Edition 3
July - September 2025

Warrigal Connection



Welcome from the **CEO**

Jenni Hutchins

Welcome to the third edition of The Warrigal Connection! As we step into the latter part of the year, I continue to be inspired by the strength, warmth and energy of our Warrigal community. Across our locations and services in NSW and the ACT, our residents, customers, staff and volunteers demonstrate daily what it means to be part of something truly special. It's their engagement, passion, and commitment that bring purpose to the services we provide, and create the strong sense of belonging that Warrigal is known for.

Over the past few months, we've seen some wonderful examples of this in action. From celebrating our outstanding staff at our Service Awards, to exploring our wonderful Warrigal Mt Warrigal care home, there has been no shortage of connection, joy and achievement. Each story, big or small, is a reminder that our community thrives when we all feel seen, heard and included.

As always, I want to extend my heartfelt thanks to every one of you who contributes to the Warrigal community. I hope you enjoy reading this edition of The Warrigal Connection, and I look forward to seeing what we can continue to achieve together in the months ahead. 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**.

Farewell **Wyn**

Earlier this year, our Chair of the Board Wyn Janssen announced he would be stepping down after close to three decades of service.

Wyn has begun his farewell tour, visiting our homes and villages to say thank you to the residents, staff and volunteers who form these communities.

Our homes have each hosted special celebrations, and making these gatherings even more memorable, some of our Kiribati and Fijian staff have performed beautiful traditional dances and songs.

These celebrations have provided the perfect opportunity for everyone to wish Wyn all the best and to thank him for the incredible contributions he has made. Throughout his time, Wyn has played an integral role in helping to build Warrigal into the incredible community it is today, providing guidance to our Warrigal leadership and building our service reach into what it is today.

Supporting our people and vision to create a world where older people feel **known**, **loved**, and **connected**, Wyn's contributions will certainly leave a lasting impact.









Warrigal announces

Chair Succession

Warrigal has announced that its Board intends to appoint **Sophie Ray** as Chair of the Warrigal Board to succeed Wyn Janssen from the conclusion of Warrigal's 2025 Annual General Meeting (AGM), to be held on 27th October.

Sophie is a Non-Executive Director with extensive governance experience across not-for-profit, private, and public companies, with a particular focus on human services. She currently serves as Independent Chair of Peak Care Equipment Pty Ltd and Chair of the Shoalhaven Education Fund. She has previously chaired RSL NSW, NAWO (National Association of Women in Operations), ROCC for Women, and held directorships with GO2 People (ASX:GO2), Big Fat Smile, and Settlement Services International (SSI).

Earlier in her career, Sophie spent fifteen years as a commercial and regulatory lawyer at PricewaterhouseCoopers in Australia and the UK. For the last eighteen years, she and her husband have owned a business in the Shoalhaven, where they live with their two daughters.

A Fellow of the Australian Institute of Company Directors and the Governance Institute of Australia, Ms Ray also brings international perspective, having lived and/or worked in the UK, China, France, Uganda, and Sydney.



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



Ageing Well with Warrigal

In August, Warrigal hosted a free community event for people in the Illawarra region to learn more about health and wellness as they age. This event was designed to provide older people and their loved ones with the information and resources they need to make better, more informed choices about their health for their future. It also provided a great opportunity for attendees to connect with experts in the community who provide tailored services and initiatives to help individuals age well.



The event space was set up in expo-style, with information tables and banners, to provide attendees the chance to collect helpful resources and pamphlets. The day was extremely successful, with many attendees leaving feeling better educated, prepared and confident to age well into the future!



If you're looking for more advice about the aged care system, explore our *Resources* section on our website **here**.

Warrigal News

Aged Care **Employee Day**



On August 7, Warrigal joined in celebrating Aged Care Employee Day, recognising the incredible people who care for and support older people every day.

With more than 2,200 team members across our homes and villages, our staff bring compassion, dedication, and skill to everything they do. Their work helps create a world where older people feel **known**, **loved**, and **connected**.

We're so proud of our people and the difference they make in the lives of older Australians and their families.









Father's Day

Warrigal Mount Terry celebrated Father's Day with an amazing vintage car show.

Bringing together residents, staff, and community members with a shared passion for cars, this was a memorable event enjoyed by all!

Thank you to the generous members of the South Coast Vintage Car Club and the Jamberoo Classic Car Club for volunteering your time.

Visit from Little Wonders

Our Warrigal Albion Park Rail care home receives exciting fortnightly visits from *Little Wonders Early Learning Centre*, a local preschool who join with our residents for a fantastic intergenerational playgroup.

