

Volunteer Update

September has been a month filled with fun and celebrations in Warrigal's volunteer program. We give a very warm welcome to all our new volunteers: Phil, Catherine, Bob, Michelle, Lucy, Janice and Meg.

We kicked off the month with a musical morning at Mt Terry, thanks to the Wollongong Conservatorium of Music and the wonderful students from Edmund Rice College. Together, they hosted a pub choir event, treating our residents to the magic of two-part harmonies.

It was amazing seeing our residents light up as they shared their love and passion for music – with staff and families joining in on the fun!

Our dedicated Op Shop volunteer team received a nomination for this year's NSW Volunteer of the Year Awards in the Volunteer Team of the Year category. Though we didn't secure the award, we want to take this moment to express our heartfelt appreciation for our outstanding Op Shop volunteers. Being nominated for such a prestigious award is an accomplishment in itself, and a testament to the dedication and passion our volunteers pour into providing for our local community and providing for our residents. You are the heart and soul of our Op Shop, and we are honoured to have such a hardworking team by our side.

On 12th July, the Golden Angels Volunteer Dementia Program received the ACI Rural Innovation Award at the Southern NSW Local Health District Excellence Awards. Despite the completion of the initial six-month trial by NSW Health, the program continues to be an invaluable resource in our Stirling home.

NSW Health is actively collaborating with Dementia Training Australia to transform the face-to-face course content into online modules, with a targeted completion date by the end of the year. This development will make the training freely accessible and promote the growth and long-term sustainability of the program.

We extend our heartfelt gratitude to all our wonderful volunteers across Warrigal. Your contributions make a significant difference in the lives of our residents and provide invaluable support to our staff.

Michelle Chate, Volunteer Coordinator



Mt Terry Pub Choir



Op Shop Volunteers



Golden Angel



Jan - Golden Angel

International Day
of Older Persons

1 October 2023





On 14th September we recognised **R U OK?** Day across Warrigal and the importance of asking a simple yet profound question “**R U OK?**”. This national day of action, celebrated in Australia every year serves as a crucial opportunity to promote meaningful conversations and mental wellbeing. However, the spirit of **R U OK?** Day should extend far beyond a single date on the calendar. It is a reminder that every day is the perfect day to ask this important question and engage in thoughtful conversations with our loved ones.

R U OK? Day was founded with a noble mission to inspire and empower people to connect with those around them and offer support to anyone who may be struggling with life's challenges via caring and non-judgmental communication.

But it's essential to recognise that **R U OK?** Day is not merely a once-a-year event; it's a reminder that these conversations should be part of our daily lives.

TELUS® Health

Warrigal's Employee Assistance (EAP) and Wellbeing Program

At Warrigal, we deeply value the well-being of our volunteers and their families. We understand that life can present its fair share of challenges, both personally and professionally. That's why we are committed to providing comprehensive support through the Employee Assistance Program (**EAP**) and the **TELUS Health One App**. These resources are designed to offer confidential assistance, guidance, and resources to help you navigate life's ups and downs effectively.

Our Employee Assistance Program (**EAP**) is a vital resource available to all Warrigal employees, volunteers, and their immediate family members. This confidential program offers short-term counselling and coaching support at no cost to you. Whether you're facing personal or work-related challenges, our **EAP** is here to help 24/7.

Here are some of the areas where **EAP** support can make a significant difference:

1. Feeling low, anxious, or depressed?
2. Coping with stress and building resilience.
3. Navigating life changes.
4. Strengthening relationships.
5. Dealing with grief.

The **TELUS Health One App** is your personal well-being program, accessible right from the palm of your hand. Here's how you can benefit from it:

- It's **FREE!**
- Create your own wellbeing plan.
- Check your Health Score through the Total Wellbeing Assessment (TWA) and see how you can boost your physical, mental, social and financial wellbeing.
- Access discounts at a range of retailers.
- Self-guided therapy modules and practical tips.
- Access to mindfulness and meditation videos.
- Free home workouts through LIFT virtual fitness.
- Sleep Health tips.
- Access to a library of resources of articles.
- Connection with confidential support.
- Share the platform with your family.
- And much more!

How to Get Started **IT'S FREE!**

All Warrigal volunteers will shortly receive an email and text message with the instructions on how to download the details of this invaluable resource, including instructions on how to download the **TELUS Health One App** and create your unique login. Remember, this service is entirely free as part of being a Warrigal volunteer and can assist you not only in your personal life but also as you fulfil your volunteering duties.

