

15 December 2020

Dear Residents, Families, Visitors and other Stakeholders

Last night the NSW government announced through the media, changes to aged care visiting arrangements - effective today 15 December 2020.

We have sourced information on these changes which are an amendment to the current Public Health (COVID-19 Aged Care Facilities) Order (No 3) 2020. This order is due to expire and be reviewed on 17 December 2020.

Crowley has reviewed the amendments and responded today with the implementation of the two key changes, effective from today.

Change 1: The restrictions on the number of visitors a resident can receive at one time has been removed.

Change 2: The requirement for visitors to have had the flu vaccination has been removed.

What has not changed is the requirement for facilities to:

1. Screen all visitors prior to entry;
2. Capture contact details of all people entering the facility; and
3. Ensure that density restrictions are not exceeded.

With the new Public Health Order due to be issued later this week we expect to receive further clarity around these and other possible changes and what they will mean for Residents and Families of Crowley.

Visiting Bookings to continue

Aged care providers continue to be responsible for the COVID safety of the facility and its residents and staff.

Therefore, our Visitor Booking system and escorting of visitors will continue. This was put in place to ensure that as many people as possible could visit whilst still complying with the NSW Health entry and density guidelines.

Anyone wishing to visit a Resident must still contact our Communications Team to book a time for your visit. This can be done via email communications@crowley.org.au or by calling Crowley on 1300 139 099 and pressing Option 1.

Christmas Day Plans remain the same

Crowley are thrilled about these changes for our Residents especially at this important time of year. At this late stage however our plans for Christmas parties and Christmas Day will remain the same.

The exception is that a Resident may now have more than two visitors on Christmas Day. If you have made a visit booking for Christmas Day and wish to alter the number we ask you to contact our Communications Team and advise them of the proposed additional visitors.



This information remains important as we must still adhere to maximum density requirements and depending on how many people would like to visit on Christmas Day this may limit the overall number of people who we can allow to enter at any one time.

As it has throughout this pandemic, Crowley's absolute priority remains the ongoing health and safety of our residents and staff. Whilst we work toward further opening our Residential Care facility to families and visitors, we must all continue to remain COVID-19 aware and safe.

We must continue to take all necessary steps to protect our residents, who as you are aware, are the most vulnerable group to COVID-19 in our community.

Thank you for your ongoing support this year. The feedback from our Residents, Clients and visitors has been incredibly supportive and for that we are very grateful.

We will be in touch again soon with updates as they arise.

Merry Christmas

A handwritten signature in black ink, appearing to read "Michael Penhey", written in a cursive style.

Michael Penhey
CHIEF EXECUTIVE OFFICER