

3 July 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am pleased to advise that there are still no confirmed cases of COVID-19 at Warrigal, and as we continue to remain focused on safety, we are now developing a three phased approach to easing restrictions in the coming months.

This last week has been a reminder that we must continue to remain vigilant about COVID-19 and the real threat it poses to our clients, residents and staff. The events in Melbourne demonstrate that it is a persistent threat. This week we have experienced family members from Victoria arriving at a number of our homes wanting to visit a loved one, which is consistent with the requirements of the Visitor Access Code. The Visitor Access Code is currently under review and the key changes of the new version will be summarised in a future update.

The current increases in community transmissions in Victoria, coupled with the number of commuters that travel each day from NSW to Victoria was a focus in this weeks COVID-19 Working Party meeting. It was determined that the existing arrangements of visits occurring primarily in the Safe Visiting Areas, (along with approved compassionate visits) will continue during July. It is intended that this will be relaxed slightly in August, and then again in September, on the condition that the current arrangements continue to be effective.

It is still a requirement for anyone entering a Residential Care Home to have had their flu vaccination. As from next week, all of our homes will have vaccination cards that will be provided to visitors who have presented evidence of their vaccination.

The survey on the current restrictions and areas for improvement has finished with 243 responses received. This survey was designed to get feedback directly from the people living in our homes; however, there may have been some who may not have had the opportunity to provide feedback, but can still do so with the staff in the home. The residents have continued to reinforce that they feel safe at Warrigal. Additionally, as a direct result of the feedback, we are making changes to the Safe Visiting Area at Warilla, and we will also be looking at appointing a dedicated resource to provide iPads and support to residents who want to be able to communicate more frequently with family and friends.

I will continue to keep you updated regularly and again, thank you for your continued support and understanding. If you have any further enquiries, please call our Customer Relations Information Line on 1800 927 744, operating seven days a week between 9am to 9pm. You can also email us at warrigal@warrigal.com.au or alternatively for more general COVID19 advice please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

Yours Sincerely,

A handwritten signature in blue ink, appearing to be 'CS' or similar initials.

Craig Smith
Executive Leader - Service Integrated Communities