



Presbyterian Support
South Canterbury

18 October 2011

Sally Hopkins
Business Development Manager
Eden in Oz & NZ
P.O. Box 8015
Camberwell
North Victoria 3124

Dear Sally,

I would like to convey my gratitude to you and the team for the recent Eden training of ninety of our staff. I wanted to congratulate you, Chris, Cathy and Jill for delivering three passionate 3-day sessions that still has the staff buzzing.

The simple and powerful message of the Eden Principles is a philosophy that all providers of residential aged care should adopt. It is simple and so logical that I wonder why we don't all see it.

You and the Team's commitment to the principles of Eden was clearly demonstrated through the energy, enthusiasm and focus of the training and by personalising it to our organisation a powerful message to staff was conveyed that left them all hungry for more. It was a great investment for the organisation which will result in a great return for residents and staff.

I look forward to your next visit when we can demonstrate 'Eden in Action' through the building of an environment that puts resident's firmly in control of their lives.

Keep up the good work!

Kind regards

Michael Parker
Chief Executive Officer