

23rd March 2020

Dear families and friends,

BET Group recognises the important role families and friends play in protecting their relatives and friends from COVID-19.

In accordance with the Hon. Scott Morrison's PM address, we have introduced strict prevention control measures in all our accommodations effective immediately.

We ask that you work with us to maintain these restrictions as it is important to us that together we take responsible actions for the wellbeing of all our participants and staff.

Visitors and professionals are not to enter the accommodation before being screened: You will not be allowed to enter.

- ✓ If you have returned from overseas travel within the last 14 days.
- ✓ If you have been in direct contact with a confirmed case of COVID-19 in the last 14 days.
- ✓ If you are experiencing symptoms such as fever or acute respiratory infection symptoms. Visitors will be limited to immediate social supports, such as family or close friends, along with advocacy or professional service staff:
- ✓ Visits must be short in duration, no longer than one (1) hour.
- ✓ No more than two (2) visitors at one time, and only one visit per day.
- ✓ Visits may only occur in a participant's room or in an outside area. Visits may not occur in any common area within the home.

If for compassionate reasons, there is a need to change any of these arrangements for an individual participant the House Managers and the Team leaders of the accommodation will work with you and will approve any changes in advance of requirements.

Ongoing precautions when visiting

Coronavirus (COVID -19) primarily causes respiratory illness in humans, and while all types of respiratory viruses can cause sickness in vulnerable people, COVID-19 is a particularly contagious infection that can cause severe illness or death for vulnerable people.

Practical steps you can take to prevent COVID -19 from entering the accommodation are outlined below.

Avoid spreading the Virus

Washing your hands well with liquid soap and water or alcohol-based hand rub before and after visiting, along with after coughing or sneezing will help reduce the spread of disease. Cover your mouth with a tissue or your elbow (not your bare hand) when coughing and sneezing, disposing of used tissues immediately. Follow up by washing your hands each time.

Follow any restrictions that BET Group has in place

All our accommodations have posted signs at entrances and within each house and common area to inform you if an outbreak is occurring, so please look for these warning signs when entering the home. The team will also contact you by phone and email to advise you of any further visiting restrictions.

It is important to follow the infection control guidelines as directed by our staff. At times, this may include wearing a disposable face mask and / or other protective equipment (gloves, gowns, goggles) if requested to do so.

Please stay away if you are unwell

If you have recently been unwell, been in contact with someone who is unwell or you have symptoms of respiratory illness (e.g. fever, cough, shortness of breath, sore throat, muscle and joint pain, or tiredness/exhaustion) please do not visit the accommodation until your general symptoms have resolved.

Thank you for your assistance in adhering to these steps. Your cooperation with us at this time is truly, greatly appreciated. These measures will assist us in caring for the health and wellbeing of your relatives and friends at this time.

Should you require further information regarding COVID-19, please refer to the Australian Government's Department of Health website:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

or contact us at [info@betgroupglobal.com.au](mailto:info@betgroupglobal.com.au) or call 24/7 0883 666 550

Yours sincerely

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BET Group