

Edition 1

Jan - March 2025

Warrigal

Connection



Welcome from the **CEO**

Jenni Hutchins

In the two and a half years since I began as CEO of Warrigal, it's the deeply personal moments that have stayed with me — the ones that offer a glimpse into someone's life, their loves, their experiences. The essence of who they are.

These moments don't show up in annual reports or strategic plans. They live in the everyday stories that unfold in our communities — and they're the stories that teach us what truly belongs in our Strategy to bring our vision and purpose to life.

That's why we've created The Warrigal Connection. This quarterly newsletter isn't just about updates — it's about weaving together the rich tapestry of experiences that make our communities places where people feel known, loved, and connected.

In this inaugural edition, you'll meet Jean Whittle and her remarkable 35-year journey with Warrigal, see how we celebrate and honour diverse cultures, and discover how new spaces like our Spinnaker Apartments are becoming homes filled with possibility. These stories matter because they're yours — belonging to our residents, families, staff, and supporters who make this community so extraordinary.

Thank you for subscribing and joining us on this journey. I invite you to be part of future editions of The Warrigal Connection by sharing your own stories with us at communityrelations@warrigal.com.au. Have you got a story to tell about yourself or a life partner? What moments have mattered most to you? What would you love to learn about?

Your voice is a vital thread in this beautiful, ever-evolving story we're telling together.





