



14 December 2020

Dear Resident family members,

As we enter the festive season, I wanted to take the opportunity to advise you of our visitor arrangements for the Christmas and New Year period.

We are very fortunate that there has been very little spread of COVID-19 in our community for several weeks and we have no confirmed cases of COVID-19 in our homes. We must remain cautious and vigilant, but we feel confident that with appropriate measures in place, our residents will be able to safely celebrate the festive season with you, their family and friends.

We are still required by law to screen all visitors to our facilities, and we thank you for your continued support with these requirements. We do ask that you continue to phone ahead to make an appointment for your visits. However, if for some reason you are unable to phone ahead, you will still be permitted to enter the facility, subject to our screening requirements and provided we can maintain adequate physical distancing in the facility. Please be aware that if you do choose to visit without an appointment, it may take longer than usual to perform your entry screening, and during high demand periods the manager on duty has the discretion to limit access.

There is currently a Public Health Order in effect in NSW under which residents can have a maximum of two visitors at any one time. However, this Public Health Order is due to be reviewed by the NSW Government on or around 17 December 2020. If there are any changes to the two-person visitor limit or any other visiting arrangements under a new Public Health Order, we will advise you of these as soon as possible.

We also welcome you to support our residents in attending small family gatherings through the festive season. If you are planning to take your loved one on an outing, we will require you to provide some simple information about where you are going, with whom, and for how long. This information will assist in contact tracing efforts should those be required for any reason.

We are very much looking forward to being able to celebrate with you over these coming weeks.

Please can you share this information with your family and friends as we all look forward to 2021 together.

Yours truly

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

GRAEME PRIOR
Chief Executive Officer