

4 January 2021

Visits to residential aged care facilities across Victoria

As we had noted in our correspondence to families and friends on the 31 December 2020, a number of restrictions and recommendations were reintroduced by the Victoria State Government in response to COVID-19 cases.

As a result of further Government advice, we are pleased to advise of more flexible visiting arrangements.

As of Tuesday, 5 January 2021, in addition to essential visits which were in place, normal visits and outings will resume with some restrictions:

- For normal visits, a resident can have one visitor at a time for a maximum of two hours. We would also encourage you to continue to connect with your loved ones through phone calls, video calls, letters and emails.
- Outings will resume. Residents and their families will need to continue booking outings via the local Residential Services Manager and adhere to the State Government guidelines and hotspot advice.

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>

All other safety and hygiene practices remain in place.

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



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