



## FAQs for Warrigal Warilla

Question	Answer
Why is Warrigal closing down Warrigal Warilla residential care home?	Warrigal will be closing the existing residential care home in response to changed operational circumstances. It is expected that the site will be redeveloped in the medium term by Warrigal for future accommodation services.
Where will the care home residents live as a result of the closure?	<p>Warrigal has reserved a place for all care residents at either Warrigal Albion Park Rail or Warrigal Mount Terry. Both homes offer a modern, vibrant environment with each room having direct access to bathrooms.</p> <p>Residents and their families will also be offered the opportunity to consider other homes including Warrigal's other services subject to vacancies.</p> <p>The Customer Relations Team will provide support to all residents and their families to ensure that individual preferences and care needs are met.</p>
Will there be additional costs to the residents as part of their relocation?	There will be no additional charges or costs to residents if they remain in a Warrigal care home as a result of this move. Warrigal will pay for any relocations costs.
Can residents transfer to other Warrigal homes or another provider if they wish to?	Yes – Warrigal often has residents transfer across care homes, and our usual transfer arrangements will apply. If residents choose to move to a different aged care provider, Warrigal will also support this decision and help facilitate the move as much as they can.
Will you develop a fact sheet for families?	We will be communicating regularly with residents and families throughout the project. This will include a combination of written communication like this Q&A, as well as meetings.

<p>Will staff be offered alternative employment?</p>	<p>To ensure continuity of services to residents, we expect all staff and managers to transfer across to other Warrigal homes. All staff will be offered alternative employment.</p>
<p>What will happen to the residents of the Warilla Community Village?</p>	<p>The residents at the Warilla community village will not be impacted by the first stage of the redevelopment proposal. The current village is expected to continue to provide affordable accommodation for some time. All village residents will be consulted about future relocation opportunities in due course.</p>