



From the Chief Operating Officer

Craig Smith

Warrigal

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

5 September 2025

Dear resident representatives and relatives,

Welcome to the September update, which means we are now in Spring with the warmer weather commencing. It is a lovely time of year, with longer days, milder weather, a sense of renewal and optimism, and for some residents, the joy and heartbreak of watching finals football. If your team is still playing, I hope it's a good month, particularly for many of the residents living in our Canberra homes.

This month:

- Welcome to Warrigal - New residents joining our community
- New Aged Care Act
- Board Strategy Workshop
- Consumer Advisory Body
- Health and Safety Updates
- Father's Day

Welcome to Warrigal

I would like to begin by extending a warm welcome to the 46 residents who joined Warrigal during August. I hope the transition into your new home has been smooth and welcoming. Over the past month we have been working on developing a welcome booklet for new residents and ensuring that important information is consistently provided during a period that we understand is unsettling for residents and families.

New Aged Care Act

The new Aged Care Act is due to commence in less than two months, and we are continuing to update assessments for all residents to ensure that they capture more information to enable person-led holistic care. In addition to the assessments, Steering Committees continue to be held on the new standards, and policies are being reviewed and updated to reflect the requirements on the new legislation, which will then require additional training for staff. The Department of Health, Disability and Ageing have recently released a video explaining how the new Aged Care Act comes together. To view this video, click [here](#), or scan the QR code.



Board Strategy Workshop

Warrigal has a Strategic Plan, Towards 2030, that has four strategic pillars, each of them with Key Performance Indicators that are used for reporting to the Board. It is



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important that these pillars and the strategies to achieve them are reviewed regularly. We hold an annual Board Strategy Workshop to ensure Warrigal stays responsive to changing needs, maintains compliance with regulations, and develops effective 3-5 year strategic plans in our evolving sector.

The workshop will be held next week, where the Board will consider how Warrigal develops a model of care that aligns with our vision and captures the essence of how holistic care is provided. This will include input from one of the Consumer Advisory Body members, who will provide valuable insights on what care means to them. We will also spend time reviewing the current pillars to ensure they still capture all the key areas that we need to focus and report on over the next 12 months

Consumer Advisory Body

The Consumer Advisory Body (CAB) plays a vital role in ensuring that residential aged care providers have a formal mechanism for residents, family members and representatives to share feedback, contribute ideas and help shape the quality of care that is provided.

The CAB meet quarterly, and the most recent meeting was held in August. Updates and discussions were held on the following:

- Environmental Sustainability, including LED upgrades, energy efficiency and retrofitting strategies.
- New Aged Care Act Update.
- Food and Nutrition Overview, including the General Manager of Hospitality, developing consistent menus for all homes.
- Radar Technology, which is being considered for a trial in a care home to better monitor residents without having to be intrusive, particularly during the night. The CAB provided some valuable feedback on the security of the data, strategies for communication, and the impact on staff.
- An update from the Quality Care Advisory Body was also provided.

Health and Safety Updates

During August, we experienced one COVID-19 outbreak across Warrigal. Nationally, at the end of August there are currently 100 outbreaks reported in Residential Aged Care Homes, which is a reduction from the previous month where there were 181 outbreaks.

In view of the reduction in cases, the current arrangements of undertaking weekly surveillance testing will cease from next week.

Father's Day



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This Sunday, we will be celebrating Father's Day with residents across all our care homes. The events commenced this week with various activities including several BBQs, high teas, a vintage car show and gifts to honour the lives, legacies and relationships of men who have shaped families and communities.

Father's Day is a great opportunity to recognise the stories of residents who are fathers, mentors and men with rich histories, reminding everyone that behind each resident is a lifetime of experiences worth celebrating.

Our New Bus Has a Name - Meet Ruby!

I'm excited to announce that voting has closed for our "Help Us Name Our New Bus" competition, and the winning name is **Ruby**! Thank you to everyone who participated in the voting process. Your enthusiasm and engagement in helping us choose the perfect name reflects the collaborative spirit that makes Warrigal so special. Ruby will join Silver, Pearl, and Diamond in our fleet, bringing joy and adventure to residents across all our homes. Keep an eye out for Ruby's debut next month and thank you once again for making your voices heard in this decision.

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