

8 May 2023

Dear Residential Care residents, families and visitors

Following my communication with you at the close of last week we have further good news. There have been no further cases identified, enabling us to reduce restrictions.

Lillipilli and Missingham wings have now been de-escalated from outbreak. Residents of these wings are now able to resume meals in their respective dining rooms and move about the facility as normal.

Rosebank wing still has a small number of residents who remain COVID positive and therefore remain under outbreak precautions. We continue to monitor the situation in Rosebank closely and will update you further on the status of the outbreak on Wednesday.

On another positive note, as I'm sure you are aware, this Sunday is Mother's Day. Traditionally we see lots of visitors and many residents wishing to attend celebrations with their families. To ensure the day runs smoothly for everyone we are asking for your assistance.

If you are planning to visit or take your loved one out for the day we ask that you advise our Customer Service Team on 1300 139 099 including when you plan to arrive. This assists staff in making sure our residents are ready for their visit or excursion.

A reminder also that visiting hours on Sunday are 10:00 am to 2:00 pm.

Please share with family and friends who may not be on our mailing list.

Kind regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER