

Dear Mission Australia Housing Tenant

As you may already be aware, there has been a global outbreak of a coronavirus disease, COVID-19.

There are a growing number of COVID-19 cases in Australia.

Most people who become sick with COVID-19 only experience mild symptoms, similar to a cold or flu, and will quickly recover. However, some people may be more affected than others. This includes elderly people, people with heart, lung, kidney conditions or diabetes.

At Mission Australia Housing we want to do everything we can to help protect staff and tenants from COVID-19. If you are due to have a visit from Mission Australia Housing staff and you or a household member feel unwell, or you are self-isolating or under quarantine, please call your local Mission Australia Housing office before your appointment on **1800 269 672**.

If our housing staff are not well, or believe they may have been exposed to COVID-19, they will not visit you and will make other arrangements as soon as possible.

Additionally, if you need to visit us and you have concerns about being around other people because of COVID-19, you can talk to your local office by phone on the above number. You can also find information about your tenancy via our website, www.missionaustralia.com.au/housing

We may also need to postpone community events or tenant gatherings that have been planned for your area. Our staff are currently reviewing this and your Community Development Officer will let you know of any changes and new arrangements.

Advice on how to take care of your own health

The Australian Government Department of Health website remains the best place for the most up to date information on COVID-19 and this can be accessed at:

<https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

Please listen to advice from doctors and experts.

COVID-19 spreads from one person who has the virus to another person through coughing and sneezing. It can also spread from objects or surfaces. There are steps you can take to protect yourself and those around you from spreading the virus:

- Wash your hands frequently with soap and water or an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth as much as possible.
- Maintain at least one metre distance between yourself and anyone who is coughing or sneezing
- If you are feeling unwell, it is best you stay home. Even for a slight cough or cold.
- Cover your nose and mouth with a tissue or your elbow when you sneeze or cough. Make sure you throw your tissues directly into the bin.

If you have a fever, cough, or trouble breathing see a doctor and call them before you visit.

You can also call HealthDirect on 1800 022 222.

If you are feeling seriously unwell and it is an emergency, call 000 immediately.

Please let us know if you need help translating this information and we will arrange an interpreter service for you.

As you know, the COVID-19 situation can change quickly and we thank you for your cooperation, understanding and patience during this time.

Take care

Davina Lomas
General Manager, Operations
Mission Australia Housing