

Volunteer Update

In June, I attended the 2024 NSW State Volunteering Conference in Sydney and presented a session on **'Championing Volunteers - Elevating Value, Engagement, and Recognition Within Your Organisation'**. I was so proud to showcase the incredible contributions of Warrigal's volunteers and the valuable work you do within our community.

The conference provided a fantastic opportunity to learn from other organisations about best practices for managing and valuing volunteers.

As part of Warrigal's commitment to fostering a deeper understanding and appreciation of Aboriginal cultural and history, we have been participating in **Cultural Immersion** training sessions run by Errolyn Strang, a respected local Aboriginal woman.

This one day session was engaging and included hands-on activities, Truth Telling, and a Yarning Circle with local Aboriginal elders.

Across Warrigal, we celebrated **NAIDOC** week with the theme **'Keep the Fire Burning! Blak, Loud, and Proud'** and honoured the strength of First Nations culture and the diverse traditions that shape Aboriginal and Torres Strait Islander peoples.

We would like to give a very warm welcome to our new volunteers: Phiona, Eiman, Wendy, Dorsa, Karina, Ciara, Sandra, Selina, Ros, Ariana, Chelsea, Helen, Nicole, Jodie, Haya, Sandra, Harriette, Selfine, Jaylee, Natasha, Shanaea, Hugo, Thomas, Mary, Silvia, and LC.

Thank you to all our volunteers, for your commitment to Warrigal's mission and values of Integrity, Respect, Innovation, and Compassion. You are more than just volunteers; **you are the difference.**

Michelle Chate
Volunteer Coordinator



"There was a lack of awareness of our volunteer program and our volunteers. We needed to recognise our volunteers so they felt like they were part of a team, and part of our organisation."



Cultural Immersion, Errolyn Strang



NAIDOC Week, APR

We acknowledge the Traditional Owners of the land where we work and live. We pay our respects to Elders past, present and emerging. We celebrate the stories, culture and traditions of Aboriginal and Torres Strait Islander people of all communities who also work and live on this land.

Thank You

Warrigal Care Auxiliary Inc.

The Warrigal Care Auxiliary is run by a group of dedicated volunteers who tirelessly manage the Warrigal Op Shop in Warilla.

The funds raised from the Op Shop and Fashion Parade events throughout the year are used by the Auxiliary to purchase requested items for our Illawarra homes.

Recently Coniston held a thank you afternoon tea in appreciation of the bright and cheerful curtains purchased by the Auxiliary to make over their dining/activity area.



Auxiliary Visit Coniston



Julianne, Auxiliary



'Lottie'

Pet Therapy Volunteer Lottie thoroughly enjoyed her first day of volunteering at Bundanoon.

Pictured here with Barry, soaking up all the attention, pats and cuddles.

Golden Girls

FASHION PARADE

MONDAY 2 SEPTEMBER @ 10am

Warrigal Albion Park Rail Village Hall
2 Pine Street, Albion Park Rail

\$10

Includes morning tea

Lucky door prize

Raffle tickets \$1

www.goldengirlfashions.com.au

Warrigal Care Auxiliary Inc. fundraising event

RSVP Fran Mason 0407 951 916

Warrigal



VISA



AMERICAN EXPRESS

Thank You

Goulburn Café Volunteers

Our amazing volunteers dedicate their time every Wednesday and Thursday to run our volunteer café at Warrigal Goulburn. With many popular light meals and snacks on offer, it's a hub of activity for village residents, care home residents, staff, and families. This café raises ongoing and much needed funds, which our volunteers kindly contribute towards purchasing equipment and other items for residents' comfort and enjoyment.

We are very grateful to have recently purchased two specialised 'princess/comfort chairs' worth \$5,000 as a result of the café volunteers valuable hard work! *Belinda McClelland, General Manager*



Anna, Kathy and Denise

Know Me Program

Warrigal has partnered with researchers at the Australian National University to trial the **Know Me** Digital Story Project (funded by the Medical Research Future Fund) with eligible residents living with dementia and have moved into Warrigal in the last 12 months, and agreed to participate in the program.

The **Know Me** Program commenced mid July and will be running over a 16 week period at Warrigal Hughes, Calwell, Stirling and Queanbeyan.

We are excited to welcome 15 new healthcare volunteers who will be instrumental in this project. You can easily spot them by their **bright polo shirts** as they visit and interact with their assigned residents.

