08 October 2026

Dear Residential Aged Care Consumer Advisory Body (CAB) Members,

Subject: Response to CAB Recommendations and Update on Key Initiatives

Thank you for taking part in this year's CAB meetings. This year we spent over 20 hours listening with residents, families and representatives to understand your opinions on the Quality of Care you receive from Catholic Healthcare. What you told us helps us improve care and daily life in our homes.

You told us what matters most to you, and four key themes emerged from this year's discussions:

- **Person-centred care:** You want to be known and cared for by staff who know and care about you. You would like better communication, care plans and staff introductions.
- **Dining:** You want menus that are easier to read, catering staff who know the menu, and meals that look good on the plate.
- **Privacy, respect and dignity:** You want staff to talk about personal matters privately with you, and to always ask permission before entering your room.
- **Billing and finance:** You want bills that are easier to understand, problems to be fixed faster, and help that is easy to reach.

The Board thanks you for your feedback and we are committed to acting on it. We are pleased to share a range of initiatives that address your feedback. All these improvements will be implemented before the end of this year, and we look forward to your future feedback on how these have made a difference.

Person-Centred Care – December 2026
We are reviewing how information is shared between shifts. Care and Clinical Managers will be observing handovers to make sure they are clear and specific to each resident and confirming that each home uses a consistent handover process.

We will be making changes to ensure that resident's care plans are accurate, up-to-date and easy for the person providing care to use. To help you know who is caring for you, we are strengthening how new and agency staff are briefed on resident preferences and routines and reviewing staff introductions and name badges.

Dining Experience – October 2026
Meals are a big part of the day, and we want them to be something to look forward to.

We will be introducing plain-language menu descriptions and large-print standards for all menus and dining material. Catering teams will be better briefed on menu items and how meals should be presented. Our Chef Managers in each home will be completing the first plate of each meal service to set the standard for presentation and portion size. We are also making it

easier to share food feedback, including non-digital options for those who prefer them.

Privacy, Respect and Dignity – November 2026
Throughout October, we are delivering talks for our staff on privacy, dignity and respect, backed by education on respectful communication and sensitive conversations.

We are reinforcing that staff must knock and wait for a response before entering a resident's room, also that sensitive personal care and medical conversations happen in private and not in front of visitors, and that staff speak in English when interacting with residents and colleagues so that no one feels excluded. Local leaders within each home will observe this through regular walkarounds, and these expectations will also be discussed at staff and resident meetings.

Billing and Financial Issues – December 2026
We've reviewed our phone support and are implementing changes to make it easier to reach our Finance team, with a simpler phone system, a dedicated contact for your calls, and a goal of returning any unanswered call within 24 hours by end of December 2026.

We also want to make sure every resident knows their options when correcting an account — by end of October 2026, our Finance team will complete training to ensure all team members

consistently offer the choice of a refund or a credit whenever you speak with us.

Conclusion
The Board values your feedback. We will keep working on these changes, and we would like to hear from you about how they are going. Your voice helps us know what is working well and what still needs to improve.

Your insights are vital in helping us understand what is working well and where further improvements are needed.

Thank you again for your participation and dedication to enhancing the quality of care and experience for all.

Yours sincerely,

Stephen Teulan
Board Chair
On behalf of the Board of Directors