Edition 2
April - June 2025

Warrigal Connection



Welcome from the **CEO**

Jenni Hutchins

Welcome to the second edition of **The Warrigal Connection**, our quarterly newsletter where we share the stories and experiences that connect us all within the Warrigal community.

This quarter, I'm excited to share with you some special highlights. You'll read about how we celebrated the amazing contributions of our volunteers during National Volunteer Week, see the progress of our newest Community Village build (Warrigal Lake South), and take a look inside our new head office - Warrigal Central, where we will continue to support the delivery of exceptional services to older people in our community.

Our vision at Warrigal is to create a world where older people feel **known**, **loved** and **connected**. It's a privilege to lead such an exceptional organisation, which, through its people, brings this vision to life every day, through compassion, dedication and a drive to do better.

One of the ways we stay on track with that vision is by listening; deeply listening. Each year, we run the anonymous Voice Survey to hear directly from our employees about how we can continue to grow, improve our workplace and culture, and better the lives of the older people for whom we care.

This year, I'm proud to share that we achieved a record-breaking 98% completion rate, which is an extraordinary outcome for an organisation of our size. Even better, we achieved an 81% favourable response overall, which is 3% above the industry benchmark. We know that delivering exceptional care starts with creating exceptional workplaces. That's why we've made it a priority to be an employer of choice, a place where people feel proud to work, and supported to do their best every day.

This year's Voice Survey was a powerful reminder that we're on the right path. Every one of the 73 questions asked showed improvement.

We're developing an organisation-wide action plan to pursue ongoing movements. We will continue to share or outcomes. We're also inviting staff from across Warrigal to become **Culture Champions**, a group that will help guide and embed positive cultural change at every level of the organisation. Because when we support our people, we're ultimately supporting better outcomes for older people and their families.

The improvements and our participation rate earned us not one, but two honours: the **Change Champion Award** and **Best Workplace Award**. This recognition reflects the incredible effort of everyone – the shared commitment to completing the survey and the focus on building a positive, values-based culture. It is a privilege to be the Chief Executive Officer of Warrigal and feel trusted to act in your best interests and those of our residents and customers.

Thank you for being a part of our award-winning community. I hope you enjoy this edition of The Warrigal Connection, and if you have a story to share, I'd love to hear it, email us anytime at **communityrelations@warrigal.com.au**.





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**.



Employee Spotlight

Meet
Julie Warburton



Our Warrigal team member, **Julie Warburton**, makes a difference every day through her role as the Manager of Home Services Illawarra. Starting with Warrigal in 2001, Julie has dedicated close to 25 years of her career to creating meaningful relationships with our customers and staff. Julie is a perfect example of our vision in practice: a world where older people feel **known**, **loved**, and **connected**. We recently interviewed Julie to learn more about her values, hobbies, and her passion for improving the lives of others in her community.

What's your favourite thing about working at Warrigal?

We have a 'One Team' culture. The Home Services team genuinely work and live by Warrigal's core values: Integrity, Respect, Compassion and Innovation. We work together to ensure that Warrigal provides the best service to those in our community. I love coming to work feeling like I am positively contributing to the lives of many.

What is the best piece of advice that you've received?

Life is a gift and nothing lasts forever, endure the tough times and celebrate the good times, be humble and always pay it forward.

Favourite holiday destination, or something you would share with customers about you?

I love travelling and have been very fortunate to have been to many destinations around the world, hopefully many more to come but I will say nothing beats returning home to the beautiful Illawarra. We truly are blessed to live in the best place in the world!

How do you like to spend your time outside of work?

