

Edition 4

October - December 2025

Warrigal

Connection



Welcome from the CEO

Jenni Hutchins

Hello and welcome to the final edition of the Warrigal Connection for 2025! As we come to the end of another year, I would like to take a moment to reflect on all that we have achieved together as part of our Warrigal community.

This year has been one of connection, resilience, and shared purpose. We have experienced significant change as an organisation and faced important aged care reforms across the sector together.

In January we commenced the transition into our new support services building Warrigal Central in Oak Flats, which has welcomed our administration staff based in the Illawarra and created a fresh space for collaboration. Our Warrigal Lake South Community Village has also seen great building progress this year, offering 65 two-bedroom villas. It is expected to be complete by mid-next year.

Our Chair of the Board Wyn Janssen stepped down from the Board after 28 years of commitment to Warrigal, and we officially welcomed our new Chair, Sophie Ray. We also announced an exciting land purchase at **Byamee Street, Dapto** where our plan is for much needed residential aged care beds and accommodation for older people.

Across our residential care homes, community villages, home and social services, I have seen countless examples of care, kindness and commitment – from the dedication of our staff and volunteers, to the trust and openness of our residents and customers, and the ongoing support of families, carers and members of the wider community. Everything we do at Warrigal is stronger because it is done together.

We have celebrated the receipt of awards of recognition of our work. We welcomed the Aged Care Minister and partner organisations to discuss the challenges with the lack of residential aged care beds in our communities in which we work. We also welcomed new people into our fold and farewelled long standing staff on to new adventures or retirement. We are lucky to benefit from such a variety of expertise and commitment.

Our residents and customers have celebrated life events, birthdays along with significant family milestones and celebrations. We've also honoured cherished residents and customers, celebrating their profound contributions to our

community, society, and families through shared memories and lasting legacies, thankful that they provided us with the privilege of their care in their last days.

To everyone who engages with Warrigal, thank you for the trust you place in us. Supporting older people and their families is a responsibility we take seriously, and one we value deeply. We're grateful for the relationships that allow us to do this work, and for your ongoing trust and support as we continue working toward our vision, a world where older people feel known, loved and connected.

As we look ahead to 2026, we do so with optimism and a shared commitment to continuing to grow, improve and care for one another. I am incredibly proud of what we have achieved together and excited for what lies ahead.

On behalf of everyone at Warrigal, I wish you and your loved ones a safe, happy and restful holiday season, and all the very best for the year to come. Please enjoy this special edition of the Warrigal Connection, and as always, we encourage you to share your own story by emailing communityrelations@warrigal.com.au.





Who we are

For nearly 60 years, Warrigal has been dedicated to supporting older people with award-winning aged care services. We're a not-for-profit organisation providing residential aged care, community villages, home services, and social support across the Illawarra, Southern Highlands, Queanbeyan, and Canberra regions.

Warrigal was started by volunteers, and continues to be governed today by a dedicated Board of Directors and Executive team. They are the driving force that steers every level of our organisation, as together, we achieve our vision; a world where older people feel **known, loved,** and **connected.**

Warrigal Wrapped

In **2025** we...

Supported **4,521** older people

Alongside our **2,086** staff members

And **545** dedicated volunteers



A total of **232** staff members and **53** volunteers celebrated service milestones ranging from **5 to 40** years of service.



Our volunteers contributed more than **40,000** hours of support - that's more than **1,660** days!



Our team provided expert care to **2,288** residents across **13** Residential Care Homes.



And created a community for **719** neighbours in **12** Community Villages.



We provided personalised care to **1,514** older people who accessed our Home Services in the comfort of their own home.



We hosted **128** participants at our Warrigal Social programs, on bus trips, craft days, and so much more!



We hosted **6** community events and won **4** organisational awards!

...That's a whole lot to celebrate!
Thank you for all of your support during 2025.
We can't wait to see what 2026 brings!



Goulburn Lilac Festival

October was an exciting time for our Warrigal Goulburn residents, staff and social members as they joined in the annual Goulburn Lilac City Festival. Running since 1952, the festival is Australia's longest continuously held community celebration, a true highlight for locals and visitors alike, marking the arrival of Spring.

Each year, our Warrigal Goulburn reception area transforms to match the festival's annual theme, delighting everyone who walks through the door. This year's theme, 'Lilac Reflections: Honouring the Past and Embracing the Future', inspired beautiful displays and lots of creativity.

The celebrations went well beyond our front doors too - our Warrigal buses came alive with colour and festivity, carrying Warrigal Goulburn residents and Warrigal Social members who waved proudly to the crowd.

