



From the Chief Operating Officer

Craig Smith

Warrigal

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

6 February 2026

Dear resident representatives and relatives,

Welcome to the February update. As we move through the final weeks of summer, our teams remain vigilant for extreme weather conditions while preparing for autumn, including the upcoming influenza vaccination program. February brings Valentine's Day, a wonderful opportunity to celebrate the many beautiful, long-lasting relationships in our community. If you would like to share your love story, please speak with your local management team.

This month:

- Welcome to Warrigal - New residents joining our community
- Health and Safety Updates
- Resident Experience Surveys
- Visitor Management System
- Allied Health Resources - Dieticians
- Strategic Plan - New Pillar
- Senior Australian of the Year
- Warrigal Wellness Hub

Welcome to Warrigal

I would like to begin by extending a warm welcome to the 66 residents that who joined Warrigal in January. We understand that moving into any new home can be daunting, and I hope your transition was smooth and welcoming. Thank you for choosing Warrigal.

Health and Safety Updates

During January, we did not experience any COVID-19 outbreaks across Warrigal. Nationally, at the end of January there were 35 outbreaks reported in Residential Aged Care Homes across Australia.

Resident Experience Surveys

Resident experience surveys are undertaken annually by an independent survey team who conduct interviews in person with up to 20% of residents in a care home. These surveys give residents a confidential and meaningful way to express how respected, safe, supported, and engaged they feel. The feedback provides valuable information on what is working well and where improvements are needed. Importantly, the results of these surveys contribute 33% to the overall star rating of a care home. We had our first survey undertaken at Warrigal Coniston last month, and these will now continue at all care homes throughout the year.



From the Chief Operating Officer

Craig Smith

Warrigal

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

6 February 2026

Visitor Management System

The Visitor Management System (VMS) was originally installed at every care home to monitor temperatures and to monitor the number of visitors coming into the home when we had to comply with strict COVID-19 restrictions. I would like to extend my gratitude to all the visitors that continue to use the system, as it provides valuable information on the number of visitors coming into the home and importantly those residents who do not have any visitors throughout the month.

During January there were 307 residents that did not receive any visits based on the VMS data. We use this information to ensure that our staff or volunteers undertake welfare check and spend time with these residents.

Allied Health Resources – Dieticians

One of our objectives last year was to have more control over Allied Health services and reduce the reliance on external contractors, which commenced with recruiting Physiotherapists.

I am pleased to advise that we have now employed two Dieticians who will work closely with the General Manager Hospitality Services in reviewing menus, providing education, undertaking audits and supporting the teams to achieve compliance with Nutrition and Hydration requirements.

Strategic Plan

At our Strategic Planning Workshop that was held last year with the Board, our four Strategic Pillars were reviewed, and it was determined that a fifth pillar was required focusing on **Stewardship**.

This refers to how we responsibly manage people, resources, assets, relationships and long-term obligations to create sustainable value. It is also about building strong community and stakeholder relationships. The goals associated with this new pillar are still being determined in consultation with the Board and will be implemented from 1 July 2026.

Senior Australian of the Year 2026

Last month, Professor Henry Brodaty AO, was named the 2026 Senior Australian of the Year. Professor Brodaty is recognised internationally for his leadership in dementia research and innovation, psychogeriatrics and aged care policy development.

His work has directly influenced many of the care practices and approaches we use at Warrigal, particularly in supporting residents living with dementia. Professor Brodaty's research has shaped best practice in aged care across Australia and



From the Chief Operating Officer

Craig Smith

Warrigal

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

6 February 2026

internationally. We are delighted that his work has been recognised and we have extended our congratulations for his work and achievement.

Warrigal Wellness Hub

The renovations on the office at Albion Park Rail have now been completed and will be known as the **Warrigal Wellness Hub**. This represents an exciting evolution in how we support our community.

The former administration centre brings together multiple services under one roof:

- A welcoming space for engagement and social support for Group Social customers
- Modern, purpose-built office facilities for our Home Services team
- Dedicated training spaces for clinical nurse educators, enabling high-quality staff development on-site
- Capacity for future Allied Health services, allowing us to expand the range of health and wellness supports available to our community

This investment reflects our commitment to creating accessible, integrated services that support people to live well at home and remain connected to their community. The Warrigal Wellness Hub will serve as a central point for health, wellness, and social connection, allowing in the community. The Warrigal Wellness Hub will serve as a central point for health, wellness, and social connection in the Illawarra region.

I sincerely wish to thank all residents and relatives for supporting Warrigal, and again, I wish you all a happy and safe new year. As always, if you have any feedback, please get in touch with me by emailing warrigal@warrigal.com.au.

Yours Sincerely,

Craig Smith
Chief of Operations