

Warrigal

Environmental Sustainability Plan

2025 – 2030

*Building a sustainable future in aged care through thoughtful environmental practices,
ensuring the wellbeing of current and future generations*





Aboriginal Artist Michael Fardon's mural at Warrigal Shell Cove.

Acknowledgement of Country

Warrigal acknowledge the Traditional Custodians of the land on which we live and work, the Aboriginal and Torres Strait Islander peoples. We pay our respects to Elders past, present, and emerging, and recognise their continuing connection to land, water, and community. We honour their rich cultural heritage and ongoing contributions to our society. We commit to walking together in the spirit of reconciliation and respect. Warrigal is looking to protect the environment by implementing the actions in this Plan to ensure we play our part in a sustainable country.

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Published September, 2025

Message from the **CEO.**

” ***We are dedicated to fostering a culture of sustainability, where every team member plays a vital role in our collective journey towards a greener future.***



I am delighted to share our Environmental Sustainability Plan 2025-2030, which represents our unwavering commitment to creating a world where older people feel known, loved and connected. Not just for today, but for generations to come.

At Warrigal, we understand that caring for our planet is fundamental to caring for our people. Our vision of connection extends beyond the relationships we build within our communities to encompass our responsibility to the environment that sustains us all. This plan reflects our promise to future generations of older Australians that they, too, will have access to clean air, thriving natural spaces, and a healthy world in which to live their best lives.

Through our values of integrity, respect, compassion and innovation, we are taking meaningful action to reduce our environmental impact whilst creating healthier, more comfortable living environments for our residents and staff. From transitioning to renewable energy and reducing waste, to

creating beautiful native gardens that support local wildlife, every initiative in this plan serves both our environmental goals and our commitment to improving quality of life.

Our sustainability journey is deeply connected to the care we provide. When we implement energy-efficient systems, we create more comfortable homes. When we establish gardens filled with native plants, we provide therapeutic spaces for wellbeing. When we reduce our carbon footprint, we contribute to a healthier future for the families, friends, children and grandchildren of those we serve.

This plan is our pledge that Warrigal will be here for good - as reliable stewards of both our communities and our environment. Together, we will build a sustainable legacy that honours our responsibility to current and future generations.

Jenni Hutchins
Chief Executive Officer

Our **Profile.**

Warrigal is an award-winning, not-for-profit aged care organisation with nearly six decades of experience. Established in 1967, Warrigal serves the Illawarra, Southern Highlands, Queanbeyan, and Canberra regions.

Our Vision is a world where older people feel known, loved and connected, and we strive to support older people to live their best lives by creating communities and offering services that promote independence, respect, happiness,

and connectedness. Warrigal provides a diverse range of services, including residential aged care, home care, respite services, and vibrant community villages.

Warrigal's core values are integrity, respect, compassion, and innovation, which guide our commitment to delivering personalised care and support. We aim to create homes, not just places to stay, and prioritise building relationships within the community.

Our **Vision.**

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



What is Sustainability?

” *Building a sustainable future in aged care through thoughtful environmental practices, ensuring the wellbeing of current and future generations.*

Sustainability refers to the practice of ‘meeting our current needs without compromising the ability of future generations to meet their own needs’. It encompasses a balance between economic growth, environmental health, and social well-being. Another term used for sustainability in a business is ESG, which stands for Environmental, Social, and Governance. It’s a framework used to evaluate a company’s sustainability and ethical impact, focusing on how they manage their environmental impact, their social responsibility, and their corporate governance practices. ESG considerations are increasingly important for Australian businesses, influencing how they are perceived by customers, employees and their community.

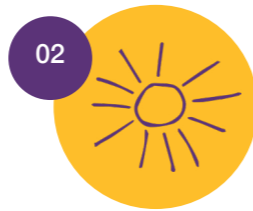
Sustainable practices aim to reduce negative impacts on the environment, promote resource efficiency, and ensure equitable access to resources and opportunities for all. By adopting sustainable approaches under an ESG framework, we can work towards a more resilient and thriving planet for present and future generations.

Sustainable practices in aged care create a healthier, safer, more comfortable and engaging environment for residents and staff as follows:



Improved Air Quality

Using energy-efficient systems, less harsh chemicals and reducing waste helps minimise pollution, leading to cleaner air within each home, which is particularly important for residents with respiratory conditions or sensitivities.



