

Dear Valued Customers,

the COVID-19 pandemic has presented all of us with a unique set of challenges. Interchange has been providing quality services for people with disability for almost 30 years and we continue to do so in these challenging times.

In order to keep you, our staff and the community safe and healthy we had to adjust our supports in recent weeks. We are following the regulations of the [Australia Govt, Department of Health](#) and [WA's Health Department](#) and put several safety measures into place. Your wellbeing continues to be our top priority.

While we have some encouraging outcomes in the fight against COVID-19 which prompted a relaxation of some of the government's restrictions, we as an organisation need to carefully consider how to move forward.

Current Supports

During the month of May we will continue to provide essential services only.

Supports are on a 1:1 ratio at home or in your local community with access to low risk community venues, parks, non-contact sports, shops and places of workshop. Social distancing (where appropriate) and personal hygiene and cleaning guidelines will be followed.

There are no group supports and Interchange related activities or use of public transport at this time.

We will consider exceptions on a case by case basis. Please get in touch with your Team Leader if you have any questions.

Protocols are still in place around cleaning, social distancing and use of Interchange vehicles. These will continue to be implemented as we move forward with your supports.

Head Office

Unit 2, 15 Blackburn Street
Maddington WA 6109
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Postal Address

PO Box 109
Maddington WA 6989
ABN 94 378 383 723

From June

From June we will provide support to access activities within your local community, that you wish to be involved in that are offered by third party providers such as the library, TAFE or the gym.

We will also return to providing group supports on a 1:2 and 1:3 ratio if this is part of your usual supports and within your funding plan. We are however not encouraging social gatherings between our staff and customers.

Supports are still encouraged to take place within your home and your local community, however we are not expecting to have any restrictions on the length of your supports.

Any Interchange shared interest activities such as friendship or cooking groups will still be on hold until we are confident that we have a plan in place and can adhere to the government guidance.

We are not encouraging Public transport until we see further easing of restrictions. If you request use of public transport we will consider this avoiding peak travel times and following safe protocols.

Interchange offices

Our Interchange offices are not fully open and only used by our staff to collect essential items and to carry out their essential work. Our offices are closed to the people we support and members of the public until further notice. We hope to see changes to this from July.

We are asking staff who are unwell not to come into work and would request the same of you to avoid spread of infections. Your Support Team may not be able to support you if you have cold/flu like symptoms unless you require essential services.

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As we move forward we are continuing to be vigilant around the use of Personal Protective Equipment and following government guidance.

Interchange will continue to monitor the situation and provide you with timely and accurate updates as we receive information.

Thank you for your understanding and patience. We are working hard on getting your supports back to normal as soon as possible.

Please let your team leader know if you have any questions, visit <https://www.interchangewa.org.au/covid-19-updates/>, email hello@interchangewa.org.au or call 9329 9399.

Kind regards



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