Everyone had a delightful time during the visit – an amazing opportunity for our residents to connect with the younger generation and make lovely memories together.





NAIDOC Week

To mark NAIDOC Week, our residents across NSW and the ACT participated in numerous cultural activities.

Both our Warrigal Calwell and Warrigal Stirling homes visited the Tuggeranong Arts Centre, viewing the NAIDOC week themed exhibitions involving prints, poems and paintings created by Indigenous artists.

Warrigal Whisk

Earlier this quarter, our care homes participated in the ‘Warrigal Whisk’, a wonderful initiative celebrating culture and promoting community and connection through cooking.

As part of this initiative, our residents participated in cooking activities, making delicious food together!





Biggest Morning Tea

A recent highlight for our Warrigal Social Illawarra members was the fantastic Biggest Morning Tea held last month, joining together to raise funds for Cancer Council Australia.

Enjoying a delicious BBQ and sweet treats, the day was filled with lots of laughter and a wonderful sense of community as everyone came together in support of those impacted by cancer.

Auxiliary 500th Meeting

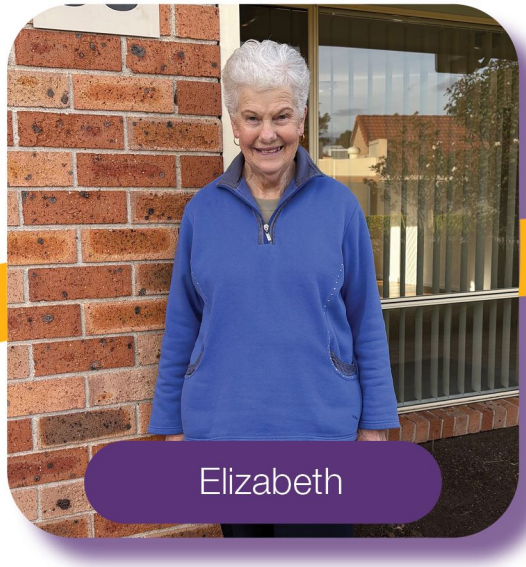
In August our Warrigal Auxiliary held its 500th meeting! Established in 1976, the auxiliary has grown into a 16-member group who manage the Warrigal Op Shop.

This milestone is not only a celebration of the number of meetings held by the group, but a celebration of the amazing force of volunteers behind the auxiliary, and the immense difference they’ve made to the lives of older people.

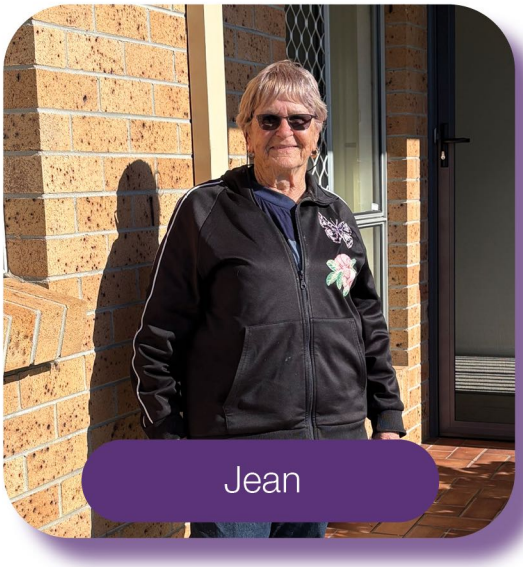


Welcoming our New **Village Residents**

We are excited to welcome our newest residents who have recently moved into our peaceful Community Villages in Albion Park Rail and Lake Illawarra.



Elizabeth



Jean



Marie-Anne & Didier

Don’t miss your chance to join a vibrant Warrigal community! If you are interested in retirement living, explore our current vacancies by visiting our website **here**, or contact our friendly Village Sales team for more information by emailing **villagesales@warrigal.com.au.**



The Latest from **Lake South**

The exciting progress of our newest community village project, Warrigal Lake South, continues!

The project is taking shape, and we've hit some significant milestones in the build including the completion of our four prototype villas! As the village comes to life with each new development, we've recently conducted site tours, offering our Company Members, Board Members, Executive Staff and local MP, Anna Watson, a glimpse into life at Lake South.

These visits have not only been a wonderful opportunity for everyone to experience the excitement of Lake South, but they have also highlighted the important role of community villages as ageing within the community has transformed.

Lake South will be more than a place to call home, it will be a vibrant and connected community, where individuals can age in place.

