

Self Care
36 Douglas Avenue
Chatswood NSW 2067
Telephone: 9417 3328
Facsimile: 9417 3095

Hostel
1 Warrah Street
Chatswood NSW 2067
Telephone: 94178443
Facsimile: 94173777

Website: www.willoughbyvillage.com.au
Email: admin@willoughbyvillage.com.au



Willoughby Retirement Community Association

(ACN 001 838 777)

31 January 2022

36 DOUGLAS AVENUE CHATSWOOD NSW 2067

(ABN 60 001 838 777)

Dear Hostel Residents, Staff and Families & Friends of WRCA

A lot has happened since our Christmas parties in early December last year!

Aged Care Quality and Safety Commission (ACQS) 3-yearly Site Audit

Our Hostel Christmas celebrations were held on 1 December with Hostel residents & family, staff and directors, organised as three separate events over one day (as per COVID-safe requirements).

A surprise “no notice” visit occurred that same day (**1 December 2021**) from the Aged Care Quality and Safety Commission (ACQS) for the 3-yearly re-accreditation hostel audit.

The 3 ACQS auditors were happy that our hostel festive gatherings had provided great access to the impromptu and very positive feedback from all the families, residents and staff whom they interviewed - thank you to all!

So, it was a further surprise, when at 3.05pm on **24 December 2021** late Christmas Eve, ACQS sent WRCA an email with an 88-page Audit Report and a 14-day response time and no acknowledgment of the ongoing 2+ year COVID-19 pandemic conditions.

Since **mid-December 2021**, the world has been dealing with the advent of the COVID-19 Omicron variant. This has been compared to starting a boxing match after running a marathon.

WRCA replied to ACQS with a 311-page response from WRCA's board, staff, hostel residents and families. This included 60 documents further evidencing our staff's excellent physical care, emotional support and clinical care of our residents at all times. We have yet to hear the final results of our compliance with each of the 42 requirements of the 8 Quality Standards.

Rapid Antigen Tests (RATs)

Because Willoughby Hostel *has not yet had an outbreak*, the government at present considers WRCA is ineligible to receive *government support to help us prevent an outbreak*.



This is despite our recent pleas to the government for more free Rapid Antigen Tests (**RATs**) or at least to reimburse WRCA for these required costs imperative to help fight a possible outbreak.

We have managed to import a limited further supply of RATs last Friday and today we received a part-filled order from our local supplier at WRCA's cost.

In this context, we thank you for continuing to help keep our community safe and agreeing to delay non-essential visits and outings until the hostel can secure sufficient RAT supplies for visitors (or alternatively BYO RATs to the hostel on your visit!)

The Daily Telegraph letter of praise for WRCA 28/1/2022

WRCA received a letter of praise for our staff's wonderful care at Willoughby Hostel. We have proudly added this commendation to our monthly Hostel newsletter with many thanks to Jo Lannan, AO and retired Registered Nurse, our staff and community for their ongoing support of WRCA.

Yours sincerely



Lindy Kearns
CEO

Daily Telegraph: Text of Letter published (28/1/2022)

As a resident of the Willoughby Retirement Community Association (WRCA) Hostel at Chatswood, and after all the doom and gloom we constantly hear about Aged Care facilities, I want the General Public to be aware of the great protection we have received over the past two years, and continue to receive, in the midst of the Covid virus.

Our hostel staff have followed all Health Department Directives.

They wear masks every day, we have received all the vaccines including the booster, and now, each staff member has a rapid antigen test outside the front door before they can enter the Hostel.

They have shown us the greatest consideration and care.

The General Public only hears sad stories, but our staff deserve congratulations and a big thank you!

Jo Lannan, Chatswood