

24 October 2022

Dear residents and family members,

I write to inform you of an active gastroenteritis (gastro) and COVID-19 outbreak at Lyndoch Living after we recorded 11 resident cases of gastro and five resident cases of COVID-19.

Regarding the gastro outbreak, all 11 resident cases are within the Audrey Prider Centre (APC). We have activated our outbreak management plan, increased hygiene measures, and isolated the affected residents in response to this.

Four of the COVID-19 cases are also in APC and the remaining case in our Lake Lodge centre. We can confirm, one of the positive COVID-19 residents in APC is also infected with gastro – we are monitoring this resident, and all other affected residents closely.

To confirm, all affected residents are fully vaccinated, receiving anti-viral medication and doing well. We have notified the primary contact of these residents and will be keeping them updated across both outbreaks with daily updates via phone.

In response to these outbreaks, APC has now been classified as a red zone with all staff and partners-in-care visitors required to wear Tier 3 PPE. Lake Lodge is classified as an amber zone and we advise Tier 3 PPE is worn at all times.

We understand it is important for families of our residents to know how to get in touch regarding the health of their loved ones, please do not hesitate to call us on (03) 5561 9300.

At Lyndoch Living, we are taking every precaution possible to care for our residents – your loved ones. We have completed a thorough cleaning process and are continuing to strictly adhere to PPE requirements in order to minimise the risk of further infection.

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As always, we remain focused on providing quality care to our residents and supporting our dedicated staff. The Public Health Unit has been notified of both outbreaks. We are also in the process of finalising a surge workforce to ensure that we have adequate resources to care for all our residents and support our team. As the nominated primary contact, we respectfully ask you to share this information with other family members and friends who need it.

For additional support, the OPAN (Older Persons Advocacy Network) website has a range of support resources and information that may help <https://opan.org.au/>

We will continue to update you and the community when we have more information.

Kind regards,

**Ted Rayment**  
**Chief Executive Officer**