Our volunteers will spend time reminiscing with residents, sharing stories, and some will be creating 4 minute digital stories that capture the unique spirit of each individual. These stories will be shared with staff and healthcare staff to help them understand the person behind the dementia diagnosis.

The program hopes to offer several benefits, including:

- Improved mood and quality of life for residents.
- Enhanced understanding of residents by our staff and healthcare staff.
- Evaluation of both short-term and long-term impacts of the program.

The program will involve weekly visits by the volunteers, digital stories, posters, and three visits from experienced aged care researchers to assess the program's impact on residents' quality of life and mood.

We are excited to see the positive impact of this program and look forward to providing more updates and stories from our participants. Together, we are creating a vibrant community where everyone is known and appreciated.



Australian
National
University



Know Me Program Implementation Committee

Mt Warrigal Volunteers



The residents of Mt Warrigal enjoyed a wonderful bus outing to Altitude 1148 Café at Bulli tops.

Whilst a little chilly, we had a lovely lunch at the café, overlooking the stunning views of the Illawarra and escarpment.

Many thanks to our Volunteers, Rex (Bus Driver), Alana and Frances, who made this outing possible and provided assistance, companionship and plenty of smiles throughout the day.

Stella Banks, Lifestyle Team Leader



(left) Rex, Alana & Frances

Thank You

Albion Park Rail Café Volunteers

We held a special afternoon tea to thank the volunteers working in the Albion Park Rail (APR) Café. Thanks to their hard work, the Albion Park Rail care home residents are now enjoying new lounge and activity chairs, as well as a Tovertafel table in the Memory Support Unit (MSU).

General Manager, Beck Charman and Lifestyle Team Leader, Natasha McAlister thanked the volunteers for their volunteering efforts and making the café such a wonderful place for residents, staff and visitors to come and enjoy freshly made food.

The café volunteers then visited the MSU and received a hands on demonstration of the Tovertafel table, which projects over 40 interactive activities onto a table for residents to engage with.



Tovertafel table demo



New lounge chairs

We're hiring

VOLUNTEERS

Are you passionate about making a difference?

Join our dedicated team of volunteers at our Warrigal Bundanoon Auxiliary Inc., who fundraise to enhance the lives of residents in our care home.

Positions Available

- Secretary
- President
- Vice President
- Treasurer
- Fundraisers x 5

Apply Now

Contact: Michelle Chate, Volunteer Coordinator

Email: mchate@warrigal.com.au

Mobile: 0436 806 723

Warrigal



Bundanoon Cookbook

Are you looking for a cookbook filled with delicious, tried and true, good old fashioned recipes?

Look no further than the **Bundanoon Cookbook**, created by the Warrigal's very own Bundanoon Auxiliary.

Priced at just **\$10**, this cookbook makes an ideal gift for any baker. Stocks are limited, so be quick!

Contact Warrigal Bundanoon Reception on **4884 6100** for details.



STAY SAFE

Digital Scams



The internet, smartphones, and other digital devices have made our lives easier, but they have also provided criminals with more opportunities to trick people into sharing their personal information. Digital scammers are primarily interested in accessing your money, personal information, and passwords.

Key Signs of a Digital Scam

- Receiving emails or text messages that ask you to click on a link or provide personal information, bank details, passwords, or PINs.
- Messages containing spelling and grammatical errors.
- Emails or texts urging immediate action, like warnings that your bank account will be closed if you don't act within 24 hours.
- Requests for money or gift cards from someone you've met on social media or a dating website.

Ways to Avoid a Digital Scam

- Never share your bank or personal details.
- Always use the phone numbers you already have for banks or trusted companies, and do not call numbers provided in emails or text messages.
- If an email from a company contains numerous spelling or grammatical errors, do not respond - delete it.
- Never send money, gift cards, or gifts to someone you've only met online.
- Avoid clicking on links in texts or emails without verifying that the request is from a legitimate source.

Reference - reengage.org.uk



Australian Government

Be Connected

Every Australian online.

The Australian Government offers a valuable resource through its '**Be Connected**' website. '**Be Connected**' is a free, easy-to-use platform designed to help you improve your digital skills and understand online safety. Visit: beconnected.esafety.gov.au



Volunteer Polo Shirts

Although our volunteer polo shirts are not mandatory, we do encourage volunteers to wear their polo when volunteering.

