

March 2021

Volume 11, Edition 190



Upon request, Distribution 130

~ ST. ANNA' RESIDENTIAL CARE FACILITY ~
" CROATIAN, UKRAINIAN AND BELARUSIAN AGED CARE
ASSOCIATION OF SA INCORPORATED

St Anna's RCF welcomes and encourages all forms of feedback from our consumers and their families.

St Anna's provides a "Feedback Box" to not only ensure that we are giving our consumers and their families the option to provide feedback, but to encourage it as well.

This Feedback Box remains confidential and you may remain anonymous if you wish. The Feedback Boxes are located in the Reception area, Wattle kitchenette entrance, poppy kitchenette entrance, sunflower dining room entrance **if you have any queries, please contact the facility on 8346 0955**

Lifestyle Team Caroline, Nicole, Karli and Deb



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Coming Events for April

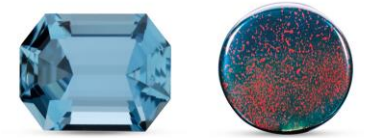
Birthstone / Flower for March

9 th	Consumer Meeting
4 th	Easter Sunday
25 th	Anzac Day

There will be a Roman Catholic service at St Annas with Fr Lancey will be holding a service once a month on a Tuesday in the PK room.

BIRTHSTONE FOR MARCH

Aquamarine and bloodstone, March's two birthstones, are very different when it comes to appearance, but they share a similar reputation for protecting one's well-being. The aquamarine birthstone evokes the colours of the sea. From deep green-blue to light, slightly greenish blue hues, faceted aquamarines are often free from inclusions and as clear as water, symbolizing purity of spirit and soul. The bloodstone birthstone is typically a dark-green cabochon that contains red spots of iron oxide, the "blood" that brings health and strength to the wearer.



FLOWER FOR MARCH

March's birth flower is the daffodil. It's all too appropriate that cheerful yellow flowers represent the first month of spring.

These little buds of sunshine symbolize unparalleled love and serve as a reminder that the sun is always shining when loved ones are in your life.

Varieties of daffodils, also known as jonquil, vary in colour, featuring white, orange and pale yellow blooms.



Please note that St Anna's endeavours to reduce the amount of paper used by the facility. To help our efforts, please let us know if there is a more efficient way to provide you with our monthly newsletter e.g. email.

Lifestyle Update

Hairdressers

St Annas would like to welcome our two new hairdressers that commenced in February. Michelle works on Tuesdays and Dijana on Wednesdays. If you would like an appointment please speak with our Lifestyle team or any of our staff who will let the team know.

Tuesday hairdresser: Michelle Borrelli



Wednesday Hairdresser: Dijana Zuric



Karen Downing our previous hairdresser has left due to health reasons, we would like to take this opportunity to thank her for her years of service to our residents. We wish her all the best.

Saturday feature films

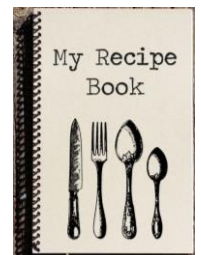
Starting this month each Saturday we will be playing a feature film on the big screen, if you have any movie's you would like to see, please let the Lifestyle team know.

People's Choice Lottery

Thank you to everyone who brought tickets in the People's Choice Lottery and helped raise money to go towards the purchase of outdoor blinds for our pergola area. We raised \$1.518 which is fantastic! Good luck, the winners of prizes are announced on Tuesday 2nd of March.

Recipe book.

We are making Volume #2 of 'a taste of St Anna's' we would love to hear your 'famous' family recipes.



CONSUMER/REPRESENTATIVE MEETING

To be held on Tuesday 9th of March 2021 at 2.00pm in the Peter Kurko Room

This meeting will be an opportunity to have a say and be involved in the issues that affect your care and the quality process. If you are unable to attend but would like to have some input please speak to Lifestyle Staff.

Day: Tuesday

Date: 9th March

Time: 2.00pm

All Welcome

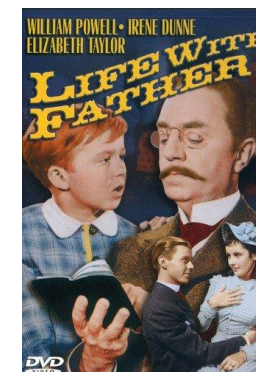
We look forward to seeing you!!

