

Volunteer Update

We were excited to welcome **17 new volunteers** to our program this month: Ava, Charlotte, Mark, Daniel, Patricia, Lynette, Ross, Helen, Val, Janelle, Margaret, Shreyashi, Pontip, Jacqueline, Alani, Zora and Jacob.

Following a successful recruitment campaign, we also have some new faces at the **Warrigal Op Shop**. A warm welcome to Susan, Val, Anne and Sharon, who have already settled in and doing a fabulous job.

We are currently **56% compliant** with our new Volunteer mandatory education, as part of the introduction to the new Aged Care Act.

Just a friendly reminder: if you haven't yet completed the Strengthened Standards Mandatory Volunteer Education, can you please complete this either online or via the paper copy that will be posted to all volunteers.

We have until 1 November to be fully compliant under the Aged Care Quality and Safety Commission guidelines. Your support in helping us reach this goal is greatly appreciated.

Thank you for your continued dedication and support. Your time, effort and commitment make a meaningful difference in the lives of our residents.

Michelle Chate
Volunteer Manager

Warrigal's Youngest Volunteer



Eddy proudly shares his volunteering experience

At just six years old, Edward (or Eddy) is already making a big difference at **Warrigal Goulburn**. As our youngest volunteer, he brings colour, energy and joy to our residents.

Eddy visits with his mum, Tori, and together they share meaningful moments with residents during their time at Warrigal.

Since attending the Volunteer Week lunch, Eddy has been drawing and colouring special pictures to give to the residents during his visits. He even redesigned one of his birthday invitations into a card just for them and dressed up as Pikachu to hand them out with pride.

Eddy loves being part of the team. He was so excited to receive his Warrigal name badge and couldn't wait to wear it. It gave him the confidence to introduce himself to everyone he met.

At school, he proudly shared his volunteering experience during news day, showing just how much it means to him. Watching him connect with residents, chat about Pokémon and brighten their day is a wonderful reminder of the joy young volunteers can bring.

Thank you, Eddy, for sharing your creativity, kindness and big heart with us all. We are so lucky to have you.



Bundanoon Cafe - Celebrating 10 Years

We stand in the small, warm heart of Warrigal's Care Café, at Bundanoon, where the air hums with the soft clatter of cups and the low murmur of voices, a place born from a chance remark a decade ago. In November 2015, when two of us tending to our uncle's move into Warrigal Bundanoon, heard Vernia, the residence manager, speak of a café that sat silent, unused, its counters bare for want of hands to stir it to life. We ventured a thought, perhaps we could muster a few souls to breathe purpose into this forgotten corner. Thus, on the fourth of that month, the Café opened its doors, frail as a newborn, with only four of us to tend it.



Ten years on, we see the faces of 18 who have passed through, their hands kneading dough, stirring batter, offering cakes and scones baked in their own kitchens. Only two of those first four remain, steadfast on the roster, while nine now hold the fort, pouring tea and slicing tarts. We are a small band, yet our numbers grow when new voices offer to join, and we welcome them, knowing each pair of hands strengthens this quiet work. The years have not been without trial, COVID shuttered us, forced us to pause, but we opened again when the world allowed, our resolve as firm as the tables we set.

Our offerings are simple, our prices humbler still, yet the coins that clink into our till have woven a legacy. The funds we gather do not vanish into the ether; they return as gifts to those who dwell and work here. We think of the pressure relief chairs, easing weary bones, the Sara Steady

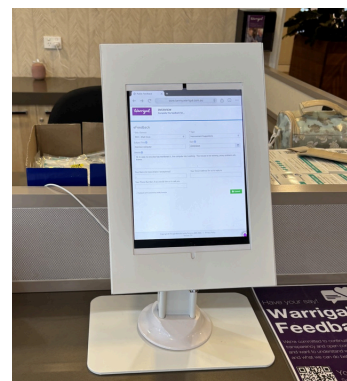
lifters granting dignity in movement, the high-pressure mattress cradling restless sleep. An electric Bingo machine hums in the common room, and an indoor bowls carpet unfurls for laughter and contest. A boiling water unit steams in the community kitchen, digital clocks tick steadily for those who forget, and a garden seat waits under the trees for quiet moments. The outdoor dining set, sturdy and sun-warmed, invites residents to linger over tea in the open air.

Most recently, a Rollz Rhythm Walker, crafted for those with Parkinson's, has brought ease and joy to the Wellness Centre. Even the dishwasher that hums behind our counter, a gift from our funds, was plumbed in freely by Aquafix's generous hands. Each Wednesday, from ten until half-past eleven, and Friday, from ten until one, the café wakes. Morning teas spill over with scones and chatter, while Fridays add light lunches to the fare. We watch the residents, their faces softened by the warmth of a shared table, and we feel the weight of these ten years, not heavy, but solid, like the earth beneath my feet. This café, born of a fleeting word, stands as a small, stubborn proof that care, given freely, can build something lasting.

Written by Bundanoon Resident - Andrew McKean on behalf of the Bundanoon Cafe Volunteers.

Feedback Kiosks

We're excited to introduce new **Feedback Kiosks** available at the entrance of each Warrigal care home, located near the concierge desk. These easy-to-use kiosks are part of a new process being rolled out in September to make it even easier for customers, families, volunteers, and visitors to share their experiences. Posters around the home also feature a QR code that links directly to the feedback platform, just like the one available on the Warrigal website. Reception staff are happy to help you find the kiosk if needed. We're encouraging everyone to share feedback, whether it's good, bad, or anything in between. This new system is designed to keep our approach person centred, continuously improving how we support and care for older people.



