

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



21 October 2022

Dear resident representatives and relatives,

It has been important to provide regular updates over the past two years as we have responded to restrictions, lockdowns, new variants of COVID-19 and the opening up of the community, and the impact that this has on residents, staff and visitors. While we need to remain vigilant, and continue to use the surgical face masks and hand sanitisers, all of the current arrangements will remain in place, and further communication will be sent when this changes.

One of the benefits of managing the outbreaks has been the implementation of the Visitor Management System, and we will continue to update the questions that are used on the declaration when entering the home to reflect changes, however, it also provides important information on the number of visits that each resident receives. Over the past 4 weeks there were over 10,000 visits made to residents, and there were 221 residents who have not had a visit which have been referred to the respective homes to ensure that appropriate emotional support is being provided. Any outbreaks and changes to visiting arrangements will be communicated at a local level, which has occurred over the past fortnight with a COVID-19 outbreak in one neighbourhood at Warrigal Calwell, and a Rhinovirus outbreak at Warrigal Stirling.

I am pleased to advise that Warrigal and Multicultural Aged Care Illawarra (MACI) have progressed with a merger, that ensures the 100 bed aged care home in Warrawong and eight retirement living units remain operational and viable. Given the challenges of the last few years with COVID-19 outbreaks, punitive sanctions and the increased compliance requirements in the aged care sector, the MACI Board realised that single standalone operators face significant hurdles to remain viable. As a result, the MACI team reached out to Warrigal to ensure the continuation of multicultural aged care and essential services for older people in their community.

Warrigal recognised the critical role that MACI plays in the Warrawong community and more broadly for people from the Illawarra's culturally and linguistically diverse (CALD) backgrounds. Over the last 33 years, MACI has provided a unique not-for-profit service supporting older people from CALD backgrounds. The merger with Warrigal will ensure that this service continues to serve the community for many years to come.

We continue to prepare for accreditation at a number of our care homes, and anticipate the Aged Care Quality and Safety Commission will undertake reviews at Albion Park Rail, Goulburn, Wollongong and Queanbeyan in the coming months. These reviews will be against the current Aged Care Standards, while consultation has commenced on new standards being implemented as a result of the Aged Care Royal Commission findings that will support broader changes being made by the Government to improve aged care.

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After an extensive and extremely competitive selection process, we announced this week that Jenni Hutchins has been appointed as the new Warrigal CEO. The news comes as our long-time Chief Executive Officer, Mark Sewell, announced his retirement in August 2022, in order to spend more time with his large extended family. Jenni comes to Warrigal with an impressive history of leadership in several not-for-profit and government roles, most recently as the CEO of Big Fat Smile, a not-for-profit specialising in early childhood education. She is a registered psychologist, and a graduate Company Director on several distinguished boards, with qualifications in business and people management from Harvard Business School. Jenni's official start date is Nov 7, 2022.

I continue to welcome your feedback and would encourage you to continue to do this by contacting your local management team, calling 1800 927 744 or by emailing us at warrigal@warrigal.com.au.

Yours Sincerely,

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

Craig Smith
Executive Leader – Service Integrated Communities