



19 May 2020

Dear Resident family members,

Thank you for your continued support during these uncertain times. Australia is in an enviable position with COVID-19 at present but we must remain vigilant to stop the spread of Coronavirus.

As you are aware on 28 April, 2020 Hall & Prior allowed visitors back into our homes in line with Commonwealth Government guidelines. Industry peak bodies have since negotiated a Residential Care Visitor Access Code that allows visitor access while still providing a safe environment for our residents and staff during the COVID-19 Pandemic. This Code is available to read on our website.

We ask that you please continue to make bookings before visiting your loved ones. As part of new Government legislation we are required to screen visitors and staff on entry and remind you of our entry requirements:

- Visitors must be over 16 years of age;
- Not have any symptoms including fever, cough, sore throat, shortness of breath or runny nose, has not been on a cruise ship in the last 14 days or have had COVID-19 or been in contact with someone with COVID-19;
- Must record a temperature of less than 37.5 degrees on entry;
- Have evidence of current Influenza vaccination (should one be available to you); and
- A maximum of two visitors per resident per day, and the visit must be of no more than two hours duration.

As a reminder with the flu season approaching please stay home if you are feeling unwell. Our focus now is keeping our residents safe from a second wave of COVID-19 and making sure our people and our business remain robust and we come out of this in a timely and safe manner.

Together we will get through this.

Yours truly

A handwritten signature in black ink that reads "Graeme R." with a stylized flourish at the end.

**GRAEME PRIOR**  
**Chief Executive Officer**