



**FAQs for Warrigal Wollongong
Care Centre**

Question	Answer
Are the ILUs transitioning to Warrigal too?	Yes the independent living units will also be transitioned to Warrigal. This includes the Lifestyle Community and Care Centre which will come under Warrigal's responsibility from 21 March 2022.
What is Warrigal's accounting and finance procedures?	Warrigal's process is that we bill and direct debit fortnightly in advance and issue statements at the end of each month , however Warrigal will continue with the current IRT billing arrangements of monthly in advance during the initial transition period.
Will you develop a fact sheet for families?	We will be communicating regularly with residents and families throughout the transition project. This will include a combination of written communication like this Q&A and also meetings.
Will it still be called 'Links Seaside?'	It has been decided that the Lifestyle Community will be called 'Links Seaside by Warrigal' and the Care Centre will be called 'Warrigal Wollongong'.
How many staff will transfer across?	To ensure continuity of services to residents we want all staff and managers to transfer across to Warrigal. Most staff have already responded favourably to the invitation to transfer, including the Care Manager Christine Hook, and the other managers and supervisors at the home.
What is Warrigal's plans to recruit new staff?	We are currently reviewing the recruitment needs for the care home. We are currently undertaking recruitment specifically for this home which includes Aged Care employees and Registered Nurses.
Will Warrigal honour current contracts?	Yes – Warrigal will honour all existing contracts for both the Lifestyle Community and Residential Care.
Will Warrigal bring in Additional Service Fees like it does at its other sites?	Yes this is likely. However, like other Warrigal services the commencement of Additional Services will apply to new residents entering the service from the commencement date of the Additional Services program. Existing residents will not be charged Additional Services there will however be transition arrangements for any existing residents on an Extra Service Agreement.
Will Warrigal change food to fresh food?	Our preference is to provide fresh cooked meals for the residents of the care centre however we want to seek residents' feedback on this first and also explore how we can make this workable at the site. For the time being everything will remain the same until we have a chance post 21 March 2022 to investigate the fresh food option further.

<p>Will Warrigal assist in the changing of names and accounts for residents to Warrigal or will residents/families need to do this themselves?</p>	<p>Yes, Warrigal will be issuing communications in the coming weeks. Warrigal will issue all residents with a pre-filled direct debit authority using bank account details held by IRT which will need to be signed by the account holder.</p>
<p>What is Warrigal's visiting rules and COVID screening procedures? Are they the same or different?</p>	<p>We are currently reviewing IRT's rules and procedures against Warrigal's at this stage they largely seem to be similar but we will provide further advice to this closer to 21 March 2022.</p>
<p>What are Warrigal's medium and long term plans for the home and site?</p>	<p>Warrigal's plans is to continue the high level of service provided to residents by IRT. During the transition period we will be seeking feedback from staff, residents and families as to what they would like to see continue and what suggestions they have for improvements. This information will inform Warrigal's future plans.</p>
<p>Will Warrigal change the pharmacies they use?</p>	<p>At this stage Warrigal will continue with the current pharmacy arrangements that are in place.</p>
<p>Can residents transfer to other Warrigal homes?</p>	<p>Yes – Warrigal often has residents transfer across care homes, and our usual transfer arrangements will apply. Anyone interested in this can contact Terri Watson at twatson@warrigal.com.au</p>