

From the Chief Operating Officer

Craig Smith

Warrigal

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

6 November 2026

Dear resident representatives and relatives,

Welcome to our November update. This month marks an important milestone, being 12 months since the commencement of the new Aged Care Act. Over the past year, significant work has been undertaken to strengthen our policies, processes and staff training to align with the new requirements. These changes help residents and families receive greater protections, increased transparency and the confidence that we are accountable for delivering safe, high-quality, person-centred care.

November is a wonderful time in an aged care home, bringing with it warmer weather, longer days and a sense of anticipation as the year draws to a close. Outdoor activities become more enjoyable, and residents often take pleasure in spending time with family and friends as community events and celebrations begin to fill the calendar. It is also a time to look forward to the festive season, fostering a strong sense of connection, wellbeing and community throughout the home.

Welcome to Warrigal

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

Warrigal Annual General Meeting

Our Annual General Meeting was held on 26 October, providing an opportunity to reflect on our achievements over the past year and consider the opportunities and challenges that lie ahead. The theme of this year's Annual Report is *Stewardship*, the fifth pillar of our strategic plan, which reflects our commitment to taking responsibility for what matters most, including the people we support, our employees, our communities and the sustainability of our organisation.

Some of the highlights from the Annual Report include:

- Warrigal supported 2,135 permanent care residents.
- Warrigal supported a total of 4,519 older people across all services.
- Residential care occupancy remained strong at 96.4%.
- Residents stayed with Warrigal for an average of 1,045 days, reflecting the important role our homes play in providing long-term care and support.
- Our workforce grew to 2,646 employees, with females making up 78% of our team.



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- We achieved an outstanding 100% participation rate in our employee survey, ensuring every staff member had the opportunity to share their feedback and help shape our future.

These results reflect the dedication of our employees, the trust placed in us by residents and families, and our ongoing commitment to delivering high-quality care and services.

Pharmacy Update

We are pleased to share that the rollout of BestMed and Pharmacy Express continues to progress across Warrigal. Following successful go-lives at Warrigal Goulburn on 8 October and Warrigal Multicultural Village on 20 October, the project remains on schedule, with implementation activities progressing as planned.

The project team is now working closely with staff at Warrigal Stirling, Warrigal Calwell and Warrigal Queanbeyan as they prepare for their transition to the new service. Warrigal Queanbeyan is scheduled to go live on 1 December, marking the completion of implementing this significant organisation-wide initiative across all our residential homes.

This has been a substantial undertaking involving many people across the organisation, and reaching this final stage is a significant achievement.

As outlined in my previous communications, I would like to remind residents and their representatives of the importance of completing and returning their Pharmacy Express forms if they have not already done so. These forms enable direct billing arrangements to be established, with payment options available via Direct Debit, BPAY or EFT.

Our teams will continue to support residents and families throughout this process and will contact anyone with outstanding documentation. If forms are not completed and returned, the home's management team will need to discuss the situation with the resident and/or their representative and undertake a Dignity of Risk assessment.

Please note that without an agreed billing arrangement in place, medications cannot be supplied through Pharmacy Express. In this circumstance, residents or their representatives will need to arrange an alternative pharmacy provider and medication supply.



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Supporting Better Care Through Research and Innovation

Warrigal is committed to continuously improving the care and services we provide. We regularly review our practices through internal evaluations, quality improvement activities and audits to identify opportunities to enhance the experiences and outcomes of the people we support.

In addition, Warrigal partners with aged care providers, universities and industry organisations to participate in research and innovation projects that contribute to the ongoing improvement of aged care across Australia.

We are currently collaborating with universities across the ACT, NSW and QLD to explore innovative approaches that support the health, wellbeing, and quality of life of older people. Residents, clients, and family members may occasionally be invited to participate in research activities such as surveys, interviews or focus groups. Participation is always voluntary, and all projects are conducted in accordance with Warrigal's Privacy Policy. Information collected is de-identified, kept confidential and securely destroyed at the conclusion of the project.

To learn more about Warrigal's research activities, please contact Professor of Dementia Research Victoria Traynor at vtraynor@warrigal.com.au.

New TV Commercials

Our new TV campaign, *This is My Warrigal*, will start airing on WIN TV across Wollongong and Canberra from 8 November. The three commercials cover Residential Care, Community Villages and Home Services, with each one capturing a different side of life at Warrigal.

At its heart, the campaign is about the people we support. It shares what they enjoy, what matters to them and the lives they continue to lead. Filming from a point-of-view perspective, you see this all through their own eyes.

You can watch the commercials here. I hope you enjoy seeing a few familiar faces and places, and a big thank you to everyone who took part.

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