



From the Chief Operating Officer

Craig Smith

Warrigal

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

6 June 2025

Dear resident representatives and relatives,

Welcome to the June update, the first month of winter, where traditionally outbreaks become more prevalent which we have seen across the sector over the past month. If you intend on visiting a care home and are not feeling well, please consider if the visit is essential, and if the visit is essential, take the necessary precautions including wearing a face mask and undertaking a COVID test which are both available at our homes.

Welcome to Warrigal

I would like to begin by extending a warm welcome to the 73 residents who moved into Warrigal during May. I hope that the transition into your new home was warm and welcoming. We do understand that moving into a care home has an impact on the resident and extended family, and we have been working on ensuring we improve this transition including allocating dedicated staff to support new residents.

COVID-19

At the end of May, there were 903 active COVID-19 cases reported in 173 active outbreaks across Australia, which is a significant increase from the previous month where there were 76 outbreaks. Five outbreaks occurred at Warrigal during May, with Wollongong and Albion Park Rail now closed, and current active outbreaks at Calwell, Mount Terry and Goulburn.

We have reviewed our protocols, and while there is an increase in outbreaks, there will be no changes to the current arrangements of undertaking weekly surveillance testing of residents who provide consent. As always, these protocols will again be reviewed at the end of the month.

Aged Care Act Delayed

The New Aged Care Act, due to commence on 1 July 2025, has now been delayed until 1 November 2025. This was announced by the Government on Wednesday this week, to provide more time for providers, the Department and the Aged Care Quality and Safety Commission to ensure contracts and systems are implemented. We have been preparing for the implementation of the Act over many months; however, we



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welcome the extension, particularly as the rules involved with the legislation have not been finalised. I will continue to provide updates as we approach 1 November on the key changes, including:

- Stronger standards for providers to meet.
- Culturally sensitive and trauma-informed care is included.
- Improved complaints processes.
- Choose who you would like to help make decisions.
- Changes to the funding model.

Statement of Rights

Following on from these important changes, the new Aged Care Act represents a fundamental shift from the previous Charter of Rights through its introduction of a Statement of Rights that embeds human rights-based legislation directly into law. The new Statement of Rights elevates the importance of older people's rights by embedding them directly into the legislation, placing older Australians firmly at the heart of the aged care system. This Statement serves as the central foundation of the Act, with its principles flowing through to all other components, including supported decision-making frameworks and quality standards.

I will communicate more details about the Statement of Rights and how it will impact your care experience in the coming months as we approach the November 1 implementation date.

Important Changes to Support Arrangements

As part of the new Aged Care Act, there's an important change to how support relationships work through My Aged Care. From 1 November, current 'regular representatives' and 'authorised representatives' will become 'Registered Supporters' under the new framework for supported decision-making.

The new Act supports the right of every older Australian to make decisions about their care and services. With the creation of the Registered Supporter role, the Act also recognises that some older people may want or need support to make those decisions.



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I recommend reviewing your current support relationships in My Aged Care before 31 October. If you have people registered to support you, they will automatically become Registered Supporters from 1 November unless you choose to opt out. If you wish to make changes, you can call My Aged Care on 1800 200 422 or use your Online Account.

For more information on the role of registered supporters, please scan the QR code or visit:

<https://www.myagedcare.gov.au/arranging-someone-support-you/upcoming-changes-support-roles-and-relationships>.



National Volunteer Week

National Volunteer Week was celebrated from 19-25 May. This is particularly important at Warrigal as we were founded by a group of committed volunteers who believed in making a difference. Now, 60 years later, we have over 500 dedicated volunteers who contribute over 37,000 hours of care annually to our older people. During Volunteer Week, we held a luncheon in the Southern and Northern Regions, where we recognised ‘years of service’ for volunteers, and awarded an outstanding volunteer from each region the “Norm Rowland Award”, named in honour of Warrigal’s founder and former Chairman. The very deserving winners are Kathryn McQuarrie, from our Southern Region, and Alana Walker, from our Northern Region.

The luncheons also provided an opportunity to recognise our Company Members and former Board Members for their voluntary contributions over many years, including two former Chairs, Alan Hardy OAM and Alan Cluff, for over 40 years of dedicated service to Warrigal.

Philosophy of Care

A Philosophy of Care articulates our commitment to how we deliver care, supports wellbeing and respects the rights and individuality of every resident and customer. Warrigal recognised the need to clearly define our Philosophy of Care that captures our beliefs, guides our practices, and strengthens our culture across all services.

Utilising the Senior Leadership Team at Warrigal, the following Philosophy of Care was developed. “We embrace person-centred and holistic care that empowers residents to live with dignity, joy, and independence. Our trusted reputation stems



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from uplifting emotional atmospheres, collaborative relationships, and a reliable, skilled workforce. With leadership driving culture and innovation, we ensure care excellence while creating a welcoming and inclusive community.”

This philosophy will be discussed with our Consumer Advisory Body, with the intention of creating our model of care.

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.

Yours Sincerely,

Craig Smith
Chief of Operations