

Volunteer Update

As we start another exciting year, I want to thank all our incredible volunteers, both new and those who have been volunteering over many years. Your dedication and generosity are at the heart of everything we do at Warrigal. Volunteers bring joy, companionship, and connection to our residents, helping to create a warm, welcoming, and engaging community.

This year, we are inspired by Warrigal's new vision: ***A world where older people are known, loved, and connected.***

As volunteers, you play a crucial role in making this vision a reality. Every conversation, every shared moment, and every small act of kindness contributes to ensuring that older people feel valued and included. Thank you for being part of this journey—we look forward to a fantastic year ahead!

Michelle Chate, Volunteer Coordinator

Know Me Program



The **Know Me Dementia Program** – Phase 2 commenced in early February, welcoming **15 new volunteers** who are being trained in reminiscence therapy and capturing residents' life stories. This **16 week program** focuses on creating digital life story videos, which will be used by staff and treating medical practitioners to provide person-centred care by truly understanding the person behind the dementia.

At the completion of the program, these volunteers will continue to contribute by supporting various roles and activities within the Lifestyle Teams.

A collaboration between ANU and Warrigal, this program was a huge success in Phase 1 in 2024, demonstrating the power of storytelling and connection in dementia care. Due to its positive impact, Phase 3 is set to commence in mid 2025, continuing Warrigal's commitment to innovative and compassionate dementia support.

A World Where Older People Are Loved, Known, and Connected



Loneliness is a growing epidemic among older Australians, with one in three people aged 65 and over experiencing isolation. The health consequences of this social disconnect - ranging from depression and anxiety to chronic disease - are profound. As leaders in aged care, we must ask ourselves: How can we address this pressing challenge?

In her recent op-ed, **Warrigal CEO, Jenni Hutchins**, explores the urgent need for a paradigm shift in how we can for and engage with older people. She highlights the importance of meaningful community connections and how a person-centred approach in aged care is key to tackling isolation.

Here are some key insights from Jenni's article:

- Loneliness contributes to serious mental and physical health challenges, with long-term effects that go beyond emotional well-being.
- More than 80% of older Australians prefer to receive care in their own homes, making community support and independence crucial to their quality of life.
- Small acts make a big impact: From regular check-ins to creating spaces for intergenerational interactions, even simple acts of kindness can make a world of difference in combating loneliness.

The full op-ed is available on the Illawarra Mercury website. Click [HERE](#)

At Warrigal, we believe in a future where older people are not just cared for but are actively connected with their communities, empowered to live independently, and valued for the wisdom they bring.

Warrigal LinkedIn Article February 2025

Warrigal Central



As Warrigal continues to grow, we are bringing our support services teams together in one central location. We are excited to announce the opening of **Warrigal Central**, our new purpose-built office at 10 Pioneer Drive, Oak Flats.

Previously, our teams were spread across Albion Park Rail, Warilla, and Wollongong. Over the past few months, they have been gradually transitioning to **Warrigal Central**, creating a more connected and efficient workspace.

Important Changes for Walk-in Enquiries

From **Monday, 3 March**, all walk-in enquiries previously handled at Albion Park Rail will now be welcomed at **Warrigal Central**, where our Customer Relations team will be ready to assist you.

Warrigal Central Location

Level 2, 10 Pioneer Drive, Oak Flats

Operating Hours

Monday to Friday, 9 AM – 5 PM
T | 1800 927 744
E | warrigal@warrigal.com.au
W | warrigal.com.au



Greenwell Point

Our **Mt Warrigal** residents enjoyed a delightful outing down the south coast, visiting the historic shops at Jindyandy for a relaxing morning tea and some shopping. They then continued to Greenwell Point Bowling Club for a delicious Chinese lunch while taking in the stunning waterfront views.

A big thank you to our wonderful Volunteer Bus Driver, Rex, and volunteer outing assistant, Wendy, for providing support and companionship throughout the trip.



