



Sydney, 17/04/2020

General Manager – Willoughby Council

Dear Madam,

Vitalis Health & Home Care is a provider of integrated services that work with patients, clients and their clinical and care teams to support and enable people to return to and remain safe and independent in their home.

Our services are accredited by the Australian Council on Healthcare Standards (ACHS).

We offer a range of integrated health and home care services, including:

- **Hospital in the Home (HITH)** – a specialist clinical care service that enables patients to receive high level clinical care at home when they would otherwise be required to be a hospital inpatient (including but not limited to IV therapy, complex wound management, chemotherapy).
- **Clinic** – Vitalis operates a specialist clinic in St Leonards, providing a range of services including complex wound care services such as VAC dressings and debridement, stomal therapy, drain care, catheter care including routine SPC and IDC changes, infusions and PICC line management.
- **Discharge Support and Chronic Disease Management Service** – Vitalis operates a national phone-based discharge support and chronic disease management service that works with clients who are at risk of admission or readmission to hospital. The service aims to improve self-management skills and facilitate access to primary care, and includes referral and coordination services for identified higher risk clients.
- **Home Care** – Vitalis operates an integrated health and home care service with trained staff providing services ranging from companionship through to high level dementia, palliative and end of life care in the client's home. Vitalis is approved by the Department of Health to provide federally subsidised Home Care Packages.



Over the last 3 to 4 years, Vitalis and Watermark have been working together to develop a range of services specifically tailored to the needs of Watermark residents including:

- At Watermark Castle Cove, a care concierge service to support the residents' general wellbeing and enable them to live longer and better in the comfort of their own home.

In addition to a dedicated telephonic support service, each week an experienced clinician (registered nurse or doctor) attends a dedicated clinical space in the village to provide a range of clinical services (such as wound management, vaccinations, general doctor consultations, etc) or coordinate allied health services (physiotherapy, podiatry, etc).

- At Watermark Freshwater, the recent launch of "Mounties Care Powered by Vitalis", where Vitalis brings its clinical capability to support the wellbeing of the residents of the village and Mounties members. This includes a Mounties Covid-19 hotline, where Mounties members can call a Vitalis nurse operated, dedicated phone service for information and advice regarding the pandemic and its implications on their day to day life.
- Based on the success of our collaboration, and unified in our vision of excellence for Watermark residents, Watermark and Vitalis have been developing a new concept for the future residents of Watermark Chatswood where retirement village operations and care and wellbeing services are fully integrated, including onsite access to:
 - Care concierge services (such as assistance with shopping, travel to medical appointments, etc)
 - Support services for home care and home nursing
 - Housekeeping services
 - Palliative care and end of life services
 - Respite services

The overarching objective of this new concept is to enable and empower people to stay in the comfort of their own home for as long as possible. It is envisaged that these support services be made available to the surrounding community as well.



It is the intention of the parties that the services are facilitated from both on and offsite resources. Vitalis is working closely with the Watermark Chatswood design and development team, including multiple site visits to refine the concept. The detail and contractual arrangements with Watermark Chatswood are yet to be finalised and are subject to final DA approval.

Should you have any question about the nature or scope of services, please do not hesitate to contact me at any time by email or phone.

Yours Faithfully,

A handwritten signature in black ink, appearing to be "Alex Chrisment".

Alex Chrisment

Director

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