

April 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



	<u>Page</u>
Coming Events for May 2021 / Birthstone and Flower for April	2
Lifestyle Update	3
Consumer Meeting	4
Lifestyle Program	5
Game Page	6
Lifestyle Program	7
Recipe Page	8
Message from the CEO	9-10
Lifestyle Program	11
Reminders / News / Invitations	12-13
Poem	14
Radio Stations	15
Lifestyle Program	16
Lifestyle Program	17
Clinical Care Update	18
Home Care Packages, Clients – Information Page	19-20
Facility Photos	21-22
Residents Corner / Memorial page	23-24
Your feedback	25-27
Vision & Mission Statement	28

Coming Events for May

Birthstone / Flower for April

1 st	Holy Saturday Blessing of Baskets
4 th	Consumer Meeting
13 th	Mother's Day
23 rd	Ukrainian Egg Decorating
30 th	Croatian Independence 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 APRIL

The diamond is the traditional birthstone of April and holds significant meaning for those born in that month, thought to provide the wearer with better relationships and an increase in inner strength. Wearing diamonds is purported to bring other benefits such as balance, clarity and abundance.



FLOWER FOR APRIL

April's birth flowers are the daisy and the sweet pea. The daisy symbolizes purity, true love and innocence. There are five common types of daisies with petals ranging in colour from white to pink, around a bold yellow centre. In Old English, people called daisies the "day's eye," since the petals closed around the yellow centre at night and reopened during the day. Daisies are great flowers to show your undying love.



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



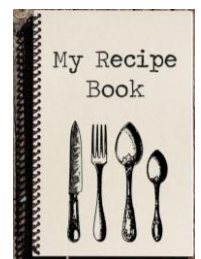
Karen Downing our previous hairdresser has left due to health reasons, we would like to take this opportunity to thank her for her years of service to our residents. We wish her all the best.

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.

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 6th of April 2021 at 2.00pm in the Peter Kurko Room

Followed by an **ARAS meeting.**

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: Tuesday 4th of May

Time: 2.00pm

All Welcome

We look forward to seeing you!!


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.*

Thursday 1 st Polish Volunteer visits	Friday 2 nd Good Friday	Saturday 3 rd Easter Saturday
10.30am	2.30pm	2.30pm
Magical Moments (individual consumers in all areas)	Movies in all areas	Feature Film on the Big Screen In The Peter Kurko Room
11.30am		
Music/Movement Under the Pergola		
1.30pm		
Ukrainian memories With Maria Dnistrjanski In the Peter Kurko Room		


Game Page – Word Search




Easter Word Search



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




BUNNY
DUCKLINGS
BONNET
BASKET
CHICKS



DAFFODILS
EASTEREGG
HYACINTH
SPRING
EGGS

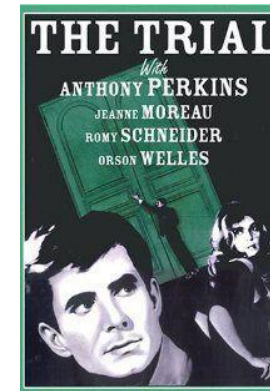


LAMBS
IRIS
JELLYBEANS
RABBIT
CHOCOLATE



myuntitledlife.com

Sunday 4 th Easter Sunday	Monday 5 th Easter Monday	Tuesday 6 th Hairdresser	Wednesday 7 th	Thursday 8 th Polish Volunteer visits Croatian Volunteer visit	Friday 9 th	Saturday 10 th
11.30am	2.30pm	10.30am	10.30am	10.30am	10.30am	2.30pm
Magical Moments (individual consumers in iris)	Movie Afternoon In all Areas	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		10.30am	10.30pm	11.30am	11.15am	
Songs of Praise On ABC TV		Roman Catholic Service with Father Lancey In the Peter Kurko Room	Craft with Charmaine In The Peter Kurko Room	Music and Movement In The Peter Kurko Room	Newspaper Discussion In the Peter Kurko Room	
1.00pm		11.00am	12.00pm	2.30pm	2.30pm	
Ukrainian Orthodox Service with Father Eugene. PK Room.		Chi Ball In the Peter Kurko	BBQ Lunch In All Areas	Choir In The Peter Kurko Room	Bingo In The Peter Kurko Room	
2.30pm		2.30pm	1.30pm			
Movie afternoon In The Peter Kurko Room		Consumer meeting followed by ARAS meeting In the Peter Kurko	Pet Therapy Visit visits around facility			
			2.00pm			
			Chavels travels to Kakadu In The Peter Kurko Room			



Recipe Page – Hot Cross Cookies

Ingredients

- 200g softened butter , plus extra for the trays
- 100g light muscovado sugar
- 1 egg
- 250g plain flour
- 1 tsp cinnamon
- 2 tsp baking powder
- 100g sultana
- 200g white chocolate chips

Method

STEP 1

Heat oven to 180C/160C fan/gas 4. Lightly butter a few baking trays. In a large bowl, beat together the butter, sugar and egg until smooth. Sift in the flour, cinnamon and baking powder, then combine to make a dough. Add the sultanas and 100g of the white chocolate, and mix to combine.

