

12 June 2020

**Important update for families and participants
re: Trial return to Day program services**

I am pleased to be able to advise that following a period of service suspension due to COVID-19 precautions we are now commencing a **phased return to operations** for a small number of our Community Solutions services.

Our phased return will commence in three trial sites

- Taren Point
- East Hills
- Blacktown

As part of our organisational response to the challenges of COVID-19, DSA has developed processes to maximise the safety of our participants and staff as we begin to resume services.

There are complexities to be considered with respect to activity planning and managing the number of people on site at any one time so it will take some time before we are able to resume pre-COVID service levels.

Thank you for your patience and understanding.

Our main priority at DSA is, and always will be, safeguarding our people - our participants and our employees - so we continue to follow the guidance of the Department of Health (health.gov.au) and NSW Health (health.nsw.gov.au).

This trial with select sites will allow us to assess how well our processes are working, obtain feedback from staff, participants and their families and carers and consider any issues or improvement opportunities that may arise.

I will keep you informed with regular updates as the trial progresses. Feel free to get in touch with myself or your Service Manager if you have any questions.

You can learn more about our response to COVID and the protocols we have in place on our website <https://dsa.org.au/information-for-participants-families-and-carers/>

Yours Sincerely

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A/ General Manager
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