Access to Nature

Green spaces, gardens, and biodiversity initiatives enhance mental and physical wellbeing. These areas provide therapeutic benefits, offering relaxation, physical activity, and opportunities for social interaction.



Healthier & Safer Living Environments

Sustainable materials and practices reduce exposure to harmful chemicals, improving overall health and safety for residents.



Comfortable Facilities

Energy-efficient upgrades, such as better heating, cooling, insulation and lighting systems, ensure a more consistent and comfortable indoor environment, particularly during heat waves.



Empowered Communities

Involving residents in sustainability efforts, like gardening or recycling, fosters a sense of purpose and engagement. It also creates opportunities for learning and social connection.

Climate Change.



Warrigal acknowledges that climate change poses significant challenges to aged care in Australia. Rising temperatures and extreme weather events, such as heat waves, floods, and bushfires, can exacerbate health issues among the elderly, who are particularly vulnerable to heat-related illnesses and respiratory problems. Additionally, climate change can disrupt essential services and infrastructure, making it harder to provide consistent and safe care. The increased frequency of extreme weather events also heightens

the risk of mental health issues among older adults, including anxiety and depression. To address these challenges, it is crucial to develop climate-resilient aged care systems that can adapt to changing conditions and ensure the well-being of older Australians.

Mitigating the impacts of climate change on aged care involves a combination of strategies aimed at enhancing resilience and reducing vulnerabilities. At Warrigal, upgrading aged care homes to withstand extreme weather events, such as heatwaves, floods and bushfires, is crucial. Also important is providing training for aged care staff on climate-related health risks and emergency response to help ensure our residents remain protected during extreme events. This will include implementing regular health monitoring for older people, especially during extreme weather conditions, to help identify and address health issues early.

United Nations Sustainable Development Goals (SDGs) .

The Sustainable Development Goals (SDGs) are seventeen interconnected goals that 193 United Nations member states (including Australia) have committed to. These goals form the framework for improving the lives of populations around the world and mitigating climate change.



In Australia, the aged care sector aligns with several UN Sustainable Development Goals (SDGs) including:

SDG 1: No Poverty - Ensuring older Australians have access to financial resources and social security systems to live with dignity.

SDG 3: Good Health and Well-Being - Promoting healthy lives and well-being for older adults, including access to quality healthcare services.

SDG 5: Gender Equality - Addressing gender disparities in care work.

SDG 6: Clean Water and Sanitation – Ensuring access to clean drinking water, adequate sanitation and improved hygiene practices.

SDG 7: Affordable and Clean Energy - Ensure access to affordable, reliable, sustainable and modern energy for all.

SDG 8: Decent Work and Economic Growth - Creating decent work opportunities in the aged care sector and recognising the economic contributions of care work.

SDG 10: Reduced Inequalities - Reducing inequalities within and among communities, ensuring older persons are not left behind.

SDG 11: Sustainable Cities and Communities - Making cities and communities inclusive, safe, resilient, and sustainable for older adults.

SDG 12: Responsible Consumption and Production – Procurement of goods and services is an essential aspect of aged care businesses and should be achieved in a responsible, sustainable manner.

SDG 13: Climate Action – As large energy users, aged care homes are keen to do their part to mitigate climate change and adapt to a changing climate.

SDG 15: Life on Land – By promoting sustainable practices in our operations and community, we can support local biodiversity through green spaces and environmental education.

SDG 17: Partnerships for the Goals – Seeks to strengthen partnerships to increase capacity and expertise to tackle sustainability challenges.

These goals highlight the importance of integrating the needs and rights of older persons into broader development agendas to achieve inclusive and sustainable outcomes.

This Environmental Sustainability Plan addresses several SDG's and these have been identified against the Action Plan table herein.

Modern Slavery.

Warrigal takes a proactive approach to address the pressing issue of modern slavery and believes that the risk of modern slavery is low within our own workforce. Our commitment to caring for people is underpinned by our responsibility to respect human rights. Being ethically responsible aligns with our core values and is a critical component of our business operations. Warrigal prepares an annual Modern Slavery Report which describes actions taken to control and assess risks, including due diligence and remediation process, as well as how we assess the effectiveness of these actions.



Our Sustainability Journey **So Far.**



Warrigal's Greenhouse Gas Emissions.

