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27 March 2020

To our community,

Understandably, we have received a number of questions about what services TFSS is still delivering and the precautions being taken by our staff in response to the outbreak of the COVID-19 virus. I want to reassure you that we have been in close communication with our partners and funders as the situation has developed to ensure that all necessary steps are being taken.

All TFSS staff are following the guidance of global health experts at the World Health Organization and Centers for Disease Control on preventing the spread of the virus. On the ground, this means that:

- Sanitizers, including surface cleaners are available throughout all TFSS facilities and all work stations are being regularly cleaned down by staff to ensure adherence to strict sanitizing procedures
- All staff are required to wash their hands before starting work and throughout their shift
- A strict policy is in place to ensure that no employees are allowed to work if they show signs of being unwell

TFSS and the programs we deliver are considered essential services, as this pandemic unfolds further, our services will be needed more than ever. Our staff levels have not dropped nor has the delivery of any of our programs. We have adjusted the way in which some programs are delivered.

However, as the situation remains changeable, we recommend that you continue to check our web site or facebook or ring 1800 073 388 for any queries and to stay connected.

We know that lots of things are changing right now. But what hasn't changed is our commitment to assisting our communities.

Be kind to yourself and others.

A handwritten signature in blue ink that reads 'Belinda Kotris'.

Belinda Kotris  
CEO