2021

Consumers' Lifestyle Choices – CHECK YOUR AREA BOARDS FOR CHANGES TO DAILY PROGRAMS
 PLUS: *Walks will be on nice days. All activities are subject to change and weather permitting. Please speak to staff if you are interested in going for a drive with our volunteers.*

March
Week
One

Monday 1st	Tuesday 2nd Hairdresser	Wednesday 3 rd	Thursday 4 th Polish Volunteer visits	Friday 5 th	Saturday 6 th
10.30am	10.30am	10:30am	10.30am	10.30am	11.15am
Magical Moments (individual consumers in all areas)	Magical Moments (individual consumers in all areas)	Magical moments (individual consumers in all areas)	Magical Moments (individual consumers in all areas)	Magical Moments (individual consumers in all areas)	Magical Moments (individual consumers in all areas)
11.30am	10.30am	12:00pm	11.30am	11.15am	2.30pm
Music and movement Under the pergola	Roman Catholic Service with Father Lancey In the Peter Kurko Room	BBQ Lunch In All Areas	Music/Movement Under the Pergola	Newspaper discussion In the Peter Kurko Room	Feature film on the big screen In The Peter Kurko Room
2.30pm	11.00	2.30pm	2.30pm	1.30pm	
Scattergories In the Peter Kurko Room	Chi Ball In the Peter Kurko	Gardening Under Pergola	Pamper Group In the Peter Kurko Room	Ukrainian Memories In the Peter Kurko Room	
	2.30pm			3.00pm	
	Bingo In the Peter Kurko Room			Bingo In the Peter Kurko Room	



Game Page – Word Search



St. Patrick's Day Word Search



P	O	T	O	F	G	O	L	D	B	E	E	T	S	L
O	S	F	R	A	C	H	G	C	U	I	V	E	L	U
S	O	H	B	O	W	S	C	L	O	V	E	R	E	W
T	A	M	A	R	C	H	R	A	D	O	W	S	P	I
L	R	U	C	M	U	C	K	Y	L	O	E	P	R	A
U	C	W	I	K	R	A	I	N	B	O	W	K	E	Y
K	A	T	R	S	G	O	N	D	U	R	L	U	C	K
T	H	E	T	G	O	S	C	P	L	E	R	P	H	A
C	T	O	I	R	N	T	D	K	O	G	M	R	A	I
C	O	R	N	E	D	B	E	E	F	R	C	A	U	R
E	T	I	R	E	L	A	N	D	O	S	H	E	N	I
W	O	W	N	N	D	O	W	T	L	K	Y	D	O	S
L	E	A	I	S	T	H	P	A	R	A	D	E	T	H
T	R	A	D	I	T	I	O	N	R	O	P	C	E	D
A	P	A	T	R	I	C	K	M	A	F	C	T	H	A



CLOVER
COINS
CORNED BEEF
TRADITION
GREEN

IRELAND
IRISH
LEPRECHAUN
LUCK
MARCH

PARADE
PATRICK
POT OF GOLD
RAINBOW
SHAMROCK



2021

Consumers' Lifestyle Choices – CHECK YOUR AREA BOARDS FOR CHANGES TO DAILY PROGRAMS
PLUS: Walks will be on nice days. All activities are subject to change and weather permitting. Please speak to staff if you are interested in going for a drive with our volunteers.

March
 Week
 Two

Sunday 7 th	Monday 8 th	Tuesday 9 th Hairdresser	Wednesday 10 th	Thursday 11 th Polish Volunteer visits Croatian Volunteer visit	Friday 12 th	Saturday 13 th
11.15am	10.30am	10.30am	10.30am	10.30am	10.30am	2.30pm
Magical Moments (Individual Consumers in Iris)	Magical moments (Individual Consumers in Iris)	Magical moments (individual consumers in iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Feature Film on the big screen In the Peter Kurko Room
11.30am	11.30pm	10.30am	10.30pm	11.30am	11.15am	
Songs of Praise On ABC TV	EMAA Exercise Under Pergola	Roman Catholic Service with Father Lancey In the Peter Kurko Room	Craft with Charmaine In The Peter Kurko Room	Lifestyle Staff meeting	Newspaper Discussion In the Peter Kurko Room	
2.00pm	2.30pm	11.00am	12.00pm	2.30pm	2.30pm	
Movie Afternoon In the Peter Kurko Room/ Iris Lounge	Cooking In the Peter Kurko Room	Chi Ball In the Peter Kurko	BBQ Lunch In All Areas	Choir In the Peter Kurko Room	Bingo In The Peter Kurko Room	
3.00pm		2.30pm	2.00pm			
Quoits Under the pergola		Consumer meeting In the Peter Kurko	Chavels travels to Ireland In The Peter Kurko Room			