In 2024-25, Warrigal's total greenhouse gas (GHG) emissions were 31,898 tonnes of carbon dioxide equivalents (tCO₂-e). Purchased grid electricity (Scope 2) represented 23% of Warrigal's total GHG emissions (see Table 1). To do our part to combat climate change, Warrigal is working towards net zero GHG emissions by 2050, with an interim target of 20% emissions reduction by 2030. This Environmental Sustainability Plan 2025-2030 outlines recommended actions to achieve this 2030 target. Compared to the total GHG emissions of 37,748 tCO₂-e in 2023-24, Warrigal's annual emissions reduced by 15% in 2024-2025 to 31,898 tCO₂-e

Emission Scope	2024-25 Emissions tonnes CO ₂ -e	%
Scope 1	1,549	5%
Scope 2	7,462	23%
Scope 3	22,887	72%
Total	31,898	100%

Emission Scope	Category	Emissions tCO ₂ -e p.a	%
Scope 1	Fleet Fuel	329	1.0%
Scope 1	Natural Gas	1,219	3.9%
Scope 1	Refrigerants	1	<0.1%
Scope 2	Electricity	7,462	23%
Scope 3	Category 01 - Purchased goods and services	12,898	40%
Scope 3	Category 02 - Capital Goods	1,196	4%
Scope 3	Category 03 - Fuel and energy-related activities	851	3%
Scope 3	Category 05 - Waste	2,164	7%
Scope 3	Category 07 - Employee commuting	2,351	7%
Scope 3	Category 13 - DS leased assets	3,427	11%
		31,898	100%

Table 1. Warrigal's annual greenhouse gas emissions for 2024-25

Warrigal's Roadmap to Net Zero.

Goal: Net zero emissions by 2050 (Scope 1 and 2)



2030 Target: Total organisational greenhouse gas emissions reduced by 20% by 2030



Environmental Sustainability **Policy Statement 2025.**

At Warrigal, we are committed to protecting the environment and continually improving our environmental performance as an integral part of our business strategy and operations. We pledge to implement the adopted Environmental Sustainability Plan 2025-2030 across our organisation and to:

1. Comply with Legal and Other Requirements

Ensure compliance with all applicable environmental laws, regulations, and other obligations relevant to our operations.

2. Prevent Pollution and Reduce Environmental Impact

Identify and manage environmental risks and opportunities, aiming to prevent pollution (including reducing greenhouse gas emissions) and minimise our environmental footprint through efficient use of resources, waste reduction, and sustainable work practices.

3. Continual Improvement

Set and review environmental objectives and targets every 5 years to drive continual improvement in our environmental performance.

4. Employee Engagement and Training

Promote environmental awareness among employees and provide appropriate training to empower them to contribute to our environmental goals and objectives.

5. Stakeholder Communication

Communicate this policy to all persons working for or on behalf of Warrigal and make it available to the public and other interested parties.

This policy is reviewed periodically to ensure its ongoing suitability and effectiveness.

Jenni Hutchins
CEO - Warrigal
1 July 2025

Key Focus Areas, Objectives and 2030 Targets.

All reduction targets listed below are compared to the 2024-25 baseline year.



Energy Efficiency and Emissions Reduction

Objective: Reduce operational costs and eliminate reliance on fossil fuels to mitigate climate change

Targets:

- Total organisational greenhouse gas emissions reduced by 20% by 2030
- 100% of electricity consumption sourced from renewable energy by 2030
- RCH energy (electricity and gas) consumption per bed reduced by 20% by 2030



Sustainable Transport

Objective: Reduce emissions from fleet vehicles through improved fuel efficiency and reduced travel

Targets:

- Total fuel consumption of Warrigal's light passenger fleet vehicles reduced by 20% by 2030
- Transition to 100% hybrid and electric vehicles for Warrigal's light passenger fleet by 2030



Waste Management and Recycling

Objective: Reduce waste to landfill and support the transition to a circular economy

Targets:

- RCH waste to landfill per bed reduced by 20% by 2030
- Rollout of Food Organics Garden Organics (FOGO) collections as per mandatory requirements
- Become 'paper-lite' at Warrigal Central



Water Conservation

Objective: Improve water efficiency and be water-wise

Targets:

- Maintain existing mains water consumption per bed to ensure a high standard of cleanliness and hygiene



Sustainable Procurement

Objective: Purchase environmentally preferred products and services to minimise environmental impacts

Targets:

- Sustainability performance criteria prepared for all major procurement categories