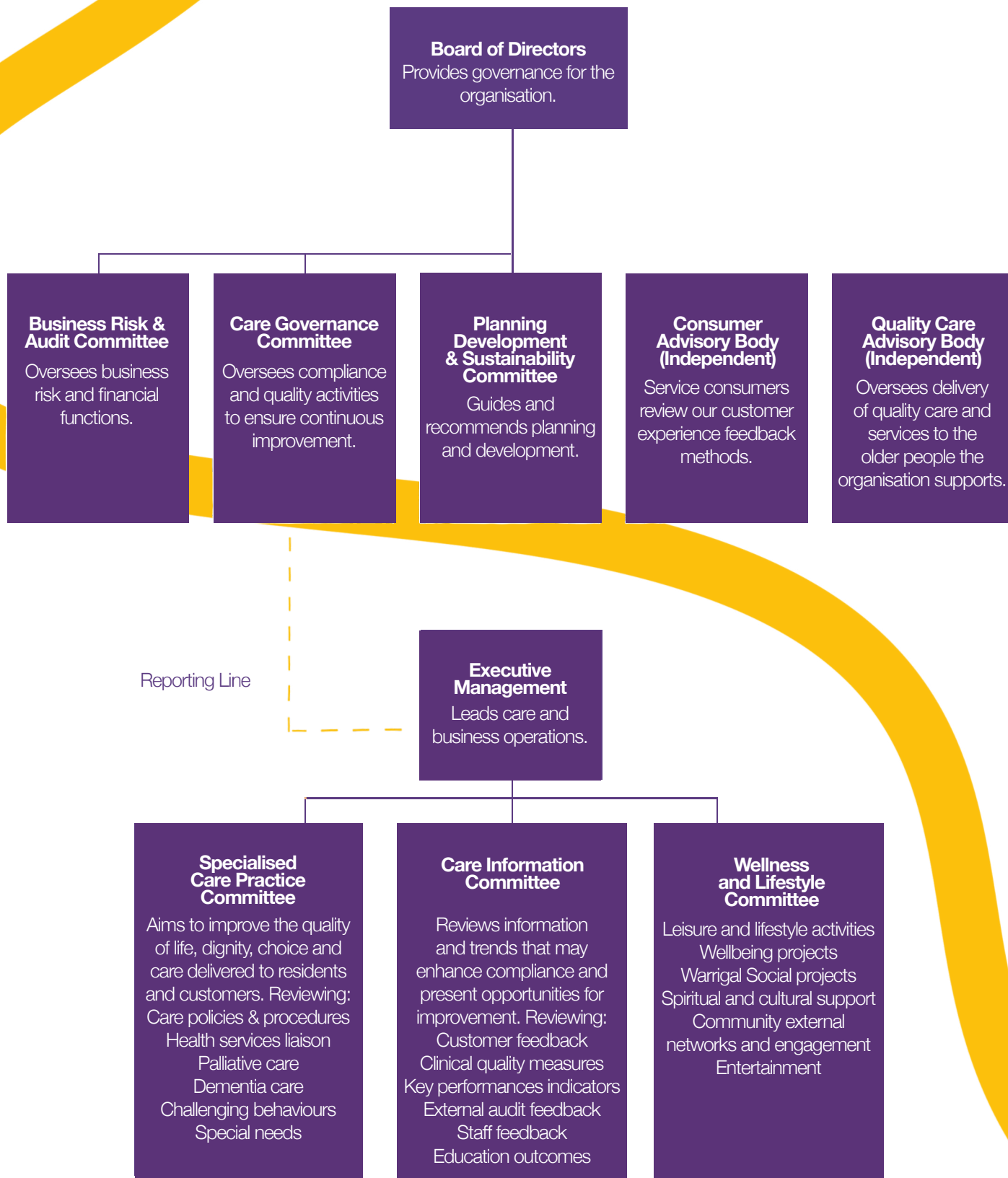
Who we are

For nearly 60 years, Warrigal has been dedicated to supporting older people with award-winning aged care services. We're a not-for-profit organisation providing residential aged care, community villages, home services, and social support across the Illawarra, Southern Highlands, Queanbeyan, and Canberra regions.

Warrigal was started by volunteers, and continues to be governed today by a dedicated Board of Directors and Executive team. They are the driving force that steers every level of our organisation, as together, we achieve our vision; a world where older people feel **known**, **loved**, and **connected**.

Our Governance Framework

As of June 2024.



Did you know...

We opened our doors in 1967 with a 10-bed care home in Mount Warrigal (Illawarra, NSW). Nearly 60 years later, we've grown significantly and are now supporting more older people than ever before!

Check out the numbers below to see Warrigal's service growth for yourself!



4525

Older People Supported



13

Residential Care Homes



13

Community Villages



2332

in Residential Care



721

in Community Villages



166

in Warrigal Social



1306

in Home Services

Resident Story

Inspiring and Community Driven That's Jean Whittle



At Warrigal, we are privileged to support older people from diverse backgrounds, each with their own rich story and personal journey. Jean Whittle, a beloved resident of Warrigal for over 35 years, exemplifies this, with her self-belief and determination, she built her confidence and has made lasting contributions to Warrigal and our wider community.

In 1989, she joined our Warrigal Figtree Community Village, and seized an opportunity for positive change by re-establishing the village committee, and being elected president. As village president, Jean took on many responsibilities, from organising village events, to keeping residents informed, fostering community spirit, and welcoming new residents. She served as president for over 12 years and was a valued member of the committee for 31 years, leaving a profound impact not only within the Figtree Community, but across Warrigal's other villages in NSW and the ACT.

Jean has often shared how living in our community village helped her build confidence, showing the power of self-belief, and empowerment to make a difference. Now, having transitioned to Residential Care at our Warrigal Queanbeyan care home, Jean continues to be empowered by the tailored care she receives from our expert staff.

At Warrigal, stories like Jean's inspire us all, reinforcing the importance of community and connection for older people, ensuring they continue to live their best lives.



What's been happening at Warrigal?

Harmony Day 2025

On 21 March, we celebrated Harmony Day for Older People at the Shellharbour Civic Centre! This fantastic community event featured performances from the Gumaraa Aboriginal dance group and our talented Warrigal PALM (Pacific Australia Labour Mobility) staff, offering attendees a rich cultural experience.

Guests also enjoyed food from around the world, panel discussions, and helpful information on multicultural aged care services in our local community.



Young Volunteer Making a Difference

One of our youngest volunteers, Lily, is making an impact by collecting bottles and cans from our Warrigal Central office, using the proceeds to purchase something special for our residents at the end of the year. Sustainable and generous - thank you, Lily!



