



15/05/2020

COVID-19 UPDATE

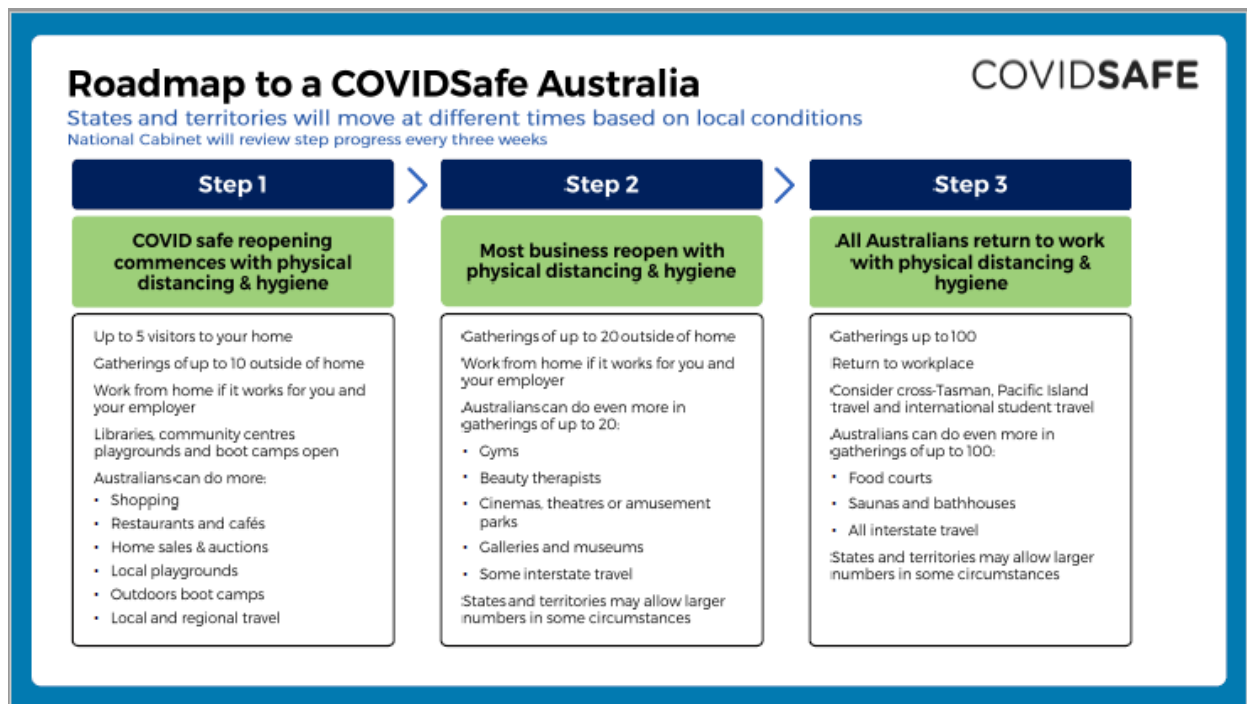
Dear Carers,

Covid-19 updates will now be sent fortnightly so as not to inundate your inbox with information as we appreciate and understand that updates will be coming from many different sources.

If we receive any information within the fortnight which impacts you and the Jarjum you care for, we will ensure this is communicated to you as soon as possible.

Restrictions Easing

Commencing Friday 15th May 2020, restrictions will be easing. Please see the below roadmap for your information:





Education

This week would have seen students slowly transitioning back into the classroom with the aim to increase as we move through the phases set by the NSW Government. If at any stage you feel it's detrimental to you or the children's health and safety to return to school, then we support your decision to continue online learning until such time you're comfortable. Please continue to discuss any concerns with your caseworker.

Boredom Busters

The Boredom busters should be arriving this week. There was a delay with the manufacturer which in turn, caused a delay with delivering it to you. We apologise for any inconvenience this may have caused.

Carer Covid Allowance

Carers will be receiving additional payments to assist with financial support which covers food, internet access, personal protective equipment and health and well-being purchases. You will receive the first payment for April 2020 next week. This payment will be smaller than the projected May and June payments as we excluded food due to receiving gift cards. The payments for May and June 2020 will occur every month following. We will review the payment at the end of June 2020 and will communicate the outcome as we know. If you require any further information, please contact your caseworker directly.

Home Visits & Placement Monitoring

Your caseworker will continue to communicate with you throughout this time regularly. Home visits remain postponed and staff will conduct your normal home visit by phone call or facetime. Staff do need to speak with or communicate with children in care as part of our obligations to monitoring their care.

What does this mean for you and the children in your care?

Your caseworker will still be available to assist you with any services and supports you require. Weekly phone and/or facetime calls will be made to ensure we remain connected.

After Hours Number

You can still contact our after-hours number on 1800 822 863. Staff monitoring this number will make every effort to assist your call. Please be reminded that the on-call phone number is for



emergency and critical incidents. If any child requires medical attention, please inform the
dial 000. In the event of an emergency, please dial 000.

How does this decision affect family time?

We are assessing and reviewing the situation as restrictions ease. We recognise and understand the importance of family time. At this point, family time will need to continue via facetime, phone calls and/or text messages. Our decisions will continue to protect the health and well-being of our regional communities and our most vulnerable where a second wave outbreak could have devastating effects, in

particularly amongst the Indigenous community.

I'd like to take this opportunity to wish you and your family a happy and safe Easter.

Yours Sincerely,

Wendy Knight
CEO