STEP 2

Roll lumps of dough into balls the size of golf balls. Flatten these onto the trays, leaving enough space between each for them to expand. Bake for 10 mins until golden (you may have to do this in batches). Remove the cookies from the trays and cool on wire racks.

STEP 3

Melt the remaining white chocolate in the microwave on Low in 20-second bursts. Using a small piping bag or a teaspoon, carefully drizzle a cross on top of each cookie. Leave to set before eating. These cookies can be stored in a cookie jar for up to 3 days.



A Message from the CEO



Happenings at St Anna's ... Welcome to April!



April has come around so quickly and our staff continue their commitment to ongoing training – Mel, Athin, Caroline, Michelle and Aged Care Medic Nurse Kerry completed their Mental Health First Aid Training offsite recently and their feedback was very positive, this training will benefit us all....

We will sadly say goodbye to our Clinical Services Manager Janet and this month the residents and staff will get together to celebrate Janets career and her future in the next few weeks. We welcomed Registered Nurse Kai to the family at an afternoon tea and he met with residents in the Peter Kurko - thanks to everyone who joined in. Please introduce yourself to Kai if you see him about the place – he is excited to meet you all...

The Allied Health Team led by Athin have purchased some fantastic pieces of equipment – 2 NuStep recumbent cross trainers for our residents. These trainers will provide our St Anna's residents with safe cardio exercising. They simulate a natural walking motion while eliminating undesirable joint stress and promoting functional fitness. This type of trainer was selected because they are quality products promoting strengthening exercises' whilst being comfortable, ergonomic and safe products – I am confident we will see positive results for those able to utilise these machines.

At the time of printing the facility have had no further information about when our residents and staff will receive the COVID vaccine – however we will keep everyone in the loop and let you know as soon as we know anything....please do not hesitate to see me or email me should you have any queries at all.

We appreciate your feedback and encourage you to let us know if you have any suggestions or concerns via feedback forms (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...

Wishing you all a Happy and Safe Easter!

Amanda Birkin CEO

Staff Stories – Grace Kowcze- Carer

My name is Grace Kowcze.

I moved to Australia from Poland in 1993 with my husband and two children. In my spare time I like reading books, doing Sudoku, knitting and watching movies. My husband and I go on holidays often and I really enjoy visiting and discovering new places. I have two beautiful granddaughters aged 6 and 3 and I look after them two days a week. I have been working at St Annas as a carer since 2006 and I currently work two afternoons a week. I really enjoy working here because I have the opportunity to meet people from different backgrounds and learn about new cultures. I understand other languages and I enjoy translating what the residents are saying. I enjoy helping people, talking to them and listening to their stories.

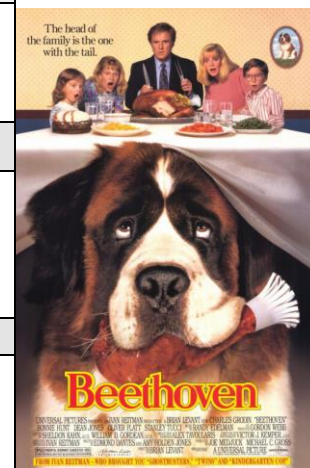


2021

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.*

April
 Week
 Three

Sunday 11th	Monday 12 th	Tuesday 13 th Hairdresser	Wednesday 14 th	Thursday 15 th Polish Volunteer visits	Friday 16 th	Saturday 17 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
11.30am	2.30pm	11.00am	11.30am	11.00am	11.15am	
Songs of Praise On ABC TV	Cooking 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	2.00pm	2.30pm	
Movie Afternoon In all Areas		Afternoon drive with Jock	BBQ Lunch In all areas	Pamper Group In The Peter Kurko Room	Bingo In the Peter Kurko Room	
		2.30pm	2.30pm			
		Bingo In the Peter Kurko Room	Croatian Memories In Iris lounge			



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 April. 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. 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 - 😊