And to top it all off, Warrigal took home first place for Best Window Display, Best Aged Care Garden, and Best Decorated Bus! A huge congratulations to everyone involved, your teamwork, creativity, and joy made this year's festival one to remember.



Hands in Action: Lego Initiative



Recently, our residents have been participating in the 'Hands in Action: Grip, Clip & Go with LEGO' initiative run by our Warrigal Physiotherapy Team.

This practical activity aims to improve hand function and dexterity, as well as promote community and fun within our homes by bringing our residents together.



Albion Park Rail's **Rockin' Robins' Halloween Visit**

Our Warrigal Albion Park Rail residents enjoyed an intergenerational music session with Rockin' Robins!

Joining with local preschoolers for a morning of creativity and fun, this 6-week program has been a highlight within the home.

This session featured a spooky twist, with great costumes, fabulous Halloween decorations and themed music including Ghostbusters.

Mount Terry's **Dolphin Cruise**

Recently, our Warrigal Mount Terry residents enjoyed a very exciting outing, hopping on a dolphin watching cruise!

Venturing down to Huskisson, this fun day out was filled with lots of excitement and big smiles.

Calwell's **Halloween Celebrations!**

Our Warrigal Calwell home felt the Halloween spirit this year!

With spooky decorations and props filling the reception area, our residents enjoyed sneaking lollies from the pumpkin bowl and scaring visitors with a giant witch as they enter.



Mt Warrigal and Multicultural Village's **Lippy the Miniature Pony Visit**

Lippy the adorable miniature pony visited Warrigal Multicultural Village and Warrigal Mt Warrigal!

These animal therapy sessions were a huge hit, bringing lots of smiles to our residents who enjoyed patting and cuddling Lippy!

A big thank you to H.Parsons Funeral Directors for sponsoring these fun-filled visits that brought lots of joy to our residents and staff.

What's been happening in our Community Villages

Welcome **Sandra**

We are excited to welcome one of our new Warrigal Albion Park Rail Community Village residents, Sandra!

Don't miss your chance to join a vibrant Warrigal community! If you are interested in community living, explore our current vacancies by visiting our website [here](#), or contact our friendly Village Sales team for more information by emailing villagesales@warrigal.com.au.



Christmas **Lights**

Our wonderful Community Village residents have well and truly gotten in the Christmas spirit, with a light display competition!

Our Warrigal Figtree, Albion Park, Albion Park Rail, Lake Illawarra, and Warilla villages put in an outstanding effort, decorating their properties and spreading the festive cheer!



Warrigal Lake South Project Update

Over the last few months, construction at Warrigal Lake South has continued to progress well, bringing us closer to completion, which is currently forecast for Q2 2026. As the dwellings continue to take shape, the excitement continues to build.

Recent progress includes:

- Ongoing work across the site, each at different stages of completion, including the installation of framework and cladding, the completion of brickwork, internal fit out, the installation of joinery, and painting. With some dwellings largely internally complete, the build is really coming to life!
- All concrete slabs are on track to be completed before Christmas, marking another major milestone.
- The pedestrian path along Bradman Avenue and King Street, and the bus stop located out the front of the village are now complete.
- Early works in 2026 will focus on internal roadways and pedestrian links throughout the village.

As we close out 2025 and move closer to the project's completion, we look forward to sharing more exciting updates in the year ahead. If you'd like to hear exclusive updates about Warrigal Lake South first, subscribe to our newsletter [here](#).





SeaQuills Book Launch

The SeaQuills Writing Group launched their new anthology, 'Shifting Sands', at the Links Seaside by Warrigal – our premium lifestyle Community Village in Wollongong.

'**Shifting Sands**' features 74 short stories and poems written by the SeaQuills members, which aims to promote and support all forms of writing, and spark inspiration.

The afternoon drew a large and supportive audience, celebrating creativity, connection, and the value of continuing to do the things you love beyond retirement – a key component of what makes living at the Links Seaside by Warrigal so unique, the ability to enjoy a vibrant, active, and engaged lifestyle!



The Links Seaside by Warrigal is an exclusive coastal community in Wollongong, located right by the ocean and connected to the Wollongong Golf Course. Nestled along the pristine shoreline, this exceptional location offers a unique blend of sophisticated living, breathtaking ocean views, and world-class amenities.

With amazing features on-site, including a restaurant, lap pool, cinema, sauna, tennis court and library (just to name a few), there is something for everyone at the Links Seaside by Warrigal.

