



# Lutheran Services

*There for you*

11 March 2020

Dear Lutheran Services contractor / supplier,

The purpose of this letter is to update and reassure you about our response to the COVID-19 virus which has emerged in Australia and to request your assistance.

The health and safety of our staff, residents, clients and their families and suppliers is paramount and we thank you in advance for your cooperation and support as we navigate this situation.

Currently no Lutheran Services sites have reported confirmed cases of COVID-19.

We are taking advice from the relevant authorities about the risk held for our communities and considering its potential impact upon Lutheran Services operations in the coming months.

We have established a response team to ensure our planning and response to the evolving situation is comprehensive and on track. The team is currently completing plans in the event that there is a more considerable outbreak of COVID-19 and/or if a member of one of our communities were to be diagnosed with the virus.

Ensuring business continuity is a critical element of this planning and we understand that as one of our suppliers, this is an element where we have shared goals.

As such we commit to keeping you updated on our situation as it evolves.

We know not all of you visit our sites. For those that do, we would like to ask you to assist by being careful when visiting. Please take the time to wash your hands before you enter and stay away if you are unwell.

Older people are more at risk of both contracting COVID-19 and having a serious illness as a result. As of today's date, one in six people over the age of 70 who have contracted the virus have died.

The advice is that you should self-isolate for 14 days if you have returned from travelling in the following countries, or if you have been in close contact with a person with a confirmed case of the virus.

Those countries are:

- Republic of Korea
- Mainland China
- Iran
- Italy

If you would like further factual advice about the virus you may be interested in the information published on the Department of Health website:  
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-what-you-need-to-know>

If you would like to know more about the steps we are taking please contact us on [responseteam@lutheranservices.org.au](mailto:responseteam@lutheranservices.org.au)

We are doing all we can to protect our staff, residents and clients and are grateful for your support with this public health issue.

Regards

Nick Ryan  
**CEO, Lutheran Services**