Recipe Page – Slow Cooked Beef Stew

INGREDIENTS:

- 2 tablespoons olive oil
- 2 pounds stew meat, cut into 1-inch cubes
- Kosher salt and freshly ground black pepper, to taste
- 1 pound baby red potatoes, quartered
- 4 carrots, cut diagonally into 1/2-inch-thick slices
- 1 onion, diced
- 3 cloves garlic, minced
- 3 cups beef broth
- 2 tablespoons tomato paste
- 1 tablespoon Worcestershire sauce
- 1 teaspoon dried thyme
- 1 teaspoon dried rosemary
- 1 teaspoon smoked paprika
- 1 teaspoon caraway seeds, optional
- 2 bay leaves
- 1/4 cup all-purpose flour
- 2 tablespoons chopped fresh parsley leaves



DIRECTIONS:

1. Heat olive oil in a large skillet over medium heat.
2. Season beef with salt and pepper, to taste. Add beef to the skillet and cook until evenly browned, about 2-3 minutes.
3. Place beef, potatoes, carrots, onion and garlic into a 6-qt slow cooker. Stir in beef broth, tomato paste, Worcestershire, thyme, rosemary, paprika, caraway seeds and bay leaves until well combined; season with salt and pepper, to taste.
4. Cover and cook on low heat for 7-8 hours or high heat for 3-4 hours.
5. In a small bowl, whisk together flour and 1/2 cup stew broth. Stir in flour mixture into the slow cooker. Cover and cook on high heat for an additional 30 minutes, or until thickened.
6. Serve immediately, garnished with parsley, if desired

A Message from the CEO



Welcome to March!

March has come around so quickly and marks the end of summer and the beginning of beautiful Autumn. This month in St Anna's you will hopefully see a completed, newly installed Nurse call bell system which should really set the bar for response times and accuracy on the floor when responding to call bells. The rewiring and connection of this equipment is nearing completion and I thank our residents for their patience throughout.

We have staff really progressing with their Certificate 4 in Ageing Support with a session planned to exchange ideas with care staff from other facilities planned for this week. Staff have enrolled in Mental Health First Aid training to commence in March – this training is so important in the era we are living and working in and I will be interested to find out how this training progresses. There has been numerous staff complete a 2 day offsite training on COVID cleaning with a leading expert in this field – these participants have shared their learning and implemented changes within the facility and it is really encouraging to see the knowledge gained in these training sessions implemented around the facility.

Clinical Nurse Manager Wendy McCabe and myself have completed the mandatory Commonwealth Government requirement that each aged care facility must appoint an Infection Control and Prevention - Clinical Lead. This course ensures that every aged care facility is better prepared to prevent and respond to infectious diseases, including COVID-19 and influenza. Topics covered in the course were outbreak management, employee health, surveillance, epidemiology and microbiology. This course reflects recent evidence, guidelines and standards and we both found it to be worthwhile and beneficial. I thank staff on being so responsive and organised with their training requirements.

Our Clinical Services Manager Janet will finish mid April and we will be organising a celebration with the residents in April to farewell our team member. We welcome Registered Nurse Kai to the team. Kai will commence in this role from late March – he will be keen to meet residents and families. Kai is married with 1 baby daughter and has a wealth of nursing and management experience – I am looking forward to welcoming him to our St Annas family.

We appreciate your feedback and encourage you to let us know if you have any suggestions or concerns via a feedback form (located throughout the facility) via email, phonecall or in person.

Thanks to those that get in touch with any suggestions for improvement or feedback – it really does help in our endeavour to continually improve.

