



Warrigal

Inspiring communities
for older people

Residential Care Home

Warrigal Shell Cove
Home among friends

“Dedicated to innovation, Warrigal Shell Cove is an unrivalled community that offers the most contemporary accommodation and vibrant lifestyle for older people. Rarely has this kind of ingenuity been seen in Australia.”



Mark Sewell – Chief Executive Officer – Warrigal

Inspiring communities for older people.

Warrigal’s vision is that older people will have great lives. We’ve been serving the community since 1967, and from a small group of dedicated volunteers we have grown to operate seven residential care homes, many home support services, and eight community villages offering various levels of support and care.

Warrigal is a for-purpose community-owned organisation with more than 1000 people delivering our services, including more than 750 staff and over 300 volunteers.

Warrigal is committed to ensuring that older people have choice and flexibility, and we are extremely proud to introduce our ninth community, Warrigal Shell Cove. Many years of innovative thinking and development have gone into creating a residential care home like no other.

Warrigal Shell Cove is a community planned around social connection, where exceptional levels of service empower our customers to make choices in every aspect of their lives. Read on to find out more about how Warrigal Shell Cove will carry forward our commitment to creating inspiring communities for older people.

Welcome to Warrigal Shell Cove: a place to belong.

"This is my home and my community.
I'm living my life the way I choose to."



At Warrigal Shell Cove, customers, loved ones and friends can connect and feel like part of the neighbourhood. It's a place where everyone you pass says hello, and you can't help but smile as you reply.

Warrigal Shell Cove is different to other residential care homes because we have a unique philosophy based on choice. We believe people need to live in an environment where they are free to make choices. That's why our customers choose how they spend each day – what they do, as well as when, where and how they do it. We make it our duty to truly listen to what our customers want and need, so we can better support them in their daily choices.

We also have a strong focus on wellness and lifestyle, meaning our customers can remain as independent as they want to be, but with as much help as they need. Our range of services, onsite support and accommodation options set a new benchmark in residential care.

The Warrigal Shell Cove vision is that older people will have great lives. Our purpose is to support older people to create inspiring communities. We hope you will join us.



An innovative new community in the most beautiful of settings.

"I'm proud to be a part of one of the most exciting and dynamic community spaces in the Illawarra."

The spectacular suburb of Shell Cove is ideally nestled between pristine beaches and beautiful national parkland. This coastal haven has become one of the most sought after locations in the Illawarra, and is the perfect home for Warrigal Shell Cove.

This is a place the whole family will love to visit. The grandchildren will adore spending time on the beach, while the rest of the family will love the cafés, traditional pub, boutique stores and craft shops in the charming Shellharbour village.

The Links Shell Cove Golf Course and Warilla Bowls and Recreational Club are conveniently close by, while the new marina will soon add a heightened level of sophistication to the area.

Our Residential Care Home sits in the hub of this lively new community. And with all these destinations right at your doorstep, there are few places in a better location than Warrigal Shell Cove.



A lifestyle like no other.

“I have independence and choice –
I still live every day my way.”

At Warrigal Shell Cove, we pride ourselves on our philosophy of choice and respect. So our customers choose how they spend their days, and live life the way they want to. They are cared for in a way that’s tailored to best suit them, while being treated with kindness and dignity.

Our Companions are always on-hand to engage customers in their areas of interest, connect them with like-minded people, and support them to do things for themselves wherever possible. Companions support customers in their day-to-day choices – from what time they wake up, to when they get dressed, what they eat, who they spend time with, and what

activities they do. Customers may prefer each day to be structured the same, or they may choose for every day to be different – either way, they are always in control of their own lives.

We also pride ourselves on our exceptional, 5-star levels of service and hospitality that wouldn’t be out of place at a resort. And just like a resort, Warrigal Shell Cove has a dedicated concierge who ensures customers have all their needs met, quickly and with a smile. The concierge gets to know our customers and their visitors by name, and aims to anticipate what they want before they even ask for it.



Club Connect activities and extra amenities

A healthy, happy lifestyle starts with being connected – to family, friends and the community. Membership in Warrigal Club Connect enables customers and members of the broader community to participate in a range of common interest groups facilitated by volunteers. Activities might include painting, cooking, card games, book club, music, dance – the possibilities are only limited by our customers’ imaginations!