Biodiversity and Landscape Management

Objective: Create natural landscapes and gardens that are in sync with nature and the surroundings

Targets:

- Landscaping and gardens to mostly incorporate native plants



New Development

Objective: Build ecologically sustainable buildings that reduce future demand on natural resources

Targets:

- All new Residential Care Homes, Community Village and staff accommodation designs adhere to Warrigal's Environmentally Sustainable Design Guidelines and National Aged Care Design Principles and Guidelines



Staff and Stakeholder Engagement

Objective: Embed environmental sustainability into workplace culture, homes and villages

Targets:

- Coordinate at least five (5) sustainability events annually for staff and customer engagement across Warrigal
- Create nature-based activities and access to the outdoors for Warrigal residents



Action Plan and Implementation.

1. Energy Efficiency and Emissions Reduction

Objective: Reduce operational costs and eliminate reliance on fossil fuels to mitigate climate change

Targets:

- Total organisational greenhouse gas emissions reduced by 20% by 2030
- 100% of electricity consumption sourced from renewable energy by 2030
- RCH energy (electricity and gas) consumption per bed reduced by 20% by 2030



	Action	Lead Team	Outcome
1.1	Procure 100% renewable electricity for Warrigal's purchased electricity contracts by 2030	Sustainability	100% of electricity sourced from renewables
1.2	Upgrade all lighting to energy savings LEDs across all Warrigal RCHs and CV communal areas	Property	All lighting in RCHs and CV common areas is LED, reducing electricity usage
1.3	Lighting sensors to be installed in suitable common areas to ensure lights are only switched on when a space is occupied	Property	Reduced electricity usage due to installed lighting sensors
1.4	Install and maintain solar PV and monitoring systems at RCHs to offset electricity needs and reduce reliance on the grid	Sustainability	Reduced grid electricity usage due to behind-the-meter solar PV installations
1.5	No new gas connections - replace gas appliances with electric at their 'end of working life'	Property	No new gas appliances installed from 2025

	Action	Lead Team	Outcome
1.6	Implementation of energy audits and high priority energy efficiency projects at all homes and village communal areas by 2030	Sustainability	Old HVAC upgraded to more energy-efficient models when due for replacement
1.7	Insulate all hot water pipes to reduce heat loss	Property	All hot water pipes are insulated with lagging
1.8	Upgrade to energy-efficient heating, ventilation and air-conditioning (HVAC) systems at end of working life	Sustainability	Old HVAC upgraded to more energy-efficient models when due for replacement
1.9	Purchase carbon offsets for natural gas consumption by 2030	Sustainability	Net zero natural gas emissions by 2030

2. Sustainable Transport

Objective: Reduce emissions from fleet vehicles through improved fuel efficiency and reduced travel

Targets:

- Total fuel consumption of Warrigal's light passenger fleet vehicles reduced by 20% by 2030
- Transition to 100% hybrid and electric vehicles for Warrigal's light passenger fleet by 2030



	Action	Lead Team	Outcome
2.1	Adopt a 'Working from Home' policy that allows staff access to flexible working arrangements, where appropriate	People and Culture	Working from Home policy adopted and reduced Scope 3 carbon emissions resulting from staff commuting

	Action	Lead Team	Outcome
2.2	Transition light passenger fleet vehicles to hybrid and electric, where fit for purpose, to reduce fossil fuel consumption	Procurement	All new light passenger fleet vehicles purchased are hybrid or EV by 2030
2.3	Install EV charging stations at all Warrigal RCH locations to offer destination charging for visitors and staff	Sustainability	EV charging stations installed at all Warrigal RCH locations by 2030
2.4	Promote and provide virtual meetings to minimise staff travel	Digital Services and Solutions	Staff travel kilometres and vehicle emissions reduced

3. Waste Management and Recycling

Objective: Reduce waste to landfill and support the transition to a circular economy

Targets:

- RCH waste to landfill per bed reduced by 20% by 2030
- Rollout of Food Organics Garden Organics (FOGO) collections as per mandatory requirements
- Become 'paper-lite' at Warrigal Central



	Action	Lead Team	Outcome
3.1	Implement and maintain full recycling systems at all Warrigal homes to ensure source separation of recycled products and reduced waste to landfill, in accordance with completed Waste & Recycling Action Plans (WRAPs)	Sustainability	Reduced waste volume to landfill
3.2	Introduce organics recycling into all homes and villages to satisfy mandatory FOGO legislation	Sustainability	FOGO-compliant facilities and reduced food waste to landfill