100th Birthday and A Special Gift

Warrigal Hughes resident Gwen Dickman celebrated her 100th birthday in February! Gwen has been collecting bottle lids for Lids4Kids, which were turned into a beautiful bench seat for our courtyards. Her thoughtful contribution will be enjoyed for generations to come.



Valentine's Day at Warrigal Queanbeyan

Residents and staff at Warrigal Queanbeyan celebrated Valentine's Day in style, enjoying a delightful day filled with flowers, festive decorations, and a chocolate fountain! A heartfelt thank you to our incredible team for always going above and beyond to create special moments for our older people.





Warrigal Shell Cove's **Butterfly Visit**

Our Warrigal Shell Cove residents enjoyed a very special experience, gathering together in an enclosed gazebo filled with beautiful butterflies! They loved learning about the different species, and reminiscing about their childhood days playing outside.

Warrigal Social's **Wednesday Day-trippers**

Our Warrigal Social customers love getting out and about, enjoying new experiences and having a great time catching up together! One of their recent adventures was to the Berry Treat Factory, enjoying milkshakes, coffee, and stocking up on their favourite lollies and treats.



Our amazing staff participate in the **Memory Walk and Jog**

Some of our Warrigal Shell Cove staff members participated in the Illawarra Memory Walk and Jog, held along the Blue Mile in Wollongong, raising awareness and funds for Dementia Australia. They even sported purple tutus and Warrigal shirts! Thank you Will, Lucy, and Isabella for your incredible efforts for this important cause!



Getting started with My Aged Care

Are you trying to access aged care services for yourself or a loved one? Are you new to the aged-care system and don't know where to start? Then follow our simple step-by-step guide for tips on how to get started.

1 Discover what services best fit you or your loved one's needs

There are a number of aged care services available to access as we get older and our support needs change. Discovering the types of services best suited to you or your loved one is the first step in maintaining a good quality of life, and can look like:

- **Residential Aged Care**

If you or your loved one are having difficulty living independently, or have changing care needs that require 24/7 support, then moving into a Residential Aged Care home may be the best option to receive expert care in a supportive, safe environment. Warrigal has 13 award-winning Residential Aged Care homes across the Illawarra, Southern Highlands, Queanbeyan and Canberra regions.

- **Home Services**

These are services provided to you in the comfort of your own home, and can include assistance with grocery shopping, meal prepping, personal care, domestic duties (cleaning, laundry), home and lawn maintenance – the list goes on! Warrigal's expert team currently provides Home Services across the Shoalhaven, Illawarra, Goulburn and Queanbeyan.

- **Respite Care**

Respite Care packages can include support for short periods of time to provide a well-deserved break for yourself and your primary carer.



2 Contact My Aged Care for an Assessment

To access subsidised aged care for the first time, you need to find out if you or your loved one are eligible to receive the services you have identified by contacting the My Aged Care Team.

- **Check your eligibility**

Check your **eligibility online** or call My Aged Care on **1800 200 422** to talk about your support needs.

- **Apply for an assessment**

If you meet the eligibility requirements, you can apply for an **assessment online**.

- **Attend your assessment**

If your application is successful, you will be referred for an assessment. Assessments are done in person, in your own home, over the phone, or in hospital if the situation arises.

- **Receive your support plan**

After your assessment you will receive an assessment result, and if you are eligible for services, a support plan.

Your support plan outlines the services that you are eligible for, and the information you need to access these services.

3 Arrange your Services

Now that you have completed your assessment and received your support plan, it is time to find a provider.

- Warrigal offers a variety of services, including Home Services, Residential Aged Care, Respite, Community Villages, and social support at Warrigal Social across the Illawarra, Southern Highlands, Queanbeyan, and Canberra regions.

- For more information about our services, and how to get started with us, contact our friendly Customer Relations team today by emailing **customer.relations@warrigal.com.au** or call **1800 927 744 (Select Option 2)**.



Centenarian Celebrations!

We are so fortunate to be able to celebrate so many wonderful milestones of our older people across our Residential Care Homes!

