

31 March 2020

**Dear Valued Clients and Supporters,**

What an extraordinary time we are all living through. COVID-19 is affecting everyone and our thoughts are with all those whose lives are being up-rooted by this pandemic.

As you would appreciate, SPELD Victoria is not immune to this disruption and so I want to take this opportunity to inform our clients and community about how we are responding to the COVID-19 pandemic.

Our priority has always been the health and wellbeing of our clients and our people. So, in response to Victoria's declared State of Emergency and the latest Government and medical advice, we have taken the difficult decision to **close the SPELD Victoria office (but not all the services) until further notice.**

**What this means is:**

- Our Diagnostic Assessment Service is currently on hold. SPELD Victoria will contact you soon regarding the rescheduling of your bookings.
- Our Education Assessment Service and intervention reviews will recommence soon. Further information will be made available as soon as possible.
- Consultation and advocacy appointments are still going ahead and will be conducted via Zoom.
- Parent workshops: Wherever possible these are being held online. See our website [www.speldvic.org.au/events](http://www.speldvic.org.au/events) for current events.
- Teacher PD: We are working towards holding some PD online while others may need to be deferred. Please refer to our website for updates. SPELD Victoria will be in contact with regards to existing bookings.

Purchases such as C-Pens can still be made. Email [events@speldvic.org.au](mailto:events@speldvic.org.au)

**Coming Soon**

- Online tutoring: For past clients of SPELD Victoria's Diagnostic Assessment Service, this will be underway soon. Please contact [hello@speldvic.org.au](mailto:hello@speldvic.org.au) or phone 9480 4422 to register your interest.

**Need some advice?**

Clients can still come to SPELD Victoria for advice. You can:

- Call Infoline on 1800 051 533 and speak to our education specialist; or
- Visit our Online Chat Facility at [www.speldvic.org.au](http://www.speldvic.org.au) and message one of our specialist psychologists.

## Contact us

During this time, you can still contact SPELD Victoria via phone and email as usual:

- Amended Operating Hours are 9:00 AM to 5:00 PM Monday to Friday. Closed Saturday and Sunday.
- Administration and assessment queries and bookings E: [hello@speldvic.org.au](mailto:hello@speldvic.org.au) T: 03 9480 4422
- Education events; purchases and memberships E: [events@speldvic.org.au](mailto:events@speldvic.org.au)

For the most up to date health information, resources and advice about COVID -19, please refer to:

- The Australian Government: [www.australia.gov.au](http://www.australia.gov.au)
- The Department of Education [www.education.vic.gov.au/about/departments/Pages/coronavirus.aspx](http://www.education.vic.gov.au/about/departments/Pages/coronavirus.aspx)

We know that these changes will inconvenience our clients and we are really sorry for this. However, it is important that we all play our part in beating COVID-19. This will continue to be a constantly changing environment and so we will update you when things change, as we adapt our services and as we get further advice from Government and medical authorities.

This time will pass, and SPELD Victoria aims to be here for a future well beyond COVID-19. We have to be. There is no other Victorian entity providing the mix of services we offer to support those with Specific Learning Difficulties (SLD).

Therefore, we will innovate our services as quickly as we can within very constrained circumstances.

As a small not-for-profit with a 50-year history of serving Victorians with SLDs, we deeply appreciate your understanding and ongoing support. You can assist us by making a donation; renewing your membership via our website and staying in contact.

So until we can welcome you back to our home at  
Donkey Wheel House on level 3, 673 Bourke St Melbourne Victoria 3000.

Be careful; Be kind and Be creative.

Kind regards,

**Claire Stonier-Kipen**  
Chief Executive Officer