

“There is a deep responsibility - not just across aged care but for everybody in the community - to be vigilant around vulnerable older people, whether in residential care facilities or receiving care in their own homes.” [Sean Rooney, CEO Leading Aged Services Australia]

Dear Lyndoch Living Community,

The health and wellbeing of our residents, staff and wider Lyndoch Living community remains our number one priority, as we continue to monitor the COVID-19 situation closely and follow the advice and guidelines of the Department of Health and Human Services.

To help reduce any risk of community transmission of the highly contagious COVID-19 virus, and based on the directions from the Deputy Public Health Commander, the following restrictions apply at all our aged care facilities:

- Each resident will only be permitted one (1) visitor at any one time, and only in that resident's room, not in any shared areas;
- Visits will be restricted to those people who are the resident's nominated person, guardian, partner, carer or support person; and
- Where the visit is for the purpose of providing emotional and social support to the resident which cannot be provided by that person via electronic or other non-contact means.

If you meet these criteria and plan on visiting our facilities, we ask that you to bring your own face mask and wear it for the duration of your visit.

In light of recent changes in Government guidelines, all visits must be made by prior appointment by calling our visitor booking line on (03) 5559 3480 between 9:00 am and 12:00 pm, Monday – Friday. We are also here to assist you in setting up alternative ways to connect with your loved one if and as required.

Moving forward, we will continue to monitor the latest advice from the Department of Health and Human Services and will review our approach if advice changes.

We thank you for your continued and invaluable support in these challenging times.

May you and your family keep well and safe.

Yours sincerely,



Doreen Power
CEO