

**Fairway**  
Bayside Aged Care Limited

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12 April 2021

Dear Residents, Residents' Relatives and Friends,

I am writing to provide you with some important information about upcoming events at Fairway.

### **Accreditation**

The Aged Care Quality and Safety Commission have accepted our application for re-accreditation. This means that quality assessors from the Aged Care Quality and Safety Commission (**Commission**) will be visiting to assess the quality of care and services at Fairway.

This assessment is called a site audit and will be **unannounced**, so Fairway will not be aware of which day or week the audit will be conducted.

When quality assessors visit Fairway, you (or someone who represents you) will be given the opportunity to talk to an assessor about the quality of care and services we provide. You (or someone who represents you) can also provide information prior to the audit. You can do this by calling the **Commission** on **1800 951 822 (press option 2)** or **completing an online survey** by visiting the following website **<https://www.agedcarequality.gov.au/consumer-feedback>**. Open the survey by clicking the **Aged Care Residential Consumer Feedback Survey** link and use **code 3218** (3218 is Fairway's residential aged care service identification number). The survey asks about your experience of quality and safety at Fairway.

Your privacy and anonymity will be respected and any personal information you provide to the assessors will only be discussed with Fairway if permission is given by you. The Quality assessors will however use your information and comments when conducting their site audit and when preparing their report. For information on the Commission's privacy policy and practices, please refer to the Commission's website on <https://www.agedcarequality.gov.au> or contact the Commission on 1800 951 822.

If you need interpreter assistance, call Translating and Interpreting Service (TIS) on 131 450 and asked for Aged Care Quality and Safety Commission.

*'Fairway Bayside Aged Care is a not-for-profit aged care home, built by the community for the community.'*

**Confirmed date for COVID-19 vaccination program at Fairway**

I am pleased to advise that we have received written confirmation from South Eastern Melbourne Public Health Network that the Aspen Medical Team will be at Fairway on **May 3, 2021 at 8am** to deliver the COVID-19 vaccine program. Residents **who have consented** to receive the COVID-19 vaccine will receive the **Pfizer vaccine** and the two doses will be approximately 21 days apart. Extra staff will be rostered on to help each resident prepare for their vaccination and monitor residents post vaccination.

On this occasion, only residents will receive the vaccine. However, Fairway has taken a proactive approach by issuing staff with documents which confirms their eligibility to receive the vaccine as a priority due to their occupation within the community. Information has also been provided as to where they can go to have the vaccination within their local participating clinic or hub.

If you have any questions or concerns about the COVID-19 vaccine program, please contact **Catherine Dunn** (Fairway's Infection Prevention Control Lead) on 9599 4199 or email [cdunn@fairwayagedcare.org.au](mailto:cdunn@fairwayagedcare.org.au). You can also contact **Sylvia Spacil** (Fairway's Director of Care and Clinical Services) on 0403 413 747 or email [sspacil@fairwayagedcare.org.au](mailto:sspacil@fairwayagedcare.org.au).

**Flu vaccine**

Now that we have a confirmed date for the COVID-19 vaccine, we are now organising the flu vaccine for residents. We need to ensure the flu vaccine is given 14 days before the 1<sup>st</sup> dose **or** after the 2<sup>nd</sup> dose of the COVID-19 vaccine.

Thank you for your patience regarding the COVID-19 and flu vaccine.

If you have questions, please do not hesitate to contact me.

Regards



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