

VOLUNTEER UPDATE

During October we saw the further easing of restrictions and the return of many volunteers to their roles across Warrigal.

I cannot express enough how excited our staff and residents are to see our volunteers again in our homes. We have really missed your smiles, enthusiasm and the joy you give to our residents. Welcome back!

During November we will be able to freely travel across NSW and in December some interstate borders will reopen, just in time for Christmas.

Over the last 18 months there has been many changes within the aged care industry. Lockdowns, visitor restrictions, mandatory vaccinations, changes to Health Orders just to name a few. But what has really stood out is the resilience and adaptability of our volunteer team and how we have worked together as one team.

I would like to express my sincere thanks for the many emails, text messages and phone calls of support and encouragement and your willingness to put your hand up to offer assistance in any way you can during this period.

I look forward to visiting our homes again and catching up with you soon.

Michelle Chate, Volunteer Coordinator

Christmas at Warrigal

Due to restrictions on gathering, Christmas will be a little different again this year. Instead of our usual volunteer Christmas lunches, we have some virtual events planned leading up to Christmas.

As a Christmas gift and thank you from Warrigal, all volunteers will be receiving a Warrigal golf umbrella. The umbrellas are being delivered to our homes and you will be advised when and where to collect your gift.



Virtual Christmas Celebrations

ALL volunteers will automatically be entered into our virtual Christmas draws.

1st PRIZE - one lucky volunteer from each home will win a Christmas Hamper.

2nd PRIZE - one lucky volunteer from each home will also win our 2nd place prizes.

Exact details of our Virtual Christmas Celebration will be sent via post and email later in November.

Warrigal's AGM

During October we held our Annual General Meeting (AGM) online where our Board of Directors, Executive Managers, and Company Members all attended – including one of our founding members, 101 year old Norm Rowland OAM of Shellharbour.

The AGM is an opportunity for attendees to get together and discuss what Warrigal has achieved in the year gone, and our strategic plan for the future. If you'd like to read more about the details of this years' AGM, click the link [here](#)



HALLOWEEN

Mt Warrigal Volunteers

GOLDEN ANGELS

We continue to advertise and recruit volunteers at our Stirling home in Canberra to participate in the Golden Angels Volunteer program.

An extensive radio, social media, letterbox drop and poster campaign has been conducted to recruit new volunteers.

Now that lockdown has lifted, we anticipate increased volunteer interest and recruitment prior to commencing the program. If you know of any family or friends in the Canberra region who may be interested in volunteering, please share and encourage them to apply by emailing volunteering@warrigal.com.au

The Australian Journal of Dementia Care has recently published an article on the Golden Angels hospital program and mentions the work currently being done to adapt the program into aged care homes. To read the full article click [here](#)

VOLUNTEER POSITIONS

Do you love activities like bingo, darts, knitting, gardening, art, bowling, cooking and trivia?

Would you love to share your passion and talents with others?

Are you interested in making a real difference in the lives of older people?

Activity Assistants or Resident Companions (WARILLA, CONISTON, GOULBURN)

Days and times: Flexible

Men's Group Volunteer (WARILLA)

Days and times: Flexible

Volunteer Bus Driver (ILLAWARRA)

Days and times: Flexible

Minimum LR licence required

Musical Entertainment (WARILLA, CONISTON, GOULBURN)

Days and times: Flexible



From Companionship (coffee and chat, one-to-one visits), to playing board games and cards, to colouring and art classes, to trivia and bingo, to being a part of a knitting group or assisting with exercise group; we have so many opportunities for anyone who would like to donate their time, energy and skills to our wonderful Warrigal residents.

As part of our commitment to our volunteers, we provide you with the same learning and development opportunities offered to our staff.

So, if you have an hour, or two, each week and you'd like to improve an older person's life by providing support through fun and exciting activities, we would love to hear from you.

Michelle Chate, Volunteer Coordinator

E: volunteering@warrigal.com.au

M: 0436 806 723



Mt Warrigal Volunteers

VOLUNTEER WITH US

Join the team and become a Golden Angel volunteer!

We can't wait to hear from you!

APPLY NOW by emailing
volunteering@warrigal.com.au



Warrigal
Inspiring communities
for older people

We won!

 **ACSA**
AGED CARE
AWARDS

2021

Provider of the Year Award

Winner

Warrigal



Warrigal has been named the 2021 NSW/ACT ACSA Aged Care Provider of the Year!

This award recognises Warrigal for outstanding leadership, management, workforce culture, innovation, communication, and excellence in the sector.

This is an amazing achievement, and one that should be celebrated by all of our staff, volunteers, residents and customers.

To read more about this incredible achievement, click the link [here](#)

Santa's Helpers Coming to Warrigal this Christmas

This Christmas, Warrigal, together with a few of Santa's Helpers, will be spreading some seasonal cheer by delivering Christmas Hampers to our customers in the local community.

We need your help to fill our Hampers!

Below is a list of suitable items:

Tea, Coffee, Hot Chocolate (individually wrapped) | Tea Towel | Mini Christmas Puddings / Long-life Custard | Mini Christmas Cake | Bon Bons | Mug | Candy Canes | Chocolates | Cookies / Shortbread / Ginger Bread Cookies / Crackers | Nuts / Chocolate Almonds | Christmas Lollies / Jubes / Licorice Allsorts / Caramels | Ginger beer / Lemonade | 2022 Calendar

Donations can be delivered to:

Warrigal Administration
2 Pine Street, Albion Park Rail
Monday to Friday (9am to 5pm)

Warrigal Goulburn Care Home
7 St Aubyn Road, Goulburn
Monday to Sunday, 9am - 5pm



CYBER SECURITY email scammers

Scammers will appeal to your fears and exploit your trust, they may text, email, create fake websites, phone, use social media or even come to your door. They may pretend to be familiar, government agencies like the ATO seeking payments, superannuation promising early release of funds, retailers offering fake gift cards, Government agencies offering financial assistance, disaster charities and will exploit the latest news events.