The team has posted some great photos of our residents, friends and staff to Facebook and Instagram and I encourage you all to “like and share” our social media stories – we will endeavour to regularly share what is happening around the place.....

Amanda Birkin CEO

New Staff Member Kai.



Hello everyone, my name is Kai, I will be taking on the role vacated by Janet and am aware these are big shoes to fill. I have been fortunate enough to have worked with Janet in the past. I am Registered Nurse and have been working in aged care for a number of years, I've had previous experience as a clinical nurse manager and site manager of culturally specific organisation very similar to St Annas. I was born in Hong Kong and came to Australia as an eighteen-year-old student and now call Australia home. I completed my nursing qualifications at Uni SA. I am married and have baby daughter who is turning one soon. I love playing soccer and car racing. I'm looking forward to meeting you all and getting to know a little bit about your life.

Staff Stories – Caroline – Lifestyle Coordinator

For those of you who don't know me my name is Caroline Saltmarsh and I am the Lifestyle Coordinator of a dynamic team at St Annas. I am in my 10th year of service and feel privileged that I am able to spend each working day with our wonderful residents and staff. My role is supporting our residents to maintain their social, spiritual, cultural and emotional needs in a caring, empathetic and understanding way.

I am married and have two adult children and come from a close-knit family. I live in the leafy Adelaide hills and I enjoy spending my free time with family and friends socialising and travelling. I am an avid reader and love spending time in my large garden.

Volunteering has always been apart of my life, giving back to other people. I spent many years volunteering at my children's primary school and was a member of the School Board for 3 years. I have also been apart of a volunteer program taking community members out on the weekends.

I started working in Aged Care as a volunteer when my children were at school, giving manicures to residents and spending quality time together. I really enjoyed the interaction with the elderly and decided to do my Diploma of Lifestyle and Leisure which led me to my role working in Lifestyle. I returned to study in 2012 at Uni SA to study a BA in Indigenous cultures and Australian society.

Working at St Annas has been a very rewarding experience getting to know so many residents, families and community members.



My Garden at home



Sunday 14th	Monday 15th	Tuesday 16th Hairdresser	Wednesday 17th	Thursday 18th Polish Volunteer visits	Friday 19th	Saturday 20th
11.15am	10.30am	10.30am	10.30am	10.30am	10.30am	2.30pm
Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Feature Film on the Big Screen In the Peter Kurko Room
11.30am	2.30pm	11.00am	11.30am	11.30am	11.15am	
Songs of Praise On ABC TV	Scattergories In the Peter Kurko Room	Chi Ball Under the pergola	Music/movement Under the Pergola	Ukrainian Catholic Service with Father Taras In the Peter Kurko room	Newspaper Discussion In the Peter Kurko Room/ Iris Lounge	
2.30pm		1.30pm	12.00pm	2.30pm	2.30pm	
Movie Afternoon In all Areas		Afternoon drive with Jock	BBQ Lunch In all areas	Gardening Under the Pergola	Bingo In the Peter Kurko Room	
		2.30pm	2.30pm			
		Bingo In the Peter Kurko Room	St Patricks day Celebration In the Peter Kurko Room			



Reminders / News / Invitations

Croatian club and Ukrainian club lunches

Please speak with Lifestyle staff if you would like to attend the monthly lunches held at the Croatian Club and weekly social outings to the Ukrainian Club. Visits to the Clubs are subject to change due to Covid-19 updates.

Parking at St Anna's

The Charles Sturt Council has installed yellow lines out the front of St Anna's and at the car park entrance in which no parking is allowed. Please ensure your car is not parked on these lines as fines may be incurred.

Infection control

We remind our wonderful visitors that if you are experiencing any flu/virus/ gastro like symptoms, please do not come into the facility until you are feeling better to protect our consumers. Please remember to use the hand sanitizer that is provided when entering and exiting the facility. Please follow all measures in place when entering the facility: taking temperatures and filling in required documentation. Thank you

PODIATRY:

The podiatrist will be visiting St Anna's in March. Please advise staff if you would like to receive a visit.
Please note that podiatry services are only available to St Anna's consumers in **PERMANENT** care.

Reminders / News / Invitations

LAUNDRY: LOST PROPERTY.

