

Volunteer Update

It's hard to believe that tomorrow marks the arrival of Spring.

We give a very warm welcome to all our new volunteers: Ava, Ashlea, Silvia, Sioney, Sue, Sarah, Tabitha, Peter, Hamza, Yassin, Maryam, Betty, Georgia, Fred, Natasha, Di, Dwayne and Robyn.

National Student Volunteer Week was another cause for celebration. Our students volunteer as part of their Duke of Edinburgh Awards, while others pop in over the weekend or after school to visit our residents under parental supervision. We also have students who volunteer their time whilst studying at university or during school holidays. We thank all our student volunteers for the amazing work you do. Your youthful spirit and dedication are greatly valued, and the intergenerational experiences you offer to our residents are truly invaluable.

We are absolutely thrilled to announce that Warrigal's Op Shop Volunteer Team has been nominated for this year's NSW Volunteer of the Year Awards in the prestigious category of Volunteer Team of the Year!

This incredible recognition is a testament to the passion, dedication, and selfless efforts of our amazing volunteers who have poured their hearts into making a positive impact in our community. Their commitment has not gone unnoticed, and we couldn't be prouder to have such an outstanding team by our side.

The outcome of this nomination will be revealed on Monday 4th September during the award ceremony. We extend our very best wishes to our valued Op Shop volunteers. Regardless of the result, they are already champions for the exceptional contributions they make to Warrigal and our local community.

If you have any suggestions, feedback or require support, please do not hesitate to contact your local supervisor or myself. Together, we can ensure our residents live their best lives.

Michelle Chate, Volunteer Coordinator

Welcome back Jenni!



We would like to give our CEO Jenni Hutchins a very warm welcome as she returns home from her Churchill Fellowship.

The primary element of Jenni's Churchill Fellowship was on Out of School Hours Care (OSHC), however she also had the opportunity to explore Intergenerational Practices in Scotland, England, Iceland, America and Canada. You can read more here <https://bit.ly/3qq7pOY>

"Internationally, there is some wonderful, rich cross-generational work occurring with older people. This work occurs with residents in villages, family homes and residential care homes. The goals, broadly speaking, are to reduce isolation and loneliness but also to build skill, relationships, community, safety and joy. Outcomes include improved health outcomes, improved safety, reduced isolation and loneliness and increased connections in the community." Jenni said.

We also thank Alissa Walsh, our Executive Leader of Strategic Innovation and Development, for her efforts as our acting CEO over the past few months.



Goulburn Café



The Warrigal Goulburn Café is open every Wednesday and Thursday, from 10am to 2pm. Volunteers Denise, Anna and Kathy prepare an array of delicious food, including the renowned chicken salad rolls, which are so popular that you have to get in quick before they sell out!

During a recent footy event, the café awarded \$10 café vouchers to the best dressed residents. This not only ignited enthusiasm, but also provided an avenue for residents to connect with one another within the friendly café environment.

The café also sells a variety of small gifts, to take home or purchase for a friend. The funds generated from both café sales and gifts go towards purchasing equipment that enhance the overall comfort of the residents within Warrigal Goulburn.

Our recent contributions to Warrigal include:

- \$500 towards Christmas gifts for residents.
- Christmas and Easter gifts for Warrigal clients who live in the Goulburn community.
- Creation of resident reflection/remembrance corner.
- Potted plants placed around the home for resident enjoyment.
- New comfort air chairs for residents.

The Warrigal Goulburn Café isn't just about dining; it's about community enrichment, fostering connections, and enhancing the lives of those it serves.



Goulburn Volunteers



Our volunteers at Goulburn create a positive difference within our home. Our dedicated bus drivers show up rain, hail or shine, braving the unpredictable Goulburn weather. Additionally, our volunteers facilitate a variety of meaningful activities for residents and Warrigal Social customers, that really help create enriching and fun experiences. Thank you all for your dedication, compassion and care.



Intergenerational Play at Calwell

In the heart of the vibrant community of Calwell, ACT, former Warrigal Volunteer Fiona stands alongside the dedicated staff at Warrigal Calwell as a beacon of compassion, making a profound impact on the lives of the local residents. Fiona's work as an Intergenerational Facilitator helps to bridge the generational gap between young and old.

Fiona is a passionate advocate for enhancing the quality of life for older people. She works together with the dedicated lifestyle team at Calwell to help deliver a vibrant fortnightly event filled with songs, art and lots of dancing!

Fiona's role embodies the spirit of connection. Collaborating with Anglicare's Calwell Early Childhood Centre as an Educator, Fiona takes young children on a unique journey where they sing, dance, and create art alongside the residents at Warrigal Calwell. This heart-warming interplay between generations serves as a testament to both Fiona and Warrigal's dedication to fostering meaningful connections between generations.

Fiona's belief in the power of human connections has driven her to go above and beyond, creating an environment where everyone, regardless of age, feels valued and cherished. Her interactions are more than just conversations; they are bridges that span across generations, carrying with them stories, experiences, and a shared sense of community.

Through her role as an Intergenerational Facilitator, Fiona provides children with a unique learning experience and teaches them the importance of empathy, respect, and inclusivity. The partnership between Warrigal Calwell and Anglicare's Calwell Early Learning Centre helps to enrich the lives of older people, reminding them that they are cherished members of society who have wisdom to share and stories to tell.

