



From the Chief Operating Officer

Craig Smith

Warrigal

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

1 May 2026

Dear resident representatives and relatives,

Welcome to the May update, a month where we celebrate Mother's Day, International Nurses Day and National Volunteer Week. We are looking forward to recognising these important occasions. Mother's Day provides an opportunity to acknowledge the roles of mothers and there will be gifts and functions to mark the occasion. International Nurses Day allows us to honour the dedication and commitment of nurses who play a vital role in supporting our residents' wellbeing every day. National Volunteer Week, which is from 18-24 May, is a time to celebrate and thank more than 600 volunteers for their generosity, time, and meaningful impact they make at Warrigal.

This month:

- Welcome to Warrigal
- Resident Vaccinations
- Quality Care Advisory Body (QCAB)
- April Falls Month
- Higher Everyday Living Fees (HELF)
- Group Social

Welcome to Warrigal

I would like to begin by extending a warm welcome to the residents who moved into Warrigal during April. I hope that the transition into your new home was warm and welcoming. Thank you for choosing to make Warrigal your home.

Resident Vaccinations

With the cooler months upon us, we need to be vigilant with infection control as outbreaks are more prevalent. One of the requirements during the peak of the COVID-19 pandemic was that each residential care home had a staff member dedicate time to reviewing infection protection controls and provide leadership during any outbreaks. Warrigal appointed a Coordinator to oversee all the IPC leads in the care homes, and this has continued to ensure we maintain a strong focus on this area for our residents.

We remain committed to maintaining strong Infection Protection Protocols to minimise the risk of illness within our care homes, including rigorous hygiene practices, environmental cleaning, screening, and prompt response to outbreaks.



From the Chief Operating Officer

Craig Smith

Warrigal

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

1 May 2026

However, vaccinations against Influenza and COVID-19 continue to be strongly encouraged as an important additional layer of protection for residents, many of whom have compromised respiratory systems or underlying health conditions. Immunisation helps reduce the spread and severity of respiratory infections, supports resident wellbeing, and complements existing protocols to create the safest possible environment for everyone in our care. We will continue to focus on providing vaccinations to residents who have given consent. The table below provides a summary of the current number of residents in each home and the number that have received the Influenza vaccination.

Care Home	Occupied Beds	Influenza Vaccination
Albion Park Rail	142	64
Bundanoon	88	23
Calwell	145	88
Coniston	56	50
Goulburn	157	28
Hughes	172	60
Mount Terry	149	33
Mt Warrigal	40	39
Multicultural Village	98	70
Queanbeyan	126	90
Shell Cove	129	125
Stirling	139	97
Wollongong	151	142

Quality Care Advisory Body

During the month of April, the Quality Care Advisory Body met as part of its regular twice-yearly meetings. This Body was established following recommendations from the Royal Commission to ensure that consumer representatives are actively involved in reviewing and advising on quality and care processes.



From the Chief Operating Officer

Craig Smith

Warrigal

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

1 May 2026

The purpose of the Quality Care Advisory Body is to provide independent and objective advice to the Board on matters that affect the quality and safety of care provided to residents and customers. At this meeting, members discussed key topics including clinical risks, GP visits to care homes, reportable incidents, and our overall model of care. These discussions help strengthen oversight, ensure resident and consumer perspectives are included, and support ongoing improvements to the care we provide.

One of the areas discussed was feedback channels and ensuring that verbal feedback was captured. The representatives requested that I remind all visitors that every home has now had a kiosk installed specifically for relatives to provide feedback, which could be either a complaint or a compliment.

April Falls Month

As advised in the last update, Warrigal celebrated April Falls month. Falls prevention is a shared responsibility and over the past month our focus has been on working with staff and residents to increase their knowledge on the contributing factors with falls and the subsequent impact. It has been great to see all the initiatives being rolled out across the whole organisation to help make Warrigal safer, stronger, and more connected. We have seen walker carwashes where resident walkers and mobility aids have been checked and cleaned, shoe fashion parades educating residents on safe footwear, dances and education sessions from our Physiotherapists. We have also had cleaning stations for glasses, hearing aid checks and so much more being implemented across the organisation, with the objective of reducing falls.

Higher Everyday Living Fee (HELFF)

It was also raised at the QCAB meeting that there is still some confusion regarding the difference between Additional Service Fees and the transition to Higher Everyday Living Fees (HELFF), and they requested clarification through these updates.

As part of ongoing changes, all Aged Care Providers that charge Additional Service Fees (ASF) will be transitioning to Higher Everyday Living Fees (HELFF). This transition reflects updated government requirements and aims to improve transparency, fairness, and resident choice regarding optional everyday living services.



From the Chief Operating Officer

Craig Smith

Warrigal

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

1 May 2026

In care homes where Additional Service Fees (ASF) currently apply, these fees are not optional. Residents are charged for the additional service package as a whole. Fees would only be reduced or waived if a resident can no longer reasonably derive a benefit from the services included in the package. In these circumstances, we may discuss exiting or varying the agreement with the resident or their representative.

All residents who are paying ASF as at 31 October 2025 will continue to be charged these fees until 1 November 2026. This ensures continuity and allows time to prepare for the new arrangements. Prior to the transition date, residents and, where appropriate, their Supporters will be contacted to explain the changes, what services will be available under HELF, and how agreements will work.

Under Higher Everyday Living Fees (HELF), all services are optional. Residents can choose which higher everyday living services they wish to receive and only pay for the services they agree to. Services are set out through either:

- Standing (written) HELF agreements for planned, ongoing, fixed-term or one-off services, or
- Ad-hoc HELF agreements for single, unplanned services requested at the time they are provided.

Importantly, under both ASF and HELF arrangements, residents can only be charged for services they are receiving and benefiting from. The move to HELF strengthens this principle by ensuring services are resident-led, clearly agreed and fully optional.

Group Social

We understand that when a loved one moves into care, they often build many new connections through daily life, such as participating in group activities, sharing meals, and taking part in meaningful experiences with other residents and staff. These social opportunities can help create a sense of belonging and community, supporting emotional wellbeing during this transition. It is also important to know that support is available in the Illawarra and Goulburn areas to help partners stay connected, with activities designed to maintain relationships and reduce isolation.

Group social activities can provide a welcoming space for people to come together, build friendships and feel part of a community. These activities offer opportunities to



From the Chief Operating Officer

Craig Smith

Warrigal

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

1 May 2026

have conversations and reduce feelings of isolation, while supporting emotional and social wellbeing for everyone involved.

The program is funded through the Commonwealth Home Support Program (CHSP), which helps support older people to stay socially connected and engaged. Under this funding model, customers are asked to contribute towards the cost of the activity or outing they attend. The contribution amount varies depending on the type of activity and helps ensure the program remains accessible and sustainable while continuing to offer meaningful social experiences. These services are available at two locations, the Wellness Hub at Albion Park Rail and the Goulburn Care Home. Families are encouraged to ask about these activities and consider participating together, as we continue to support connection, companionship and quality of life for residents and their loved ones.

I sincerely wish to thank all residents and relatives for supporting Warrigal. As always if you have any feedback, please email warrigal@warrigal.com.au.

Yours Sincerely,

Craig Smith
Chief of Operations