

Dear volunteer, friend or supporter,

I am writing to update you on the planned operations of Life-Gate Inc and some other service changes during the COVID19 pandemic

Life-Gate Inc is committed to providing outreach services, counselling and training to the most vulnerable and disadvantaged youth and families within our community. At the same time we need to care for the well-being of our volunteers, staff and clients.

According to Stage 1 Restrictions announced on **Sunday 22nd March 2020** by the Federal and State Governments, our services are considered 'essential'. We will therefore continue to provide much-needed outreach, counselling and care to those in need, with some minor changes to our service delivery.

Life-Gate Inc will limit face-to-face client contact and promote more phone and email based services, effective from **Monday 23rd March, 2020**. The following is a summary of how this will occur:

- The Life-Gate Centre front door will close to public access, with the Beach Lane back door entrance being used for staff entry.
- Homeless and very needy clients requiring face-to-face support will be asked to utilise the doorbell installed at our ground level front entrance and triaged by Life-Gate staff outside Life-Gate's building, maintaining adequate social distancing measures
- Notices will be placed on Life-Gate doors, website and social media regarding the service changes, and all stakeholders will be advised to the best of our ability.
- Door signage will include information on how to contact Life-Gate Inc for assistance, including relevant contact details (phone – 9770 0595 and email – laulifegate@optusnet.com.au)
- Services will only be offered during usual business hours (10am – 3pm Monday – Wednesday and Friday). Our hours may be modified subject to volunteer / staff availability
- Life-Gate Inc will review service operations daily, making modifications where needed to continue providing our clients with essential material aid, counselling and care.

While we're moving to more phone/ email based services (for a period of time) I'm pleased to say our action plan includes measures to continue to provide material aid and other supports to homeless and disadvantaged people in our community and the broader Mornington Peninsula.

We are mindful that now, more than ever, youth and families will be vulnerable to relationship or family breakdown, anxiety, depression and other mental health challenges, poverty and many other crises, and we are committed to ensuring the vulnerable and needy within our community are supported and empower to overcome crises especially at this time.

Kind Regards,



Rev. Angel Roldán
Executive Director