

26 March 2020

A Message from the Chief Executive Officer and the Chairperson of the Crosslinks Board regarding temporary closure of Crosslinks Community Inclusion Supports

As COVID-19 diagnoses continue to increase around the world, we want to advise that we will continue our commitment to you to ensure we provide a safe environment for our community.

Whilst there is a lot we don't yet know about this virus, what we do know is that it is highly infectious and those who are unwell or compromised are in a higher risk group. Whilst there have been no cases of COVID-19 at any Crosslinks site, the health and wellbeing of our participants is our number one priority.

Following the advice from the Australian government regarding further societal restrictions introduced we are taking the precautionary measure to temporarily close our Community Inclusion services for the time being, effective immediately. As Community Living is an essential service, we will continue to provide the level of care and support that you have grown to expect.

What are we doing to support families?

- We are setting up participants and our employees with the option of video calls to keep regular contact if required.
- If phone calls can be arranged participants and Support Workers are encouraged to keep in contact.
- Providing opportunities for contained visits in extenuating circumstances.

How can you continue to protect yourself and your loved ones?

The best way to protect yourself and others against COVID-19 is to practice good hygiene by: Washing your hands frequently (for at least 20 seconds) with soap and water or using an alcohol-based hand gel. This Department of Health guidance provides advice on how to wash your hands correctly. <https://bit.ly/2UNo8bN>

- Avoid touching your mouth and nose.
- Covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing. Dispose of the tissue immediately into a rubbish bin and clean your hands as described above.
- Avoiding close contact (maintain a distance of at least 1.5 meters) with anyone if you or they have cold or flu-like symptoms.

This is not a decision that we have taken lightly, and we have kept the service open if we have been advised to. We appreciate this is a difficult time and we are happy to answer any questions or concerns you may have, please call our reception on (08) 9374 1600.

Kind regards



Denise Michelsen
CHIEF EXECUTIVE OFFICER



Vicki Caudwell
CHAIR OF THE BOARD

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Further Organisational Update

Our main priority during this time is to protect our participants, and employees, as well as their families, and we will be following all recommendations issued by the Federal Government and the Department of Health.

As you may be aware, to protect vulnerable people and reduce the risk of spreading COVID-19, restrictions have been placed on non-essential gatherings with the Prime Minister announcing new social distancing rules for all Australians.

Therefore;

- The Community Inclusion program has been temporarily closed until further notice
- The RAP program has been temporarily closed until further notice
- Disco - Saturday May 9th has been cancelled
- Disco - Saturday July 18th has been cancelled
- Visitor restrictions are in place at all group homes until further notice

We are still here for you

Our Support Coordinators (Rebecca & Kate) and Plan Support Officers (Katie & Marina) are still accessible, please contact them if you need assistance. Due to social distancing contact will be via telephone & video chat.

Many of our head office personnel will be working remotely, please contact them via mobile telephone numbers. Our head office contact number will be manned during office hours 93741600.

We will endeavour to keep you updated with any further information. Should you have any questions please contact your Area Supervisor.

Kind Regards
Denise Michelsen
Chief Executive Officer



Introducing a Crosslinks Superstar

Name: Tristyn
Participates in: Youth Program
Receiving Support from Crosslinks since 2019

Q: What is the best thing about Crosslinks?

A: Meeting new people

Q: If you could choose a fairground ride what would it be and why?

A: Merry-Go-Round, it is not too fast and scary and it's a lot of fun!

Q: What is the best thing you have ever experienced?

A: Riding on my Uncle Clint's Harley

Q: What is your all time favourite song?

A: I have lots of favourite songs! One is Shotgun by George Ezra

Q: What would you say to someone who wants to work at Crosslinks?

A: Go for it!

Q: What are you most proud of achieving?

A: Overcoming my fear of loud noises and riding on a Harley motorbike! It's so much fun

Q: If you could do anything you wanted to, you would...

A: Visit my extended family! I love seeing my family.



Quote of the Month



**No act of kindness, no matter
how small, is ever wasted.**

Aesop

Community Living News

Kylie recently celebrated her birthday with her housemates and by the look of these smiling faces, I'd say the chocolate birthday cake was a hit!



Crosslinks 'Family and Friends Advisory Group'



Please Join Us

The Family and Friends Advisory Group meetings are open, friendly, relaxing and not stressful. The group is here to provide a voice for participants & families as well as learning and understanding how Crosslinks works. The Group meets on a bi-monthly basis at Crosslinks and we welcome you to attend.

Next meeting: To Be Advised (due to social distancing rules)

Alternatively, please contact us via details below to have an item added to our meeting agenda or just to find out more about the group.

Kerrian Sale (Chairperson)
Cherylynn Hunt (Secretary)

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Kerrian Sale
FAMILY & FRIENDS ADVISORY
GROUP CHAIRPERSON



Cherylynn Hunt
FAMILY & FRIENDS ADVISORY
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Susan Wilson
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GROUP COMMITTEE MEMBER



Lorraine Jeffery
FAMILY & FRIENDS ADVISORY
GROUP COMMITTEE MEMBER



Christine Bell
FAMILY & FRIENDS ADVISORY
GROUP COMMITTEE MEMBER