

10 May 2023

Dear Residential Care residents, families and visitors

We have a further update on the status of the outbreak in Rosebank wing.

As a result of our latest round of testing we have identified one new case in Rosebank. This means there have been a total of eight (8) Rosebank residents who have tested positive since the start of this outbreak however most have already recovered and completed their isolation period.

With Mother's Day this weekend I wanted to confirm that residents of Rosebank can continue to receive visits and attend excursions. Maintaining connections with loved ones is very important to the health and wellbeing of residents. If you choose to visit in-room you will be advised of the required PPE otherwise we encourage Plaza visits where possible.

The really good news is that as communicated on Monday all other wings have been de-escalated and residents are once again moving about the facility as normal.

We are planning for the recommencement of our Leisure & Lifestyle entertainment and activity program next week. This will come as welcome news to residents who have missed getting together with their friends and joining in the entertainment and activities on offer.

Finally, I'd like to thank those who have already advised us of their Mother's Day plans. If you do plan to visit or take your loved one out, and haven't yet advised us, please let us know by calling our Customer Service Team on 1300 139 099.

I will keep you informed of any further changes.

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