



5 August 2021

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To whom it may concern,

Mercy Services staff travelling to perform essential services

Mercy Services provides community and in-home support services across various parts of Newcastle, Lake Macquarie and the Lower Hunter, as well as some parts of Greater Sydney and Regional NSW.

We provide these services to a number of groups, including the elderly and disabled, who are most at risk during this COVID-19 period. Many of our services and programs have been suspended or adjusted in line with government recommendation at both a state and federal level.

We are however - as an aged care provider – considered an essential service. We remain obligated by the federal government (who provides our funding) to continue essential services to our vulnerable clients, even during the COVID-19 period. The safety of our clients and staff is paramount, and our staff have been instructed to only travel when necessary, in line with the government recommendations.

Our staff have been instructed to carry this letter while they are working or commuting to work, as their work cannot be completed in their own homes.

Our staff have also been instructed to carry their Mercy Services ID and should be able to produce it if asked.

Should you require confirmation that our staff member is travelling for essential work purposes, please call our office on 02 4962 6680 for verification during business hours.

Yours sincerely

Tony Bidstrup
Chief Executive Officer