In a world that sometimes struggles to maintain connections, Fiona is dedicated to strengthening the bonds between young and old, and shares a rock solid commitment to fostering an environment of understanding and companionship.

She believes that each one of us has the power to make a difference, no matter how small the gesture may seem. By reaching out with open hearts and open minds, we can create a world that values the experiences of all its members, young and old alike.



Volunteer polo shirts

If you haven't received your FREE volunteer polo, please email your size to volunteering@warrigal.com.au. If you prefer a looser fit, order a size larger.

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+



Face Mask

Face masks are now optional when volunteering at Warrigal. However, in the event of an outbreak, you will be required to wear a mask until the outbreak is over.

Please continue to complete a Rapid Antigen Test (RAT) prior to entering a residential care home.

Layla's Heartfelt Journey

When Layla's grandmother took on a role at Warrigal in village services, it ignited a connection that would soon blossom into a meaningful volunteering journey. From her earliest years, Layla had been visiting the residents in the village and spending time chatting with them. Two years ago, her desire to contribute officially to their lives led her to embrace the role of a student volunteer. "I wanted to make it official because I love seeing them."

As a Warrigal volunteer, Layla is involved in a diverse range of activities, all aimed at bringing comfort and companionship to the residents. From accompanying them on shopping trips every two weeks to assisting with tea and coffee, meal orders, and taking leisurely walks in the village. However, it's the one-on-one interactions that hold a special place in her heart. "I do heaps of one-on-one time like reading to them, playing games, having deep conversations, and doing their makeup." Additionally, Layla's enjoys calling bingo each week.

What Layla enjoys the most is "making them happy and making them feel loved". One particular instance stands out in Layla's memory as she tells the story of a resident who was battling cancer, and had lost her eyebrows. Through Layla's make up expertise, the resident got new eye brows, for the first time in four years. Layla reflected that "it made me very happy that the resident felt like herself again".

Through her experiences, Layla has not only enriched the lives of the residents but also gained valuable insights and skills. Her communication skills have grown since volunteering, "I have learned to understand different accents and even lip read."

Layla's role as a volunteer has provided her with the understanding of teamwork, independence, and the significance of her volunteer role in making a difference to the lives of older people. Encouraging fellow students, Layla advocates for volunteering, "if you have respect for older people, I would definitely encourage people to volunteer, even if it's just for an hour." *Layla, Warrigal Queanbeyan*



Alyse volunteers at Queanbeyan as part of the Duke of Edinburgh Awards program. The residents enjoy her flute playing and having a chat.



Peyton volunteers at Mt Terry on the weekends, after school or on school holidays, under the supervision of her mum. The residents thoroughly enjoy being entertained by this happy, vibrant 8 year old.



Eshika volunteers at Mt Warrigal during the school holidays and enjoys interacting with the residents, assisting with group activities and having a chat.

Volunteers invited to join Warrigal's Consumer Advisory Committee

We invite you to be a part of Warrigal's Consumer Advisory Committee, an essential platform that shapes the future of aged care services. Formerly known as the Older People Advisory Group (OPAG), which was replaced late last year with a Consumer Advisory Committee, for Warrigal to meet its new governance responsibilities outlined in the *Aged Care and Other Legislation Amendment (Royal Commission Response) Act 2022*.

This Committee plays a crucial role in enhancing accountability and transparency within aged care. Warrigal began inviting customers and their representatives to become members of the Committee in 2022, which also includes members of the Warrigal Board and the executive team. The Committee:

- Reviews our customer experience framework to ensure compliance with the Aged Care Act and other legislative requirements.
- Recommends how older people using Warrigal's services, and across its broader communities, can feel more valued.
- Strengthening Warrigal's collaboration with customers, their families, and the community in planning, delivery, and improvement of our services.

Our current Committee members span various Warrigal locations, ensuring representation and equitable opportunities in strategic and operational decision-making. Meetings are planned 3-4 times a year, are tailored to accommodate both in-person and online participation based on members' preferences and availability.

We extend an open invitation to volunteers to become a part of this transformative Committee. Your input will guide Warrigal's management on how to better meet our purpose that *"Older people will live their best lives, on their own terms"*.

Please email your interest now to Catherine Miller, Customer Experience Manager, at cmiller@warrigal.com.au or call 0436 436 600.

Feedback



Warrigal is committed to continual improvement, transparency, and open communication, and we are proud to launch our online Feedback tool.

The online Feedback form gives our customers, volunteers, residents, and their representatives, the opportunity to provide detailed compliments, complaints, and improvement suggestions regarding our services via an easy-to-use online platform.

We action this feedback in a prompt manner, and use this information to adapt our services to best fit the needs of our older people.

Your voice matters – please follow the link below to have your say on our Warrigal services.

www.warrigal.com.au/feedback

Community Facilitators

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

Queanbeyan - Kathleen Thompson 0408 486 016
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Lifestyle Team Leaders

APR - Natasha McAlister 0476 858 870
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Calwell - Amrit, Lorraine, Sanju and Thanga (02) 6298 5200

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Goulburn - Rachael Edwards 0476 858 871
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