

Volunteer Update

This month, I attended the 2025 NSW State Volunteering Conference, where I had the opportunity to connect with other Volunteer Managers and learn more about the latest developments in volunteering across Australia and best practice for managing volunteer programs.

At Warrigal, we are proud to now have **523 volunteers** contributing their time and talents across our care homes and social groups. It's a pleasure to welcome our newest volunteers: Many, Brian, Lily, Riley, Keshika, Sophie, Elaina, Nathaniel, Judy, and Emma-Lee. We're so glad to have you on board!

Aged Care Act Implementation

The Australian Government has announced that the implementation of the new Aged Care Act will be deferred from 1 July 2025 to **1 November 2025**. This follows extensive consultation with aged care providers and stakeholders across the sector who voiced the need for more time to prepare for these important reforms. At Warrigal, we've already made significant progress towards implementation, and this extra time gives us the opportunity to further refine our systems, provide additional training, and continue supporting older people and their families through the transition. We're proud to be leading the way in readiness for these changes and thank all our volunteers for the incredible support you bring to our community. Together, we are helping older people live their best lives, on their terms.

Volunteer Mandatory Education

Thank you to all volunteers who have completed the new mandatory education modules in readiness for the new **Aged Care Act**. We are currently sitting at **49% completion**. We will be sending out reminders to all volunteers yet to complete this education as outlined in the aged care reforms.

Thank you for the incredible generosity, kindness, and dedication you bring to Warrigal. Your contribution truly makes a lasting difference in the lives of the people we care for.

Michelle Chate, Volunteer Manager

Meet Brett from Calwell

Brett has been volunteering at **Warrigal Calwell** for over three years, providing companionship and emotional support to residents who look forward to his visits. Despite his full-time work commitments, Brett consistently makes time to connect with warmth, intention, and heart.

Twice a month, Brett brings more than just his time, he brings joy, thoughtfulness, and creativity. From organising book exchanges to tending to plants, he creates small yet meaningful moments that brighten each resident's day.

His visits are so cherished that one resident often asks staff, *"When is Brett coming again?"*

Brett is a shining example of Warrigal's values of Integrity, Respect, Compassion, and Innovation.

He doesn't just visit, he builds relationships. And for residents who may not have regular visitors, his presence is not just welcome, it's healing.



Cycling Without Age (CWA)

The Cycling Without Age (CWA) volunteers were recently spotted by Wyn Janssen at Towradgi, taking several residents on a scenic ride along the picturesque bike path.

Wyn had the pleasure of speaking with volunteer **Catherine Feldhausen**, daughter of former Warrigal Chairman Alan Cluff. Catherine is part of a dedicated group of volunteer cyclists who generously give their time to provide residents with these meaningful and joyful outings.

Thanks to the commitment of these volunteers, residents from a number of our homes are regularly enjoying the benefits of fresh air, ocean views, and community connection.

About Cycling Without Age

CWA is a not-for-profit charity that connects people who are no longer able to ride for themselves with their community and the outdoors, by offering free rides on specially designed trishaw e-bikes, piloted by trained volunteer cyclists.

The mission of CWA is to build bridges between generations and help prevent loneliness. These rides offer older people the chance to remain active, socially connected, and to once again feel the wind in their hair!

The idea originated in Denmark, where trishaw bikes were designed to carry two passengers at a time. What a wonderful way for our residents to enjoy the outdoors, connect with others, and soak in the beautiful coastal views.

Thanks to all our CWA volunteers: Kirk, Catherine, Nicola, Elaine, Elaine, Deryck, John, Michelle, Ian, Will, Jennifer, Paul and Wendy.



Goulburn Knitting Group



During a recent visit to the volunteer run **Knitting Group** at Warrigal Goulburn, General Manager Kat Withers found herself learning a new skill ... knitting, under the expert guidance of long-time volunteer Freda.

"Freda was determined to teach me how to knit, and I was more than happy to give it a go," Kat said. "We had such a lovely time together, and lots of laughs along the way!"

While Kat made progress, she couldn't resist joking about her newfound skills. *"Freda was impressed with my knitting ... or at least she said she was! I asked for a certificate to acknowledge my efforts, but she said it was a bit early for that".*

According to Freda, Kat is now working on a lap blanket, something that will come in handy when I'm working in the office. *"There's another knitting group on Monday where I'm sure Freda can help fix all my mistakes!"*



Wyn Janssen, Board Chairman

Wyn Janssen, our Chairman of the Board, will be stepping down from the Board following this year's Annual General Meeting in October.

Wyn has been a remarkable champion of Warrigal for over **27 years**. He first joined our Board as Director and Treasurer in 1997, returned in 2012 as an Independent Non-Executive Director, and has served as our Chairman since 2016. Throughout his extraordinary service, Wyn has exemplified values-based leadership with his humble, respectful approach and unwavering commitment to helping older people live their best lives on their terms.

Under Wyn's stewardship, Warrigal has grown significantly whilst maintaining our focus on creating a world where older people feel known, loved, and connected. His contributions to Warrigal and the broader aged care sector have been exemplary.

The Board will elect a new Chair at the November Board meeting, building on the strong foundation that Wyn has established. We will have opportunities to celebrate Wyn's contributions in the months ahead during planned events and visits to our services and homes.

Please join us in expressing gratitude to Wyn for his exceptional service and profound impact on our Warrigal community.



In Loving Memory

It is with great sadness that we share the news of the sudden passing of APR volunteer and village resident, **Sue Culbert**.

Sue began volunteering at the home a few years ago after her husband, Noel, became a resident. Over the years, she generously gave her time several days a week, assisting with bus outings, bingo, men's BBQs, and more recently, brightening residents' days by bringing along her adopted puppy for visits.

Sue always said, *"I just love to help people and bring happiness to others."*

Sue will be missed by the residents, staff, and fellow volunteers at APR. We extend our heartfelt condolences to her husband Noel and their family during this difficult time.



Hughes

We're pleased to welcome **Angie Falls**, Lifestyle Team Leader, who will now be overseeing the volunteers at Warrigal Hughes.

For any volunteer related support or enquiries, please contact Angie at afalls@warrigal.com.au or phone (02) 6283 4903.

We also sincerely thank **Suman Shrestha** for stepping into the Lifestyle Team Leader role over the past few months and the support he has provided to our volunteers during this time.

Golden Angels

Our dedicated **Golden Angel** volunteers at Warrigal Stirling continue to provide companionship and connection to residents living with dementia or memory loss.

Recently, we heard from Golden Angel volunteer **David Dumbrell**, who has been part of the program since 2022.

"I continue to have regular coffee outings with Kevin, who always has a great time. He's even lent me a couple of books from his extensive library, which have made for some interesting reading. I also enjoy visiting Marta every couple of weeks. She's always pleased to see me, and I really value the time we spend together."

Thank you, David, for the joy and friendship you bring to the residents you visit.



Ian (left), David (right)

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