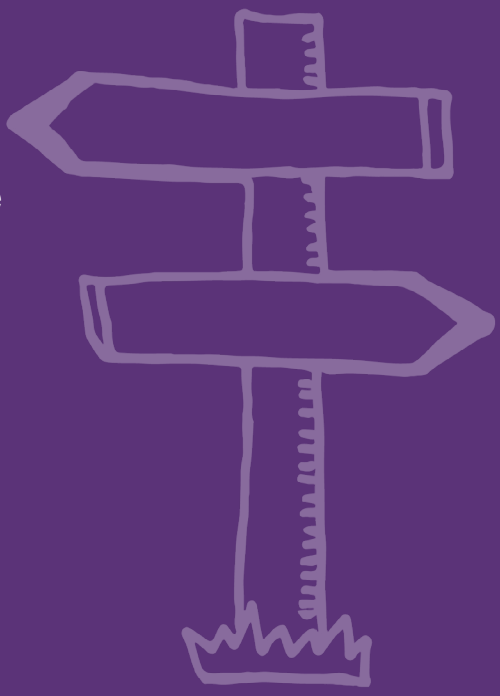
I like to keep busy with my family, grandchildren and friends. I also enjoy outdoor activities, swimming, walking, picnics, and keeping physically active.

If you have a passion for helping others and are interested in joining a team that makes a difference just like Julie, please get in contact with **vacancy@warrigal.com.au** today to learn more about our Home Services team in the Illawarra and Southern Highlands.

What's been happening at **Warrigal?**

Aged Care Pathways 2025

Last month, Warrigal hosted two free community support seminars for people in the Illawarra and Canberra community to learn more about how to navigate the aged care system. These events were designed to equip older people and their loved ones with the information and advice they need to make informed decisions for their future.



The two events involved a presentation from a unique panel of experts, including sectors such as financial, government and care providers, followed by an interview with a Warrigal resident about their personal experience in aged care. The events were successful, with many attendees commenting that they felt educated on what services are available to them, and better prepared for their future. Keep an eye out for similar events in the future, and explore our resources **here** to learn more in the mean time!







Warrigal Central
Grand Opening

In April, Warrigal proudly marked the official grand opening of Warrigal Central, our brand-new head office and a major milestone in our journey.

More than 100 guests gathered to celebrate the occasion, with a ceremonial purple ribbon cut by past Chairmen, Alan Cluff and Alan Hardy, alongside our current Chairman, Wyn Janssen. The event reflected both our history and our future, bringing together our CEO, Board and Company Members, Executive Team, and Support Services team.

The atmosphere was electric, thanks in part to a lively and interactive performance by the Hot Potato Band. The event wasn't just a celebration of a new office but a celebration of the people, culture, and purpose that drive Warrigal.















The Warrigal Ice Cream Truck

Each week, the familiar tune of the ice cream truck fills the halls at our Warrigal Albion Park Rail home. With the funds raised from our volunteer-run cafe, the home purchased an ice cream cart, filled with delicious flavours and toppings. Our residents love this new edition – some even chasing the cart down once they hear the tune!

Easter Celebrations at Stirling

The Easter celebrations were in full swing at our Warrigal Stirling home, with residents and staff competing in egg and spoon races, dressed in Easter themed accessories, and taking guesses in the Easter egg competition.





ANZAC Day at Links Seaside

On ANZAC Day, The Links Seaside by Warrigal held a Dawn Service, where residents, staff and family members joined together to honour the bravery of those who served for our country. It was a moving moment of reflection, remembrance, and respect as we paid tribute to the heroes who gave so much for our freedom.

Goulburn Social's Paint & Sip



Warrigal Social Goulburn recently enjoyed a fun-filled paint and sip session! This guided experience gave our members the perfect opportunity to relax, embrace their creative side, and showcase their skills!



Page Turners Book Club

Our bookworms meet every Thursday for the Warrigal Goulburn Page Turners book club – a wonderful way for members to stay connected, share their thoughts about current reads, and hear from fellow readers.

Shell Cove's Grace turns 100!



In May, our beloved Warrigal Shell Cove resident Grace celebrated turning 100! To mark this incredible milestone, Grace was joined by her family for a wonderful birthday celebration, creating treasured memories with her loved ones.
Happy 100th Birthday Grace, we hope you enjoyed your special day!

Resource

Preparing for the move into a **Community Village**



How to Style Your Property for Selling

When making the move into a Community Village and downsizing into more convenient living, getting your home ready for the selling process is very important. Part of this is to style your home effectively so that prospective buyers can enjoy the best possible first impression – which can increase the value of your home by 5-12%.

