

4th November 2022

Dear Staff, Residents & Families

We have commenced what we are referring to as the MACI Integration Project. The integration project is required to make sure that MACI receives the optimum benefits from the opportunities that are available from merging with Warrigal. The first good news to report is that the Government this week formerly approved the funding required to deliver a successful integration. This allows us to move confidently ahead with acquiring the contractors and people to deliver a successful integration project.

Some of this funding has been allocated to be used to undertake repairs and maintenance at the home as well as make improvements to the home. We have invited an interior designer to the home to make professional suggestions on how best to use the funds for the benefit of residents. The interior designer's instructions include ensuring that residents and staff are asked what they would like to see the funds spent on to maximise its benefit to both residents and the staff.

The remainder of the funds are available to allow us to update our systems and provide resources to advise on how we can improve our services to residents. We have already been visited by specialists in their field from most Warrigal departments to look at the home and speak to staff on how we are currently providing our services. These specialists have been very supportive of MACI and understand that they are here to learn about service delivery to our multicultural community as much as provide advice and tips on how to improve our current services.

The managers of MACI took the former directors of MACI to dinner on Wednesday night to thank them for their many years of service to MACI and the support they have always provided to us as managers. It was especially nice to be able to thank our former Chairperson, Colleen Mandicos, for an incredible 33 years of service to MACI as a director; most of these years as the Chairperson. There were some tears as we reflected on the great history of MACI and contributions made by the directors; however, there was also optimism about the future of MACI and the service it will continue to provide to the Multicultural community with the support of Warrigal.

I can report that Colleen Mandicos (Chairperson), Kerry Kyriakoudes (Deputy Chairperson) and Dr Yusef Khalfan (Director) have already applied for membership of Warrigal and were accepted by the Warrigal board of directors on Monday night. These three MACI representatives will join about another 40 community members who control Warrigal and are very influential in ensuring that Warrigal remains focussed on providing the best support possible to all older people in the communities that they operate in. It will be great to have our three ex MACI representatives continuing their strong advocacy for our multicultural community within the inner circles of Warrigal.

In relation to the most recent COVID advice, we note that we have been operating with the more comfortable surgical masks for the last couple of weeks and we have operated with more relaxed RA testing requirements. This has been successful to date with no resulting outbreaks. I do, however, need to provide clarification about visitor requirements for RA testing. It is still a requirement for all visitors to have an RA test prior to entering the home if they visit on an infrequent basis. To be considered an infrequent basis you would be visiting your loved one less than three times per week.

It is only if you visit at least 3 times per week that we will allow you the option to undertake RA testing twice per week. These two tests would also need to be spread out over the week, not taken on consecutive days. If there is any confusion about this, then please feel free to check with reception when you make a visitor booking. Regardless of these guidelines, management and RNs on duty have the authority to insist on an RA test being undertaken regardless of the current advice. The COVID environment changes rapidly, and management are aware of the latest developments in the community and in the home are best placed to be able to make the most informed decisions about the safety of you, your loved ones and our staff.

Please call us on the dedicated COVID phone line if you have any questions about COVID. Our dedicated line is **0488 100 105**.

A handwritten signature in cursive script, appearing to read 'Beard', written in black ink.

Stephen Beard
Chief Executive Officer
Multicultural Aged Care Illawarra (MACI)