



From the Chief Operating Officer

Craig Smith

Warrigal

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

7 August 2026

Dear resident representatives and relatives,

Welcome to the August update, which means we are one month away from Spring and can begin looking forward to warmer days ahead. Today is Aged Care Employee Day, when we recognise the dedication of our workforce, and World Senior Citizens Day is on 21 August. This day celebrates the valuable contributions of older people and reinforces the importance of enabling every resident to live with independence, dignity, choice and respect.

Welcome to Warrigal

I would like to begin by extending a warm welcome to the 39 residents who moved into Warrigal during July. I hope that the transition into your new home was warm and welcoming.

Changes to Resident and Accommodation Agreements

The Australian Government requires all aged care providers to update the agreements of residents who entered care before 1 November 2025 so that they reflect the rights, responsibilities and requirements outlined in the Aged Care Act 2024. These updates must be completed by 31 October 2026.

Over the coming months, Warrigal will be updating your existing Resident and Accommodation Agreement. Under the new legislation, this agreement will be known as an **Accommodation and Service Agreement**.

You will receive a letter from our Customer Relations team outlining the proposed changes in full. In summary, your updated Agreement will include:

- Your rights under the new **Statement of Rights**, which replaces the **Charter of Aged Care Rights**.
- The services Warrigal is funded to provide, set out in the new **Residential Care Service List**, which replaces the current **Specified Care and Services** list.
- Details of any **Supporter** you have appointed and the role they play in supporting your decision-making.
- Information about how feedback, concerns and complaints are managed.
- Requirements for reviewing your Agreement, which must now occur at least every 12 months.

I would also like to reassure you about what is **not changing**. Your room price, accommodation payments (RAD/RAC or DAP/DAC), and existing accommodation arrangements will remain unchanged as a result of these updates. Your current



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Additional Services will also continue until 31 October 2026. We will speak with you separately about Higher Everyday Living Services and the options that will be available from November 2026.

There is nothing you need to do at this stage. Warrigal will contact you, or your appointed attorney or authorised representative, to discuss the changes, answer any questions you may have, and explain any actions that may be required. You are welcome to have a family member, carer, advocate or Supporter present during these discussions. You may also wish to seek independent legal or financial advice before agreeing to any changes to your Agreement.

Mount Terry Capital Grant

Warrigal continues to work closely with Local Health Districts and ACT Health to support older people who require residential aged care following a hospital stay. Demand for aged care places continues to grow across our regions, and increasing the availability of residential care beds is an important part of ensuring older people can access the care they need in a timely manner.

I am pleased to share that Warrigal has been successful in securing \$10 million in funding through the Australian Government's Aged Care Capital Assistance Program (ACCAP). This funding will support an expansion of Warrigal Mount Terry, increasing capacity from 151 to 173 beds and enabling us to provide care and support to more older people in our community.

Before construction can commence, there are several important planning activities to complete, including finalising designs, appointing contractors, determining staging arrangements and developing communication plans. We will also carefully consider what the project means for residents and staff to ensure any impacts are well managed throughout the development. More information will be shared in the coming months, and we will continue to keep Warrigal Mount Terry residents, families and staff informed as the project progresses.

Pharmacy Update

Since advising last month of our transition to a single pharmacy provider across all Warrigal Care Homes, I am pleased to report that the transition at Bundanoon has been completed successfully. This month, three additional homes in the Illawarra region, Coniston, Mount Warrigal and Shell Cove, will transition to Pharmacy Express as we continue rolling out this initiative.



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Aged Care Employee Day

Aged Care Employee Day, celebrated today, provides an opportunity to recognise and thank the dedicated staff who make Warrigal such a special place for residents to live. While I am sure that you see the care, support and services that are provided each day, this occasion allows us to acknowledge the commitment and dedication of every person who contributes to ensuring our residents are known, loved and connected.

Our vision can only be achieved through the people who bring it to life every day. Whether providing direct care, hospitality, maintenance, lifestyle, administration or support services, our employees play a vital role in creating communities where older people are valued, respected and supported to live with independence, dignity and purpose. On behalf of Warrigal, I thank our staff for the positive difference they make in the lives of our residents, clients and families every day.

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