Celebrate

HARMONY WEEK

for older people

Join us for a fun morning celebrating multiculturalism and inclusivity for older people, with special performances, conversation on diverse care and services, and light refreshments uniting foods from around the world!

Free event - everyone is welcome!

Date 10am - 11:30am
Thursday 20 March 2025

Location Shellharbour Civic Centre
76 Cygnet Ave,
Shellharbour

RSVP Scan the QR code to
book in via Eventbrite!



Scan here
to book your spot.



Oldest Serving Volunteer

Freda Bush, Warrigal's oldest serving volunteer, celebrated her **95th birthday** this month, enjoying some well deserved cake with fellow volunteers, staff and loved ones.

As Treasurer of the Warrigal Goulburn Auxiliary, and an active member of the knitting group, Freda loves staying busy, chatting and helping our residents any way she can.

"I intend to go on volunteering 'til I'm 100, I don't know what I'd do without it!" - Freda



Happy Retirement Russell

Russell Pryer has been driving the bus at Warrigal Bundanoon for over 10 years and, at the end of 2024, made the decision to retire.

Russell has always gone above and beyond to ensure our residents enjoy meaningful and enjoyable bus outings. He has also generously volunteered his time to transport volunteers to and from events in Goulburn over the past few years.

On behalf of the management, staff, residents, and volunteers at Warrigal Bundanoon, we sincerely thank Russell for his years of dedicated service and wish him all the very best in his retirement.



Mystics Grand Opening



The transformation of the Mystics courtyard turned out even better than we could have imagined. The new raised garden beds, now bursting with flowers, herbs, and vegetables, along with the outdoor furniture and seating, have created a beautiful and welcoming space for residents and their families to enjoy—especially with the stunning Aboriginal mural as a striking focal point.

To celebrate this incredible transformation, we held a grand opening event to thank the dedicated volunteers, community members, and staff who brought the courtyard to life at our Warrigal Shell Cove memory support unit. The event was attended by Shellharbour Mayor Chris Homer, mural artist Michael Fardon, Warrigal CEO Jenni Hutchins, Chairman Wyn Janssen, as well as representatives from the Warrigal Care Auxiliary, Shell Cove volunteers and Bunnings.



A Word From The Artist



As an Aboriginal man, art has always been something that kept me out of trouble. I grew up in a housing commission area and loved art—it was something I felt I had to do. I never really knew what I wanted to be, but my art teacher at school saw potential in me and encouraged me to pursue it.

For this mural, I wanted to incorporate Warrigal's corporate colours and include the whale, which is the totem of the Dharawal people, symbolising their deep connection to coastal environments. The design represents the whale's migration along the East Coast—travelling south and then returning north—symbolising movement and connection. It also reflects the journey of residents and their families as they navigate life at Shell Cove.

I aimed to create something aesthetically pleasing, a mural that offers a sense of peace and safety when in the courtyard. I hope the residents, their families, and the community enjoy it for many years to come.

Michael Fardon (Aboriginal Artist)



Farewell Chris

Saying farewell to Warrigal Stirling volunteer, **Chris Fitzpatrick**, was no easy task. Chris has recently stepped down from volunteering as he moves to the far South Coast to enjoy a well-earned, relaxed retirement with his family.

Chris has generously given his time, energy, and compassion to make a meaningful difference at Warrigal Stirling, and we are truly grateful for his dedication. To celebrate his contributions, management, staff, and residents came together for a farewell lunch, sharing fond memories and expressing their heartfelt appreciation. We wish Chris all the very best in this next chapter and thank him for his incredible hard work.



Australia Day Awards

We are incredibly proud that **Rex Halpin**, Volunteer Bus Driver, was nominated for the **2025 Shellharbour Community and Australia Day Awards** and recognised for his dedication and positive impact on the community. Residents from the Shell Cove village, who nominated Rex, joined him at the awards ceremony to celebrate his achievements.