	Action	Lead Team	Outcome
3.3	Identify and implement e-waste solutions to prevent e-waste going to landfill	Digital Services and Solutions	Reduced e-waste to landfill
3.4	Implement a circular economy system to reuse redundant equipment and goods	Sustainability	Reduced equipment disposal to landfill
3.5	Consolidate waste service providers for economies of scale, as well as streamlined administration and operations	Procurement	Fewer and more cost-effective waste service providers across Warrigal
3.6	Develop digital templates for common paper forms, documents and expand e-signature software solutions to reduce paper printing	Digital Services and Solutions	Less printing paper used
3.7	Make double-sided/duplex printing the default setting for all printers to reduce paper consumption	Digital Services and Solutions	Less printing paper used



4. Water Conservation

Objective: Improve water efficiency and be water-wise

Targets:

- Maintain existing mains water consumption per bed to ensure a high standard of cleanliness and hygiene



	Action	Lead Team	Outcome
4.1	Install water monitoring devices at key RCHs to gauge consumption and detect water leaks if required	Sustainability	Identify and fix water leaks
4.2	Install water savings tapware and appliances to ensure water efficiency for new homes, refurbishments and asset replacements	Property	Reduced water consumption and improved water efficiency
4.3	Implement drip irrigation and mulching to maintain plant health with minimal water use	Property	Reduced water for irrigation



5. Sustainable Procurement

Objective: Purchase environmentally preferred products and services to minimise environmental impacts

Targets:

- Sustainability performance criteria prepared for all major procurement categories



	Action	Lead Team	Outcome
5.1	Include sustainability criteria in major supplier selection processes, ensuring that suppliers adhere to environmental and social responsibilities	Procurement	All major procurement addresses sustainability criteria, including modern slavery legislation
5.2	Consideration of lifecycle analysis and total cost of ownership principles when purchasing new goods	All Staff	Products are purchased with consideration given to their longevity and lifetime running costs
5.3	Prioritise purchasing goods and services from local suppliers to reduce transportation emissions and support the local economy	Procurement	An increase in locally sourced goods and services
5.4	Choose products that are environmentally preferred, such as biodegradable cleaning supplies and recycled paper products	Procurement	Products have minimal environmental impact
5.5	Establish procurement practices that minimise waste, such as buying in bulk to reduce waste packaging and selecting products with minimal or recyclable packaging	Procurement	Less waste to landfill
5.6	Invest in energy-efficient equipment and appliances to reduce energy consumption, operating costs, and greenhouse gas emissions	Procurement	Reduced energy consumption and utility costs

6. Biodiversity and Landscape Management

Objective: Create natural landscapes and gardens that are in sync with nature and the surroundings

Targets:

- Landscaping and gardens to mostly incorporate native plants



	Action	Lead Team	Outcome
6.1	Plant mostly native trees, shrubs and flowers to support local wildlife and reduce maintenance needs	Property	Native species predominantly planted
6.2	Use composting to recycle organic waste and mulch to retain soil moisture and suppress weeds	Property	All Warrigal gardens covered with compost and/or mulch
6.3	Adopt eco-sensitive pest control methods to minimise chemical use	Property	Reduced hazardous chemicals in use
6.4	Involve residents in gardening activities to promote physical and mental well-being	Property, Lifestyle Staff	An increase in residents spending time in the gardens
6.5	Offer workshops on topics like native plants, bird watching and sustainable garden practices to engage residents to access the outdoors	Sustainability	Environmental workshops offered

7. New Development

Objective: Build ecologically sustainable buildings that reduce future demand on natural resources

Targets:

- All new Residential Care Homes, Community Village and staff accommodation designs adhere to Warrigal's Environmentally Sustainable Design Guidelines and National Aged Care Design Principles and Guidelines



