

1 May 2020

Dear Residents, Clients, Families, Visitors and other Stakeholders

We promised to let you know by today about any changes to our visitor arrangements to our Residential Care facility.

We have developed a revised visitation plan that allows for facilitated face to face visits from 6 May.

Today the Federal Government announced a draft Aged Care Visitor Access Code setting out proposed national guidelines to ensure a nationally consistent visitation policy for residential aged care facilities. On receipt of the draft Code we will review the document to ensure its consistency with our proposed revised visitation plan.

We look forward to receiving the Code that will enable the aged care industry, residents and families to move forward with more certainty, as we transition back to normality.

By Tuesday I will write to you with the details of how these changed visitations will work.

Thank you for your ongoing support as we manage together through these unusual times.

Warm regards



Michael Penhey
CHIEF EXECUTIVE OFFICER