



22 April 2020

MESSAGE FROM THE CEO:

Our precautions remain in place to keep people at Warrigal protected

Firstly thank you for your patience and support during this very challenging time for our communities. I know that the last few weeks have been difficult due to the safety restrictions that are in place across our Warrigal community.

As always, at the forefront of our minds are our residents in our aged care homes and villages, and our home care customers. They must continue to be our primary focus. We are also very committed to the health and safety of our wonderful staff without whom we can't deliver the essential care and support services we provide.

You may have heard the comments made by the Prime Minister yesterday on the impact of restrictions that the aged care sector has put in place, being over and above what was recommended by the National Cabinet.

These comments can be easily be read as if there are now no restrictions other than the number of visitors allowed and where they can sit when they visit. This is not true, as all Commonwealth restrictions and State Directives are still in place and must still be complied with. The National Cabinet also reminded us that the Commonwealth restrictions are guidelines only so that organisations like Warrigal are still able to take additional measures to protect the older people in our care if our risk assessments show these need to be taken.

We remain committed to continuing our existing protocols; there will be no visitors to Warrigal, other than if visiting someone who is receiving last stage palliative care. I would like you to know that none of these decisions are taken lightly and we are very pleased that there is still no case of COVID-19 at Warrigal and believe that our robust infection risk procedures have helped us achieve this so far.

We will be announcing shortly some additional measures to maintain and improve the social connections between residents and their families but these will be very carefully implemented to ensure they maintain our safe systems that have worked so well so far.

Again, I understand that this is difficult for all concerned and we hope that all of our combined efforts, including your restricted movement sacrifices at home in your own lives , will help us re-open our doors to all of you in the future.

If you would like further information on this, you can contact us at 1800Warrigal on 1800 927 744, 7 days a week from 9am – 9pm as we are keen to hear from you. Alternatively for more general COVID-19 advice please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

Thank you for your ongoing support.

Yours Sincerely
Mark Sewell
CEO, Warrigal