



From the Chief Operating Officer

Craig Smith

Warrigal

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

1 August 2025

Dear resident representatives and relatives,

Welcome to the August update, which means we are one month away from Spring. The weather continues to be very cold, and we have experienced several outbreaks in our residential care homes. These outbreaks have been well contained, however any outbreak still represent a risk, and I am grateful that staff and visitors follow any protocols that are implemented to reduce this risk.

As we approach the implementation of the new Aged Care Act on 1 November, this month's update focuses on the positive changes ahead and how Warrigal is preparing to deliver person-centred care. We're also celebrating our wonderful team members and seeking your input on some exciting community decisions.

This month:

- Welcome to Warrigal - New residents joining our community
- Annual Provider Report - Your feedback in action
- New Aged Care Act – Statement of Rights
- How Warrigal is Preparing for the New Aged Care Act
- Quality Care Advisory Body
- Health and Safety Updates
- Aged Care Employee Day
- Help Us Name Our New Bus

Welcome to Warrigal

I would like to begin by extending a warm welcome to the 75 residents who joined Warrigal during July. I hope your transition into your new home has been smooth and welcoming, and that you're already beginning to experience our vision of a world where you are known, loved and connected.

Annual Provider Report

Each year, data is collected across the aged care sector focusing on key areas including complaints, compliments, and improvement opportunities identified at each care home. This valuable information, based directly on feedback from residents and families like yourselves, is used by Warrigal alongside the Resident Experience Report conducted by the Department to guide our journey of continuous improvement.

It was encouraging to see that the reports indicated the majority of residents feel safe, respected, and believe their homes are well-managed. However, the feedback also highlighted that food services remain our primary area for improvement - and we're listening.



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Over the past month, I've had the opportunity to visit several of our homes and have observed that the overall dining experience is influenced by factors including the dining room atmosphere and resident participation. We understand there's important work to be done in creating an environment where residents genuinely want to dine in the dining rooms, while ensuring every meal meets the high-quality standards you deserve.

Our General Manager of Hospitality Services is actively working with our chefs to establish consistent, appealing menus and implement an improved meal ordering system that will include photos and multiple language options. We're also conducting comprehensive reviews of all our dining spaces to improve the overall experience.

Your feedback matters to us, and when you share your needs and preferences, we listen and we act. These positive changes reflect our commitment to ensuring your dining experience becomes something you look forward to each day.

New Aged Care Act – Statement of Rights

As I mentioned in last month's communication, the new Aged Care Act will commence on 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, which aligns with our vision of a world where older people are known, loved and connected.

To help you understand exactly how these changes will benefit you and your family, we've created a detailed blog post that provides information about your rights under the new Act and how we're preparing to support you. You can read the full blog post by scanning the QR code:

Also accessible via the QR code is the video where I explain what the new Statement of Rights means for you, how this differs from the current Charter of Rights and how Warrigal is preparing to implement these changes. Please scan the QR code to view:





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We're committed to keeping you fully informed as we implement these changes that will put your rights at the centre of your aged care experience.

How Warrigal is Preparing for the New Aged Care Act

As the 1 November 2025 commencement date approaches, Warrigal is taking proactive steps to ensure we're fully prepared to meet the enhanced requirements of the new rights-based Aged Care Act. This legislation will create a more transparent and accountable aged care system that prioritises the needs and rights of older people.

To ensure we can deliver the person-centred care that the new Act demands, we have commenced comprehensive resident assessments across all our services. These detailed assessments are designed to:

- Promote person-centred care by gaining a deeper understanding of each person's unique circumstances, preferences, and needs
- Enhance care planning processes to achieve better health and wellbeing outcomes
- Strengthen safeguards and protective measures for all residents
- Ensure cultural safety and inclusivity are embedded in our care practices

This assessment process will continue through to 1 November 2025, and we greatly appreciate your patience and cooperation as we work together to implement these important improvements. These changes reinforce our commitment to providing exceptional, individualised care that honours each person's dignity and respects their choices.

Your support during this transition period helps us ensure that Warrigal continues to exceed the standards expected under the new legislation while maintaining the high-quality, compassionate care you've come to expect from us.

Quality Care Advisory Body

The Quality Care Advisory Body (QCAB) is an independent body that plays a vital role in maintaining and improving the quality of care across all Warrigal services. The QCAB provides expert advice to the Warrigal Board by reviewing clinical indicators, reportable incidents, and overall performance data to ensure we consistently deliver exceptional care.

Meeting twice annually, the QCAB presents comprehensive reports to our Board on service quality and improvement opportunities. At our recent July meeting, members reviewed quarterly performance data and examined the entire customer journey—



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from initial entry through to departure from Warrigal services—identifying ways to enhance the experience for residents and their families.

Consumer representation is a cornerstone of the QCAB, ensuring that the voices and perspectives of those who use our services are central to our quality improvement efforts. We review our membership annually to maintain this important balance.

If you have clinical or research experience and are interested in contributing to the continuous improvement of aged care quality at Warrigal, we would welcome your application for QCAB membership. Please contact me at warrigal@warrigal.com.au to express your interest.

Health and Safety Updates

During July, we experienced COVID-19 outbreaks at Hughes and Multicultural Village, with the outbreak at Multicultural Village still being managed. Additionally, we've had Influenza A outbreaks at Wollongong, Stirling and Queanbeyan all of which are still being managed, and an RSV outbreak at Calwell.

We do not consider it necessary to change prevention measures such as making masks compulsory, but the current arrangements of undertaking weekly surveillance testing of residents who provide consent will continue.

Aged Care Employee Day

On 7 August we will be celebrating Aged Care Employee Day with special activities and celebrations planned across all our homes and services throughout the day. This is an important opportunity to recognise and honour the exceptional dedication of our team members who provide compassionate care, emotional support, and preserve the dignity of our residents and customers every single day.

I am deeply grateful for the commitment our staff demonstrate in their daily work. Their professionalism, kindness, and unwavering dedication make a meaningful difference in the lives of those we serve. Aged Care Employee Day gives us the chance to celebrate their invaluable contributions and show our appreciation for the positive impact they create within our Warrigal community.

I encourage all residents and families to join us in acknowledging our wonderful team members on this special day.

Help Us Name Our New Bus

One of the highlights of life at Warrigal is the joy and connection that comes from our community outings and leisure activities, made possible in part by our fleet of buses. We're excited to welcome a brand-new bus to the Warrigal fleet, and we would like your help to name it. Your voices and opinions are at the heart of everything we do



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at Warrigal, and this is another opportunity for you to be part of the decisions that shape your community.

Our new addition will replace our bus called 'Topaz', and join our current fleet: 'Silver', 'Pearl', and 'Diamond'. These buses have brought smiles, adventures, and memories as they've taken residents across our homes out on shopping trips, scenic drives, cultural outings, and social excursions that keep you connected to the wider community.

Please take a moment to cast your vote using the QR code and help us name the latest addition to Warrigal's bus fleet. Voting closes on Monday 18 August. Stay tuned for the results next month.



I sincerely wish to thank all residents and relatives for supporting Warrigal. As always if you have any feedback, please contact me by emailing warrigal@warrigal.com.au.

Yours Sincerely,

Craig Smith
Chief of Operations