

Volunteer Update

Last week we celebrated **Volunteer Week 2025** with the theme 'Connecting Communities' and what a week it was!

It was wonderful to catch up with so many of our volunteers and personally thank you for the extraordinary work you do at Warrigal. Every day you help us bring our vision to life, a world where older people feel **known, loved, and connected**.

Through your wide variety of volunteer roles, every conversation you share and every smile you bring helps our residents feel genuinely known, deeply loved, and meaningfully connected.

Leading up to Volunteer Week, we also celebrated a remarkable milestone with Warrigal now having over **500 dedicated volunteers!** Together, you contribute over **37,000 hours** each year to enrich the lives of our residents.

I'm often asked, "what do volunteers do in aged care?". Here's a snapshot of the diverse roles you are a part of:

- Activity and Program Assistants
- Pet Therapy
- Pastoral Care and Church Services
- 1:1 Companions
- Dementia Support, Golden Angels, Know Me Program
- Bus Drivers and Bus Outing Assistants
- Craft, Knitting, Art Groups
- Cafés, Lolly Trolley, Shopping Trolley
- Op Shop Assistants
- Library and Library Trolley
- Gardening and Maintenance
- Entertainment, Choir, Dancing, Ukulele
- Walking Group
- Cycling Without Aged (Trishaw Bikes)
- Auxiliary and Fundraising (Return & Earn)
- Administration Assistants
- Social Group Assistants
- Duke of Ed Students
- Company Members

Thank you for the work you do, and community you create.

Michelle Chate, Volunteer Manager



Volunteer Week Southern

We kicked off Volunteer Week with our first event in Goulburn, welcoming over 80 volunteers from Bundanoon, Goulburn, Queanbeyan and the ACT.

We were joined by Wendy Tuckerman, Member for Goulburn, Sophie Ray, Board Member, as well as our CEO, Executive, Managers, and staff.

During the event, we announced the **Norm Rowland Volunteer Award** nominees, highly commended and winner. Congratulations to:

WINNER - Kathryn McQuarrie (Stirling)

HIGHLY COMMENDED - Helen McNeill (Bundanoon)

NOMINEES: Jan Elliot (Stirling), Brett Edmondson (Calwell), Tim Morton (Calwell), Laurel Hones (Bundanoon), Bundanoon Anglican Church Group, Karina Budd (Queanbeyan), Marilyn Newham (Stirling), Jennifer Rogers (Goulburn Social), Sandra Sasse (Goulburn), Lee Karssen (Goulburn), Rodney Huntly (Queanbeyan).

Years of Service

We also recognised volunteers who have dedicated many years of service to Warrigal. Congratulations to:

5 YEARS - Roy Edwards, Marion Martin, John Matthews, David Lawler

10 YEARS - Marilyn Alders, Denise Lanham, Janice Grimson, Helen McNeill, Barbara Downey, Ian Smith, Garry Miller (Company Member), Ursula Stephens

15 YEARS - Helen Hadlow (Company Member)

30 YEARS - Kathryn McQuarrie



You can view the full photo gallery [HERE](#)

Volunteer Week Northern

Although it was a very wet day, the celebrations weren't dampened, with over 120 volunteers from across the Illawarra attending our northern event. We were joined by Anna Watson, Member for Shellharbour, Helen Newman, Board Member, as well as our CEO, Executive, Managers, and staff.

During the event we announced the **Norm Rowland Volunteer Award** nominees, highly commended and winner. Congratulations to:

WINNER - Alana Walker (Warrigal Mt Warrigal)

HIGHLY COMMENDED - APR Café Volunteers

NOMINEES: Scott Matthews (Mt Terry), Don Burgess (Mt Terry), Stephen Brogan (Multicultural Village), Bill Leggo (Coniston), Margherita Gulino (Shell Cove), Mary De Haas (Mt Terry), Dwayne Fogg (Wollongong), Rosie Hartigan (Multicultural Village), Lily Harrington (Administration), Klaus Grach (APR), Fiona Smith (Warrigal Social), Debbie Stevens (Warrigal Social), Alan Smith (Warrigal Social).

Years of Service

We also recognised volunteers who have dedicated many years of service to Warrigal. Congratulations to:

5 YEARS - Ian Crosby, Ngoc Son Nguyen, Dorothy Abbott, Anne Matthews, Klaus Grach, Lee Wright, Anne Steyer, Sandra McCarthy OAM, Roger Summeril OAM, Peter Buckley, Janine Cullen OAM, Lilian Bates

10 YEARS - Carol Bailey, Sue Porter, Julie Pearson, Lyn Waser, Alana Walker, Diane Smith, Neil Bayo, Peter Keyes, Lavena Scifleet, Elaine Hart, Ian Wilson OAM

15 YEARS - Elian Moro, Anne Steep, Janette Monk, Marion Hardy, Wayne Morris OAM, Brian Weir PSM

20 YEARS - Fran Mason, Jan Buikstra

25 YEARS - Joan Burke, Brian McKenzie, John Mullan, Dr Judy Mullan

30 YEARS - Carol Gribble, Wayne Mackander

35 YEARS - Brian Monk

40 YEARS - Alan Cluff, Alan Hardy OAM

45 YEARS - Sandra Pearson (see article over page)



You can view the full photo gallery [HERE](#)



In Memory of Sandra Pearson



It is with sadness that we share the passing of **Sandra Pearson**, a dedicated Warrigal Company Member and former Warrigal Care Auxiliary volunteer who gave over 45 years of service to Warrigal.