	Action	Lead Team	Outcome
7.1	Review and update Warrigal's Environmental Sustainability Design Standards to Environmentally Sustainable Design Guidelines	Property	Revised Environmentally Sustainable Design Guidelines adopted
7.2	All new property developments will consider Warrigal's revised Environmentally Sustainable Design Guidelines and National Aged Care Design Principles and Guidelines including: 1. Solar passive design 2. LED lighting controls 3. Solar PV 4. EV chargers 5. Insulation 6. Electric hot water heat pumps	Property	All new property developments minimise their environmental impact
7.3	Select fit out appliances with high energy and water efficiency star ratings to minimise energy and water use	Property	Only appliances with high energy and water efficiency star ratings installed
7.4	Allow space for organics and mixed recycling systems to be installed and operated	Property	Adequate space created for all recycling systems
7.5	Use sustainable and recycled materials for construction and furnishings, where available	Property	Less raw materials and natural resources used
7.6	Create green spaces and gardens that provide therapeutic benefits for residents and habitat for local wildlife	Property	Flourishing gardens and landscapes created



8. Staff and Stakeholder Engagement

Objective: Embed environmental sustainability into workplace culture, homes and villages

Targets:

- Coordinate at least five (5) sustainability events annually for staff and customer engagement across Warrigal
- Create nature-based activities and access to the outdoors for Warrigal residents



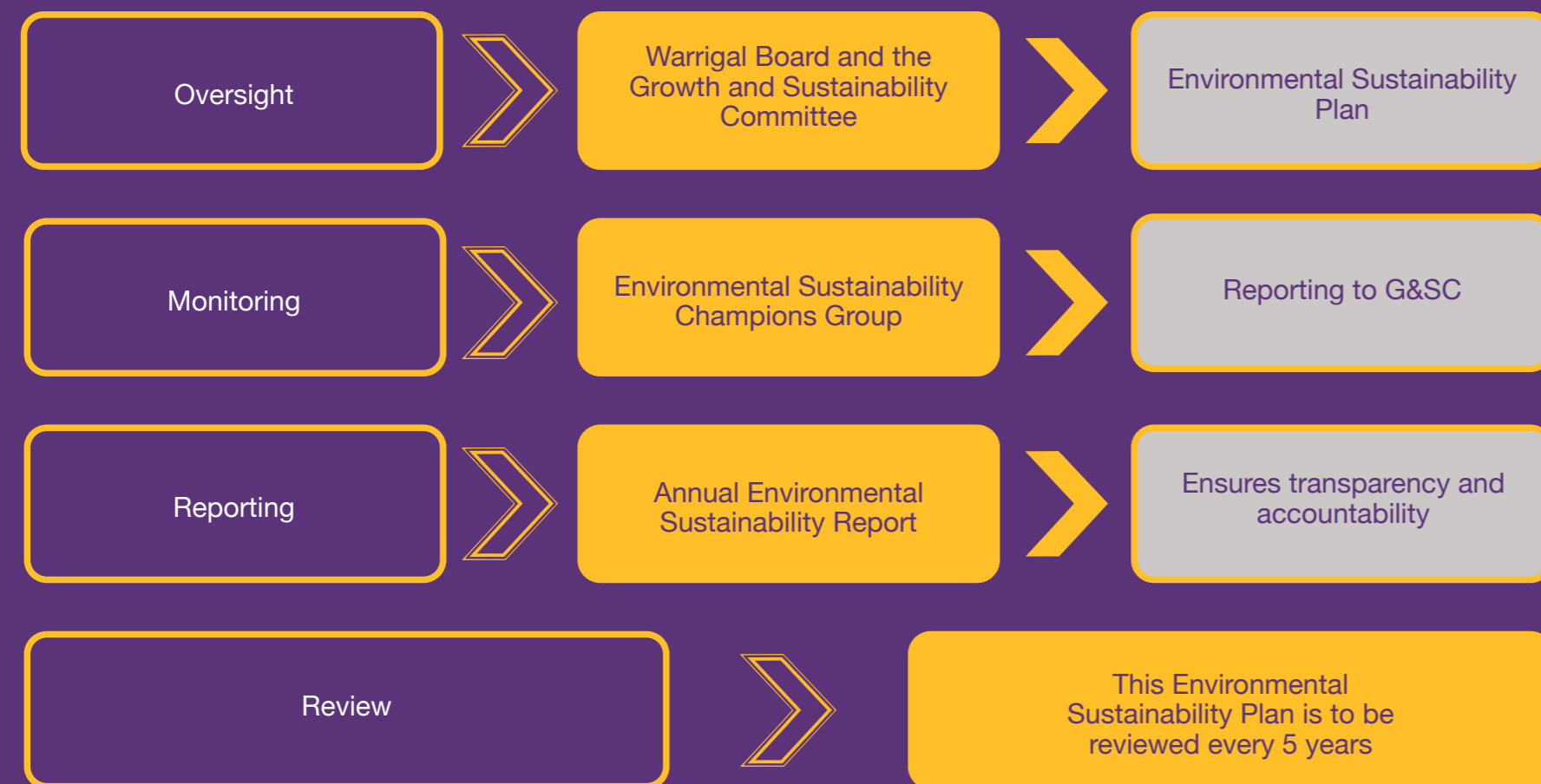
	Action	Lead Team	Outcome
8.1	Identify key dates and activities to celebrate environmental awareness events across Warrigal e.g. World Environment Day	Sustainability	Five (5) sustainability events organised across Warrigal every year
8.2	Publish regular internal and external news items for staff and the community on Warrigal's sustainability initiatives	Sustainability, Marketing	Regular news items published
8.3	Develop learning and training resources for staff to participate in environmentally sustainable work practices at Warrigal	Sustainability, Organisational Capability	Learning modules/tools developed
8.4	Establish a Warrigal Environmental Sustainability Champions staff group to help implement and educate staff across the organisation in sustainable practices and initiatives	Sustainability	An active Warrigal Environmental Sustainability Champions Group
8.5	Publish an annual sustainability report on the implementation of this Environmental Sustainability Plan, including tracking towards sustainability targets	Sustainability	Annual sustainability report prepared
8.6	Submit applications for external funding grants and for recognition awards	Sustainability	Grant and award applications submitted

