

Friday 26 February, 2021

Dear Residents, Family & Friends,

I am writing to update you on the Federal Government's COVID-19 vaccination program in residential aged care homes. I am sure you have seen the media reports about problems arising in the first week of the vaccination rollout.

BaptistCare was scheduled to have vaccination clinics at six of our homes this week, and our staff and residents had all been preparing for the big day. Unfortunately, there were several cancellations and delays from the external vaccination team, which has disrupted the rollout.

The COVID-19 vaccination program is complex. There are a lot of people involved, including the vaccination teams (five people with different roles in each team), secure cold-chain transport of the vaccine, delivery of other critical supplies, and organising additional staff at each aged care home. Each Local Health District is working with the government's selected providers of vaccination services, scheduling the visits to every aged care home across the country. Minor disruptions in any one element cause flow-on effects, and we have seen that happen this week.

I want to assure you we are doing everything we can to ensure residents have access to the vaccine as soon as possible. We recognise the situation is not ideal, with vaccination days cancelled or changed at very short notice. We expect the situation will improve as the rollout progresses, with more certainty vaccinations will occur as scheduled. Even so, we should still expect delays and changes.

BaptistCare is doing everything we can to work with the vaccination teams, including being prepared to hold clinics on weekends. We ask for your patience and understanding as we work with our colleagues across the wider health network to complete the vaccination program. We are confident all residents who choose to be vaccinated will be vaccinated soon. BaptistCare believes this will add another important layer of protection from COVID-19 for residents.

Your local home will keep you updated on changes as we learn about them.

Regards,



**Allan Waters**

BaptistCare General Manager – Residential Services