Why Styling Your Home Is Key When Selling

When selling your property, the way it looks can make a world of difference. In fact, many buyers make their decision based on the first impression – often just from seeing the online photos or the moment they walk through the door. This is where styling comes in. A well-styled home highlights your property's best features, helps it stand out in a competitive market, and can even lead to quicker sales and higher offers.

Here's where Complete Interiors can help. Their expert team knows how to showcase a home's potential and create spaces that feel both inviting and functional.

The Most Important Steps for Prepping Your Home for Sale

Before you list with an agent, there are a few key updates that can give your home a fresh, appealing look:

1. **Fresh paint** – Neutral, clean tones instantly update a space, making it feel brighter and more modern.
2. **De-clutter** - Simplify your space by removing excess items, creating a sense of openness and calm.
3. **Lighting** - Make sure rooms are well-lit — natural light is best, but adding layered lighting can help too.

These simple steps can help elevate the overall feel of your property and give buyers the best possible impression.

Which Rooms Should You Focus On When Styling Your Home?

When it comes to styling, focus on the spaces that buyers pay attention to the most. The living areas, kitchen, and main bedroom are key because they reflect everyday living. Bathrooms should feel clean, fresh, and spa-like. If you only have the budget or time for a few rooms, these are the ones that will make the biggest impact.

Downsizing to a New Home: Your Next Step

Whether you're downsizing now or in the near future, remember that the earlier you start planning and styling your current home, the smoother your transition will be. And we're here to help every step of the way.

Ready to Take the Next Step?

If you're considering making the move to into a Community Village, now is the perfect time to start planning. Our friendly team is always here to answer your questions and help guide you through the process of selecting your ideal property at one of our Warrigal Community Villages.

For more information, contact us at **1800 927 744** or **villagesales@warrigal.com.au**.



Artist Impression

Welcoming our new **Shell Cove Residents**

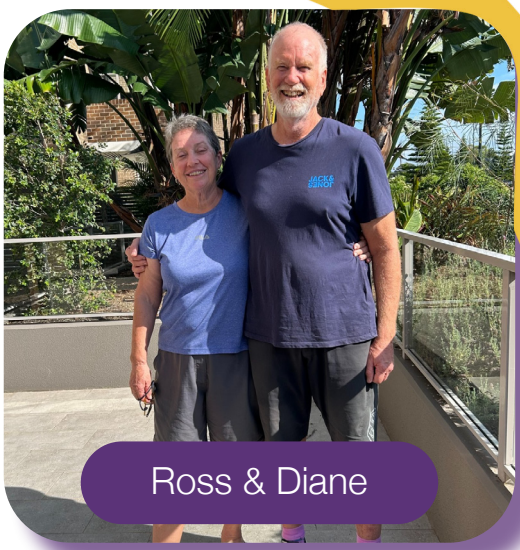
Our Warrigal Shell Cove community is buzzing, and we are excited to welcome our newest residents who have recently moved into our wonderful brand-new Spinnaker Apartments and Warrigal Shell Cove Community Village!


Graham & Robyn


Judy


Peter


Michael & Beverley


Ross & Diane

It's not too late for you to secure your place in this beautiful community by the Shell Cove marina – we have six brand-new apartments still available for sale. Explore the properties by visiting our website **here**, or contact our village sales team for more information by emailing **villagesales@warrigal.com.au.**



Sustainability

Meet our new **Electric Vehicle Fleet!**

We recently welcomed five new hybrid RAV4 vehicles to our Warrigal fleet! Our fleet of cars are used every day by our staff to travel between Warrigal locations, or to the homes of the older people we provide services to.

This change is part of our wider commitment to implementing sustainable practices across the board at Warrigal, and will make a significant difference to the carbon footprint of our car fleet – reducing carbon emissions by 40% on average per vehicle per year!

For more information about our sustainability efforts, explore our webpage **here**.







