



From the Chief Operating Officer

Craig Smith

Warrigal

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

4 September 2026

Dear resident representatives and relatives,

Welcome to the September update, which means we are now in Spring with the warmer weather commencing. It is a lovely time of year, with longer days, milder weather, a sense of renewal and optimism, and for some residents, the joy and heartbreak of watching finals football. If your team is still playing, I hope it's a good month.

September is a wonderful time to promote wellbeing and connection in aged care through three complementary initiatives. Healthy Ageing Month encourages residents to stay active, engaged, and focused on physical and mental wellbeing, while R U OK? Day highlights the importance of meaningful conversations and social connection to support mental health. Dementia Action Week raises awareness of dementia, promotes understanding, and encourages communities to create more inclusive and supportive environments for people living with dementia. Combined, these observances provide valuable opportunities to celebrate healthy ageing, foster connections, and support the wellbeing of residents, families, and staff.

Welcome to Warrigal

I would like to begin by extending a warm welcome to the 63 residents who moved into Warrigal during August. I hope that the transition into your new home was warm and welcoming.

Provider Registration

The introduction of the new Aged Care Act has changed the way aged care providers are regulated. Rather than relying on periodic accreditation assessments, providers now operate within an ongoing registration system that places a stronger focus on quality, safety, governance and continuous improvement. This approach increases accountability across the entire organisation, with the Board and Executive responsible for ensuring effective systems, processes and oversight are in place to support the delivery of high-quality care.

Under the previous accreditation model, regulatory reviews primarily focused on the performance of individual residential care homes. While homes will continue to be visited and assessed, the new approach places greater emphasis on provider-level accountability. Reviews of individual homes will help validate that the information and assurances provided by the Board and Executive accurately reflect the care, services and outcomes being delivered to residents.



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Warrigal has been preparing for these reforms since the new Act was introduced, with dedicated resources focused on strengthening our readiness. This has included ongoing reviews of our governance, systems, processes and reporting to ensure we are well-positioned to meet the new requirements. While a timeframe for Warrigal's registration assessment has not yet been confirmed, we continue to meet regularly to monitor progress, identify improvement opportunities and ensure we are as prepared as possible.

This work reflects our ongoing commitment to providing safe, high-quality and person-centred care for every resident.

Board Strategy Workshop

Warrigal's Strategic Plan, ***Towards 2030***, is built around five strategic pillars, each supported by key performance indicators that are regularly reported to the Board. To ensure these priorities remain relevant and effective, the Board reviews the pillars and supporting strategies on an ongoing basis. An annual Board Strategy Workshop provides an opportunity to assess progress, respond to emerging opportunities and challenges, maintain alignment with regulatory requirements, and refine Warrigal's strategic direction for the next three to five years.

This year's workshop will be held in Canberra at the end of September and will focus on several key strategic priorities. A major area of discussion will be the development of a comprehensive property plan, including actions and priorities across all Warrigal villages and residential care homes.

The workshop will also explore the future of our villages, with a focus on strengthening resident engagement and considering alternative models that support evolving resident expectations and community needs. In addition, our Chief Information Officer will present on the technology investments required to ensure Warrigal has the infrastructure, systems and capabilities needed to support operational excellence and sustainable growth in the short and medium term.

Pharmacy Update

I am pleased to share that the rollout of BestMed, Warrigal's new electronic medication management system, is progressing well across our residential care homes. BestMed provides a single platform for prescribing, administering and managing medications, supporting safe, efficient and person-centred care.



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Following successful implementations at Coniston, Mount Warrigal and Shell Cove in August, BestMed will be introduced at Hughes, Mount Terry and Albion Park Rail throughout September as the phased rollout continues across Warrigal. Each site transition has been carefully planned and supported to ensure a smooth experience for residents and staff.

The BestMed implementation is being delivered alongside the transition to our new preferred pharmacy partner, Pharmacy Express. Together, these initiatives are creating a more integrated and streamlined approach to medication management, improving coordination, consistency and efficiency across our homes.

I would like to thank our residents, families and staff for their ongoing support and collaboration throughout this important project. As the rollout continues, BestMed will help further strengthen medication safety, enhance consistency and support the delivery of high-quality care across Warrigal.

Father's Day

Father's Day is being celebrated this weekend across all of our care homes, which is a great opportunity for care homes to recognise the fathers, grandfathers, and father figures who have played such an important role in the lives of their families and communities. Celebrating Father's Day helps create a sense of belonging and joy, while also encouraging social interaction and strengthening relationships between residents, families, staff, and the wider community.

This year, many of our care homes will be marking the occasion with Father's Day BBQ celebrations. Residents, families, and team members will come together to enjoy delicious food, great company, and a relaxed community atmosphere. There will also be a special car show that residents at Mount Terry, Mt Warrigal and Shell Cove will get to experience, showcasing an impressive range of vehicles, hopefully generating many fond memories for residents.

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