

COVID-19 - YMAC update

A message for YMAC Members, clients and community from the CEO

This update is to inform you about YMAC's current operations with respect to the COVID-19 pandemic.

Firstly, thank you for your understanding as YMAC continues to navigate new ways of working. This has been a challenging time for all. I believe that YMAC staff have risen to the challenge of keeping a high standard of service throughout, with health and safety being our highest priority.

WA has been very successful in achieving low community infection rates of this contagious virus, which thankfully has led to government lifting some restrictions. YMAC will continue to follow Government advice, aiming to minimise health risks to members, staff and clients, particularly those classified as vulnerable.

We have developed a detailed COVID-19 response plan, updated regularly to reflect current Government advice. This includes how we will conduct meetings (more below).

On 6 June WA entered phase 3 of the State Government COVID-19 coronavirus: WA Roadmap. Those parts most relevant to YMAC day to day business are:

- Meeting capacity increasing from 20 people to 100 or 300 per gathering (depending on the venue).
- The person-to-space ratio changing from 4m² to 2m².
- Regional travel permitted, including to the Kimberley region, with the Commonwealth's 5 June approval to remove the Biosecurity Area.
- Access into remote Aboriginal communities remains prohibited.

Staggered re-opening of YMAC Offices

While YMAC staff are now working between office and home, we will continue to keep offices closed to visitors at this stage. This decision will be reviewed early July and has been made in line with government health guidelines and to remain cautious with onset of the flu season.

Group and face to face meetings

If you need to see a YMAC staff member in person, please contact them through their phone or email (or call the relevant office) to arrange an offsite meeting.

YMAC has a duty of care to our members, clients and staff. We have developed new meeting procedures and supporting documents to ensure they are carried out as safely as possible, while also fulfilling the needs of each situation. The meeting procedures guide staff in a range of situations. This includes if meetings are to take place in person, by telephone, online, or a combination of all three.

If advice from health authorities indicates you are at particular risk from COVID-19, please consider:

- Appointing a proxy to attend the meeting on your behalf; or
- Contacting a YMAC staff member to arrange for you to participate in the meeting by videoconference or telephone.

Please do not feel you have to attend a meeting in person. Discuss any concerns with the relevant staff member and we will ensure you can participate.

Thank you in advance for your cooperation when involved in YMAC-coordinated meetings. Please don't hesitate to discuss any concerns with the coordinating YMAC staff member, ahead of the meeting.

All staff are looking forward to resuming – where possible - external contact with clients, as well as undertaking regional travel and field trips. However, please note that some staff may continue to attend meetings over the phone or digitally, depending on their individual situation.

If you have any questions about business continuity, please contact staff via their individual email, or phone us via freecall: 1800 270 709.

Alternately, below are the direct lines for each office during business hours:

Perth: (08) 9268 7000 **Geraldton:** (08) 9965 6222 **Port Hedland:** (08) 9160 3800

Thank you again for your patience during this difficult time.

I hope you and your family stay safe and well.

Yours sincerely,



Simon Hawkins
Chief Executive Officer