

22 April 2020

Dear Residents, Families, Visitors and other Stakeholders,

I want to provide you with a quick update on the current visitor arrangements to our Residential Care facility.

Our absolute priority remains the ongoing health and safety of our residents and staff. Whilst we want to fully open our Residential Care facility as soon as possible to families and visitors, like many aged care providers, we took strong action to protect our residents, who as you are aware, are the most vulnerable group to COVID-19 in our community.

It is true Australia is doing comparatively well with a relatively low number of COVID-19 cases, but you may have seen recent media reports where residents in aged care facilities who contracted COVID-19 have passed away with a further group seriously ill at this time. We are doing everything in our power to avoid this situation occurring at Crowley.

You may have seen the Prime Ministers' statement yesterday referring to controlled visits to aged care facilities which has caused some confusion for families. Our current visitor restrictions remain unchanged until at least 1 May, with any decision to amend these restrictions to be made following consideration of the best medical, government and industry advice at the time.

In the meantime we have received great feedback from families who are making bookings for *Our Connection Corners*, the designated safe zones where families and friends can visit their loved one and communicate through a glass partition. Our range of technology connections via our dedicated five person *Communications Team* is proving extremely popular - families and friends are loving these new ways to keep in touch with their loved ones.

I want to assure you we are closely monitoring the situation regarding opening of the facility to visitors on a daily basis. There is no doubt we have erred on the side of caution to keep everyone safe, a decision which I, our management team and Board, believe is in the best interests of our residents and staff.

Thank you for your ongoing support and I'll be in touch again soon with updates as they arise.

Warm regards

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey
CHIEF EXECUTIVE OFFICER