We've received positive feedback from residents, staff and families, who appreciate being able to **easily identify** our volunteers within our homes.

If you haven't received a polo shirt or require a new one, email volunteering@warrigal.com.au or text **0436 806 723**.

Size	To Fit Chest (CM)	To Fit Chest (Inches)
XS	90-95	35-37
S	95-100	37-39
M	100-105	39-41
L	105-110	41-43
XL	110-115	43-45
2XL	115-120	45-47
3XL	120-125	47-49
4XL	125-130	49-51
5XL	130-135	51-53
6XL	135-140	53-55

Signing In and Out

Just a friendly reminder that all volunteers are required to **SIGN IN AND OUT** while volunteering using the **electronic visitors system** located at each Reception.

If you are unsure how to use the system, please ask one of our friendly reception staff for assistance.

The system will:

1. Take your temperature.
2. Prompt you to enter your mobile number.
3. Allow you to select '**I'm a Volunteer**' as the purpose of your visit.

My Volunteer Journey

Allegra from Warrigal Goulburn



Allegra Henderson

What sparked your interest in volunteering at Warrigal Goulburn?

Being raised as one of Jehovah's Witnesses, I have always had a lot of respect for older people and was taught to reach out to them. As a result, I have many older friends. When considering my career options, I was interested in aged care but wasn't confident if I would like it. A friend suggested I should work with Warrigal, and after visiting the website and watching the volunteer video, I decided to apply. Despite initially feeling unsure, I felt warmly welcomed by staff, residents and visitors from my very first day.

What do you do whilst volunteering?

As a volunteer, I assist the lifestyle team in setting and running activities like carpet bowls and bingo. I also assist residents to and from activities, enjoying a chat along the way, which helps me to form deeper connections with them.

What do you like most about volunteering?

My favourite part of volunteering is when I am able to make someone smile, and feeling like a valued volunteer member within the lifestyle team at Goulburn.

What has volunteering done for you?

Volunteering has boosted my confidence. Whether it's having my suggestions welcomed by the team or seeing the happiness I bring to residents during activities. Volunteering has convinced me that I can and do want to work in aged care.

What are your career aspirations?

After my positive volunteer experience, I am sure I want to work at Warrigal, either as a part-time carer or in the lifestyle team. I am currently enrolled in a Leisure and Health certificate course, which I hope will lead to a career in aged care or allied health.

I have also just completed a free course from Dementia Australia specifically for volunteers. This course has really helped me understand the needs of older people living with dementia, and how I can better support them.

During Volunteer Week, Allegra received a nomination for the prestigious Norm Rowland Volunteer Award 2024.

Community Facilitators

Shell Cove - Scott Rayner 0476 858 872
srayner@warrigal.com.au

Warrigal Social

Illawarra - Lee-Anne Sutton 0436 815 911
lsutton@warrigal.com.au

Goulburn - Rachael Edwards (02) 4823 0600
redwards@warrigal.com.au

Lifestyle Team Leaders

APR - Natasha McAlister 0476 858 870
nmcaster@warrigal.com.au

Bundanoon - Corae Marx (02) 4884 6100
cmarx@warrigal.com.au

Calwell - Thanga Vaiphei (02) 6298 5200
tvaiphei@warrigal.com.au

Coniston - Kylie O'Brien (02) 4229 4433
kobrien@warrigal.com.au

Goulburn - Adam Skelly 0488 712 487
askelly1@warrigal.com.au

Hughes - Sukhmani Pabla (02) 6283 4980
spabla@warrigal.com.au

Mt Warrigal - Stella Banks 0458 110 571
sbanks@warrigal.com.au

Mt Terry - Kim Lillie (02) 4235 7600
klillie@warrigal.com.au

Multicultural Village - Rebecca Marshall
4276 3212 rmarshall@warrigal.com.au

Queanbeyan - Maddie Memmolo (02) 5110 3500
mmemmolo@warrigal.com.au

Stirling - Sushila Subedi (02) 6287 0200
ssubedi@warrigal.com.au

Wollongong - Michael Patterson 0458 068 486
mpatterson@warrigal.com.au

For all volunteer enquiries please contact Warrigal's Volunteer Coordinator

Tel: 0436 806 723 | Email: volunteering@warrigal.com.au