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MEDIA RELEASE

INNOVATION IN SERVICE DELIVERY FOR SOCIAL CONNECTION

The importance of social connection in the lives of older Australians is at the heart of the service delivery model for the flagship Warrigal Shell Cove retirement community at Shellharbour on the NSW South Coast.

Warrigal Shell Cove's innovative approach to strengthening social connection among residents has been recognised with the Opticomm Award for Retirement Living Innovation at the National Retirement Living Awards 2018, at a gala ceremony at Parliament House in Canberra.

Loneliness among older Australians is a growing national problem. The approach taken at Warrigal Shell Cove includes a service delivery model based on social connectedness as well as an approach to the built form and design features that promote choice, independence, dignity, happiness and connectedness.

An onsite Community Facilitator role has been created to support the development of connections and friendships among the community, as well as coordinating customer interests and preferences and engagement with the local community.

Another feature is an online customer portal created as an online community which mirrors the village's physical form and provides a space for customers to stay connected with the family and community where they can share news, book appointments and engage in activities by the village's community hub, The Quay.

The portal was co-designed with village residents and has been designed to be used by all customers, family and friends regardless of their computer skills.

The National Retirement Living Awards recognise high achievement across all areas of the retirement living sector, by people and companies helping ensure senior Australians have an enjoyable retirement. Awards are presented in seven categories from nominations across Australia.

There are currently more than 180,000 people living in more than 2,300 retirement villages across Australia. With 22 per cent of Australians expected to be over the age of 65 by 2054, the need for comfortable, affordable and supportive retirement living options is ever-increasing.

More information is available at www.retirementlivingawards.com.au

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