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22 February 2019

██████████  
Compliance Officer  
Department of Health  
GPO Box 9848  
SYDNEY, NSW 2001

Via ██████████@health.gov.au

Dear ████████

**Re: Menarock Aged Care Services (Victoria) Pty Ltd**

We refer to your Notice dated 15 February 2019 in relation to the Sanction Decision for Greenway Gardens (RACS ID 3686).

The purpose of the letter is to confirm that Menarock Aged Care Services (Victoria) Pty Ltd has completed the appointment at its own cost, an adviser to assist it to comply with its responsibilities in relation to care and services (sections 66-1(a) and 66-2(1)(a)(iii) and developed an education and training plan. We will provide written evidence of the successful completion of the specified training on or before the 15<sup>th</sup> August 2019.

We have appointed Fiona van den Berg to the Advisor role to determine and guide interventions in relation to the provision of care and services to enable Greenway Gardens to achieve and sustain compliance with the responsibilities under Part 4 of the Act. Fiona van den Berg is an employee of Menarock Life as Group Operations Manager of Quality and Compliance and will be seconded to the role and will be based at Greenway Gardens for the period of this tenure.

Fiona van den Berg has extensive experience in Aged Care having a career of over twenty-five years in senior management and leadership positions. The last seven years have been with Menarock Life having achieved 21 successful accreditation programs and leading our quality and safety program. Fiona van den Berg has a Registered Nurse (Australian Health Practitioner Registration Agency- NMW0001028942) with a post graduate in Advanced Nursing- Gerontology.

To ensure there are no conflicts of interest between other duties and her role as advisor and to support a strong focus on clinical management and leadership to address identified risk to care recipients we have reviewed our organisational structure and allocated other residential homes to our Operational Managers. In addition, we will be recruiting an additional Group Operations Manager to this team and will be seeking services from a consultant for project-based work, including the Quality and Safety Standards transition.

We have a dedicated office for the advisor position and created a new email address [REDACTED]@menarock.com.au for all correspondence. We will also be establishing a separate phone number as a dedicated communication line for families, residents and other key stakeholders. We will be communicating to our other DONs of the change in Fiona's role and focus over the next 9 months but will provide them with the appropriate support they require at their respective facility.

We believe it is very important that Fiona is able to operate independently in her duties so as to provide comfort to both the residents and families of Greenway Gardens that these matters will be appropriate addressed, hence the reason why we are taking the steps outlined above. We know that from a professional integrity standpoint, that Fiona will provide her services as an Adviser free from any conflict of interest and independence impairing perspective.

Please find attached an Education and Training Plan that includes details of the planned training, training providers, and calendar/timetable. The training plan has assessed the training needs of care staff and management employed at Greenway Gardens and is aligned with the areas identified as non-compliant and for continuous improvement. As a minimum the education and training plan includes clinical care, pain management, nutrition and hydration, skin care, continence management, behavior management, sleep, compulsory reporting, emotional support, privacy and dignity and choice and decision making. Menarock Life has recently introduced an online learning platform W&L Learning that all staff can access online, this will support the education and training plan.

Should you require any additional information concerning the above please do not hesitate to contact Fiona van den Berg, Advisor on [REDACTED] or myself, Brendan Coulton, Chief Group Operations Manager on [REDACTED]

Yours faithfully

[REDACTED]  
**Brendan Coulton**  
**Chief Group Operations Manager**  
**Menarock Aged Care Services (Victoria) Pty Ltd**