Clothing on our lost property rack is kept in the main laundry. All items on the rack are unlabelled and many items have been there for over 6 months. If you are concerned that you have missing items of clothing please contact Lifestyle and they can show you the clothing in the laundry.

PLEASE REMEMBER

All Consumer's clothing is required to be labelled. St Anna's RCF does not take responsibility for any lost clothing which is unlabelled.

Currently we have a large quantity of consumer's un-labelled clothing in our laundry.

Labels can be purchased from St Anna's RCF, forms are available at reception or from the housekeeping staff.

ALL ELECTRICAL ITEMS FOR CONSUMERS

All electrical items purchased by family/friends for consumers, must not be used until St Anna's maintenance department has tested and tagged each item. Please notify a staff member of your purchase and they will ensure that our maintenance department is contacted.

As the season is changing, please don't hesitate to contact staff if you feel your family member's air conditioning needs adjusting.

For all consumers and representatives, there is now a framed copy of the Charter of Rights and Responsibilities in the foyer.

Please be aware that food is only to be served by St Annas staff from the Bain Marie to our residents. Staff have completed Food Safety Handling. Specific snack pack fruit/custards and ice-cream that are in Kitchenette areas are only for residents. There are Policies and Procedures that need to be adhered to regarding Food Safety and Handling. We thank you for your understanding in following the correct processes at St Anna's.

POEM - 😊


Happiness

**It is such a joy
to feel really happy.
Your heart sings
your feet dance
your mind
sways in the wind.
The world is light
you float on a breeze.
The world moves
to the rhythm of your joy
every note is sung
with the voice of contentment.**

Original Poetry & Art by Patricia Walter '99 ©

Multicultural Programs

Tune in to your favourite
RADIO PROGRAM on 5EB1 103.1FM

	Croatian Radio	Thursday	5:00pm – 7:00pm
		Sunday	12:00pm -1:00pm
	Ukrainian Radio is on air:	Monday	4:30 – 5:00pm
		Wednesday	3:00 – 4:00pm
		Sunday	2:30 – 3:30pm
	Russian Radio is on air:	Monday	7:00pm – 7:30pm
		Tuesday	5:00pm – 5:30pm
		Wednesday	6:00pm – 7:00pm
		Sunday	8:30pm – 9:30pm
	Greek Radio is on air:	Tuesday	6:00am – 7:00am 3:00pm – 4:00pm
		Wednesday	4:00pm – 5:00pm
		Thursday	8:00am – 9:00am 2:00pm – 3:00pm
		Friday	8:00am – 9:00am 2:30pm – 3:30pm
		Sunday	5:00pm – 6:00pm


	German Radio is on air:	Monday	6:00am - 6:30am 6:30am – 7:30am 2:00pm – 4:00pm 11:00pm – 12:00am
		Tuesday	12:00pm – 12:30pm 5:00pm – 6:00pm
		Wednesday	12:00pm – 12:30pm
		Thursday	12:00pm – 12:30pm 4:00pm – 5:00pm
		Friday	12:00pm – 12:30pm 10:30pm - 11:30pm
		Saturday	7:30pm – 8:00pm
		Sunday	10:00am – 10:30am
			Polish Radio is on air:
Thursday	4:00pm – 5:00pm		
Saturday	8:00pm – 9:00pm		

**Please note: This page is for all Nationalities to advertise Community programs if they wish; please contact St Anna's*

2021

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**PLUS: Walks will be on nice days. All activities are subject to change and weather permitting.
 Please speak to staff if you are interested in going for a drive with our volunteers.**

March
 Week
 Four

Sunday 21 st	Monday 22 nd	Tuesday 23 rd Hairdresser	Wednesday 24 th	Thursday 25 th	Friday 26 th	Saturday 27 th
11.00am	10.30am	10.30am	10.30	10.30pm	10.30am	2.30pm
Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Feature film on the Big Screen In The Peter Kurko Room
11.30am	11.30am	10.30am	12.00pm	11.30pm	11.30pm	
Songs of Praise On ABC TV	Music and Movement Under The Pergola	Roman Catholic Service with Father Lancey In The Peter Kurko Room	BBQ Lunch In the Peter Kurko Room	Music/Movement In the Peter Kurko Room	Newspaper Discussion Under The Pergola	
2.00pm	2.30pm	11.00am	2.30pm	2.30pm	2.30pm	
Movie Afternoon In all Areas	Cooking In The Peter Kurko Room	Chi ball Under the pergola	Memory Lane In The Peter Kurko Room	Quiz In the Peter Kurko Room	Bingo In The Peter Kurko Room	
3.00pm		2.30pm				
Rap-ball Under the Pergola		Bingo In The Peter Kurko Room				

