

Volunteer Update

March was a busy month as we welcomed **35 new volunteers!**

Across Warrigal, we celebrated **Harmony Day**, embracing multiculturalism within the aged care and our community. We also celebrated **St Patrick's Day** and held **Welllderly Day** activities to promote the importance of positive ageing, empowering older people to maintain active and social lifestyles.

Warrigal is a proud sponsor of **International Women's Day Illawarra**, where we presented this year's Beryl Lewis Scholarship (sponsored by Warrigal). At Warrigal Central, staff rolled up their sleeves to help clean up our local environment for **Clean Up Australia Day**.

Thank you to everyone who completed the 2024 Volunteer Feedback Survey! We're proud to share a **Net Promoter Score (NPS) of 98%**, with most volunteers rating their experience as *very satisfied*.

What's Working Well

Volunteers feel welcomed, supported, and valued, with positive feedback for team inclusion and recognition. Events like Volunteer Week and Christmas celebrations were especially appreciated.

Opportunities to Improve

We heard your suggestions around better communication, enhanced training for new volunteers, and more support when working with residents with dementia.

Your Suggestions

Volunteers would love to see more resident activities like pet therapy and music programs in our memory support units, cooler uniforms and updated equipment for activity support.

We're listening to your feedback and are committed to working on it to make 2025 even better!

Michelle Chate, Volunteer Manager

In Loving Memory

It is with great sadness that we share the passing of a very special volunteer and resident at Warrigal APR, **Barbara Tasker**. Barb became a volunteer in 2022 and proudly wore her volunteer polo while busily keeping the gardens at APR in tip-top shape. At 91 years young, Barbara had the energy of someone half her age. She will be deeply missed by the staff, volunteers, and residents at APR.

"In one of my first meetings with Barbara, I had to follow her from one garden to another as she worked tirelessly to ensure the gardens looked immaculate. She proceeded to tell me about the different flowers, the equipment she needed and how much money she saved Warrigal through all her hard work over many years. I told her how much I appreciated and admired her efforts, and she proceeded to tell me that she worked harder than most staff including myself, and she was right. I was fortunate to have known Barb, and was blessed to have spent some quality time with her particularly over the past few weeks. I will miss our chats and her stories".

Craig Smith, Chief Operating Officer



"Barb took pride in her home and showed that by taking care of our beautiful gardens and keeping us staff, and more so, the garden and maintenance crew in check. Barb had made many friends in the home, they were often helping each other out by doing each other's washing or hair when heading out for the day. Barb loved to dress up with full hair and makeup and made the most of every outing. I will miss been her chaperone to our volunteer functions."

Natasha McAlister, Lifestyle Team Leader

Meet the Team Shell Cove

Carly Tobias, Acting Community Facilitator, will now be overseeing the volunteers at Shell Cove.

"I have been with Warrigal for just over a year now and I am very excited to be looking after the Community Facilitator role. It is a great opportunity to get even closer to the residents and create some wonderful experiences for them!" **Carly Tobias**

We congratulate **Scott Raynor** in his new role at Warrigal as Villages Business Partner.

"My new role will be operationally supporting the Village Services Coordinators and focusing on policy, processes, safety and a whole heap more!"

I will miss the beautiful people and connections that I have made at Shell Cove and seeing everyone every day, however I am looking forward to making a difference for the coordinators and the broader village residents of Warrigal.

I promise to come back to Shell Cove for some dress up days"
Scott Raynor

Thank You

On behalf of the volunteers at Shell Cove, I would like to thank Scott for his incredible work, enthusiasm, and support he has provided to the volunteers and programs. We wish you all the best in your new role at Warrigal.

Watch this space for future dress-up poses!

Hughes

Suman Shrestha, Acting Lifestyle Team Leader, will be overseeing the volunteers at Hughes. For any volunteering support at Warrigal Hughes, please contact Suman via email sshrestha18@warrigal.com.au or telephone (02) 6283 4980.

We sincerely thank Sukhmani for the support and guidance she provided to our volunteers and wish her all the best in her future career.

Mt Terry

We're excited to welcome **Amanda Brien** as the new Lifestyle Team Leader at Mt Terry.

Amanda brings a wealth of experience in creating engaging and meaningful lifestyle programs for residents within the aged care sector.

For any volunteering support at Mt Terry, please contact Amanda via email abrien@warrigal.com.au or telephone (02) 4235 7600.



See the Lifestyle Team Leader at your place of volunteering to find out how you can **assist with activities and events** during April Falls Month 2025.

Volunteer Week 2025

Invitations to the upcoming Volunteer Week events will be sent out this week via email, or by mail for those without email access.

Please RSVP by **Friday, 2 May 2025**, and advise of any dietary requirements. RSVPs received after this date cannot be guaranteed due to venue requirements.