Sustainability

We celebrated **World Environment Day!**

On Thursday 5th June, Warrigal celebrated World Environment Day! To mark the occasion, employees set up a new vertical produce garden on the Level 3 Balcony at Warrigal Central, taking turns in planting a variety of fresh herbs into pots on the wall. This was a fun, hands-on way for staff to create a greener workplace, and enjoy the benefits of fresh, homegrown ingredients for their lunches.

Staff were also encouraged to dress “enviro-themed” in the chance to win a beautiful pot plant for their desk. Warrigal Central was filled with colourful attire, floral shirts and even some animal onesies!



National Volunteer Week

During the month of May, Warrigal celebrated National Volunteer Week, and recognised our 500 wonderful volunteers and all the selfless contributions they make to improve the lives of our older people.

We hosted two special events for our Northern and Southern volunteers, where attendees enjoyed a delicious lunch, good conversations and watched on as their friends were recognised for their numerous years of service.

Our volunteers celebrated from 5 years all the way up to 45 years of service – which are outstanding achievements and a true testament to their dedication to their local communities!

you are the difference





Norm Rowland Volunteer Award Winners



Kathryn - Southern Winner



Alana - Northern Winner

Every year, Warrigal presents the prestigious Norm Rowland Volunteer Award, in honour of Warrigal's founder, Norm Rowland OAM, who started Warrigal Care almost 60 years ago.

While every volunteer makes an invaluable contribution to our community, this award provides a platform to recognise those volunteers who have gone particularly above and beyond to make a difference in an older person's life.

We would like to extend our congratulations to the 2025 Norm Rowland Volunteer Award winners, **Kathryn** (Southern Winner) and **Alana** (Northern Winner), for their outstanding efforts and commitment in creating a world where older people feel **known**, **loved**, and **connected**.









Community Village Spotlight
Warrigal Lake Illawarra

Do you dream of a retirement amongst friends, a short-walk to the beach in one direction, and a shopping centre in the other? We have a unique opportunity available at Warrigal Lake Illawarra, with **recently refurbished villas available** for sale in this cozy and convenient community.

Tucked just streets away from the Lake Foreshore and Warilla beach, this welcoming Community Village is designed for **easy, low-maintenance living** – and offers the perfect setting to socialise and make new friends. You'll also enjoy easy access to many local entertainment and shopping options at Warilla, Shellharbour and Shell Cove, accessible close-by on foot, by car, or public transport at your doorstep.

Don't miss your chance to move into this welcoming community. Explore Villa 27 and Villa 1 by clicking the link **here**, or contact our Village Sales team by emailing **villagesales@warrigal.com.au** or by calling **1800 927 744 (Select Option 2)**.

Resident Story

Well-loved and community minded **That's Joyce James**



When walking around the Warrigal Lake Illawarra community village, there aren't many villagers who don't know Joyce James. Her friendly demeanour and community-focused attitude make her popular with her neighbours, who look forward to their regular catch-ups in the common village spaces.

Joyce has lived in the local area her entire life, born in Port Kembla and then living on Addison Avenue for 62 years. Thirteen years ago she made the move to Warrigal Lake Illawarra, and has loved it ever since!

Recently, Joyce sat down with us to chat about what she loves most about living in the village, and why she encourages others to make the move.

"Moving here was one of the best things I did, I have a community here and they are all friendly people", she said.

She continued that it's a great support system and very easy to make friends, with regularly organised activities such as monthly bus trips, shopping trips, BBQ lunches, television afternoons and special occasion celebrations. She says anyone can start up something that they're interested in, with an active social committee to help support you!

About the area, Joyce said "It's a top location here because you have the beach and the shops both in walking distance, with a flat path the entire way".

Over the years, Joyce has made a very meaningful contribution to the village through her work as treasurer, and organising outings as part of the social committee. We thank Joyce for being such a wonderful member of our Warrigal community!

If you'd like to hear more about what Joyce loves about Warrigal Lake Illawarra, watch her interview by clicking the link **here**.

