



1 February 2021

Dear Resident family members

Thank you to you all for your continued support as we navigate COVID-19. Our number one priority is the safety and wellbeing of our residents and staff.

As you may be aware the Premier of Western Australia announced that effective from 6pm, 31 January 2021 the Perth, Peel region and South West region will be in lockdown with only essential services operating, this includes restricting visitor access to residential aged care homes. This applies until 6pm Friday, 5 February 2021 or until further advice from WA Health.

I wish to confirm that we will be restricting visitor access to all our homes at this time with the exception of end of life and palliative care. In discussion with my senior management staff we have decided to include Clarence Estate and Clarence Community as part of this. This is due to the impact of the large community we provide services to.

At this stage our staff are not required to wear masks whilst working at Clarence Estate. Our community staff may be wearing masks, please feel free to request this if you would prefer them to be wearing a mask when they visit.

We understand that this is a difficult time and having contact with your loved one is important so our staff will be supporting residents for phone and video calls.

We will get through this together.

Yours truly

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

**GRAEME PRIOR**  
Chief Executive Officer