



Dear Whiddon Kyogle residents and families,

I am writing to let you know that we have made the decision to temporarily close access to 8 rooms in our Richmond Wing at Whiddon Kyogle from 16 December 2022.

All residents affected by this change have already been personally notified and we are working with them to transfer rooms within our Home during this time.

This decision has been brought about by the significant staffing shortages Whiddon is facing, as is the broader aged care sector. Despite our very best efforts to recruit additional Registered Nurses and Assistants in Nursing to our Home, we have been unable to achieve the level of resourcing required to safely keep all rooms open and provide the highest level of care possible.

Our team has tried a number of methods to increase our staffing levels, such as local promotion, utilizing our networks and hiring agency staff, however we have been unable to secure the additional employees we require.

The rooms in the Richmond Wing that will be temporarily closed are Rooms 109-116. This closure is temporary and will be reviewed once we have been able to recruit the employees needed to resource all rooms and beds.

I understand that this news may cause concern, so I want to assure you that we are committed to continuing care at Whiddon Kyogle over the long term, and will return to normal operations once our staffing challenges have been addressed.

We also want you to know that there are pathways for you to provide feedback or raise a concern.

Award-winning  
care that connects,  
inspires and enriches  
lives every day.

Support Services  
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# Whiddon

These include:

- **Whiddon:** [haveyoursay@whiddon.com.au](mailto:haveyoursay@whiddon.com.au) or Executive Administration, 81 Belmont Road, Glenfield, NSW 2167, T 02 9827 6683
- **Older Persons Advocacy Network (OPAN):** OPAN is a national network that supports older people and their representatives to address issues related to Commonwealth funded aged care services. T 1800 700 600
- **Aged Care Quality and Safety Commission:** A free and confidential service for anyone to raise a complaint about Australian Government subsidised aged care. T 1800 951 822

We thank you for your patience and understanding at this time.

Kind regards

Janine Holden  
Director of Care Services  
Whiddon

Can you help us to spread the word about a career at Whiddon Kyogle?  
Visit [www.whiddon.com.au/careers](http://www.whiddon.com.au/careers) to see our current jobs available.