

Dear IGFF Community,

We are all experiencing COVID-19 as a developing situation that impacts every facet of our daily lives. We are keenly aware that the people we support are vulnerable and that the nature of the work we do comes with unique challenges that we are working diligently to overcome during this period.

In Good Faith Foundation is enacting physical distancing and other safety measure to reduce transmission. As of Tuesday 24th March, all staff are working from their homes instead of the IGFF office. We remain a united team using technology to communicate with clients and community networks via email, computer and smart phone applications.

We believe that:

- Implementing these safety measures means we can contribute to flattening the curve of COVID-19 and provide more time for medical health services to prepare
- Our readiness to adapt ensures service continuity through social connection, mental health support and therapeutic referrals
- There are many matters that can be worked on to continue client case work for justice and redress pathways
- Our staff are available to answer new enquiries, liaise with Support Professionals and research further as required
- We are keeping up to date with and sharing accurate Health and Support information via the IGFF Newsletter, Facebook and emails

As usual, you can contact In Good Faith Foundation staff via the following methods:

- Emailing the individual worker:
 - clare@igff.org.au
 - rachel@igff.org.au
 - ingrid@igff.org.au
 - ruairi@igff.org.au
 - hannah@igff.org.au
- General IGFF email: igff@igff.org.au
- Leave a Voicemail via the IGFF phone: 03) 9940 1533
- Staff can text your mobile via their working computer
- You can reply to Staff texts (which they will receive as a message via email)
- Staff will contact you and make phone appointment times that are mutually suitable
- **Please be aware for reasons of privacy, Staff mobile phone ID's will not display when they call**
- If this is a problem, please ensure that you have made an appointment time for your call

In Good Faith
FOUNDATION
INSTITUTIONAL ABUSE RECOVERY



As per the Victoria's State Government Department of Health and Human Services advice (current 25th March 2020) we respect the following measures:

SOURCE PAGE: <https://www.dhhs.vic.gov.au/coronavirus-covid-19-transmission-reduction-measures>

Slowing the spread of coronavirus in Victoria

Victorians should act now to reduce the risk of infection from coronavirus (COVID-19). There are a number of actions that Victorians can take, and a number of actions that employers and organisations can start to take, to help reduce the risk of infection and slow the spread of coronavirus (COVID-19) in the Victorian community.

These interventions are known as 'transmission reduction, or 'physical distancing' measures. These are particularly important in reducing the spike of infections and protecting our elderly and those with chronic diseases or pre existing medical conditions. The situation is rapidly changing, and this advice will be updated regularly.

Please check the Department of Health and Human Services [coronavirus section](#) on this site for updates. The measures described in this document are strongly recommended by the Chief Health Officer, Department of Health and Human Services.

Coronavirus hotline:
1800 675 398

If you suspect you may have the coronavirus disease (COVID-19) call the dedicated hotline – open 24 hours, 7 days. Please keep Triple Zero (000) for emergencies only.

Actions for health services, emergency services and community service providers

Health services, emergency services and community service providers should now:

- Take all the actions listed above under Actions for an organisation, workplace or venue.
- Limit non-essential meetings of critical workforces such as healthcare workers and emergency service workers.
- Consider whether your service can be limited or reduced to avoid community contact in the best interests of your clients.
- Consider whether your activities can be adjusted to enable separation of clients, and avoid queuing and close confines.
- Stop travel of clients, staff and volunteers for anything but vital care/emergency responses.
- Consider the needs of older adults, persons with disabilities, and others with access and functional needs in your response.
- Display education materials that can be downloaded and printed from coronavirus section on this site.
- Keep staff, volunteers and clients informed of the actions you are taking.

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