

Quest Community Alert

12th JUNE 2020

Dear

I am writing to update you on the steps we are taking at Quest to support our participants and the community as we resume suspended services with the easing of COVID-19 restrictions.

Australia continues to make great progress in responding to this crisis and at Quest we intend to maintain a cautious approach as our priority continues to be the health and safety of our participants, program teams, staff, and visitors. We are confident that with the resumption of our services, we can meet all the requirements of a Covid-Safe Environment

Resumption of face-to-face programs

In line with national guidelines, our face-to-face programs will resume from 13th July as we reach Stage 2 of the COVID-Safe roadmap – where gatherings of 20 people are permissible.

Due to social distancing and room capacity restrictions, our programs will initially be limited to 15 participants plus the facilitation staff. This restriction will be reviewed as we transition to Stage 3 - where gatherings of more than 20 people are permissible.

If you deferred attending a face-to-face program, our Program Advisors will be in touch with you to rebook you into a program as soon as new dates are confirmed. There is no need for you to take further action at this stage, however if you would like to speak to one of our Program Advisors, you can call 1300 941 488.

Safety measures

For participants attending programs at the Quest for Life Centre, strict protocols and safety measures will be in place, including:

- Each participant is accommodated in a single ensuited room;
- Physical distancing and health protocols will be implemented in the group/dining room;
- Hand sanitiser is available throughout buildings for easy access;
- Daily temperature checks will take place for all staff and participants;
- Masks will be available; and
- All high-touch areas, such as switches, handles and surfaces will be regularly disinfected throughout the day.

Helping our Quest community through this crisis

We continue to realign our services in response to the crises of 2020 including bushfires and COVID-19. We are focused on providing practical guidance to support you, your community, and/or your organisation through the recovery, including:



- **Complimentary online sessions for the Quest community** – We have seen strong demand for our online resources, including more than 150,000 views on Face Book 'live' sessions, where Quest facilitators offered daily sessions for over 3 months. Our range of online talks and meditations through Face Book cover topics including forgiveness, the language of reaction/response, making meaning of our challenges, managing fear, anxiety and anger, communication skills, sleep issues, nutrition to enhance the immune system, meditation and mindfulness.
- **The Quest website** has a resource section which is updated regularly with tools, skills and strategies to assist people living with various life challenges including physical and mental health issues.

This has been a difficult time for many businesses and their people. However, Quest is in a strong position to recover from this crisis. We will continue to serve our community now and into the future.

I want to thank you for your continued support during the crisis along with your many cards, calls, donations and messages of thanks. We look forward to proactively creating the 'new normal' with you as we continue to provide our services.

Warm regards

A handwritten signature in black ink that reads "Petrea King". The signature is written in a cursive style with a large, looping flourish at the end.

Petrea King
Founder and CEO