

Volunteer Update

The past couple of months have been busy with the introduction of the new Aged Care Act, which commenced on 1 November. Over the past year Warrigal has been preparing for these changes to ensure staff and volunteers feel confident with the new requirements through communication and ongoing training.

All volunteers are now required to complete the updated training provided by the Aged Care Quality and Safety Commission. Thank you to those who have already completed it. We will be sending reminders to anyone who still needs to do so.

I am very proud to share that we have three volunteers nominated at the ACT Volunteer of the Year Awards which will be announced this Wednesday. Congratulations and best of luck to Jan Elliott at Stirling, Marilyn Newham at Stirling, and Kathryn McQuarrie at Hughes.

November also gave me the chance to celebrate International Volunteer Managers Day, and I met so many inspiring leaders at the Volunteering ACT Volunteer Leaders Seminar. I was honoured to receive Highly Commended, ACT Volunteer Manager of the Year, and then later that week to be the Winner of the Emerging Leader of the Year at the Community Industry Group Awards in the Illawarra.

While these were special personal moments, the real highlight for me was being able to represent Warrigal and the amazing volunteers who inspire me every day. Your dedication and kindness are the reason we do what we do, and I am grateful for each one of you. Every day you live Warrigal's vision of a world where older people feel **known, loved, and connected.**

Michelle Chate
Volunteer Manager

Meet Nicole Maruca



We are delighted to welcome Nicole Maruca to the role of Volunteer Services Officer. Nicole will be working alongside me to support and engage our volunteers across Warrigal, and we are very excited to have her join our team.

Nicole brings valuable experience from her time at Wollongong Council, where she developed a strong background in volunteer engagement. She is passionate about building connections and supporting people in community roles, which makes her a wonderful asset to Warrigal.

Outside of work, Nicole loves spending time at the beach with her family and enjoys looking after her vegetable garden.

Nicole will be working on Mondays, Tuesdays and Thursdays.



Bundanoon Cafe

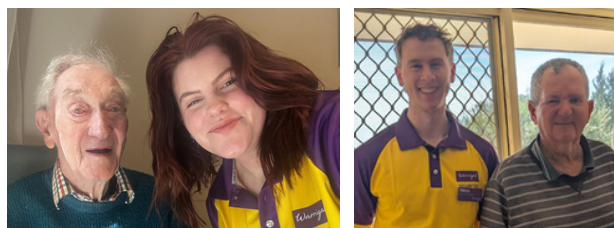
Warrigal Bundanoon recently celebrated its 10th birthday, and what better way to mark the milestone than with a birthday party. The cafe was filled with residents, staff, families and visitors who came together to enjoy a wonderful range of homemade treats prepared by our talented volunteers. Thank you to our dedicated cafe volunteers who bring so much joy to the Bundanoon home and create a warm and welcoming space for residents to relax and connect.



Know Me Program

A big congratulations to the 16 student volunteers who have just completed Wave 3 of the Know Me Program at Warrigal Hughes, Stirling, Calwell and Queanbeyan. Over the past 16 weeks these dedicated university students have taken part in specialised dementia education before being matched with a resident for regular visits focused on reminiscence, conversation and companionship.

The Know Me Program continues to show the incredible impact of connection. Our Wave 3 volunteers formed genuine relationships with residents, taking the time to listen, share stories and understand the person behind the dementia diagnosis. Many have told us how much they enjoyed discovering the rich histories and life experiences of the residents they visited.



Know Me Program Volunteers - Wave 3

The volunteers then create a beautiful four minute life story video that assists staff and allied health teams get to know the resident on a deeper level.

Thank you to each volunteer who took part in this program. Your presence has brought warmth, comfort and friendship to our residents, and your willingness to learn and engage with dementia care in such a thoughtful way is truly appreciated. You have made a meaningful difference to our residents.

Special thank you to the Know Me Project partnership team:

Annaliese Blair, Project Manager - Know Me Project, ANU

Rebecca Collins, Intervention Lead - Know Me Project, ANU

Sarah MacPherson, Know Me Project, ANU

Due to the success of the program, we will be commencing Wave 4 in February 2026.

Eddy's Corner



At just six years old, Eddy continues to be a little ray of sunshine at Warrigal Goulburn. His bright smile and gentle nature brings joy to everyone he visits.

A few weeks ago, he finally had the chance to deliver drawings that were made by Eddy's birthday party guests. As part of Eddy's celebration, he asked his friends to create colourful pictures for him to share with the residents at Warrigal, which the residents loved receiving. It was a lovely moment of connection made possible by one very thoughtful little person.

It was also a special day for Eddy for another reason. He proudly shared the merit certificate he received at school for making great progress with tricky words. He was very excited to tell the residents all about it and show off his certificate.

He also had a special guest with him during the visit, Lenny the Lion, the kindergarten class mascot.

Eddy's visits continue to brighten the days of our residents and remind us of the simple joy that comes from connection, kindness and a child's enthusiasm. We are so grateful to have him as part of our Warrigal community.



Warrigal's New Chair



At the Annual General Meeting held in November, Sophie Ray was appointed as Chair of the Board. Sophie has extensive experience in human services and governance, and we look forward to the guidance Sophie will provide.

This transition follows the remarkable 28 year contribution of Wyn Janssen, who has served as Chair since 2016 and has been a guiding force through growth, reform, and some of the most significant moments in Warrigal's history. Wyn shared that it has been the greatest privilege of his career to serve the Warrigal community.

You can read the full article to learn more about Wyn's legacy and Sophie's background [HERE](#)

<https://www.warrigal.com.au/news-and-events/warrigal-announces-chair-succession/>



Feeding Residents

To help keep our residents safe, we would like to remind everyone about what volunteers can and cannot do around mealtimes. Some residents require specific diets or thickened drinks, and even small changes can create risks. Our care staff are specially trained to manage this, so we need to make sure we stay within safe guidelines.

Here are the key points to remember:

- Volunteers must not feed residents.
- Volunteers must not prepare drinks for residents on modified diets.
- Volunteers may help serve food and drinks, but only under the direct supervision of care staff.
- Thickened drinks or assistance with eating must always be completed by care staff.
- Volunteers are very welcome to sit with residents, chat with them, and offer friendly encouragement during meals.

Please note: The above does not apply to volunteers working in the cafés, who operate under a different scope and are not involved in resident-specific dietary preparation or feeding.

These guidelines help protect our residents and ensure everyone receives the right care.



Queanbeyan

We would like to introduce Aryan, who will be stepping into the Acting Lifestyle Team Leader role at Warrigal Queanbeyan. Aryan will be your main contact if you need support, have questions, or require assistance with your volunteer role at Queanbeyan. Aryan is looking forward to meeting you all and hearing about the wonderful work you do for our residents.



Annual Report

Warrigal's 2025 Annual Report is now available. You can read the full report on our website at www.warrigal.com.au or by clicking the image.



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