Consumers' Lifestyle Choices – CHECK YOUR AREA BOARDS FOR CHANGES TO DAILY PROGRAMS
 PLUS: *Walks will be on nice days. All activities are subject to change and weather permitting.
 Please speak to staff if you are interested in going for a drive with our volunteers.*

Sunday 28 th	Monday 29 th	Tuesday 30 th Hairdresser	Wednesday 31 st
11.00am	10.30am	10.30am	10.30
Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)
11.30am	11.30am	11.00am	12.00pm
Songs of Praise On ABC TV	Music and Movement Under The Pergola	Chi ball Under the pergola	BBQ Lunch In the Peter Kurko Room
2.00pm	2.30pm	2.30pm	2.30pm
Movie Afternoon In all Areas	Cooking In The Peter Kurko Room	Bingo In The Peter Kurko Room	Quiz In The Peter Kurko Room
3.00pm			
Rap-ball Under the Pergola			

Clinical Care Update

WHAT TO EXPECT ON COVID-19 VACCINATION DAY AT YOUR RESIDENTIAL AGED CARE FACILITY

Residential Aged care residents and workers will be among the first people who can choose to receive a COVID-19 vaccine. This is a part of the first phase of Australia's COVID-19 vaccine national roll-out strategy.

COVID-19 vaccination for residential aged care residents and workers will be done at residential aged care facilities. You will be informed by St Annas Clinical team when your vaccination day will be.

The Australian Government will organise for vaccines to be delivered to St Annas. The Australian Government has also recruited a clinical workforce who will visit St Annas and administer the vaccine to residents and staff. These clinical workers will work very closely with St Annas Clinical team in the lead up to vaccination day to plan and make sure the vaccination day runs safely and smoothly.

Clinical staff at St Annas will ask each individual resident and your substitute decision maker (if one is in place), to consent to receiving the COVID-19 Vaccine.

- Information is available to you so you can make an informed decision about COVID-19 vaccination> If you haven't already been provided with information by staff, please ask and we can provide you with information.
- Before giving consent, you, your family, carers and decision makers can also choose to engage with clinical staff at St Annas, a GP or other health professional to discuss the benefits and risks of vaccination, and whether it is suitable for you to receive the COVID-19 vaccine.
- Clinical staff at St Annas will check your health to make sure it is suitable for you to receive the vaccine. If Clinical staff has any concerns about your health, they will consult your GP. You can choose to speak to your own GP at any time about your health and COVID-19 vaccination.
- If you consent to receiving the COVID-19 vaccine at St Annas you will be registered to receive your vaccine. Clinical staff will manage all of the arrangement for the vaccination day with the vaccine workforce.
- The COVID-19 vaccine does not need to be prescribed for you by your GP.
- You have the right to access an aged care advocate. This service through OPAN is free, confidential and independent of the government and aged care providers. Aged care Advocates in your state or territory are available on 1800700600 or at Opan.com.au

Please ask to speak to Wendy McCabe our Clinical Nurse Manager if have any questions

Home Care Package- Information Page

We would like to continue our 'get to know our staff' for March.

Hi, my name is Nina and I joined the St Anna's Homecare Team last year. I "fell into it" really as I had been a carer for my mum for 17 years until she passed away recently. I enjoy working with people and helping with their needs. I speak Italian as a second language. I don't have a lot of spare time however I enjoy spending time with my friends and with my cat, Max.

I enjoy my work in the St Anna's Homecare Team and find it fun at the same time because I meet a lot of interesting people from all walks of life.



Lifestyle Activities at St Anna's

Pamper group, Valentines day celebration, Shrove Tuesday, Gardening, Exercise groups.