Click [here](#) to find out more about this outstanding community.



Home Services with Warrigal

Did you know that Warrigal offers Home Services across NSW and the ACT? We have teams in the Illawarra, Southern Highlands, and Queanbeyan who are ready to support you through the next chapter of your life, right in the comfort of your own home.

At Warrigal, we support our treasured customers by providing meal preparation, shopping assistance, domestic duties (cleaning, laundry etc.), personal care, home maintenance, transport, and many more services to ensure they can live happily and safe independently.

For more information, or to make an enquiry, visit our website [here](#).



Location Spotlight Warrigal Shell Cove



Welcome to Warrigal Shell Cove, a captivating coastal haven where natural beauty, modern amenities, and a vibrant community harmoniously blend. Discover contemporary, low-maintenance living, with a range of apartments and villas designed for your lifestyle.

Recently, our Sales team held an open day to promote our available properties and the vibrant community at Shell Cove. It was a successful day, with many interested in the location and lifestyle at offer.

Don't miss your chance to join this captivating community at Warrigal Shell Cove! Explore our current vacancies by clicking the link [here](#), or contact our Village Sales team by emailing villagesales@warrigal.com.au or by calling **1800 927 744 (Select Option 1)**.



Warrigal Volunteer Christmas Party

Warrigal celebrated our volunteers in our Northern and Southern regions with two special Christmas Lunches. These parties provided our volunteering community with a chance to come together, celebrate the year, and recognise the incredible contributions made to improve the lives of our older people.

Adding to the celebrations was a memorable visit from our wonderful Fijian staff from Warrigal Goulburn and Warrigal Shell Cove, who put on a beautiful performance of traditional dances and songs, as well as some Christmas classics, for the volunteers to enjoy.

A huge thank you to every volunteer who gives their time so generously. Your contribution matters, and it's felt every single day.

Warrigal is proud of the community of dedicated volunteers who help us to achieve our vision every day. If you're interested in volunteering with us, or want to learn more, explore our webpage [here](#).

Bundanoon Cafe turns 10!

The Warrigal Bundanoon Café turned 10 this year, and to celebrate, our residents joined together for some delicious treats, taking the opportunity to thank the amazing volunteers who run the café.

What began as a simple idea from sisters Janice and Helen, who were supporting their uncle as he moved into the home, has flourished into a social hub, building the wonderful sense of community at Warrigal Bundanoon, and supporting our residents through the funds raised.

Thank you to the incredible volunteers who run the café, we appreciate all that you do.

Be sure to grab your coffee fix next time you're visiting the home!



An Interview with Julianne

Earlier this month, we met with the wonderful Julianne, one of our valued Warrigal Op Shop volunteers!

The Warrigal Op Shop operates on the generosity of our community, not only through donations, but through the amazing hard work of our volunteers who run the store.

Click [here](#) to watch Julianne's interview, and hear about the Warrigal Op Shop, how you can get involved, and what volunteering at Warrigal means to Julianne.

“ I want to give back to the community, and it gives me a real sense of satisfaction to be in here. ”



Warrigal Op Shop Holiday Hours

The Warrigal Op Shop will reopen on Wednesday 14 January, 2026.

During this period, we will not be accepting donations.

‘Adopt a Plant’ Initiative at Warrigal Central

As part of Warrigal's commitment to sustainability, the team at Warrigal Central recently implemented an ‘Adopt a Plant’ initiative, where any keen green thumbs in the head office can volunteer to take care of the space's communal plants.

This initiative comes with many benefits, including:

- Improved Air Quality
- Enhanced Mental Health
- Improve Physical Health
- Foster Creativity
- Improved Acoustics

Our team love having a touch of greenery around the office!



Warrigal Queanbeyan Community Village

Welcome to **Warrigal Queanbeyan**, a highly sought-after independent living community, offering the perfect blend of modern comfort and peaceful living.

Nestled in lush surroundings just a short walk from the town centre, our village is your retreat for serene, stress-free living. Enjoy the company of like-minded individuals in a safe and welcoming environment where you can connect and thrive.

Stay active with regular social events, take a dip in the indoor swimming pool, or relax in the welcoming community centre or library. You'll have access to a variety of programs, activities, and social functions held at 'Kawaree', the village's charming original Edwardian house, as well as nearby shopping centres, healthcare facilities and restaurant and entertainment venues.

Whether you're downsizing, seeking a peaceful retirement lifestyle, or looking for a low-maintenance home in a social and supportive setting, Warrigal Queanbeyan Community Village could be the perfect choice!