'Rex plays an invaluable role as the Warrigal Village bus driver. He donates much of his personal family time to be available for excursions. But he's not just a bus driver, he has a friendly smile and is an incredibly kind and compassionate person'.



In Loving Memory



It is with great sadness that we share the passing of **Ann McCarter**, a valued member of the former Warrigal Bundanoon Auxiliary and the Bundanoon community.

Ann passed away on 23 February and played a pivotal role in establishing the Warrigal Bundanoon Auxiliary. She was a dedicated volunteer at Bundanoon, served as President, Secretary and Treasurer on the Auxiliary over the years, and was instrumental in organising numerous fundraising events.

Beyond her contributions to Warrigal, Ann was actively involved in the local community and served as President of the Bundanoon Good Yarn.

Ann will be deeply missed, and our thoughts are with her family during this difficult time.

"I joined the Auxiliary when I moved to Bundanoon as a way of meeting people and continue to use my skills, as I had just retired after working 45 years in the health industry. I enjoy having contact with the residents and doing something useful. We have fun organising different events and it gives you a sense of achievement when you participate in different activities". Ann McCarter (2022)



Warrigal Stirling

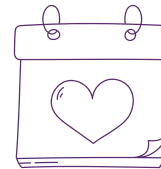
There's always something happening at Warrigal Stirling, and it's wonderful to see our volunteers getting involved, assisting with activities, and being part of the fun.

Volunteering in aged care can take many forms, allowing people to contribute in ways that suit their skills, abilities, and time commitments. I especially love seeing volunteers fully embracing the experience—like at Stirling, when they dressed up and played characters in the Christmas Nativity Play, assisted with Christmas carols, card making, craft and other events.

One special volunteer, Meritt, visits on weekends with her dachshunds, Snickers and Bueno, to provide Pet Therapy. Residents love cuddling this adorable duo, who brings relaxation, comfort, and happiness to everyone they meet.



Save the Date



Volunteer Week Events

Southern (Bundanoon to ACT)

Tuesday, 20 May 2025, 11.30am to 2pm

Northern (Illawarra)

Thursday, 22 May 2025, 11.30am to 2pm

Volunteer Christmas Events

Southern

Tuesday, 25 November 2025, 11.30am to 2pm

Northern

Thursday, 27 November 2025, 11.30am to 2pm

Community Facilitator

Shell Cove - Scott Rayner 0476 858 872
srayner@warrigal.com.au

Warrigal Social

Illawarra - Lee-Anne Sutton 0436 815 911
lsutton@warrigal.com.au

Goulburn - Rachael Edwards (02) 4823 0600
redwards@warrigal.com.au

Lifestyle Team Leaders

APR - Natasha McAlister 0476 858 870
nmcaster@warrigal.com.au

Bundanoon - Corae Marx (02) 4884 6100
cmarx@warrigal.com.au

Calwell - Thanga Vaiphei (02) 6298 5200
tvaiphei@warrigal.com.au

Coniston - Kylie O'Brien 0458 114 410
kobrien@warrigal.com.au

Goulburn - Adam Skelly 0488 712 487
askelly1@warrigal.com.au

Hughes - Sukhmani Pabla (02) 6283 4980
spabla@warrigal.com.au

Mt Warrigal - Stella Banks 0458 110 571
sbanks@warrigal.com.au

Mt Terry - Amanda Brien 0436 631 170
abrien@warrigal.com.au

Multicultural Village - Rebecca Marshall
0418 977 433 rmarshall@warrigal.com.au

Queanbeyan - Belinda Huntly (02) 5110 3500
bhuntly@warrigal.com.au

Stirling - Sushila Subedi 0427 013 890
ssubedi@warrigal.com.au

Wollongong - Michael Patterson 0458 068 486
mpatterson@warrigal.com.au

For all volunteer enquiries please contact Warrigal's Volunteer Coordinator

Tel: 0436 806 723 | Email: volunteering@warrigal.com.au