The Good Cheer

We are called **The Good Cheer**. Why? Because we want everyone to be of good cheer!

We are a group of almost **30 volunteers** (and growing!) from St Mark's Coptic Orthodox Church in Canberra. We have volunteers in our group who are as old as 14 to as young as over 70 years of age! We currently rotate our visits between **Warrigal Calwell and Stirling**, visiting every second week with anywhere between 5 to 15 volunteers per visit.

When we come to visit, we do a range of things with the wonderful residents. This can include playing dominos or scrabble with no rules, doing puzzles or colouring, to going around and visiting residents in their rooms to have a good old-fashioned chat.

We are loving every second of our visits and getting to know the residents and learning so much about them and from them. The residents are so kind and caring and full of compliments of our volunteers! We feel truly blessed to be able to visit them and spend time with them.



Here are some of the wonderful things the volunteers have said about their time so far volunteering at Warrigal:

"I enjoy visiting the residents and having meaningful conversations with them. I often ask for life advice, which helps shape my perspective on life." - **Mora**

"It's makes me so happy to spend time with the residents. I really enjoy talking to the residents and playing games with them. The thing that I enjoy most about spending time with the residents is listening to their stories and watching them smile." - **Anonymous**

"In my time volunteering at Warrigal I've managed to learn and benefit a tremendous amount. The first thing that struck me was the power a simple smile and listening ear had on not only the residents but myself also."

The most impactful benefit I've received from volunteering at Warrigal was getting to know the residents as they are now. Each different and special personality which time has not managed to fade. The product of a life well lived and hard fought. It amazes me to see how cheeky, competitive, energetic, thoughtful, funny and wise the residents can be! Meeting the residents was not anything like I had expected and has taught me so much!" - **Michael**

"Volunteering at Warrigal has been a new and good experience! I benefited from volunteering by learning to enjoy and treasure all parts of life and getting to meet lovely people has been a pleasure!" - **Grace**

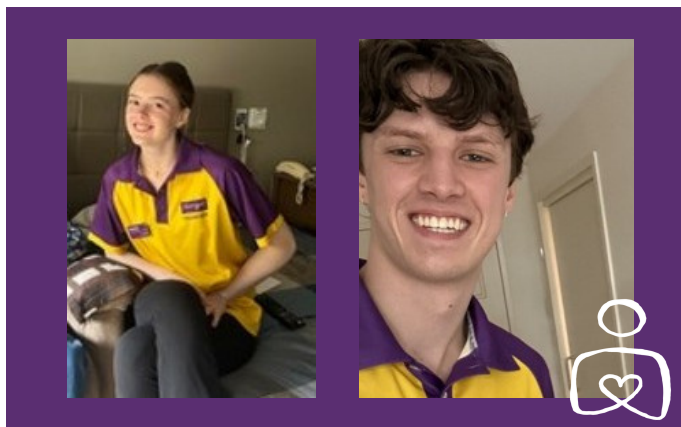
Siblings in Stirling: A Shared Know Me Journey

"I'm Audrey, a fourth-year psychology undergrad at ANU and I'm currently a part of the **Know Me Dementia Project** at Warrigal. I'm Jackson, also a psychology undergrad at ANU and in the Know Me Dementia Project.

We grew up in Adelaide and initially came to ANU to pursue different degrees but have found ourselves both studying psychology and, in the Know Me Project, together. Now every Tuesday morning we drive together to Stirling so Audrey can visit Thomas and Jackson can visit Bruce. We have ended up with very different residents – Bruce is British history buff who loves to chat, and Thomas is a US military vet who enjoys sitting and watching Australian wildlife.

So now despite both moving away from home, we've unintentionally found ourselves undertaking the exact same opportunities. It turns out we have more in common than we may have first thought. Don't worry though, we each maintain separate hobbies and interests because we probably see too much of each other as it stands."

Audrey & Jackson Fletcher



Whistleblower Policy

Warrigal is committed to a culture of integrity, transparency, and accountability. Our Whistleblower Policy and Procedure encourages anyone connected to Warrigal, including volunteers, to report suspected misconduct, unethical behaviour, or illegal activity. This includes issues such as abuse, neglect, fraud, harassment, or serious safety breaches. Disclosures can be made confidentially and, if preferred, anonymously via our dedicated Whistleblower Service, either online at www.whistleblowing.service.com.au/warrigal or by calling 1300 687 927 (Unique Key: Warrigal, Client Reference: Warrigal2024).

Volunteers must maintain the confidentiality of anyone who makes a disclosure and must not victimise, retaliate against, or identify a whistleblower. If a resident, team member, or another volunteer approaches you with serious concerns, you should help them access Warrigal's Whistleblower Service and not share any information about the disclosure without authorisation. Volunteers who breach confidentiality or discourage reporting may face serious consequences.

Warrigal protects whistleblowers from retaliation and offers support through our Employee Assistance Program. If you report wrongdoing in good faith, you will be safeguarded under the Aged Care Act 2024 and other relevant legislation. Volunteers play a vital role in upholding the ethical standards of our organisation and helping to ensure the safety and wellbeing of everyone in our care.

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 - Angie Falls (02) 6283 4903
afalls@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