See the birthday celebrations below.



Bernadette, 100
Warrigal Calwell



Dulcie, 103
Warrigal Goulburn



Freda, 95
Warrigal Goulburn



Helen, 103
Warrigal Shell Cove



Gwen, 100
Warrigal Hughes



Sustainability at Warrigal

At Warrigal, we believe in making a positive impact that extends beyond our important work of improving the lives of older people, by also contributing to the well-being of our local environment.

Our team have been rolling up their sleeves to get involved in sustainable initiatives, including Clean Up Australia Day and Earth Hour, and we are proud to be part of an organisation that encourages sustainability and social responsibility.

We're also committed to sharing knowledge about how you can be sustainable in your own way, including helpful resources found on our website. Explore our Sustainability web page [here](#) and read our latest resource about how you can effectively heat & cool your home - helping the environment and potentially saving you money on your power bills!



Warrigal

Sustainable Living Series

Heating & Cooling



Welcome to the first in a series of guides to help you live and enjoy a more sustainable lifestyle.

Energy Efficiency

Living a more energy efficient lifestyle is easy with many benefits, including saving money on your power bills!

All it takes is making small changes to your everyday life, as set out in this guide. Some of the benefits include:

- Save money
- Improve indoor air quality
- Enjoy a comfortable home
- Reduce your greenhouse gas emissions

Did you know?

Heating and cooling appliances account for 40% of household energy use in Australia.



Join our Home Services Team

Did you know we offer Home Services across NSW and the ACT? Our team members love working in a supportive team, making a real difference to the lives of older people in the comfort of their own homes and out in their local communities.

We support our treasured customers by providing meal preparation, shopping assistance, domestic duties (cleaning, laundry), personal care, home maintenance, transport, and many more services to ensure they can live happily, safely and independently.

If you are interested in joining a team that makes a difference, or know someone who would be a great fit, you can explore our **website** or email **vacancy@warrigal.com.au** for more information.

An aerial photograph of a coastal residential development. In the foreground, a large purple semi-transparent rectangle contains white text. To the right of the rectangle, the aerial view shows modern multi-story apartment buildings with solar panels on their roofs, interspersed with green lawns and trees. In the background, a blue ocean stretches to the horizon under a clear sky. A thick yellow wavy line with two teardrop-like shapes at its end is positioned at the top of the image.

Only six apartments left at Warrigal Shell Cove Don't miss out!

This community of like-minded people, enjoying life by the ocean, is ready to welcome you.

See what life at Warrigal Shell Cove is all about - book a private tour with one of our friendly Village Sales team members, by emailing **villagesales@warrigal.com.au** or by calling **1800 927 744 (Select Option 2)**.

Click here to learn more about our available apartments in this idyllic location.

Warrigal

Upcoming Events



Community Village Open Days

Thinking about joining a Warrigal Community Village? Our Open Days are a great chance to explore our villages, meet our friendly team, and inspect available properties.

Bookings are essential, so please reach out to our Village Sales team by emailing **villagesales@warrigal.com.au** or by calling **1800 927 744 (Select Option 2)**.

- **Warrigal Hughes** Wednesday, 9 April
- **Warrigal Queanbeyan** Thursday, 10 April
- **Warrigal Goulburn** Wednesday, 16 April
- **Warrigal Lake Illawarra** Wednesday, 23 April

Explore all of our current village vacancies by clicking the link **here**.

Aged Care Pathways

Thinking about Aged Care for yourself or a loved one?

Our Aged Care Pathways events can help you navigate the process with expert advice. Hear from an aged care financial planner, local community support services, and meet our friendly team, ready to guide you with expert advice.

Stay tuned to our social media channels for more details as we finalise these events!

Warrigal Locations



**Want to know more
about our services?**

Contact our friendly team by
calling us on **1800 927 744**.



Help shape the next edition!

We'd love your feedback on what you'd like to see in the next edition of The Warrigal Connection. Have a story to share or topics you'd love us to cover? Let us know by emailing communityrelations@warrigal.com.au



warrigal.com.au

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