

Warrigal

Inspiring communities
for older people

Warrigal Administration: 2 Pine Street Albion Park Rail
PO Box 435 Albion Park NSW 2527
T: 02 4257 4257 **F:** 02 4257 4232
Freecall: 1800 626 670 **E:** warrigal@warrigal.com.au

10 February 2022

Welcome to Warrigal!

Dear Residents and Relatives

I look forward to welcoming you to the Warrigal family! As was recently communicated with you, Warrigal is excited to have been selected by the Illawarra Retirement Trust (IRT) to take full responsibility for the Links Seaside Aged Care Centre. The responsibility for the Aged Care Home, Retirement Village, and all associated staff will transfer to Warrigal on 21 March 2022.

What does this mean for you?

You will not be adversely affected by this change, you will continue to be supported by essentially the same people, in the same manner, and you should not unduly notice the change of service ownership and responsibility.

I want to reassure you that our priority is to continue with the same level of care and support that you have come to expect by the same care team that you know. This is our focus and our most important consideration.

What does this mean for Warrigal?

Warrigal is thrilled to be taking over the responsibility of the Links Seaside Aged Care Centre. We have a strong history of serving the Illawarra community, including a care home at Coniston and a village at Figtree, and the Board of Directors and Executive Team have long agreed that we should further grow our services in the Wollongong area to support even more older people to live great lives.

Our Support Services administration team is located in the Illawarra, in Shellharbour, not far from the Links Seaside Aged Care Centre, as are 6 of our other Warrigal Residential Care Homes, 5 of our Retirement villages and an extensive Home Care service. This means we can offer a high level of localised support to you and your families, as well as to the on-site managers and staff.

Our Support Services administration team can provide support and leadership assistance to your Aged Care Home and Retirement Village. If you'd like to visit or contact our Support Services Administration Centre you are most welcome to at the details below.

Support Services address: 2 Pine Street, Albion Park Rail. NSW 2527

Phone: 1800 Warrigal (1800 927 744)

Email: warrigal@warrigal.com.au

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Everyone at Warrigal is very happy to assist you and your family to feel assured about these changes. We want to support you and the staff at your home with a smooth transition phase that will take a few months.

About Warrigal

Warrigal is an award-winning, not-for-profit organisation operating for 55 years, offering a variety of high-quality aged care and retirement living services in the Illawarra, Southern Highlands, Queanbeyan and Canberra areas. We have extensive experience in running 11 other aged care homes, 9 retirement villages, and hundreds of home care services.

Our purpose is to support older people to have great lives. We try to do this by creating inspiring communities and offering various integrated services so that older people can be independent, respected, happy and connected over many years as they get older.

In 2021 and 2018, Warrigal was twice awarded the 'National Aged Care Provider of the Year' Award by the Aged and Community Services Australia (ACSA).

Our focus will be on ensuring a smooth transition for you, and over the next few weeks, meetings will be scheduled to give you an opportunity to meet us and to have any questions you may have answered.

As part of the careful transition, there will also be ongoing discussions with managers, staff, and yourselves to talk about any issues and opportunities for improvement, including what's working well and how this can be maintained.

Please feel free to contact me at msewell@warrigal.com.au if you'd like to write to your new CEO. You can also write to Alissa Walsh, our Executive Leader of Strategic Innovation and Development, who will be leading the transition at awalsh@warrigal.com.au if you have any questions or concerns. Alternatively, you can email us at linksseaside@warrigal.com.au

I want to take this opportunity to welcome you to Warrigal once again. I hope that you will soon know us well enough to put your trust in Warrigal. We look forward to meeting you soon and welcoming you personally to the Warrigal family.

Kind regards



Mark W Sewell, CEO

Meet the Executive of Warrigal - <https://www.youtube.com/watch?v=IT0oemJzMfw>