



From the Chief Operating Officer

Craig Smith

Warrigal

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

5 December 2025

Dear resident representatives and relatives,

Welcome to summer, which signals the beginning of the festive season, with resident parties commencing this week at Warrigal Bundanoon. These functions provide a great opportunity to celebrate with residents, families, and staff, along with representatives from the Executive Team and the Board. It is a great opportunity to connect and receive constructive feedback from residents and families. I look forward to meeting many of you in the coming weeks.

This month:

- Welcome to Warrigal - New residents joining our community
- Land Acquisition
- Higher Everyday Living Fees Clarified
- Chief Clinical Officer
- Medication Management System Update
- Planning for 2026
- Health and Safety Update

Welcome to Warrigal

I would like to begin by extending a warm welcome to the 67 new residents who joined Warrigal in November. I hope the transition into your new home has been smooth and welcoming. Thank you for choosing to live at Warrigal.

Land Acquisition-Dapto

I am pleased to advise that Warrigal has purchased land on Byamee Street in central Dapto from the Housing Trust, and from the very beginning, we are approaching this project differently. It is a significant parcel of land that is close to shops, transport, and a vibrant community, making it an ideal location for people to stay independent, connected, and provided with options as their needs change.

We have undertaken a significant amount of work over the last few years, reviewing different models to understand the needs of customers across all service types and the reasons people choose to move into a retirement village, assisted living apartments, or residential care. With this acquisition, we will commence a participatory design process, connecting with stakeholders on a design process that will create a community where people of different ages with different needs can support each other.



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Higher Everyday Living Fees (HELFF)

In last month's update, the concept of HELFF was highlighted as one of the changes under the new legislation that replaces *Additional Services* and *Extra Services* fees from 1 November. I would like to clarify that, at this stage, HELFF applies only to residents moving into a residential care home from 1 November 2025. Residents currently paying Additional Service Fees will continue to be charged these fees until November 2026. The transition to HELFF will occur from November 2026 for residents who joined Warrigal before 1 November 2025; it is not a gradual transition over this period.

Chief Clinical Officer

The changes made to the system for people receiving services at home have been designed to provide higher clinical care, enabling older people to remain living in their own homes for longer. When they eventually transition to residential care, they will have significantly higher clinical needs than in previous years. In preparing for a future where residents present with more complex and higher acuity needs, including advanced dementia, palliative care requirements and multiple chronic conditions, Warrigal has appointed an experienced clinician, Natalie Molloy, to the newly created position of Chief Clinical Officer.

Natalie will provide strategic clinical leadership by strengthening clinical governance and ensuring that we are equipped to manage increasing complexity, meet regulatory expectations and deliver high-quality care that is consistent with our vision and model of care.

Medication Management System

In the November update, I 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 1 December 2025. I am pleased that the timeframe for Telstra Health to be compliant has been extended until 1 April 2026. While we are thankful for the extension, we are continuing to look at what will be the best option for all stakeholders, including those who prescribe medications, pharmacies and residents. I will keep you updated with progress in this area.

Planning for 2026



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As the end of the year approaches, it is a great opportunity to reflect on the past year and determine what we are doing well, but also if there are opportunities for improvement. Some of the achievements for the year that were included in our goals for 2025 included:

- Supporting a program for Nurse Practitioners to be trained in both our northern and southern regions.
- Improved communication with Newsletters being sent quarterly from each care home.
- Successful transition to the new Aged Care Act and Strengthened Standards.
- A transition to internal allied health resources.
- Progressively updating new assessments for all residents to meet their individual goals and needs, consistent with the new Act.
- Development of a Model of Care that reflects our vision.
- Significant wellness and lifestyle events were coordinated including the Warrigal Whisk recipe book which will be printed and distributed across our homes, and the Lego building challenges focusing on improving dexterity.
- Employing a General Manager of Hospitality.

Over the coming weeks, we will be planning our goals for next year, which will be closely aligned with our Strategic Plan, particularly Pillar 1, “Customers Matter,” and Pillar 2, “High Quality Integrated Services.”

Health and Safety Updates

Finally, during November, we experienced one COVID-19 outbreak across Warrigal, at Warrigal Stirling. Nationally, at the end of November, there are currently 34 outbreaks reported in Residential Aged Care Homes, down from 41 last month.

I sincerely wish to thank all residents and relatives for supporting Warrigal, and I wish you all a happy and safe festive season. I hope to have the opportunity to meet with many of you at the functions being held throughout the month. As always, if you have any feedback, please get in touch with me by emailing warrigal@warrigal.com.au.

Yours Sincerely,

Craig Smith
Chief of Operations