

*Warrigal*

Inspiring communities  
for older people

From the desk of the  
**Chief of  
Operations**



**5 APRIL 2024**

Dear resident representatives and relatives,

I hope that you enjoyed Easter and the lovely warm weather as we head into a very wet weekend at the beginning of April. This month, our focus shifts to falls, with “April Falls Day” activities planned, driven by our Allied Health teams to increase awareness and reduce the number of falls. It is also an important month with ANZAC Day ceremonies being held which has a special significance for many of our residents. The details of these services will be communicated directly by each of the care homes.

I would like to extend a warm welcome to the 109 residents that moved into Warrigal during March, with 45 moving in permanently. Thank you for choosing to live at Warrigal. These updates, are designed to provide information at an organisational and industry level, while the local management team will provide details of what is happening in the respective homes.

I am pleased to report that the number of COVID-19 outbreaks in residential care homes decreased by 72 at the end of March, compared to February’s end, with 194 active outbreaks, including 22 outbreaks in the past week. Currently, there are no outbreaks across Warrigal. However, there were 2 during March, one at Goulburn, which began at the end of February with 19 residents testing positive, and one at Shell Cove, commencing on 20 March with 4 residents testing positive throughout the outbreak.

The number of outbreaks in residential care homes has reduced over the past two months, and if this continues we will be reviewing the current protocols for visitors coming into care homes. The Visitor Management System will continue to be used, as this provides valuable information on the number of visitors each resident has had throughout the month, and where we may need to provide additional emotional support. The requirement to continue with a Rapid Antigen Test will be reviewed at the end of April and communicated in May.

The Aged Care Quality and Safety Commission have established a specialised food, nutrition and advisory support group that will undertake targeted monitoring visits to aged care homes each year. These visits seek feedback on the quality and quantity of food, observing residents at mealtimes, the environment, staffing levels during meal times, how the meals were plated and how dietary needs are communicated to catering staff, particularly residents on modified diets. These visits will continue as we prepare for the new strengthened standards. I am pleased to advise that we had one undertaken this week at Warrigal Stirling where we received some very positive feedback.

Over the past 6 months, these updates have included information on the new Aged Care Act that was due to be implemented on 1 July 2024. The current Act dates back to 1997, and was based on the requirements for providers, while the proposed new Act is focused on the rights of the consumer. Warrigal, like most stakeholders welcomes an Act based on human rights, however, there is still a significant amount of work to be undertaken to finalise the Act, taking into consideration the feedback that was provided to the Draft Act. In view of this, the Government has announced that the timeframe for implementation will be delayed, possibly until next year. This Act will be in place for a number of decades so it’s important that it is not rushed through, and while we have been preparing for the 1

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July deadline, the delay will ensure that any unintended consequences and sections of the Act that are still not drafted will be debated and finalised prior to its implementation.

On 19 March, settlement of our new Head Office at Oak Flats was finalised, with the objective of relocating staff to the new office early in 2025.

Warrigal continue to maintain a minimum three star rating with our residential care homes. We now have a rating for Warrigal Multicultural Village, which is not provided for 12 months after acquisition. It has a 4 star rating along with Coniston, Mt Warrigal and Stirling.

One of the indicators that we use to report on the overall satisfaction levels at each care home are the Quality of Life surveys that are undertaken to measure how residents are treated, their ability to make decisions, the support they receive from staff and maintaining social relationships and connections. These are undertaken quarterly and provide very valuable feedback to management. The surveys are due to be finalised by the end of next week, and the results will be shared in the next update.

I sincerely wish to thank all residents and relatives for supporting Warrigal, and as always if you have any feedback, please contact me by emailing [warrigal@warrigal.com.au](mailto:warrigal@warrigal.com.au).

Yours Sincerely,

**Craig Smith**  
**Chief of Operations**