

11th Sep, 2020

Dear Resident, Family and Friends,

I am writing to provide another update for BlueWave in relation to COVID-19. We continue to monitor the community transmission on a daily basis, and assess our current visiting arrangements. We are also operating under NSW Health directives currently, which at this stage requests all Aged Care Facilities to remain closed to visitors in our region. We anticipate there will be an update from NSW Health by Monday in relation to this.

Subject to there being no further local cases of COVID (and at least 14 day clear of last known case), and low numbers of community transmission generally in NSW, and NSW Health allowing some visitors again, we anticipate a gradual re-opening to visitors. We would expect that our first step would be to allow visitors via our 'I See U' program. Until NSW Health issues an update, I cannot advise when this will commence, however I would be hopeful of this occurring later next week sometime.

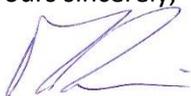
We are also upgrading our booking system, with an update to the software, and new tablets in the foyer, which will now include automated temperature checking. We anticipate these will be in place towards the end of next week in time for our re-opening to visitors, all being well.

This continues to be a difficult time for all involved, and I thank everyone for their on-going support. We continue to aim to find the right balance to allow families and friends time with our Elders in care, coupled with the challenge of minimising risk to our Elders in care. I understand that not everyone will agree with our approach to this at times, however we have to aim towards what is best in providing that balance for all our 135 plus Elders in care and their respective loved ones. We also have to respond and ensure we are compliant with any NSW Health Directive, and any Federal Health Directive relative to our industry and/or region.

A reminder that we continue to offer facetime/skype type calls, and phone calls as additional means for family to keep in touch with loved ones. Please book a time on the above email or phone us.

Best wishes to all and continue to stay safe.

Yours sincerely,



Matt Downie
CEO

