



Wednesday, 19 April 2023

Dear Residents, Families & Friends

Firstly, I hope that everyone had an enjoyable Easter and time with family and friends. I would like to take this opportunity to update you on the following please;

Announcement - Whiddon Moree Director Care Services:

I am pleased and delighted to advise that our new Director Care Services Ms Allison Groth will be commencing in this role on Monday 15 May. Allison started her career in the Acute space, working in the emergency department of a small regional multi-purpose centre in the community. After a short stint as an ACAT intake officer, she moved to Nazareth Care in Tamworth as their Clinical Care Co-Ordinator and found her passion for Aged Care. During her time of nearly 8 years with Nazareth Care, Allison has progressed through four roles, before finally taking on the Facility Manager role in May 2019. Allison has visited Whiddon Moree and met the senior leadership team and is excited for this opportunity. Our plan is to hold a "Welcome to Whiddon Moree" event for Allison – more details to follow.

I would like to take this opportunity to sincerely thank Colin McDonald who has been leading the team during the recruitment process. We are extremely grateful for Colin and I know many will miss him when he moves to Narrabri for his next role as Acting DCS across both our homes in Narrabri whilst our DCS Sara Cameron is on Maternity Leave.

Recent Aged Care Quality & Safety Commission (ACQSC) Assessment Contact Visit:

Last week we were advised that the result from this visit in January, and our follow up response and action plan has successfully reduced the number of outstanding non-compliances. Our response successfully over-turned 5 at Whiddon Moree Federation Lodge and Nan Crane and reduced these from 8 to 3. Whilst we acknowledge we still have some work to do, we are well placed for the remaining 3 to also be closed out at the next visit. Colin, Kathy and the team are working closely with the Whiddon Quality Care and Compliance Team and along with the skills and experience that Allison will bring to the team I am confident we will be successful in achieving this.

Whiddon Strategic Roadshow – Visit to Moree Wednesday 3 May at 10:30am:

I am pleased to advise that several members of the Whiddon Executive and Senior Leadership Team will be visiting Moree and are looking forward to meeting with residents, families and staff on Wednesday 3 May at 1030am - more details to follow.

If you have any questions please don't hesitate to get in touch with the team at Moree.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Sally Renshaw'.

Sally Renshaw **Regional General Manager - RAC Greater Sydney and North West**