Don't miss your chance to move into this charming community. Explore our current available properties by clicking the link [here](#), or contact our Village Sales team by emailing villagesales@warrigal.com.au or by calling **1800 927 744 (Select Option 1)**.



Resident Spotlight

Warrigal Figtree Resident Annette recognised for 30 years service



Earlier this month, one of our Warrigal Figtree Community Village residents, Annette, was recognised for her incredible 30 years of service as a police volunteer. Prior to volunteering, Annette worked with NSW Police for 22 years.

Annette's profound impact within the community was celebrated with a special event, bringing together our CEO, Jenni Hutchins, Minister for Health, Ryan Park, members of the police force, fellow residents and her family. During the event, Minister Ryan Park presented Annette with a Community Recognition Statement for her outstanding commitment to keeping the community connected and supported.

Annette's recognition demonstrates the immense impact older people have within our community, and we're proud to have her as part of Warrigal.

Congratulations Annette!

Your Voice Matters: Warrigal's New Feedback Process

Warrigal is committed to fostering a culture of openness, respect, and continuous improvement. We believe that feedback is vital to enhancing the quality of our services and upholding our values.

We want our residents, clients, volunteers and their representatives to know that their voice matters. Everyone is encouraged to share feedback or raise concerns at any time, and no one will ever face discrimination or disadvantage for doing so.

All feedback is handled with transparency and care. We'll keep you informed throughout the process, maintain your privacy and dignity, and use your feedback to help improve the quality of our care, services and overall experience.

See below clear and structured process that Warrigal uses to manage feedback and complaints, or view the full guide by clicking the link [here](#).



- 1 Receipt**

Once your feedback or complaint is received, we'll confirm when you can expect a formal response.
- 2 Acknowledgement**

We'll acknowledge your feedback within three business days and provide an initial written response as soon as possible.
- 3 Investigation**

We'll stay in touch throughout the process. Residents, clients, representatives, registered supporters (with consent), and relevant staff will be included in finding a resolution.
- 4 Response**

When a resolution is reached, we'll confirm it in writing and seek your acknowledgement that the outcome is satisfactory.



Reflecting on 2025: Warrigal's AGM & Dinner

In October, Warrigal held the Annual General Meeting, where our Board, Executive team, and Company members came together to reflect on the last 12 months and acknowledge the year ahead.

Following the formalities, the evening continued with a farewell dinner to celebrate Wyn Janssen as he stepped down from the Warrigal Board, and to celebrate Sophie Ray as the new Chair.

Warrigal's 2025 Annual Report was released on the night, showcasing the wonderful stories, news and reports from across the organisation this year.

The theme for the report was our vision, 'A world where older people feel known, loved, and connected', and is showcased in action through the many achievements of our people this year.

To catch up on everything Warrigal from the past year, read our Annual Report by visiting our website [here](#).



Warrigal Locations

ALBION PARK

- Community Village
- Mount Terry**
- Residential Care Home

ALBION PARK RAIL

- Community Village
- Residential Care Home
- Warrigal Home Services
- Warrigal Social

GOULBURN

- Community Village
- Residential Care Home
- Warrigal Home Services
- Warrigal Social

WOLLONGONG

- Coniston**
- Residential Care Home
- Figtree**
- Community Village
- Warrawong**
- Community Village
- Residential Care Home
- Wollongong**
- Community Village
- Residential Care Home

CANBERRA

- Calwell**
- Residential Care Home
- Stirling**
- Residential Care Home
- Hughes**
- Community Village
- Residential Care Home

BUNDANOON

- Community Village
- Residential Care Home

SHELLHARBOUR

- Mt Warrigal**
- Residential Care Home
- Warilla**
- Community Village
- Opportunity Shop
- Lake Illawarra**
- Community Village
- Warrigal Lake South (coming soon)
- Oak Flats**
- Property Services Depot
- Administration
- Shell Cove**
- Community Village
- Residential Care Home

QUEANBEYAN

- Community Village
- Residential Care Home
- Warrigal Home Services

Want to know more about our services?

Contact our friendly team by calling us on **1800 927 744**



From the team at *Warrigal*

Merry Christmas & Happy Holidays!





Help shape the next edition!

We'd love your feedback on what you'd like to see in the next edition of The Warrigal Connection. Have a story to share or topics you'd love us to cover? Let us know by emailing communityrelations@warrigal.com.au



  [warrigal.com.au](https://www.warrigal.com.au)

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

Warrigal