

COVID-19 Statement

Our Service Arrangements

Catalyst Foundation takes the wellbeing of members, staff, presenters and hosts seriously and is conscious of the high degree of concern about the COVID-19 coronavirus at this time. Be assured that we continue to review the delivery of all our services based on information from the [World Health Organisation](#), [Centre for Disease Control](#), [Australian Government](#), [SA Health](#), local health authorities and our community and organizational partners.

We are very mindful that older people, people living with disability and people with pre-existing medical conditions are more vulnerable to contracting the virus and becoming seriously ill as a consequence. We also recognise the risks of prolonged isolation for people.

In considering how best to manage our community interactions, workshops, seminars and individual consultations we are mindful that information and contact is vital and that our actions must be sustainable and protect our clients, staff, volunteers and others with whom we work.

Our Information and Refund Policy will be in place for the next six (6) months and may be subject to review in this period.

We have changed the way we are doing things in order to continue to offer our services to enable our clients and our community to stay informed and connected.

Information Services

Catalyst will continue to provide information services and we encourage contact by telephone, email and letter. We have skype capacity and will endeavour to support contact by individuals.

To support the health and wellbeing of our staff and clients who visit us by appointment, drop in or come for training we have closed our office premises to the public.

Our hours of work are unchanged and we are available from 9am - 5pm Monday to Friday.

Our Information services are continuing and we can be contacted:

By Telephone: (08) 81688776 or SA Country Free Call: 1800 636 368

By Email: information@catalystfoundation.com.au

Directories of Information

Catalyst manages several directories of information which are used by community organisations, Australian and State Government departments, service providers and individuals. The Directories include:

Retirement Housing (Retirement Villages) <http://catalystfoundation.com.au/housing/>

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Low Cost Rental and community Housing

<http://www.catalystfoundation.com.au/wp-content/uploads/2019/12/Rental-Directory.pdf>

Residential Parks in South Australia

<http://www.catalystfoundation.com.au/wp-content/uploads/2019/10/Residential-Parks-in-SA.pdf>

Supported Residential Facilities (SRF)

- List of 'Pension only' SRF

http://www.catalystfoundation.com.au/cms/supported_residential_facility_survey.php

- List of 'Pension Only' Permanent Vacancies

http://www.catalystfoundation.com.au/cms/supported_residential_facility_permanent_vacancies.php

- List of 'Pension Only' Respite Vacancies

http://www.catalystfoundation.com.au/cms/respite_vacancy_update_supported_residential_facilities.php

LGBTIQA+ Rainbow Services Directory

<http://www.catalystfoundation.com.au/rainbow-directory-sa/>

Aboriginal Services Directory

<http://aboriginalservicesdirectory.com.au/>

Website: www.catalystfoundation.com.au

Events

We will not be attending events in accordance with the Australian government directive at this time. We will continue to review this situation based on the medical advice available.

In relation to the Disability, Ageing and Lifestyle Expo we understand organisations have booked to attend and we will provide a full refund to those organisations should the Expo not proceed in accordance with our refund policy.

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Catalyst Seminars and Digital Literacy

Catalyst has ceased all face to face seminars at the present time in order to protect the health and wellbeing of staff, volunteers and participants.

We understand this is disappointing for many people who were looking forward to learning new information and skills. In its place we are offering seminars for individuals or groups of people using web based systems and we would be pleased to talk to individuals and organisations on how we can support and provide information to people as and when they need it.

We have access to a range of technology and systems such as skype, google hangouts and zoom. Please talk to us about your requirements and we will do our best to support you.

Refund / Transfer Policy for Events and Seminars

Catalyst recognises that we are in uncertain times and that events change quickly.

We offer all Clients and Event registrants the option to transfer your registration to another date or if applicable receive a full refund if you:

- Remove yourself from any event or workshop and deem yourself a health risk to others.
- Are worried about contracting COVID-19 at a Catalyst workshop or event that you have registered to attend.
- The Catalyst event does not proceed as a consequence of the public health management of the Covid - 19 virus.

Please contact Catalyst Foundation on 81688776 with the details of your event and the refund or registration transfer will be organised.

If you have any questions or concerns please contact us on (08)81688776.

We recognise this is a difficult time and we respect the need for physical distancing. We also recognise the impact on people experiencing social isolation. Please take care of yourself and each other and stay connected to us.