Don't miss your chance to be part of this brand-new community. Get in touch 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? Explore our Warrigal website and subscribe to our exclusive monthly newsletter by clicking the link **here**.

Employee Spotlight

Farewell **Vernia**



In July we farewelled Vernia, our Residential Services Manager at Warrigal Bundanoon and valued member of the Warrigal team for 37 years! Starting in 1988, throughout her career at Warrigal, Vernia's immense dedication towards making a difference in the lives of older people has been a true reflection of our values of integrity, respect, compassion and innovation.

The wonderful afternoon celebration joined together the Chair of our Board, Wyn Janssen, our Deputy Chair, Roger Downs, our CEO, Jenni Hutchins, the Executive Team, and fellow staff members, to congratulate Vernia on her outstanding career, and to thank her for the profound impact she has had on our older people and staff.

We wish Vernia all the best as she begins this exciting next chapter, spending more time with her family and travelling.

Thank you, Vernia, for your incredible contribution to the Warrigal community, we are truly grateful!







If you have a passion for helping others and are interested in joining a team that makes a difference just like Vernia, please get in contact with **vacancy@warrigal.com.au** today to learn more about our current opportunities.

Resident Story

An Interview with **Michael Campbell**



Our wonderful resident Michael sat down with us to discuss everything he loves about living at the Warrigal Queanbeyan Community Village.

Click **here** to watch Michael's interview, and hear first-hand from him what he loves most about the location and community.

> *"People here are very friendly, very helpful, and I enjoy their company"*



Warrigal Shell Cove



Final Apartment Selling Now!

Welcome to Warrigal Shell Cove, a captivating coastal haven where natural beauty, modern amenities, and a vibrant community harmoniously blend. We have a limited opportunity available, with our final apartment selling now in this vibrant and peaceful community.

Indulge in relaxed, low-maintenance living in meticulously designed, spacious apartments that cater to your every need. Experience the seamless blend of high-quality finishes, functional design and stylish elegance, all at the doorstep of the idyllic Shell Cove Marina. Each apartment has been purposefully designed to promote ageing in place, surrounded by picturesque gardens and a community spirit that promotes connection and wellbeing.

Don't miss your last chance to buy brand-new at Warrigal Shell Cove! Explore our final vacancy 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).**



Sustainability

We were awarded **Highly Commended!**

We're proud to share that Warrigal was awarded Highly Commended in the **Excellence in Sustainability** category at the 2025 Illawarra Business Awards.

From expanding rooftop solar and introducing energy-efficient systems, to creating circular economy initiatives through our Warilla Op Shop and embedding sustainability champions across our homes and villages, this recognition reflects the team's ongoing **commitment towards sustainability** and the implementation of these initiatives across our services.

A big thank you to our people, whose commitment to innovation and responsibility is helping create a better future for the older people we care for, and for the communities we're part of.

Visit our Sustainability webpage **here** to learn more about our sustainability efforts.

BUILDING A SUSTAINABLE FUTURE

EXCELLENCE IN
imb ILLAWARRA BUSINESS AWARDS 2025
HIGHLY COMMENDED
SUSTAINABILITY

National Student Volunteer Week

In August we celebrated National Student Volunteer Week (4 – 10 August), recognising the incredible young volunteers who generously give up their time, bringing joy to our residents.



Meet Eddy!

Eddy, Warrigal's youngest volunteer at just 6 years old, is one of our 80+ student volunteers, and one of our 10 volunteers under the age of 14.

Making a big difference at Warrigal Goulburn, visiting with his mum Tori, Eddy brings great joy and energy to our residents, sharing meaningful moments with them.

Eddy has been gifting our residents with wonderful hand-drawn pictures, and recently, he redesigned his birthday invitation into a card, handing these to our residents with pride - whilst dressed up as Pikachu!



Eddy loves being part of the team and was very excited to receive his Warrigal name badge, giving him the confidence to introduce himself to everyone he meets.

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 great reminder of the difference young volunteers make within our homes.

Thank you, Eddy, for sharing your creativity, kindness and big heart with us all. We're so lucky and are proud to have you as part of the Warrigal community.

Warrigal Central's **Family & Friends Event**



Last month, we hosted a 'Family and Friends' event at Warrigal Central, welcoming staff and their loved ones to the office to tour the new space.

Attendees enjoyed light refreshments, delicious donuts, and bean bag toss, and children were on the hunt for little purple ducks that were strategically hidden around the office. This event wasn't just a celebration of our new office space, but an opportunity to recognise the people who work at Warrigal and the positive culture they create, inside and out of the office.