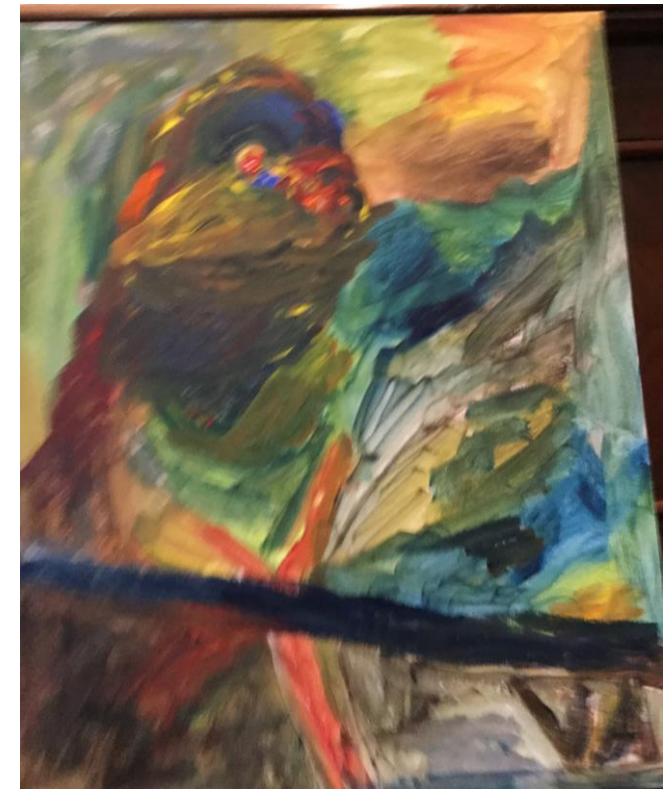
Resident's Corner

Two of our talented residents Valma and Michael have been working on some fantastic art pieces, these art pieces will be displayed at 'the Art show – inclusive community event' held at Errington special education centre on March 28th. Their art will also be going in to a competition that focuses on inclusiveness, Ability, passion and joy.

Good Luck to Valma and Michael from Every one at St Anna's.



Costal Kangaroos by Michael. D



Bird by Valma. A

In Loving Memory



It is with sadness we announce that Nanette Schultz passed away peacefully on the 8th of February we offer our sincere condolences to family and friends



In Loving Memory



It is with sadness we announce that Dan Shaw passed away peacefully on the 21st February we offer our sincere condolences to family and friends



Your feedback

At St Anna's Residential Care Facility & Home Care Packages, we welcome your feedback in an environment that is safe and comfortable for you and your family and friends.

In order for us to provide the best possible care and services, we rely on constructive feedback that will enable us to learn about ways in which we can improve outcomes for our consumers.

Management operates under an 'open disclosure' approach and ensures that all feedback is treated in strict confidence.

Feedback is welcomed in all methods, including formally, informally, written or verbally to the organisation:

You can let us know by:

1. Telling a staff member – Our staff members will listen and assist consumers and representatives to raise issues. Please feel free to approach a staff member and indicate that you have a concern or would like to provide some feedback.
2. Consumers Meetings – If you have an item that you would like to discuss, please attend the monthly Consumers Meetings. These meetings are a friendly and open environment where concerns or issues can be raised and discussed.
3. Feedback Forms – Throughout the facility, particularly in the foyer, Feedback Forms can be found that will let us know the details we need to address a concern. There is a confidential Suggestion box located outside of the staff room, or alternatively you can hand it to Reception or mail it in.