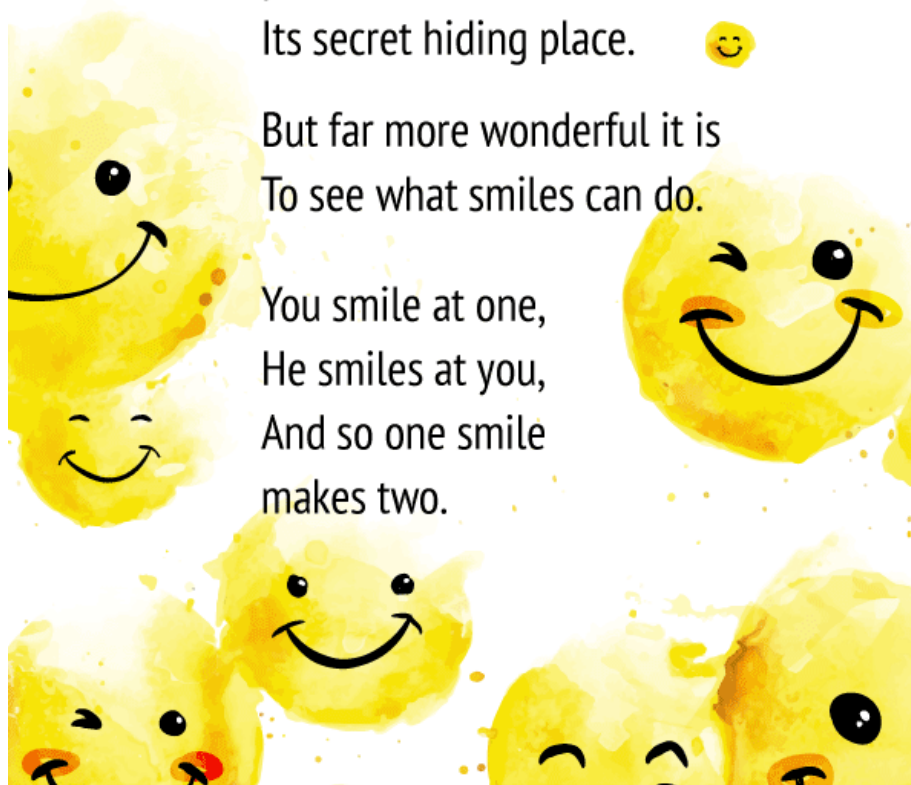
A SMILE

A smile is quite a funny thing,
It wrinkles up your face.

And when it's gone
you'll never find
Its secret hiding place. 😊





But far more wonderful it is
To see what smiles can do.

You smile at one,
He smiles at you,
And so one smile
makes two.



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.**

April
 Week
 Four

Sunday 18 th	Monday 19 th	Tuesday 20 th Hairdresser	Wednesday 21 st	Thursday 22 nd	Friday 23 rd	Saturday 24 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
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	1.30pm	2.30pm	2.00pm	
Movie Afternoon In all Areas	Scattergories In The Peter Kurko Room	Chi ball Under the pergola	Pet Therapy Visits around the facility	Quiz In the Peter Kurko Room	Ukrainian Egg Decorating In The Peter Kurko Room	
3.00pm		2.30pm	2.30pm			
Rap-ball Under the Pergola		Bingo In The Peter Kurko Room	Bocce In The Peter Kurko Room			



Sunday 25 th Anzac Day	Monday 26 th Anzac Day Public holiday	Tuesday 27 th Hairdresser	Wednesday 28 th	Thursday 29 th	Friday 30 th
11.30am	2.00pm	10.30am	10.30	10.30am	10.30am
Songs of Praise On ABC TV	Movie Afternoon In All Areas	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)
2.00pm		11.00am	12.00pm	11.30am	11.30am
Rap Ball In the Peter Kurko room		Chi ball Under the pergola	BBQ Lunch In the Peter Kurko Room	Music And Movement In The Peter Kurko Room	Newspaper Group In The Peter Kurko Room
		2.30pm	2.30pm	2.30pm	2.30pm
		Bingo In The Peter Kurko Room	Memory Lane In The Peter Kurko Room	Gardening Under The Pergola	Bingo In The Peter Kurko Room

Clinical Care Update

Welcome Kai our new Clinical Services Coordinator



Farewell to Janet. Thank you, Janet, for all your hard work and care wishing you all the best in your retirement.



CHANGE OF WEATHER

Now that we are in autumn, we are experiencing cooler mornings and evenings.

Now is a good time to check wardrobes to ensure residents have enough warmer clothes including pyjamas and footwear.

