

19 June 2020

## Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am pleased to once again start by advising that we still have no confirmed cases of COVID-19 in any of our residential care homes. This week the Minister for Health declared aged care to be free of COVID-19, and then a day later there was a positive case in an aged care home in Melbourne. This will be the norm for some time as we manage expectations and COVID-19 risks simultaneously.

The impact of the larger gatherings and people attending rallies has seen the number of positive COVID-19 cases in Australia increase over the past week, which is why we will continue to be vigilant with maintaining our current restrictions while the full impact of the increased community contact is fully understood. The restrictions will continue to be reviewed regularly but will remain in place until at least the end of the month.

Over the past two weeks we have had audits undertaken by the Aged Care Quality and Safety Commission at our Queanbeyan and Mount Terry homes with a focus on our outbreak management plan, compliance with the Visitor Access Code, communication with residents and relatives and the changes that have been made to our policies and procedures. I am very pleased that the feedback we received from both audits has been very positive regarding the actions that have been taken to ensure that safety has been a priority, while still trying to maintain connection with families and friends.

The survey to obtain feedback from our residents on the current restrictions and areas for improvement has continued this week, having now received responses from 219 residents. The most overwhelming feedback has been regarding people feeling safe, with 217 of the residents (99%) indicating that they feel safe in the home, while 204 (93%) have indicated that they are satisfied with the activities being provided. The feedback regarding the Safe Visiting Rooms has been that while they feel safe, it is not the same as having personal contact, with only 88% of residents surveyed indicating they are happy with the rooms. While this is still overwhelmingly positive, it does provide us with opportunities to look at how we can improve the experience of visiting in these areas. If you have any ideas you would like to share, you can email us at [warrigal@warrigal.com.au](mailto:warrigal@warrigal.com.au).

This week a further 21 staff were tested for COVID-19, which is the highest number for many weeks, reflecting the increased concern that we have for protecting residents as restrictions are eased within the community. There were also seven residents tested who were displaying symptoms, fortunately all results have come back negative.

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, now operating seven days a week between 9am to 9pm. Alternatively for more general COVID-19 advice please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'CS' or similar initials, positioned below the 'Yours Sincerely,' text.

**Craig Smith**  
**Executive Leader - Service Integrated Communities**