Complaints Process Stages

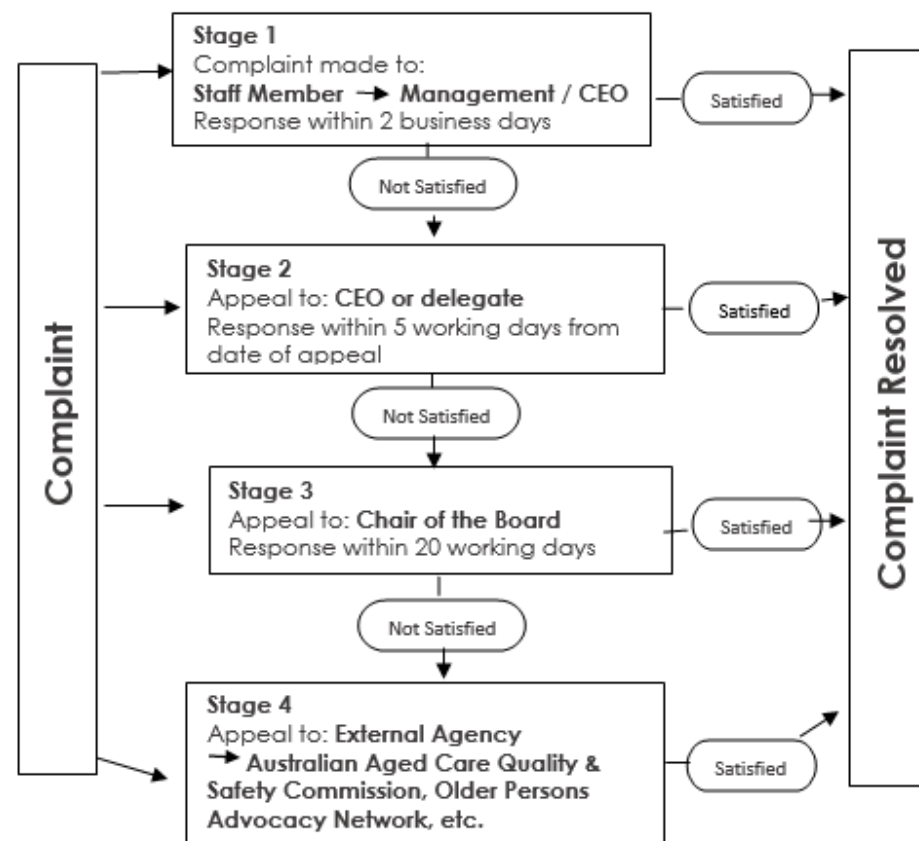
Stage 1 - You may raise any feedback or concerns with any member of staff in person, by phone, in writing or by using this form. Complaints are usually handled by the CEO, Management team or a senior staff person. Complaints will be addressed promptly, with the aim of providing a formal acknowledgement if not resolution within 48 business hours. We recognise that some complaints may take longer to investigate, and in this instance we will communicate with you openly and regularly whilst we work to resolve the concern. Once a resolution has been reached, we will ensure you are satisfied with the outcome.

Stage 2 - If you are not satisfied with the outcome, you are welcome to appeal to the CEO directly in person, by phone or in writing. The CEO or delegate will investigate and respond to you within 5 business days from the date of appeal.

Stage 3 - If you are not satisfied with the appeal outcome, you may take your complaint to the Chair of the Board in person, by phone or in writing. The Board will re-investigate and will respond within 20 business days from contact with the Chair of the Board.

Stage 4 - You are welcome to appeal the outcome by taking your concern directly to the Aged Care Quality and Safety Commission – see the back page for details.

It is important to note that you are welcome to contact an Advocacy service at any stage of the complaint to help advocate on your behalf, assist you with the process and act on your behalf – see below for details



Other Support:

If you are not satisfied with the outcome of your concern with us directly, you are welcome to contact the Aged Care Quality and Safety Commission to address your concern.

Aged Care Quality & Safety Commission

1800 951 822

agedcarequality.gov.au

Advocacy Services

There are services available to help you address your concern. An advocate will provide support to assist you at any stage of the complaint process. It is a free, confidential service.

Older Persons Advocacy Network

1800 700 600

My Aged Care

1800 200 422

Language Services

If you feel you need an interpreter you can ask us to arrange one. Alternatively, you can contact the below service and ask them to contact us.

Translating and Interpreting Services (TIS)

131 450

St Anna's Vision & Mission Statement



*Croatian, Ukrainian & Belarusian
Aged Care Association of South Australia Inc.
Comprising: St. Anna's Residential Care Facility & Home Care Packages*

Vision Statement

“ A PLACE WITH A HEART ”

Mission Statement

The Croatian, Ukrainian and Belarusian Aged Care Association of South Australia Inc. strives to be a leading accredited provider of culturally sensitive and dedicated Aged Care Services primarily for the Croatian, Ukrainian and Belarusian ethnic communities.