Monitoring.

Tracking towards adopted sustainability targets is an important step in the sustainability journey for Warrigal. Monitoring key performance indicators (KPIs) and reporting them is essential to gauge the success, or otherwise, of the implementation actions in this Plan. A number of KPIs have been standardised (benchmarked) by dividing the total consumption figure by the number of beds at RCHs, to give a 'unit per bed' figure. Many of the sustainability indicators have set a 20% reduction target by 2030, compared to 2024-25 baseline data.

Key Performance Indicator	2024 - 25	2030 Target
Greenhouse Gas Emissions (tCO₂e) - total	31,898	25,518
Greenhouse Gas Emissions (tCO₂e/bed)	20	16
Grid Renewable Energy Consumption (%) - total	<1%	100%
Electricity (kWh/bed)	6210	4,968
Gas (GJ/bed)	13	10
Energy (GJ/bed)	34	27
Passenger Fleet Fuel Consumption (litres/vehicle/pa)	1,285	1,028
Hybrid/EV Passenger Fleet (%) - total	0	100%
Waste to Landfill (kg/bed)	834	667
Water Use (kL/bed)	84	84

Governance and Reporting.



Definitions.

Circular Economy - A circular economy promotes the continual use, recycling, and regeneration of materials and products. Resources are valued and products are designed for their durability, reparability, and recyclability.

Climate Change - Present-day climate change includes both global warming - the ongoing increase in global average temperature - and its wider effects on Earth's climate system.

CV – Community Villages (includes Lifestyle Villages)

FOGO - stands for Food Organics and Garden Organics which is a waste collection service that combines food scraps and garden waste in one bin, typically identified by a green lid, for recycling into compost.

GHG - Greenhouse gas (GHG) emissions which refers to the release of gases into the atmosphere that trap heat, contributing to the greenhouse effect. These gases, such as carbon dioxide and methane, prevent heat from escaping into space, leading to global warming.

HVAC - stands for Heating, Ventilation, and Air Conditioning and is a system used to regulate the temperature, humidity, and air quality within an enclosed space, such as a building.

LED – Light Emitting Diode lights which are very energy efficient compared to older style lighting such as fluorescent and halogen.

Modern Slavery - Modern slavery refers to practices where individuals are exploited and controlled, often through coercion, threats, or deception, undermining their freedom and dignity. It encompasses various forms of exploitation, including human trafficking and slavery.

Net Zero - Net zero is defined as the balance between the greenhouse gases produced and removed from the atmosphere. It can be achieved by cutting emissions to as close to zero as possible and re-absorbing any remaining emissions by natural or technological means.

RCH – Residential Care Homes

Sustainability - the practice of 'meeting our current needs without compromising the ability of future generations to meet their own needs'.

SDGs - Sustainable Development Goals which are 17 interconnected goals that 193 United Nations member states (including Australia) have committed to. These goals form the framework for improving the lives of populations around the world and mitigating climate change.

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