

31 December 2020

Visits to residential aged care facilities across Victoria

Today's announcement of further cases of COVID-19 being confirmed in the Victorian community, has resulted in the Victoria State Government reinstating a number of restrictions and recommendations and the Victorian Aged Care Response Centre making contact with aged care providers.

While it is extremely disappointing that we again find ourselves in this position, we must all heed the advice of Government and health authorities and do everything we can to stay safe and remain vigilant.

As a result, from 5pm today, 31 December 2020, non-essential visits to any of our Victorian aged care facilities will not proceed. Resident outings will also cease. Only staff and essential visitors will be allowed to enter the facility subject to meeting rigorous screening requirements, including temperature checks.

Additionally, if you have attended any of the hotspots listed by the Department of Health & Human Services during the cited risk periods, you should not attend the facility until you have been tested and return a negative result. You should also contact the Residential Services Manager at the facility to alert them to your situation if this applies to you. Details of hotspots can be found at <https://www.dhhs.vic.gov.au/case-locations-and-outbreaks>

As a guide, essential visits are considered to be compassionate, end-of-life or assistance visits. Please don't hesitate to contact the Residential Services Manager if you need further information or guidance with respect to a proposed visit.

All other safety and hygiene practices remain in place, including testing of staff.

We would encourage you to continue to connect with your loved ones through phone calls, video calls, letters and emails. If at any time you have any queries or concerns, please don't hesitate to contact your Residential Services Manager.

As soon as we are able to return to more flexible visiting arrangements we will do so and we will keep you fully informed as the situation changes.

Rest assured our absolute priority continues to be the health, safety and wellbeing of every resident in our care.

Thank you for your support and understanding and I will be in touch again shortly.

Yours sincerely



Fonda Voukelatos
Acting Chief Executive Officer
Uniting AgeWell

Corporate Services

1300 783 435

info@unitingagewell.org

Level 6, 130 Lonsdale Street, Melbourne VIC 3000

Uniting AgeWell

ABN: 19 628 178 816

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unitingagewell.org