



2 July 2020

Our Residents and Representatives
The Salvation Army Aged Care

Dear All,

Given that State Governments have been easing restrictions with regards to social distancing requirements in Australia and that there has been a reduction in the risk of local community transmission in most States, we have reviewed our COVID-19 Outbreak Prevention and Risk Management Matrix and decided to transition our New South Wales residential aged care centres from Risk Level 4 to Level 3.

This change will be effective from 2 July 2020. At Level 3, all the current visitor requirements remain in place. The key differences relate to volunteers being permitted to come in and visit residents (subject to that resident still receiving two visitors per visit), large group activities taking place and an easing of residents being able to move offsite.

There are currently no restrictions under the public health order stipulating that residents are not allowed to leave their place of residence, but the NSW Health Department says that residents should be advised not to leave, that excursions are not permitted and that people over 70 or those at higher risk should stay at home. This is on the advice of Commonwealth and State and Territory bodies. Staff will continue to monitor residents for signs and symptoms of respiratory infections and current flu vaccinations are still required for all visitors as per the Government mandated requirement.

We have also had feedback from family members who are now returning to work that the afternoon visiting hours are a little restrictive in terms of enabling them to visit on their way back from work. Please speak to your Centre Manager about how we can help facilitate afternoon and evening visits.

Please also note the advice from the NSW Chief Medical Officer announced last week that all visitors and staff who have travelled to Melbourne in the past 14 days are to be denied entry to residential aged care centres in New South Wales. Additionally, if a resident has been in Melbourne in the past 14 days, please call the NSW public health unit on 1300 066 055.

Given the designated COVID-19 hotspots in Victoria as stated by the Victorian Government and the increase in community transmission there, we appreciate your flexibility and understanding at this time.



Should you have any questions, please direct them to your Centre Manager.

Kind regards,

A handwritten signature in black ink, appearing to read "S Feddema".

Samantha Feddema

General Manager – Residential Services

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