Sandra was due to receive her **45 Years of Volunteer Service Award** but sadly passed away just before it could be presented. We want to acknowledge her enormous contributions and lasting impact over such a long tenure.

Sandra will be remembered as a driving force behind the establishment of the Warrigal Care Auxiliary, which continues today through the management of the Warilla Op Shop. She first became involved with Warrigal when her mother-in-law moved into care at Mt Warrigal.

"I wanted to give back to Warrigal for all the wonderful things they were doing for our mother," Sandra once shared. "There was a need to fundraise, and so the Auxiliary was formed. We did many fundraising activities such as bingo at a local hall and Warilla Grove, golf days, art shows, bus trips and cake stalls – just to name a few."

In addition to her work with Warrigal, Sandra also generously gave her time to the Surf Club and the Red Cross, reflecting her lifelong dedication to community service.

As Sandra once said: *"Volunteering is all good fun and I've learnt a lot."*



Bundanoon

A big thank you to our Bundanoon volunteers for recently organising a successful Mother's Day raffle. Congratulations to Anne and Angela, the lucky winners of two beautiful hampers filled with pampering treats – just in time for Mother's Day!



Mandatory Training Strengthened Aged Care Quality Standards

From 1 July 2025, new **Strengthened Aged Care Quality Standards** will come into effect as part of the broader reforms following the Royal Commission into Aged Care Quality Safety. These changes also include a new Aged Care Act and regulatory model.

Earlier this month, we emailed all volunteers information about three mandatory training modules that all staff, volunteers, and contractors must complete.

The training covers:

- Introduction to the Strengthened Standards
- Trauma Informed Care
- Culturally Inclusive Care

The modules take approximately 15 minutes to complete and are designed specifically for volunteers, with clear explanations and real examples relevant to your role.

Thank you to the many volunteers who have already completed their training to help us deliver the best care to our residents.



Edward (5) and Freda (95), our youngest and oldest volunteers

Goulburn

Kirilee Luxford, Acting Lifestyle Team Leader, will be overseeing the volunteers at Warrigal Goulburn. For any volunteer related support or enquiries, please contact Kirilee at email kluxford@warrigal.com.au or telephone 0488 712 487.



We sincerely thank Adam Skelly for the support and guidance he provided to our volunteers and wish him all the best in his future career.

Meet John - Bus Driver

We're delighted to welcome John as our newest volunteer bus driver in the Illawarra!

John joins us with a lifetime of experience on the road, having worked as an interstate truck driver transporting dangerous goods like flammable liquids and explosives all over Australia. These days, he still drives on weekends, carting water from mines in Appin to Unanderra in a B-Double truck.



With some spare time now during the week, John decided to volunteer with Warrigal, hoping to make a small difference in the lives of our residents. "I thought that I would like to see if maybe I could help in making your residents' days a little better".

When he's not behind the wheel, John enjoys fishing and reminiscing about his adventurous 4x4 camping trips with his partner – exploring out west, camping in random places, and even joining in on the daily life of farmstays.

John's first impression of Warrigal has been a positive one, "Everyone I have had dealings with so far have been very friendly, and I'm looking forward to getting to know everyone I'm about to work with."

Welcome to the team, John!



Community Facilitator

Shell Cove - Carly Tobias 0476 858 872
ctobias@warrigal.com.au

Warrigal Social

Illawarra - Lee-Anne Sutton 0436 815 911
lsutton@warrigal.com.au

Goulburn - Rachael Edwards (02) 4823 0600
redwards@warrigal.com.au

Lifestyle Team Leaders

APR - Natasha McAlister 0476 858 870
nmcaster@warrigal.com.au

Bundanoon - Corae Marx (02) 4884 6100
cmarx@warrigal.com.au

Calwell - Thanga Vaiphei (02) 6298 5200
tvaiphei@warrigal.com.au

Coniston - Kylie O'Brien 0458 114 410
kobrien@warrigal.com.au

Goulburn - Kirilee Luxford 0488 712 487
kluxford@warrigal.com.au

Hughes - Suman Shrestha (02) 6283 4980
sshrestha18@warrigal.com.au

Mt Warrigal - Stella Banks 0458 110 571
sbanks@warrigal.com.au

Mt Terry - Amanda Brien 0436 631 170
abrien@warrigal.com.au

Multicultural Village - Rebecca Marshall 0418 977 433
rmarshall@warrigal.com.au

Queanbeyan - Belinda Huntly 0448 586 928
bhuntly@warrigal.com.au

Stirling - Sushila Subedi 0427 013 890
ssubedi@warrigal.com.au

Wollongong - Michael Patterson 0458 068 486
mpatterson@warrigal.com.au

For all volunteer enquiries please contact us

Tel: 0436 806 723 | Email: volunteering@warrigal.com.au