



# Protecting *our* community

## Coronavirus (COVID-19) UPDATE

To all our valued clients and families,

What a crazy time it is we are living in. Anyone who picks up a paper or turns on the TV is bound to have seen the negative coverage surrounding some of the issues in residential aged care.

Our hearts go out to the residents and their families as well as the passionate staff who are trying to care for them in such difficult times. At times like this I feel even more fortunate to be working with people supporting them to live independently and stay in their own homes away from nursing homes.

The fact you have chosen to receive your care in your own home has absolutely reduced your risk of contracting this awful illness. That isn't to say that we shouldn't still be conscious of all the risks and to take due care. I can assure you that as an organisation Prestige is taking every step possible to continue to support you and your loved ones to receive the care they need and maintain their independence at home.

We have ample supplies of protective equipment to ensure that we can continue delivering care and mitigate the risks of you contracting COVID-19 as a result of getting support in your own home.

As well as the protective equipment we are following all the advice from the Department of Health and the Chief Medical Officer. We are taking a number of steps above and beyond the suggested best practice to again do everything in our power to ensure you remain safe and well.

We have information on [our website](#) for those who would like to know more otherwise feel free to call us on **1300 10 30 10** and ask to speak someone who can assist with your Coronavirus enquiry.

Thank you for continuing to put your faith and trust in us to care for you or your loved one. We take this responsibility extremely seriously and we feel privileged to play a small part in keeping you independent and safe at home. All our thoughts are with you all.

Kind Regards,

Nick McDonald  
CEO

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