Lake South Visit

Our newest Community Village project, Warrigal Lake South, is making great progress, with the completion of the first villa prototypes expected within the month.

The Warrigal Customer Relations and Marketing team were invited to tour the building site and learn more about the exclusive features of the location, preparing to communicate these benefits to the wider public very soon.

With completion forecast for Q2 2026, Warrigal Lake South will offer 60 villas available for purchase.

Don't miss your chance to be part of this brand-new community in a picturesque setting. Get in contact with our Warrigal Customer Relations team by emailing **villagesales@warrigal.com.au** or by calling **1800 927 744 (Select Option 2)**.

Want to stay in the loop? Subscribe to our exclusive Warrigal Lake South newsletter **here**.



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 Shell Cove** – Wednesday, July 9 2025 – More information here.
- **Warrigal Albion Park** – Wednesday, July 23 2025 – More information to come.

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

Ageing Well with Warrigal

Join us to learn more about wellness services for older people in your community.

With this event, we will connect you or your loved one with services and support that will help you to remain active and healthy on your personal journey.

When Wednesday 27 August 2025, 10AM-12PM

Where Shellharbour Civic Centre, Jungah 2

RSVP Friday, August 15 by clicking the link **here**.

Important Phone Numbers
for Older People

We have compiled a list of helpful phone numbers to make it easier and quicker to find the support you need.

Click the link **here** to download the PDF from our website.



Warrigal

Triple Zero	000
National Emergency Services Text Number	106
Healthdirect	1800 022 222
Poison Information Centre	13 11 26
National Dementia Helpline (Dementia Australia)	1800 100 500
My Aged Care	1800 200 422
Carer Gateway	1800 422 737
Asthma Australia	1800 278 462
Cancer Council Helpline	13 11 20
Continence Foundation of Australia	1800 33 00 66
National Diabetes Services Scheme (NDSS)	1800 637 700
Lifeline	13 11 14
Beyond Blue	1300 22 4636
NSW Health Mental Health Line	1800 011 511
FriendLine	1800 424 287
Homeless Hotline	1800 474 753
Open Arms	1800 011 046
Older Persons COVID-19 Support Line	1800 17 18 66
Aged Care Quality and Safety Commission	1800 951 822
OPAN – Aged Care Advocacy Line	1800 700 600
National Seniors Australia	1300 76 50 50
Seniors Rights Service (NSW)	1800 424 079
Department of Veteran Affairs	1300 838 372
Elder Abuse Helpline	1800 353 374
First Nations Line	1800 002 345
Centrelink Older Australians Line	13 23 00
Australian Taxation Office (ATO)	13 28 61
National Debt Helpline	1800 007 007
Legal Aid NSW	1300 888 529
Disability, Sickness and Carers Line	13 27 17
Community Transport services (start at My Aged Care)	1800 200 422
Translating and Interpreting Service (TIS National)	131 450
Warrigal (Free Call)	1800 927 744

Warrigal Locations

ALBION PARK
- Community Village

Mount Terry
- Residential Care Home

ALBION PARK RAIL
- Community Village
- Residential Care Home
- Warrigal Home Services
- Warrigal Social

GOULBURN
- Community Village
- Residential Care Home
- Warrigal Home Services
- Warrigal Social

WOLLONGONG

Coniston
- Residential Care Home

Figtree
- Community Village

Warrawong
- Community Village
- Residential Care Home

Wollongong
- Community Village
- Residential Care Home

CANBERRA

Calwell
- Residential Care Home

Stirling
- Residential Care Home

Hughes
- Community Village
- Residential Care Home

BUNDANOON
- Community Village
- Residential Care Home

SHELLHARBOUR

Mt Warrigal
- Residential Care Home

Warilla
- Community Village
- Opportunity Shop

Lake Illawarra
- Community Village
- Warrigal Lake South (coming soon)

Oak Flats
- Property Services Depot
- Administration

Shell Cove
- Community Village
- Residential Care Home

QUEANBEYAN
- Community Village
- Residential Care Home
- Warrigal Home Services

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

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

Warrigal