Warrigal Shell Cove customers also enjoy a host of extra onsite amenities at The Quay, including the lounge, library, activities room, reflection pool and luxurious Quay Spa (featuring hairdresser, beautician, massage and aromatherapy services).

Innovative technology designed for connection

Warrigal Shell Cove’s extensive service offering is underpinned by a state-of-the-art online portal for customers and staff to access through their online devices. Customers and their families can view their accounts, community information, daily activity schedules and bistro menus, as well as book programs, meal times and other services.

This technology not only makes life easier, but also helps our customers feel connected, with a sense of belonging to our community.

A focus on wellness, the foundation for happiness.

"I really value the staff's support
in maintaining my wellbeing."



Wellness is at the core of everything we do at Warrigal Shell Cove. After all, health is the foundation for happiness. Our customers are encouraged to be active, and supported to develop and maintain their physical fitness.

The Quay's Wellness Centre includes a spacious exercise studio featuring everything necessary to keep healthy and active. A health concierge will recommend personalised health solutions, including tailored exercise or physiotherapy programs supervised by a qualified team of trainers. There is also onsite access to a broad range of other health experts, including podiatrists, dietitians, pathologists and even massage therapists.

Customers can participate in, or merely enjoy watching, the group activities held throughout the day. Exercise classes including yoga, pilates and low-impact aerobics, are great for socialising and staying in shape.

It's also reassuring to know that Warrigal Shell Cove offers a psychology service to support customers in their transition period to the Residential Care Home. Customers can choose to spend time with a psychologist to identify personal goals and develop strategies to achieve them. So customers are assisted with not only their physical wellbeing, but also their emotional wellbeing, right from the start.

Peace of mind for customers and their families.

"I feel safe – I know there's always help available when I need it."



At Warrigal Shell Cove, we know it can be daunting to move to a Residential Care Home. That's why we've worked hard to make it feel like home, just with the extra help our customers need. We take special care to make the transition period as smooth as possible for our customers, helping them settle in and feel comfortable.

In fact, when a new customer arrives, we capture their life story, so we can really get to know them, as well as their interests and preferences. This information helps us build strong relationships with our customers, deliver more personalised levels of support, and connect them with other people in the community if they choose. We work with new customers to design a memory box filled with sentimental items and keepsakes that

connect them to their past (e.g. photos, newspaper clippings or a trophy). This box is placed on the wall outside their suite, to help them recognise it and feel more at home. The memory box also serves as a conversation starter, helping staff and neighbours get to know each customer.

Of course, we also keep customers' families informed with regular communication and contact about their loved one, for that extra peace of mind.

Quality, specialised medical care

Our onsite Quay Medical Centre provides doctor consultations, where customers will also have access to allied health professionals, nurses, pharmacists and pathologists. We provide specialised care for end-of-life plans, ensuring our customers' choices are respected and they are treated with dignity and kindness.



Memory care support

We offer tailored care programs for customers with memory loss, to help them feel comfortable and safe in their surroundings. We take the time to really get to know who they are, and what they were like in the past. And we encourage them to continue to participate in meaningful activities in a secure, supportive environment. For example gardening or hanging out the washing provide a sense of purpose and a reminder of their past.

Our memory care home is different to others because it is based on current research about the benefits of small group environments. Each of our 16 customers has familiar and dedicated staff companions caring for them, to ensure all their health needs are met, and to support their daily lifestyle choices.

For added reassurance, our memory care suites are equipped with safety alarms. These specialised sensors can detect certain movements and inform staff, to reduce the risk of customers falling or unintentionally wandering.

Our unique design approach uses special colours and styles to inspire customers to be active, engaged and independent, while helping them feel at home. Our purpose-built outdoor spaces are reminiscent of backyards of the past, and are filled with visual cues to help customers orient themselves and find their way.

An innovative space designed for connection.

“I’ve always loved the ritual of going out for my morning coffee, so it’s wonderful that I can still catch up with neighbours over a proper cappuccino – just by popping downstairs!”



Warrigal Shell Cove is more than just a beautiful, sustainably-built development with a premium fit-out. It has been thoughtfully designed to feel like home, while at the same time promoting community involvement and engagement.

