



From the Chief Operating Officer

Craig Smith

Warrigal

A world where older people
feel known, loved,
and connected.

4 July 2025

Dear resident representatives and relatives,

Welcome to our July update as we reach the halfway mark of 2025. Despite the cold weather and recent storms across our regions, I'm pleased to report that all our residential care homes have remained safe and secure. Our Critical Incident Team continues to monitor weather conditions closely and remain prepared for any significant events.

This month:

- Welcome to Warrigal
- Health and Safety Updates
- Preparing for Change
- Celebrating our Chairman
- Sector Overview
- Award Recognition
- NAIDOC Week Celebrations
- Looking Ahead

Welcome to Warrigal

I'm delighted to extend a warm welcome to the 68 residents who joined the Warrigal community during June. To our new residents and their families, we hope your transition into your new home has been comfortable and welcoming. We look forward to getting to know you and being part of your journey as we work together to create a world where older people are known, loved and connected.

Health and Safety Updates

COVID-19 Community Update

During June, we experienced COVID-19 outbreaks at Shell Cove and Queanbeyan homes, with Queanbeyan's outbreak still being managed. Additionally, we've had an Influenza A outbreak at Albion Park Rail and a gastroenteritis outbreak at Calwell.



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While national COVID-19 cases have increased significantly, rising from 173 outbreaks last month to 2,446 active cases across 307 outbreaks Australia-wide at the end of June, we continue to maintain our current prevention measures. Weekly surveillance testing of consenting residents will continue, and our clinical teams regularly review all protocols to keep our communities safe.

We sincerely thank all residents, families, and staff for your continued cooperation and understanding as we work together to protect everyone's health and well-being.

Preparing for Change

New Aged Care Act - 1 November 2025

As shared last month, the new Aged Care Act has been delayed from 1 July to 1 November 2025. This Act introduces a Statement of Rights that places people firmly at the centre of everything we do, focusing on six key areas that align perfectly with Warrigal's values of Integrity, Respect, Compassion, and Innovation:

- Independence, autonomy, empowerment, and freedom of choice
- Equitable access to quality and safe aged care services
- Respect for privacy and information
- Person-centred communication and ability to raise issues without reprisal
- Connection with advocates, significant persons, and social networks
- Quality and safe funded aged care services.

These changes shift the focus from simply receiving care to being respected, heard and empowered. We've begun comprehensive assessments for all residents to better understand individual needs and preferences, preparing us to meet these new requirements while continuing to deliver the personalised care that defines Warrigal.

Celebrating Our Chairman

It is with deep gratitude and admiration that we acknowledge Wyn Janssen, Chairman of our Board, who will step down following our Annual General Meeting in October after an extraordinary 27 years of dedicated service to Warrigal.

Wyn's remarkable journey with us began in 1997, and since becoming Chairman in 2016, he has guided Warrigal through tremendous growth and transformation. Under his leadership, we have expanded from 645 residential aged care beds at 8 locations to 1,643 beds across 13 locations, including three homes in Canberra.



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Most importantly, Wyn has exemplified values-based leadership with his humble, respectful approach and unwavering commitment. His contributions have been instrumental in shaping the culture and values that remain at the heart of who we are as an organisation.

We will have opportunities to celebrate Wyn's remarkable contributions in the coming months through planned events and visits to our services and homes.

Sector Overview

The annual KPMG aged care sector report provides valuable insights into the changing landscape of aged care in Australia. Key findings show that 19.9% of Australians aged 85 and over are now accessing residential aged care, highlighting the growing need for quality services as our population ages.

The report reinforces the importance of our strategic focus areas. With over 60% of providers being not-for-profits and most operating single homes, the sector continues to face challenges around workforce development and service integration. These insights support our commitment to attracting and retaining skilled staff who can provide consistent, high-quality care.

The overall changes in the sector signal opportunities for sustainable growth through strategic partnerships, geographic expansion, and service innovation – all areas where Warrigal continues to evolve to meet the changing needs of our communities.

Award Recognition

I'm proud to share that Warrigal has been recognised with two prestigious awards from our employee survey provider, Xref Engage – the Change Champion Award and Best Workplace Award 2025.

These awards celebrate the remarkable 98% completion rate in our latest 'Our Voice' Survey and the significant improvements in staff satisfaction and engagement we've achieved together. With 81% favourable responses across all questions, 3% above the sector benchmark, these results demonstrate our team's commitment to creating the very best experience for our residents and their families.



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When our staff feel satisfied and engaged in their roles, this translates directly into higher-quality care and more meaningful connections with our residents, customers, and their families.

National NAIDOC Week

From 6-13 July, we're celebrating **National NAIDOC Week** with the theme '**The Next Generation: Strength, Vision and Legacy.**' This theme honours the achievements of the past and promises a bright future ahead.

This week provides a wonderful opportunity to honour the history, culture and achievements of Aboriginal and Torres Strait Islander peoples while celebrating the oldest continuous living culture on earth.

Special activities across our homes include:

- Visiting art exhibitions
- Dreamtime storytelling and a yarning circle facilitated by some of our indigenous residents
- Painting and decorating of stones and boomerangs, along with art therapy focusing on Aboriginal art.
- Local Elders will be visiting some homes to share music, stories and art with residents.
- Indigenous-themed Movies and trivia

These celebrations reflect our commitment to creating inclusive communities where all cultures are respected and celebrated.

Looking Ahead

As we continue through 2025, our focus remains on implementing the upcoming legislative changes while maintaining the high standards of care and community connection that define Warrigal. We're well-positioned to meet these challenges through our strong foundation, committed team, and clear strategic direction.

Your continued support and feedback are invaluable as we work together to create even better experiences for everyone who calls Warrigal home.



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Thank you for being a part of our Warrigal community. As always, if you have any feedback or questions, please don't hesitate to contact me at warrigal@warrigal.com.au.

Yours sincerely,

Craig Smith
Chief of Operations