



From the Chief Operating Officer

**Craig Smith**

*Warrigal*

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

**7 February 2025**

Dear resident representatives and relatives,

Welcome to the February update, the last month of summer, where we remain prepared for extreme weather conditions but also commence our preparations for autumn, including vaccinations for influenza. One of the highlights of February is celebrating Valentine's Day, and there are many residents who have some beautiful, long-lasting relationships that we would like to celebrate. If you would like to share your story of love, please let one of the local management team know.

In 2025, the aged care sector is set to face a range of exciting challenges that will drive significant transformation and innovation. The Executive Team at Warrigal are committed to the successful implementation of these changes and will be reviewing all of the actions being undertaken with the Project Manager coordinating the working parties overseeing the new standards. We have seen the impact of this work with positive feedback from recent visits undertaken by the Aged Care Quality and Safety Commission on Nutrition and Hydration.

## **Welcome to Warrigal**

I would like to extend a warm welcome to the 29 permanent residents who moved into Warrigal during January. There were also 69 residents who came in for respite who may also stay with us permanently. I hope that the transition into your new home was warm and welcoming, and thank you for choosing to make Warrigal your home. If you have any feedback on the journey into Warrigal, please share it with myself or the local management team.

## **New Strengthened Standards**

As outlined in last month's update, Standard 1 is fundamental to the new Strengthened Standards as it focuses on "The Person." This standard forms the foundation for all other standards, with four key components:

- Person-centred care
- Dignity, respect and privacy
- Choice, independence and quality of life
- Transparency and agreements.

Given the importance of this standard, I will be providing some details in relation to one of these areas each month.



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**This month's focus: Dignity, respect and privacy**

This means that residents at Warrigal receive care and services in a manner that;

1. Is free from all forms of discrimination, abuse and neglect. There needs to be a system that recognises, prevents and responds to any neglect and exploitation of a resident.
2. Residents are treated with kindness, dignity and respect which is consistent with our vision, where each person is known, loved and connected.
3. Relationships between residents, families and carers are recognised and respected.
4. Privacy is respected, residents have the choice about how and when they receive personal care and this is carried out with sensitivity and in private.

By focusing on “The Person”, this new strengthened standard will set a strong foundation for the changes ahead. These changes are designed so that every aspect of care will improve our resident's quality of life.

**Nurse Practitioners**

Warrigal is investing in developing four of our Registered Nurses by supporting them to become Nurse Practitioners, with two based in each region. These nurses will receive study support and supervision to build their expertise. Nurse Practitioners play a vital role in healthcare delivery - they can diagnose conditions, write prescriptions and perform health assessments. While we continue working with General Practitioners, having our own Nurse Practitioners will help us deliver more responsive healthcare to our residents, particularly in homes where GP access has been limited. These Nurse Practitioners will work alongside GPs to manage day-to-day healthcare needs.

**Quality Care Advisory Body**

One of the outcomes from the Aged Care Royal Commission was that providers were required to establish a Quality Care Advisory Body (QCAB). The QCAB's purpose is to support and inform the Board with suggested improvements on quality care. Warrigal has a Care Governance Committee that meets quarterly, which is a Board Subcommittee that reviews quality indicators, reportable incidents and industry benchmarks. This Committee will continue to operate, but it does not have a member who represents consumers' interests. It is not essential that the consumer representative has a clinical or allied health background, but it would assist with looking at areas for improvement. The Quality Care Advisory Body are required to meet at least twice a year, and if you would be interested in being involved, please contact me.



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## **Newsletters**

This year, we introduced quarterly newsletters to provide residents and families with local updates from their care homes. Each newsletter features updates from both the Regional Manager and Care Home Manager, along with photos showcasing residents enjoying activities and outings. While my updates focus on broader organisational and aged care sector news, these local newsletters offer a more personal view of life within each care home.

## **Visitor Management System**

While the Visitor Management System (VMS) was initiated as a result of the need to monitor the temperatures of anyone entering a care home, it also provided the ability for declarations regarding any symptoms that a person may have and, importantly, to monitor the number of visits being made. This is valuable information to Warrigal, particularly if a resident has not received any visitors or been on any outings, so we can ensure that staff can provide additional emotional support if required. In the month of January, there were 11,365 people who signed in with the VMS, and we have been able to determine that 339 residents did not receive a visit. I understand that it may be an inconvenience to continually use the VMS when entering the care home, but your observance is appreciated as it enables us to provide a higher level of care to our residents.

## **Consumer Advisory Body Expression of Interest**

Warrigal invites residents to join our Consumer Advisory Body (CAB) for 2025, where you can help shape the future of our services. As a member, you'll participate in quarterly meetings (both face-to-face and online) to provide valuable feedback on organisational trends and contribute to important discussions that inform the decisions of our Board.

Meetings are held in both the Illawarra and Canberra regions. While this is a voluntary position, your participation will help ensure Warrigal continues to deliver the highest-quality care and services to our community.

To submit your Expression of Interest for the Consumer Advisory Body, please scan the QR code or visit <https://www.warrigal.com.au/cab/>





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## **Warrigal Central**

As Warrigal continues to grow, we're bringing our support services teams together in one central location. We're excited to announce the opening of 'Warrigal Central', our new purpose-built office at 10 Pioneer Drive, Oak Flats. Currently spread across Albion Park Rail, Warilla and Wollongong, our Support Services teams are gradually transitioning to their new home at Warrigal Central. This move began in December and will continue through to March 2025.

### **Important Changes for Walk-in Enquiries:**

From 3rd March 2025, all walk-in enquiries previously handled at Albion Park Rail will be welcomed at Warrigal Central. Our Customer Relations team will be ready to assist you at our new location.

### **Warrigal Central Location:**

Levels 2 & 3, 10 Pioneer Drive, Oak Flats

### **Operating Hours:**

Monday to Friday, 9am - 5pm

*Please be advised that our normal phone service continues to operate outside these hours.*

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](mailto:warrigal@warrigal.com.au).

Yours Sincerely,

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