A hub of activity

The Quay is the hub of the Residential Care Home, a shared space for not only customers and their families, but also the surrounding community. Enter The Quay and you’ll be immersed in its vibrant energy – a family having lunch together at The Galley bistro or Pippi’s Café, story time with local schoolkids in the library, volunteers leading a meeting about the history of the Illawarra. The Quay is also the location of our wellness and medical centres, spa, dining options, lounges and The Cove, our activities centre.

Delicious dining

Close your eyes and take in the tantalising aroma of freshly ground coffee beans, followed by the mouth-watering chef’s special being cooked to order. Everybody is welcome at The Galley bistro, which offers all-day dining, with meals prepared onsite using only the freshest, seasonal ingredients. Or try Pippi’s café for that fresh coffee, grab-and-go snacks, and simple meals. With this variety of dining options, our customers can choose not only what they eat, but also when and with whom, making mealtimes that much more enjoyable.

The great outdoors

Step outside to the Village Green and enjoy the lush gardens, performances on the open lawn, or a relaxing catch up at one of the outdoor seating areas. Community vegetable, fruit, flower and herb gardens are lovingly tended to by customers in the garden club. Internal courtyards create a leafy oasis, with a reflection pool for those moments of quiet contemplation. Sculptures, murals, photographs and other local artefacts decorate the Residential Care Home to reflect the heritage of the Shellharbour community, and connect customers to their past.

A range of luxurious accommodation options.

“My suite is my space to relax and recharge. I felt at home as soon as I moved in. Plus, it’s the nicest bedroom I’ve ever had!”



Warrigal Shell Cove Residential Care Home is situated on levels 1 and 2 of The Quay. There are 128 private suites, all with large-screen TV and a private bathroom. Suites are bright and airy, designed with a coastal theme that evokes memories of holidays at the beach and summers past. Customers have the choice of moving in with our elegant furnishings, or bringing their own furniture. Several premium penthouse corner suites also come complete with a private balcony and living room.

Couples suites

Four pairs of suites have the capability of interconnecting, for couples who move to Warrigal Shell Cove together. These suites can be set up as either two interconnecting bedrooms, or as a twin bedroom connected to a living area.

Safety and security

Our customers and their families can rest assured that their safety is our No.1 priority. Warrigal Shell Cove has onsite monitoring and alarm systems, for timely emergency responses. Staff are available around the clock, and customers who require extra monitoring can utilise specialised detectors that inform staff when clinical intervention is required. Plus, our community supports the culture of ‘neighbours helping neighbours’, offering extra support in times of need.

Short-term support

Our short-term support offers carers the opportunity to have a break, knowing their loved one is in the best hands. We treat your loved one like family, while providing them with a refreshing change of scenery. They will enjoy the chance to meet new people, try new activities, and savour delicious home-cooked meals, while remaining as independent as they choose.

Warrigal Shell Cove amenities at a glance

One-bedroom suites	128
Couples suites	4
Medical centre	Onsite doctors, nurses, pharmacists, pathologists, psychologists
In-home care	Yes
Memory care support*	Yes
Short-term support	Yes
Concierge services	Yes
Wellness centre	Exercise studio, group classes, health concierge
Allied health and wellness professionals	Physiotherapists, podiatrists, dietitians, psychologists, massage therapists
Dining	The Galley bistro, Pippi’s café, private dining room
Recreational activities	Individualised one-on-one activities, Club Connect common interest groups with the broader community e.g. painting, cooking, card games, book club, music, dance etc.
Spa	Hairdresser, beautician, massage, aromatherapy
Library	Yes
Meeting rooms	Yes
Prayer room	Yes
Reflection pool	Yes
Courtyards and outdoor areas	BBQs, group seating, community gardens
Security patrolled village	Yes
Wifi	Yes
Online portal	Yes

* For further information on Memory Care refer to page 13.

Call our friendly team today and book a tour of Warrigal Shell Cove 1800 Warrigal (1800 927 744)

Warrigal Shell Cove is due for completion October 2017. Whilst every effort has been made to ensure the information, images and artist’s impressions in this document are accurate; changes may be made over the duration of the development to specifications and fittings without notice.

Shell Cove Masterplan courtesy of Frasers Property Australia.

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50 Harbour Boulevard Shell Cove NSW 2529
Telephone 1800 Warrigal (1800 927 744)
Email warrigal@warrigal.com.au
Web www.warrigal.com.au

 www.facebook.com/warrigalcommunities

 www.twitter.com/warrigalceo

 www.youtube.com/warrigalcommunities