Please ensure that all new clothing is taken to the St Annas laundry for labelling before placing in resident's wardrobes. This includes hankies, socks, scarves, gloves, blankets and all clothing items

Ask staff if you need an extra blanket on your bed or heavier quilt and the temperature of your air-conditioner may need to be changed.

Home Care Package- Information Page

Our fantastic Home Care staff Daoma and Bronwyn took clients George Mann and Vern Murphy to the Alberton Hotel for lunch in February. The gentlemen have met through social outings with St Anna's and their carers. They enjoy each other's company, share common interests like their love of the Port Adelaide Football Club, horse racing, reminiscing about days gone by and the Port. This day there was a lot of talk about past footballers and some very funny stories were told. George enjoyed looking at all the old photos of the pub that were on display. Both men thoroughly enjoyed their beer as well. Another great day spent together with new friends, and they look forward to their next social outing.



Home Care Package- Staff Page

HCP Carer Yvette Charvetto

Hi, my name is Yvette and I joined St Anna's Homecare Team four years ago. I fulfilled my desire to become a carer when my daughter started primary school.

In my spare time I enjoy spending time with my daughter as well as other family and friends. Some of my hobbies are cycling, power walking, reading, cinema and dining out. I also regularly attend church.

I enjoy my work with the St Anna's Homecare Team because I assist people with their daily needs and also hear the great stories many of our clients share.



Lifestyle Activities at St Anna's

St Patrick's Day activities, Pet Therapy Program and cooking.





Resident's Corner

This month we asked the question to our residents what is most important to you about the kind of care you receive?

To be treated kindly

To receive compassionate care

Staff take time to chat with me

To be respected

To receive time and care with the workers



To be supported to maintain my independence

In Loving Memory



*It is with sadness we announce that Dunia Bak passed away peacefully on the 17th of March 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

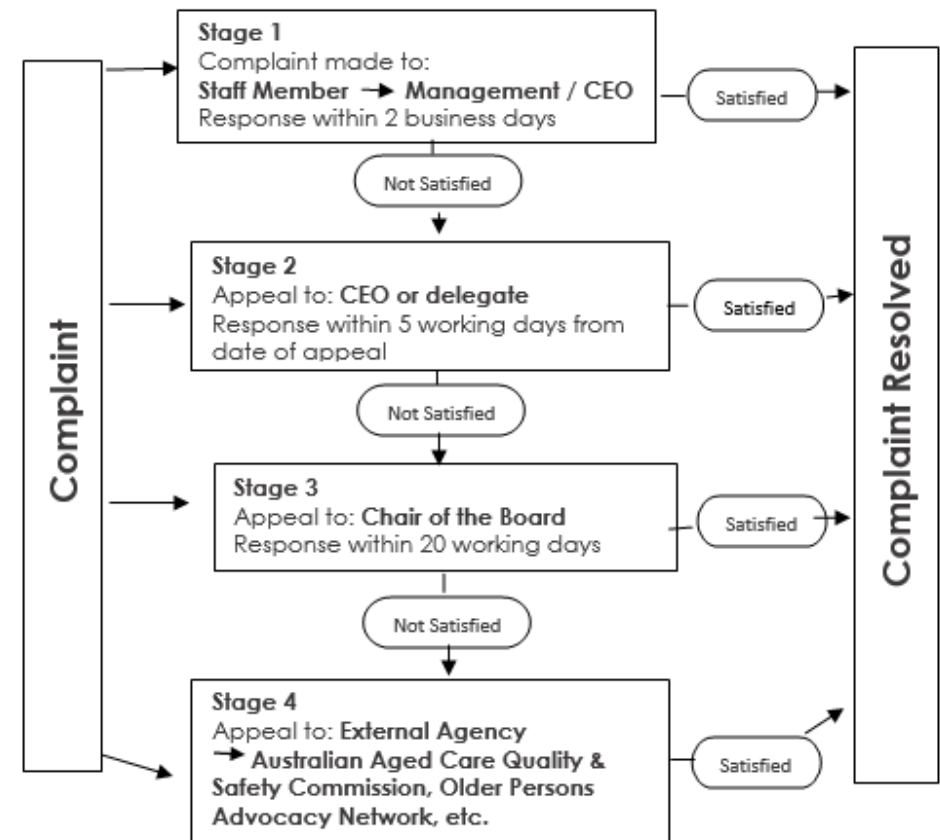
Stage 1 - You may raise any feedback or concerns with any member of staff in person, by phone, in writing or by using this form. Complaints are usually handled by the CEO, Management team or a senior staff person. Complaints will be addressed promptly, with the aim of providing a formal acknowledgement 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.