



19 June 2020

Dear Resident families,

It is very pleasing to see that Australia is in a good position regarding COVID-19, but we must stay vigilant.

Our Directors of Nursing/Executive Managers are always talking to our residents about COVID-19 and how they are coping during these uncertain times. Overall we have had positive feedback throughout COVID-19, but we know it has been tough on families and we do appreciate your support in staying vigilant and following COVID-19 restrictions.

Over the past few months Hall & Prior has been working extremely hard on updating our Pandemic Management Plan for our homes. We are releasing Version 5 of this plan on 19 June 2020. The taskforce behind this plan has done an incredible job in authoring this document; this plan is our guide should we have an outbreak of COVID-19 in our homes.

The Industry Code for Visiting Residential Care Homes is still in place and we are required to screen visitors before entering our homes. This code standardises access for all visitors into Residential Aged Care Homes across Australia. If you have not had the opportunity to read it you can find it on our website <https://hallprior.com.au/news/2020/05/residential-care-visitor-access-code/>. We do remind you to please not visit our homes if you are unwell, this helps us keep our residents and staff safe.

In line with Federal Government standards it is also now mandatory that anyone visiting our homes has had their current influenza vaccination. You must show evidence of this on entry; again this helps keep our residents safe.

The pandemic has presented various challenges within our business, and I thank our wonderful staff who have worked tirelessly to support our residents to remain safe and well during this time. Keeping our residents safe is and has always been our number one priority. We cannot thank our staff enough, but your support and understanding during this time has also been fully appreciated.

We also recommend that you download the COVIDSafe app if you have not already done so.

We will get through this together.

Yours truly,

A handwritten signature in black ink that reads "Graeme P." with a stylized flourish at the end.

**GRAEME PRIOR**  
**Chief Executive Officer**