



From the Chief Operating Officer

Craig Smith

Warrigal

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

7 November 2025

Dear resident representatives and relatives,

Welcome to the November update. This is a historic month for aged care in Australia as the new Aged Care Act commenced on 1 November 2025, marking a significant transformation in how aged care services are delivered across the country.

Warrigal has fully embraced this rights-based Act, which centres on the Statement of Rights and enshrines principles such as independence, dignity, and freedom of choice for all people accessing government-funded aged care services. These changes reinforce our vision of 'a world where older people feel known, loved and connected' - a vision that has always guided our approach to care and shaped how we support you every day.

This month:

- Welcome to Warrigal - New residents joining our community
- Annual General Meeting
- New Aged Care Act
- Model of Care
- Quality Care Advisory Body
- Medication Management System
- Compliance Update
- Health and Safety Updates

Welcome to Warrigal

I would like to begin by extending a warm welcome to the 48 new residents who joined Warrigal in October. I hope the transition into your new home has been smooth and welcoming. Thank you for choosing to live at Warrigal.

Warrigal Annual General Meeting

On Monday, 27 October 2025, Warrigal held its 2025 Annual General Meeting, where we reflected on the achievements of the past year and looked forward to the year ahead. We celebrated our strong performance, acknowledged the challenges and reforms ahead and reflected on the contributions of our Chair, Wyn Janssen, who dedicated 28 years of service to Warrigal.



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We were proud to officially welcome Sophie Ray as our new Chair, following her appointment by the Board. Sophie brings a wealth of experience across the not-for-profit, public and private sectors, with deep experience in human services and governance.

New Aged Care Act

Statement of Rights

The Statement of Rights is now in effect as of November 1, 2025. This marks a fundamental shift in aged care, placing the rights of older people at the centre of care delivery.

We have been communicating with you throughout the year about these important changes and how they align with Warrigal's vision of a world where older people feel known, loved and connected.

The Statement of Rights outlines six core areas that are now legally protected:

- **Independence, autonomy, and freedom of choice:** You have the right to make decisions about your own life, including the type of care you receive and who provides it
- **Equitable access to quality and safe aged care:** Services must be delivered fairly and without discrimination
- **Respect for privacy and personal information:** We protect the confidentiality of personal data and uphold privacy in care settings
- **Person-centred communication and freedom to raise concerns:** You can express preferences and complaints without fear of reprisal
- **Support for social connections and advocacy:** You can involve advocates or significant persons in your care
- **Quality and safe aged care services:** Services must meet enhanced standards and be delivered safely

To meet these principles, we have adopted a new suite of assessments that offer greater insight into individual choices and provide more information on preferences and personal relationships.

For more information about the Statement of Rights, visit warrigal.com.au where you'll find resources on your rights, registered supporters, complaints and feedback, quality standards and more. As always, if you have a question, please don't hesitate to get in touch. We're here to support you and your loved ones.



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Higher Everyday Living Fees (HELF)

Under the new legislation, HELF replaces the previous *Additional Services* and *Extra Services* fees from 1 November. It enables providers to offer packages of premium services, such as better meals, more frequent cleaning, enriched lifestyle programs, and upgraded furnishings, that go beyond the minimum care standards. Residents can choose to opt in to these packages if they wish to receive a higher level of comfort and personalisation in their daily living.

As previously communicated, if you're already living with us and received services under the Additional Service Fee (ASF) structure prior to November 1st, nothing changes for you. Your services will continue exactly as they are. Residents living with us will have until November 2026 to transition to HELF if they choose.

For new residents, HELF will be discussed during the admission process, and they can choose to sign up for a package or select individual services on a one-off basis (this is not compulsory). If you didn't receive previous communications about this and would like to explore what options might be available to you, please reach out to the manager of your home.

Model Of Care

At the Board Strategic Workshop in October, a Model of Care was presented that addressed the requirements of the new Act. It demonstrated how to operationalise our vision of a world where older people feel known, loved and connected across all service streams. Importantly, the model is holistic and encompasses all dimensions of care, not just clinical or physical needs.

In the coming months, staff will receive training on the Model of Care, which clarifies expectations and standards for staff based on the following:

- Hearing the experiences and preferences of each person.
- Empowering choice in making decisions
- Acting with compassion
- Respecting relationships
- Tailoring support to each person.



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The model of care will focus on helping every older person feel truly known, loved and connected.

Quality Care Advisory Body (QCAB)

The Quality Care Advisory Body met on 30 October 2025. QCAB provides objective advice to the Board on matters affecting the quality of care delivered to residents and customers. There are two consumer representatives who represent both residential care and home care, and the information requested is insightful and will support improvements to these services.

At the most recent meeting, there were reports submitted on:

- Data and source of feedback received
- Diversity Action Plan
- Frequency of GP visits to Care Homes
- Clinical indicators and how they relate to socioeconomic indicators
- Audit reporting schedules

These meetings are currently held twice a year, and if there is anything that you feel should be considered by the independent advisory body, please send it through to myself or your local management team.

Medication Management System

In the October update, it was communicated that the Telstra Health electronic medication management system used at all Residential Care Homes, except for Calwell and Stirling, will no longer be listed on the Australian Digital Health Agency's electronic National Residential Medication Chart Transitional Conformance Register from 17 October 2025, and the action we had taken.

I am pleased that the timeframe for Telstra Health to be compliant has been extended until 1 December 2025. If no further extensions are provided and conformance is not achieved by this date, we will be reverting to the paper-based prescription process that was used prior to the electronic medication system being implemented. We are working closely with Telstra Health and exploring other options. I will keep you updated on any progress.



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Fully Compliant

I am pleased to advise that as we transition to a new era with the Quality Strengthened Standards, Warrigal is fully compliant with all of our homes and services. We have received confirmation of our Provider Status in all categories under the new Act, until September 2027.

Health and Safety Updates

Finally, during October, we experienced no COVID-19 outbreak across Warrigal. Nationally, at the end of October there are currently 41 outbreaks reported in Residential Aged Care Homes, down from 57 last 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