



From the Chief Operating Officer

Craig Smith

Warrigal

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

2 January 2026

Dear resident representatives and relatives,

Happy New Year. I hope that you all enjoyed a lovely festive season and are looking forward to the year ahead. We are excited to build on the improvements that commenced last year, with significant lifestyle events, enhancing our Allied Health Model, improving the overall Quality of Life, and ensuring that residents feel known, loved and connected. I am looking forward to a year filled with growth, meaningful moments and opportunities for residents to live their best lives.

This month:

- Appreciation for Feedback
- Care Companion-Trial
- Preventing Heat Stress
- Repurpose-Albion Park Rail Office
- Medication Management System Update
- Health and Safety Update

Thank You

I would like to begin by extending my sincere appreciation for the feedback that so many of you provided throughout December to myself and representatives from the Board and Executive Team as we attended the festive celebrations. The feedback on the quality of the work from staff at all care homes was overwhelmingly positive, and the work they do is genuinely appreciated.

Care Companion-Trial

One of Warrigal's core values is Innovation, and we're always looking for ways to provide better care as we support our residents. That's why we're implementing a 12-month trial of Care Companion technology at Warrigal Goulburn.

Over the past month, we've been speaking with residents and families at Goulburn about this trial, and the response has been very positive.

Care Companion is a ceiling-mounted sensor that continuously monitors heart rate and respiratory rate. This continuous monitoring allows our clinical teams to establish each resident's normal baseline and spot subtle health changes early, before they become serious. By identifying patterns and trends over time, we can respond proactively and reduce the need for emergency interventions.



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The technology maintains privacy and dignity. There are no cameras or microphones, and no images or sounds are collected. The sensor is approved by the Therapeutic Goods Administration (TGA) for use in healthcare settings in Australia, and participation in the trial for our Goulburn residents is completely voluntary.

At the conclusion of the 12-month trial, we'll evaluate the results, review safety outcomes, and gather feedback from staff, residents and families. These insights will inform any decisions about future use of the technology, but no decisions have been made beyond this trial period.

Preventing Heat Stress

Summer is a time of higher heat-related risk for residents, and we are aware that high temperatures pose serious risks, particularly for those residents with chronic health conditions. We continue to prepare for extreme heat, including monitoring indoor temperatures, ensuring adequate hydration, adjusting care routines based on communal areas that have air conditioning and training staff to recognise early signs of heat-related illness.

We have also included the installation of air conditioning units at Warrigal Hughes and Warrigal Albion Park Rail this financial year as part of our Property Improvement Program. This work commenced at Hughes last month in the rooms identified with the highest need, and the rooms at Albion Park Rail will be completed in the coming months.

Albion Park Rail Office

The relocation of staff from Albion Park Rail to Warrigal Central at Oak Flats last year has provided a valuable opportunity to repurpose the Albion Park Office to better support future service needs. We have been undertaking works to the office to enable this transition and expect the upgrades to be completed next month. This space will accommodate our Group Social staff and customers, as well as our Home Services staff, and feature a dedicated area for Allied Health Professionals. This co-location will strengthen the relationship between the two service streams and position us to meet future demand more effectively.

There will also be a purpose-built training space that provides a consistent, professional environment for delivering structured learning, hands-on skills practice, and interdisciplinary education, which is essential in a sector with complex clinical and regulatory requirements. It will enable our Clinical Education Team to deliver



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training on best-practice care including clinical competencies and simulation-based training to provide better outcomes to our residents and customers.

Medication Management System

It has been communicated in previous updates 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 April 2026. While we have been working closely with Telstra Health and anticipate that they will be compliant within the timeframe, feedback from stakeholders, including those who prescribe medications and pharmacies, is that BESTMED is a superior and compliant product and is currently used at our homes at Calwell and Stirling. In view of this we will be transitioning over the coming months to BESTMED in all our Care Homes, which we are confident will result in an improved electronic medication management system.

Health and Safety Updates

Finally, during December, we experienced three outbreaks: Stirling and Goulburn had Rhinovirus outbreaks impacting 3 and 5 residents, respectively, while Shell Cove had an RSV outbreak with 2 residents impacted. There were no COVID-19 outbreaks across Warrigal, however, at the end of December there were 38 outbreaks reported in Residential Aged Care Homes.

I sincerely wish to thank all residents and relatives for supporting Warrigal, and again, I wish you all a happy and safe new year. 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