



Wednesday, 22 July 2020

(Client name address here for DL window)

Dear Client/family/next of kin

Re: COVID-19 Update – Mask wearing compulsory for Melbourne and Mitchell Shire

I hope this letter finds you well in these challenging times. I'd like to reassure you that we remain focussed on continuing to provide you with the support you need to get through this COVID-19 pandemic.

As you may have heard last weekend, the Victorian Chief Health Officer (CHO) announced that from 11.59pm on Wednesday 22nd July, all people living in Melbourne and Mitchell Shire are **required to wear a mask when leaving home for one of the four permitted reasons**. Those four reasons are; shopping for food supplies, work and study, exercise and outdoor recreation, care and caregiving.

People who have relevant medical conditions i.e. respiratory difficulties, mental health, or are aged under 12 years, are exempt from wearing masks.

For areas outside of Melbourne and Mitchell Shire, people are recommended to wear a face mask when outside their home if it is difficult to keep 1.5 metres apart from other people.

"The main value of wearing masks is to protect other people, if the person wearing the mask is unknowingly infected, wearing the mask will reduce the chance of them passing the virus onto others," Australian Government.

Please contact your case manager or support worker if you have any questions, need help purchasing a mask or getting food, medication and essential supplies.

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Thank you for your co-operation and continued support.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Bryan Lipmann', with a long horizontal stroke extending to the right.

Bryan Lipmann AM
CEO/Founder

Other useful information:

For a list of other face mask-related questions and answers see the Victorian Department of Health and Human Services website:

www.dhhs.vic.gov.au/face-masks-victoria-covid-19



Wearing re-useable fabric masks

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

Don'ts →



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear a dirty or wet mask



Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



World Health Organization

Wearing surgical / single use masks

HOW TO WEAR SURGICAL MASK



1 Clean your hands with soap and water or hand sanitizer



2 Hold the mask by the ear loops and place a loop around each ear



3 Mold or pinch the stiff edge to the shape of your nose



4 Pull the bottom of the mask over your mouth and chin



5 Avoid touching the front of the mask when wearing

HOW TO REMOVE SURGICAL MASK



1 Clean your hands with soap and water or hand sanitizer



2 Avoid touching the front of the mask. Only touch the ear loops



3 Hold both of the ear loops and gently lift and remove the mask



4 Throw the mask in the trash



5 Clean your hands with soap and water or hand sanitizer