



Coronavirus (Covid-19) Information

The health, well-being and safety of our consumers and staff remain LifeTec's top priorities at all times.

As you would be aware, the impacts of COVID-19 (also known as Coronavirus) continue to evolve across the globe. Although the number of confirmed cases in Queensland remains low, LifeTec would like to assure our consumers and stakeholders that we are well prepared to assist minimisation of the spread of this virus.

LifeTec continues to follow the advice and recommendations set out by Queensland Health, the Australian Chief Medical Officer, and the World Health Organisation. Our team is vitally aware of the need to practice high levels of hygiene and sanitation, especially when interacting with people who may have compromised immune systems. Team members are ready and able to self-isolate as the result of contact with anyone who has the virus and any instance of becoming unwell or showing symptoms of any communicable disease. LifeTec has a Coronavirus response strategy to mitigate risks and, if necessary, is ready to action more proactive measures as required.

Likewise, we do expect that any consumers and their stakeholders advise us at LifeTec when they have been exposed to the virus or have any related symptoms, so we are all working together to minimise the potential spread and impact of the disease.

Our aim is that the provision of LifeTec services to consumers continues to be provided with minimal disruption.

We have the technology and capability to work remotely utilising telehealth and we will encourage consumers to utilise this system where they can. This may mean that we engage with consumers, and other stakeholders differently - less through face to face meetings than we may under normal circumstances.

LifeTec acknowledges the uncertainty around the future impacts of COVID-19 may cause concern. I encourage consumers and their families, to please talk with your LifeTec staff about any concerns they have.

Finally, I would like to thank everyone for their consideration and understanding of this situation and trust we can work together to ensure the impact of the virus on people's lives is minimised.

Regards

A handwritten signature in black ink, appearing to read "James Barrientos", with a long horizontal flourish extending to the right.

James Barrientos
Chief Executive Officer
LifeTec Australia