Not surprisingly there has been an explosion of COVID and vaccination related email scams, watch out for:

- Payment requests to mail out vaccines - Vaccines will not be sent to you in the mail.
- Payment requests to give you early access to Vaccines - you cannot pay for early access.
- Fake surveys offering prizes and offers of earlier vaccination.
- Fake investment opportunities for Vaccines and research
- Offers for bonus government payments – do not click on the link. Type in my.gov.au yourself and check the official government sites.

Remember scammers prey on your fear and create a sense of urgency, your greatest weapon is to be informed and aware. If you are scammed report it and share this information to warn others.

To read more about the different types of scams or report a scam go to: www.scamwatch.gov.au

Making the Most of Your Volunteer Visits

Make Friendships that Last

Everyone has a story and older people have a lifetime of fascinating stories to share. A meaningful way to spend time with our residents is by listening to their stories and writing down their memories. There are a number of ways this can be done:

- Create a journal. Write down their stories and add to the journal each visit.
- Bring a photo album and help arrange their loose photos and document who, when, where is in each photo.
- Write a residents 'life story'. Make it creative, colourful and add pictures from the internet.
- You can even bring an iPad in and google where they grew up and what it looks like now.

The possibilities are endless and I promise you will discover a whole new world through the memories of older people.



Lifestyle Team Leader Contacts

APR - Natasha McAlister (4230 8100)
nmcaster@warrigal.com.au

Mt Terry - Linda Winter (02) 4235 7600
lwinter@warrigal.com.au

Coniston - Amanda Keys (0409 740 057)
akeys@warrigal.com.au

Mount Warrigal - Stella Banks (0458 110 571)
sbanks@warrigal.com.au

Warilla - Amanda Keys (0409 740 057)
akeys@warrigal.com.au

Shell Cove - Lexy Varshawsky (0476 858 872)
avarshawsky@warrigal.com.au

Bundanoon - Stacey Plain (02) 4884 6100
splain@warrigal.com.au

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

Queanbeyan - Kathleen Thompson (02) 5110 3502
kthompson@warrigal.com.au

Stirling - Kimberley Harris (02) 6287 0200
kharris@warrigal.com.au

Calwell - Nancy Sconce (02) 6298 5200
nsconce@warrigal.com.au



Match Word to Phobia

bees	chickens	books	mice or rats	plants
numbers	flying	heat	falling asleep	paper
ideas	open spaces	earth	gaining weight	trees
animals	heights	chemicals	feet	colours
Russia	Peanut butter	blood	spiders	sun
beards	long words	horses	large things	dentists
water	being alone	depth	crowds or people	
hell	movement	darkness	confined spaces	
thunder	small things	ice or cold	fire	
insects	people from other countries	meat		

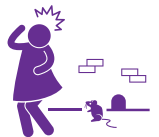
QUIZ

A phobia is an irrational fear of something that's unlikely to cause harm. The word itself comes from the Greek word Phobos which means fear or horror.

To help you, you have to match up these fears with the phobias below. If you look closely at the phobia you might find some clues.

Hope you do not develop Testophobia which is the fear of trivia! ENJOY!

1. Arachnophobia
2. Acrophobia
3. Hemophobia
4. Obesophobia
5. Apiphobia
6. Hydrophobia
7. Chemophobia
8. Papyrophobia
9. Numerophobia or Arithmophobia.....
10. Terraphobia
11. Claustrophobia
12. Musophobia
13. Hadeophobia
14. Chromophobia
15. Hippophobia or equinophobia.....
16. Autophobia or Monophobia
17. Arachibutyro
18. Heliophobia
19. Carnophobia
20. Pogonophobia
21. Kinetophobia
22. Alektorophobia.
23. Russophobia.....
24. Brontophobia or Tonitrophobia or Astraphobia or Keraunopphobia
25. Zoophobia
26. Agoraphobia
27. Dendrophobia
28. Xenophobia.....
29. Nyctophobia
30. Dentophobia
31. Megaphobia
32. Demophobia
33. Hypnophobia
34. Entomophobia
35. Ideophobia
36. Aerophobia
37. Bathophobia
38. Hippopotomonstrosesquippedaliophobia
39. Bilbliophobia
40. Thermophobia
41. Microphobia
42. Botanophobia
43. Pyrophobia
44. Podophobia.....
45. Cryophobia



ANSWERS 1=spiders, 2=heights, 3=blood, 4=gaining weight, 5=bees, 6=water, 7=chemicals, 8=paper, 9=numbers, 10=earth, 11=confined spaces, 12=mice/rats, 13=hell, 14=colours, 15=horses, 16=being alone, 17=peanut butter, 18=sun, 19=meat, 20=beards, 21=movement, 22=chickens, 23=Russia, 24=thunder, 25=animals, 26=open spaces, 27=trees, 28=people from other countries, 29=darkness, 30=dentist, 31=large things, 32=crowds/people, 33=falling asleep, 34=insects, 35=ideas, 36=flying, 37=depth, 38=long words, 39=books, 40=heat, 41=small things, 42=plants, 43=fire, 44=feet, 45=ice or cold