 TELUS Health One



Mt Warrigal

At Mt Warrigal, we value the contributions of our volunteers, who engage in a variety of activities, ranging from bus outings and group activities, to providing entertainment, assisting with exercises, and having a cuppa and chat filled with reminiscing and laughter.

Our residents enjoy a variety of bus outings, made possible through the commitment of our volunteer bus drivers. Rex Halpin, has been a Warrigal bus driver for over 10 years, and has a wealth of knowledge, experience, and a deep passion for working with older people. We extend a warm welcome to one of our new bus drivers, Dwayne Fogg.

Rana joined the Mt Warrigal team earlier this year, and assists with activities on Mondays, Wednesday and Fridays. Whether it's assisting with bingo, making room visits to provide companionship, or ensuring that everyone enjoys their outings, Rana's presence brings warmth and joy.

Sherryl, Linda and Lynnette have been delighting Mt Warrigal residents with their entertaining performances for over 10 years. These dedicated ladies invest countless hours researching and rehearsing cultural dances and making the most exquisite costumes that align with our monthly cultural theme days. Their performances are eagerly anticipated by our residents, staff and families, and offer an opportunity for everyone to join in the fun.



Rex and Dwayne



Rana



Sherryl and Linda



Sherryl



Rex



Bill



Truly

Coniston

The staff and volunteers at Coniston, never miss an opportunity to have fun! Their weekly entertainment is brought to life by Bill, who not only serves as our bus driver but also doubles as a fantastic entertainer.

In addition to Bill's lively presence, they are fortunate to have Truly, a dedicated volunteer with several years of service. Truly offers invaluable support to our residents and works alongside the lifestyle team to organise and engage in a wide range of activities.

Volunteers in aged care are highly valued

The Department of Health and Aged Care recently conducted a 'Volunteers in Aged Care Survey' between April and May 2023.

The purpose was to understand what is working and what can be done to improve the consistency of volunteer training and support across Australia.

Top findings:

- Volunteers are essential to aged care.
- Many volunteers and volunteer managers noted the need for accessible and appropriate training.
- Volunteer managers and providers are experiencing significant difficulty in recruitment and retention of volunteers.

The results of this survey will be used in the design and implementation of strategies, to better support, recruit and train aged care volunteers and volunteer managers, who are a vital part of the sector.

Read more about [what we heard](#).

Contact Details

If you have recently changed your address, acquired a new email address, or updated your mobile number, please let us know to ensure that your contact details are up-to-date and you continue to receive volunteer information and updates.

Volunteer polo shirts

If you haven't received your FREE volunteer polo, email your size to volunteering@warrigal.com.au

Size	To Fit Chest (CM)	To Fit Chest (Inches)
XS	90-95	35-37
S	95-100	37-39
M	100-105	39-41
L	105-110	41-43
XL	110-115	43-45
2XL	115-120	45-47
3XL	120-125	47-49
4XL	125+	50+



Ageism Awareness Day

7 October 2023



Christmas Events



Save the date for our upcoming Volunteer Christmas events:

Southern Event

Date: Tuesday, 28th November

Time: 11:30 am to 2:00 pm

Location: Goulburn Soldiers Club

Transportation will be provided for those coming from Bundanoon, Queanbeyan, Stirling, and Calwell.

Illawarra Event

Date: Thursday, 30th November

Time: 11:30 AM to 2:00 PM

Location: Warilla Bowls & Recreation Club

Invitations will be sent out over the coming weeks via email or by mail for those without email.

We look forward to celebrating another wonderful year with you at Warrigal.

Community Facilitators

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

Lifestyle Team Leaders

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

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

Calwell - Thanga Vaiphei (02) 6298 5200
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Coniston - Kylie O'Brien (02) 4229 4433
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Goulburn - Rachael Edwards 0476 858 871
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Mt Warrigal - Stella Banks 0458 110 571
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Mt Terry - Kim Lillie (02) 4235 7600
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Multicultural Village - Robyn Lyons
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Queanbeyan - Rikma Basnet 0448 586 928
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Stirling - Sushila Subedi (02) 6287 0200
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Wollongong - Wendy McKnight 0458 068 486
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For all volunteer enquiries please contact Warrigal's Volunteer Coordinator

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