This year, we will once again be announcing the nominees and winners of the **Norm Rowland Volunteer Award 2025**, celebrating **Years of Service**, and thanking all our volunteers for the incredible contributions you make. *You are the difference* in ensuring our residents feel **known, loved** and **connected**.

International Women's Day

Warrigal was founded some 60 years ago by volunteers, many of them women who established the **Warrigal Care Auxiliary**. These remarkable women cooked, cleaned, washed sheets, baked cakes, and organised fundraising events for the care home, all while managing their own busy family lives.

Today, Warrigal has over **490 volunteers**, with 72% being women who contribute across all areas of our care homes and auxiliaries. Many juggle full-time jobs, care for elderly parents, raise young children, or volunteer with other community groups - yet they still find time to give back.

International Women's Day is a reminder of the incredible journey women have taken over the years. They continue to nurture, care, and balance family and work, all while making a meaningful impact in their communities.

Happy International Women's Day to all our volunteers at Warrigal - you are truly an inspiration!



Return and Earn Champion



As part of Warrigal's commitment to sustainability and reducing landfill, Warrigal Central launched a **Return and Earn** fundraising initiative.

Lily Harrington, our Volunteer Return and Earn Champion, will be collecting cans and bottles from Warrigal Central throughout the year and depositing them through the **Return and Earn** program. At the end of the year, all funds raised will be used to purchase something meaningful that will benefit our residents.

Warrigal is Committed to a Sustainable Future

We recognise the importance of reducing our environmental impact and, as part of this commitment, we are developing an Environmental Sustainability Strategy for 2025-2030. This strategy will guide our sustainability initiatives over the next five years, aligning with our broader Towards 2030 Strategic Plan.

Key focus areas will include:

- Energy efficiency
- Reducing greenhouse gas emissions
- Minimising waste and increasing recycling
- Enhancing water efficiency
- Generating and procuring renewable energy
- Encouraging greater staff, volunteer and resident engagement in sustainability

We've just released our first guide in the Sustainable Living Series - **Heating & Cooling**.

Click on the picture below to download your copy of the guide.



Warrigal Volunteer and Sporting Hero

Di Gorman has been volunteering at Warrigal for over two years. She began volunteering shortly after COVID, having regularly visited her late husband and mother who were in the care home. During those visits, she noticed that the café was only open on Fridays. *"I offered my services if they needed help"*. Di started volunteering soon after and says, *"It's been the best thing I've ever done"*.

"I've made great friends, and now the café is open five days a week, which is excellent".

Di's love of teamwork goes back to her early days playing hockey, a sport she started at the age of 10. *"I loved it - I met a lot of people and made wonderful friends all over the world"*. That same team spirit is what draws her to volunteering in the café. *"It's great for you, and great for everyone"*.

Di's impressive sporting achievements include:

- Captaining the Australia National Team.
- Captaining the International Federations of Women's Hockey Association Team.
- Being inducted into The Sport Australia Hall of Fame.
- Being inducted into The Hockey Australia Hall of Fame.
- Receiving the Order of Australia Medal for her services to hockey.

"I was lucky enough to be selected in different hockey teams. I represented state at various age levels, then went on to play for Australia, and eventually, I got to captain Australia's National Team, which was a real highlight".

"After a few world tournaments, I was selected in a world team - and even got to captain that too".

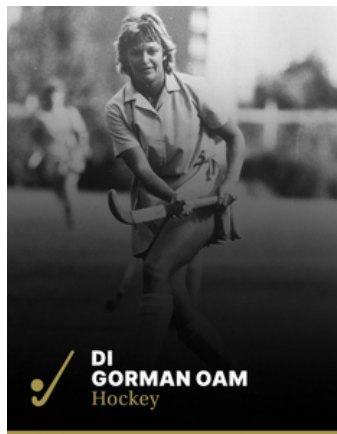


Photo credit - <https://sahof.org.au/hall-of-fame-member/di-gorman/>

Share Your Story About Volunteering in Aged Care

We'd love to hear about your journey! Whether it's a memorable moment, a meaningful connection, or your thoughts on the impact of volunteering — your story matters.

If you're happy to share, please contact me at **mchate@warrigal.com.au** or call/text **0436 806 723**.

I'll arrange a time to meet with you, hear your story, and conduct a short interview.

Community Facilitator

Shell Cove - Carly Tobias 0476 858 872
ctobias@warrigal.com.au

Warrigal Social

Illawarra - Lee-Anne Sutton 0436 815 911
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Goulburn - Rachael Edwards (02) 4823 0600
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Lifestyle Team Leaders

APR - Natasha McAlister 0476 858 870
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Coniston - Kylie O'Brien 0458 114 410
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Goulburn - Adam Skelly 0488 712 487
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Hughes - Suman Shrestha (02) 6283 4980
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Mt Warrigal - Stella Banks 0458 110 571
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Mt Terry - Amanda Brien 0436 631 170
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