Home Services celebrate **Aged Care Employee Day**

Our Warrigal Home Services teams across the Illawarra and Southern Highlands held fabulous Aged Care Employee Day celebrations.

Each team joined for a special event, including lovely afternoon tea celebrations, filled with friendly competition, competing in exciting challenges and games! Most importantly, each celebration acknowledged the difference these individuals make through the tailored support and quality care they provide.

Through a wide range of services, including assistance with homes tasks, social support and personal care, our committed Home Services team ensure older people continue to live their best lives on their own terms.

Interested in how you can make a difference in our Home Services team? Explore our opportunities page **here** or email **vacancy@warrigal.com.au.**











Residential Care Home Spotlight
Warrigal Mt Warrigal

Welcome to Warrigal Mt Warrigal – our first Residential Care Home, opening its doors in 1967. This location holds a special place in Warrigal's legacy, as it is where our vision – a world where older people feel **known**, **loved**, and **connected** – first came to life.

Whilst we deeply respect our history and where we came from as an organisation, we also take pride in offering the most modern and innovative approaches to care. Located at the very top of Mt Warrigal and enjoying panoramic views of the Illawarra, our Warrigal Mt Warrigal Residential Care Home offers quality care with a homely, personalised feel.

At Warrigal Mt Warrigal, we've created an engaging atmosphere and community that you'll be proud to call home. The beautifully maintained grounds with Australian native plants attract a variety of wildlife, including colourful birds. Our care home offers spaces for individual relaxation or social interaction, with comfortable areas outside of bedrooms, flexible outdoor settings for gatherings, and tastefully decorated communal spaces.

At this care home, you will find a team of specialised registered nurses, visiting health professionals such as physiotherapists, and a dedicated leisure and lifestyle coordinator, who each work to ensure our residents are healthy, engaged and content.

Every month, the Mt Warrigal lifestyle team release an activities calendar which explains all of the programs and events that residents can participate in for the month. Most activities happen daily and there are plenty of options available, creating choice for residents to engage as much or as little as they want. The common activities that run at Mt Warrigal include bingo, mini golf, bowling, exercise groups, and karaoke, just to name a few!

Click **here** to watch our video and meet some key members of our Warrigal Mt Warrigal community.



Employee Value Proposition Pillars

At Warrigal, we make a point of our team working with us, not just for us. We have a united goal we all work towards: **improving the lives of older people**. Explore the information below to learn more about the five employee value proposition (EVP) pillars that govern Warrigal.



Flexibility

- Allocated Day Off (ADOs)
- Compressed Work Week
- Career Break Scheme
- Community Service Leave
- Additional Paid Parental Leave
- Purchased Leave
- Casual/Part-time Opportunities



Support

- Salary packaging
- Salary Sacrificing
- Supportive Onboarding Program
- Fitness Passport
- Employee Assistance Program (EAP)
- Financial Planning/Car Leasing
- Access to Annual Vaccination Program



Growth

- Leadership development opportunities
- Genuine career progression
- Career pathways across the business such as (e.g. ACE Program, traineeships, mentor program, Undergraduate & Graduate Programs, Nurse Practitioner Program)
- Ongoing training and development



Impact

- Excellence Workplace Culture 2025 winner
- Best Workplace 2025 Winner
- Change Champion 2025 Winner
- Closing the Gender Gap WGEA



Recognition

- Long-service awards and events
- Team celebrations
- Peer recognitions and shout-outs
- Employee Spotlights
- Volunteer week events

If you want to make a difference and be rewarded for it, view our current opportunities **here**.









Celebrating our team at the **2025 Service Awards**

In July, we celebrated the outstanding work of our employees across NSW and the ACT with two special Service Award events. These events are held each year to acknowledge the time, effort and dedication that our employees devote to Warrigal, and their commitment to making a difference in the lives of older people. This year, we had employees being recognised for various milestones including 5, 10, 15, 20, 25, 30, 35 and 40 years of service.

In her address, our CEO Jenni Hutchins reiterated the importance of recognising the work that our incredible staff do every day, not just the major moments.

“While today we celebrate specific milestones, please know that we see and value your dedication every single day – whether it’s going the extra mile for a resident, supporting a colleague through a tough shift, or finding new ways to bring joy to our community.”

Each event brought with it a positive and exciting energy, with each venue buzzing with cheer, laughter, and smiling faces all around. To all our recognised employees, thank you for making Warrigal a welcoming, caring place for everyone who walks through our doors. Your longevity of service speaks volumes about your dedication and the positive culture you’ve helped build here at Warrigal.

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**



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