

*Warrigal*

Inspiring communities  
for older people

From the desk of  
**Executive  
Operations**



**4 November 2022**

Dear resident representatives and relatives,

Over the past week there has been an increase in the number of people who have tested positive to COVID-19, along with the proportion of positive PCR tests. NSW Health has advised that with the information about variant mix and COVID-19 activity in other states, the data indicates the start of a new wave of infections. At this stage, there are no COVID-19 outbreaks across Warrigal and there are no changes to the current arrangements that require staff and visitors to undertake a Rapid Antigen Test every 72 hours and continue to wear surgical masks.

With the Melbourne Cup festivities now finished, the dates for the resident Christmas parties have all been finalised this week. These dates will be communicated by the local management team, along with the location. If possible, some of these parties will be held outdoors, particularly if COVID-19 cases increase in the community. It will be exciting to have residents and relatives together to celebrate Christmas for the first time in a number of years.

This week Warrigal held its Annual General Meeting which was an opportunity to highlight the achievements and challenges over the past year, and to also recognise the contribution of our CEO, Mark Sewell, for his 21 years at Warrigal, with the new CEO, Jenni Hutchins, commencing next Monday, 7 November. The snapshot of the past year that is summarised in the Annual Report includes;

- Warrigal supported 4,035 older people across our services, including 1,880 in residential care.
- Provided employment to 1,846 people who were supported by 365 dedicated volunteers.
- Won 7 awards recognising our commitment to older people, including Aged and Community Services Australia, National Provider of the Year, and only last month being named the winner of Excellence in Large Business in the Illawarra Business Awards.
- The outcomes that are going to be measured in the updated Strategic Plan which includes our customers having confidence in us and our services being seamless and of the highest quality.
- There were 42 visits or phone audits from the Aged Care Quality and Safety Commission over the past year, including 32 related to Infection Control, COVID-19 and flood preparedness. All of our services remain compliant.
- Over the course of the year there were 896 residents that tested positive for COVID-19.

Today we celebrated the fifth anniversary of Shell Cove, which was an innovative model of delivering care and services, along with a community village and a café that is now run by another charitable organisation, Greenacres. We are currently completing the fourth and final stage which will be an additional 24 apartments on the site. While Warrigal has grown over the past 5 years through acquisitions and the redevelopment of Queanbeyan, it was fitting that the vision of the Board and Executive Team at the time was celebrated today prior to Mark's retirement.

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There are a number of exciting projects that we will be trialling over the coming months, with the outcome of enhancing the lives of our residents. Some of these have been postponed due to the previous restrictions with visiting, but are now going to be undertaken. The trials will be undertaken at one or two homes and the impact assessed prior to a broader implementation. These include;

- Creative Engagement which involves providing one on one support to residents where the person uses costumes that are reminiscent of previous eras and uses songs, poetry and other creative expressions to connect with the resident based on their background.
- Using immersive virtual reality experiences for residents focusing on physiotherapy rehabilitation, pain management and mental health.
- Utilising a bed that can monitor heart rate, respiratory rate, sleep quality, falls prediction and immobility detection.

With communication on any changes with outbreaks occurring at a local level, these updates will focus on organisational and industry updates, and as a result the frequency will change to monthly.

I continue to welcome your feedback and would encourage you to continue doing this by contacting your local management team, calling 1800 927 744 or by emailing us at [warrigal@warrigal.com.au](mailto:warrigal@warrigal.com.au).

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'CS' or similar initials, written in a cursive style.

**Craig Smith**  
**Executive Leader – Service Integrated Communities**