



From the Chief Operating Officer

Craig Smith

Warrigal

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

2 April 2026

Dear resident representatives and relatives,

Welcome to the April update, a month when daylight saving ends, when the temperature becomes even cooler, and with that cooler weather, the focus is on commencing influenza vaccinations. Management in our care homes have been working closely with General Practitioners to undertake vaccinations for residents who provide consent. This weekend we celebrate Easter, and the following weekend is Orthodox Easter, which are important occasions for many residents and families.

ANZAC Day is also an important date in April for many residents as it honours their lived experiences, service, sacrifices, and memories, providing a meaningful opportunity for remembrance, reflection, and shared respect.

Welcome to Warrigal

I would like to extend a warm welcome to the 25 permanent residents who moved into Warrigal during March. There were also 34 residents who came in for respite, who may also stay with us permanently. I hope that the transition into your new home was warm and welcoming and thank you for choosing to make Warrigal your home.

April Falls Month

Warrigal's Physiotherapy team have championed April as "April Falls Month" for several years, by raising awareness and educating our communities to prevent falls. Falls prevention must balance a resident's right to make their own choices with our responsibility to minimise the risk of harm. Supporting independence, dignity and autonomy means recognising that residents may choose to walk independently, refuse mobility aids, or continue preferred activities, even when there is an increased risk of falling. Rather than restricting these choices, effective falls prevention focuses on understanding what matters to the resident and putting strategies in place to reduce the risk where possible.

Our Wellness Team have been spending time preparing a host of activities that are aimed at building a culture where all staff, residents and representatives understand and prioritise falls prevention, with a measurable reduction in falls. This includes a consistent approach across all homes, with a different focus each week aimed at falls prevention.

- Week 1: Vision and Glasses
- Week 2: Foot Care and Footwear



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- Week 3: Mobility Aids
- Week 4: Environmental Hazards, Nutrition, Hydration, and Hearing Aids

These will be delivered through education, but also through some fun activities that demonstrate the importance of reducing falls.

Fuel Prices

We recognise that the current fuel situation and rising transport costs may make it more difficult for families to travel and visit their loved ones in our care homes. As an organisation, we are closely monitoring the situation and engaging with our suppliers to understand and manage any impacts on service delivery. We have developed a Fuel Supply Disruption Business Continuity Plan that provides a clear framework for maintaining essential services if the situation worsens.

Our focus remains on ensuring continuity of care and maintaining strong connections between residents and their families. The weekly data that is used to monitor visitors coming into the care homes shows that the number of visitors has reduced by 16% overall from the first week in March compared to the last week, with all homes having fewer visitors.

If travelling to visit becomes challenging at any time, we are pleased to offer support through facilitated online visits. Our staff can assist with arranging virtual catch-ups so residents can continue to see and speak with their loved ones regularly. We encourage families to contact our team if they would like to explore these options or discuss any concerns during this period.

Provider Registration

As an aged care provider, we must be formally registered with the Aged Care Quality and Safety Commission to deliver government-funded aged care services. Under the new Aged Care Act 2024, which strengthens a rights-based approach to care, providers are required to demonstrate strong governance, financial sustainability, and the capability to deliver safe, high-quality care in line with the Aged Care Quality Standards and the new Statement of Rights.

Warrigal is currently registered and approved to provide aged care services until September 2027, and we have recently been invited to apply for re-registration under



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the new legislative framework. This process includes ongoing assessment and review to ensure we continue to meet all regulatory requirements and maintain the highest standards of care for residents. The first step in this process involves providing detailed information to the Commission over the coming months, followed by visits to all care homes to assess the delivery of care and services against the new legislative requirements. These reviews help ensure we continue to meet the highest standards of care for residents. The timing of these visits will not be known for several months, but we will communicate it to residents and families once we are notified.

Illawarra Auxiliary

Last month, we were delighted to celebrate a remarkable milestone with the Illawarra Auxiliary, who have supported Warrigal for 50 years. The Auxiliary was first established on 8 March 1976, which is International Women's Day, a fitting reflection of the dedication and community spirit shown by generations of women volunteers. To mark the occasion, current members of the Auxiliary were joined by past members for a special afternoon tea, celebrating their shared history and contribution.

Over five decades, their tireless fundraising efforts have raised more than \$1.7 million to support our residents, enhancing care, comfort and wellbeing across our services, including the purchase of buses that are used across our different service streams. We extend our heartfelt thanks to all past and present Auxiliary members and supporters for the extraordinary difference they have made to the lives of our residents.

Vaccination Program

We have commenced a comprehensive vaccination program across all our homes in partnership with local Pharmacies and General Practitioners to support the health and wellbeing of our residents. Vaccination plays a vital role in reducing the risk of serious illness, complications, and outbreaks of preventable diseases, particularly for older people who may be more vulnerable due to age or underlying health conditions. By improving individual immunity and contributing to broader community protection, this program helps create a safer living environment, supports continuity of care, and provides reassurance to residents, families, and staff that proactive steps are being taken to protect everyone in our care.



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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