues to monitor the situation to ensure that we are at all times considering the health and well being of our Customers, Clients, Staff and Community.

Below is a link to the NDIA website which provides some great information for all of us. A lot of the important information is published in Easy Read as well as other languages. The information includes:

- Coronavirus information
- Keeping yourself safe
- Participant information
- Advice for providers
- Coronavirus (COVID-19) frequently asked questions

I highly recommend taking the time to look through the fact sheets and information for customers. If you have trouble accessing this information, please let us know so that we can support you with this.

NDIA web link:

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response>

Our Executive Leadership team are closely monitoring official advice from the relevant government and health departments, and are meeting daily to discuss our ongoing response. Our ability to continue supporting you, our valued customers, during this time of uncertainty is our top priority.

We have been assessing the various scenarios that could occur in the future to develop appropriate responses to each situation. Please be assured that Aspire is well prepared for a variety of situations that may occur in the future.

At this point in time its business as usual in the sense that all of Aspire's programs will continue to operate whilst incorporating strict hygiene policies and processes.

We are implementing all of the directions and recommendations provided to us by the Health Departments and Governments to ensure we can continue to provide supports to people who require this.

Our staff are vigilant in the following:

- Washing our hands frequently with soap and water, especially before and after eating, and after going to the toilet.
- Covering our cough and sneeze, disposing of tissues, and washing our hands.
- If unwell, we are avoiding contact with others and are directed to staying at home.
- If in contact with anyone unwell, we are avoiding contact with others and staying at home.
- Exercising personal responsibility for social distancing measures (where possible, staying more than 1.5 metres from people).

We want to work with you, our customers, to continue to provide services in the current challenging environment, so we are looking to adapt our service delivery to meet your needs *where possible*. I would encourage any customers or families to contact our Customer Service Team to discuss what changes we could make to support you.

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If you are unwell, or anyone in the house is unwell, please stay at home, this is the safest thing for you to do.

Everything of course may change if our Government provides us with a different direction.

We are very mindful of the stress and anxiety that the current situation is causing customers, families and the community, and we want to work together with you to keep you informed and reassure you that we will do all we can to support you. It's business as usual at Aspire.

I will keep providing you with regular updates in the near future.

Regards,



Nigel Stone

Chief Executive Officer