



# St Anna's Home Care

## *Newsletter*

May 2025

### *What's Inside!*

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*Changes to pricing for Home Care*

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*Colouring*



# St Anna's Home Care Information

Office phone: ( 08 ) 7078 6382

Email: [homecare@cubs.org.au](mailto:homecare@cubs.org.au)

## Feedback

St Anna's Home Care is committed to providing safe, quality care and services to our clients. We value your feedback.

Feedback can be provided by the following ways:

- . Feedback Form in you Welcome Pack
- . Contacting the Home Care office
- . On the St Anna's Website
- . Speaking to your carer who can provide a feedback form
- . QR Code



## Consumer Advisory Body

A Consumer Advisory Body collects feedback from clients and shares it with those in charge of your care. It gives the opportunity for clients to voice their opinions. If you would like to become involved please contact the home care office.



The Aged Rights Advocacy Service (ARAS) can provide confidential advocacy, information, education and support. They are a statewide service which has been supporting older people since 1990. Phone 1800 232 007



*To our clients and staff who are celebrating birthdays in May,  
we hope you enjoy your special day.*

Zorka - 3 May  
Kon - 11 May  
Domenica - 12 May  
Rosalie - 14 May  
Charles - 17 May  
Ruby - 21 May  
Desmond - 22 May  
Vassiliki - 29 May  
Poppi - 30 May  
Iva - 31 May

Glen - 24 May



## *Happy 100<sup>th</sup> Birthday Palma*



Our client Palma recently celebrated her 100<sup>th</sup> birthday with family and friends.

## *Recipe of the Month*

### *Tuna Veggie Casserole*



#### Ingredients:

1 bag whole wheat egg noodles  
2 cans tuna drained  
2 cans cream of mushroom soup  
2 cups frozen veggies  
½ cup milk  
1 cup shredded cheddar cheese  
8 buttery crackers, like Ritz or Jatz

#### Method:

1. Preheat oven to 350 F and grease a casserole dish.
2. Cook whole-wheat noodles according to package directions, drain thoroughly
3. Mix the warm cooked noodles with tuna, soup, veggies, milk and cheese. Season with salt and pepper as desired. Spoon into your prepared pan.
4. Crush up your crackers into small chunks and spread over the top. Add additional cheese if required.
5. Bake for 20 Minutes until golden, bubbly, and beginning to brown. Serve warm.

## Disability Parking Permits

Clients may be eligible for a Disability Parking Permit. You'll need to complete and sign section 1 of the [application for a disability parking permit form](#). (240.6 KB PDF)\_ You will then need to take the form to a doctor to complete and sign the relevant sections.

You can submit the form:

### In person

Present the completed form to a [Service SA centre](#). A third party can submit the form on your behalf if your details haven't changed.

### By post

Mail the completed form with the correct fee. Payment is by cheque or money order.

Service SA  
GPO Box 1533  
Adelaide SA 5000.



## Cabcharge

We can provide you with a Cabcharge card. Please contact the Home Care office if you would like us to order one.





## *Our Clients*



George and Franciska playing cards with friends



Barb having dumplings for lunch with her carer Yvette



## *Our Clients*



Our client Barbara colouring in from the newsletter



Maria has organised to donate some clothes to charity that she no longer wears. Carer Sandy assisted her to pack them up.



## Continuous Improvement

St Anna's Home Care continuous improvement plan includes but is not limited to –

- ❖ Consumer folder which involves a six monthly updated Care Plan for Consumer homes
- ❖ Staff training on palliative care to enable St Anna's Home Care to become a leader in the provision of palliative care at home
- ❖ The assessment of Consumers for pain via an app and screening tools
- ❖ Clinical assessments and processes to streamline these areas
- ❖ St Anna's RCF and Home Care transportation/bus
- ❖ To provide Consumers with more information regarding the legislation to be implemented in July 2025
- ❖ Cyber security information and training

### Feedback on what St Anna's Home Care does well

Consumers and representatives continue to provide feedback on satisfaction with staff and supports carried out. All feedback is passed on to the relevant staff members.

Negative feedback on **cleaning** is still being received. Additional training is being conducted.

Increased **communication** between Consumers and Coordinators is being attended to as this was one area of concern identified in the surveys. As a result these attendances by Coordinators are being logged in Lookout under care management as a reference tool.

## Scams

### Stay Safe Online: Spotting Scams and Identifying AI

As more of us go online to keep in touch, pay bills, or enjoy entertainment, it's important to know how to **stay safe** and **protect your personal information**. Scams are becoming more clever, and with new technology like Artificial Intelligence (AI), it's sometimes hard to tell what's real and what's fake. Here's what you need to know.

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#### What is a Scam?

A scam is a dishonest trick used to steal your money or information. Scams can happen by:

- **Email** or text message (often asking you to click a link)
- **Phone calls** pretending to be from your bank, the government, or a family member
- **Social media messages** that seem unusual or too good to be true
-

## What is AI and How is it Used in Scams?

AI (Artificial Intelligence) is a computer program that can write, talk, or even create images and videos that look very real. Scammers now use AI to:

- Create **fake messages** that look like they're from people you know
  - Imitate someone's **voice** or **photo**
  - Write **convincing stories** or **phishing emails**
- 

## Signs of a Scam or Fake Message

Here's how you can tell something might be a scam:

- You're asked to act **urgently** (e.g., "Pay now or your account will be locked!")
  - The message contains **spelling or grammar mistakes**
  - It asks for **money, bank details, or passwords**
  - It just doesn't **feel right** — trust your gut!
- 

## Tips for Staying Safe

1. **Don't click on unknown links**  
If you're not sure who it's from, delete the message or ask a trusted person to help.
  2. **Don't share personal information online**  
Never give your Medicare, Centrelink, or bank details to someone you don't know.
  3. **Check with the real person or company**  
If you get a strange message from a friend or family member, call them to confirm. Scammers can pretend to be them.
  4. **Use strong passwords**  
Use a mix of letters, numbers, and symbols. Never use your birthdate or "1234."
  5. **Ask for help**  
Speak to a family member, care worker, or staff member if you're unsure about a message or phone call.
- 

## Trustworthy Websites and Support

- **Scamwatch:** [www.scamwatch.gov.au](http://www.scamwatch.gov.au)  
Learn about current scams and how to report one.
  - **Be Connected:** [www.beconnected.esafety.gov.au](http://www.beconnected.esafety.gov.au)  
Free, easy online safety lessons for older Australians.
  - **eSafety Commissioner:** [www.esafety.gov.au](http://www.esafety.gov.au)  
Great for learning how to stay safe online and protect your information.
- 

## Final Thought

You don't need to be a computer expert to stay safe online — just cautious and curious. If something doesn't seem right, **pause and check** before clicking, replying, or paying. Staying connected is wonderful, and staying safe makes it even better.

# Standards

## Standard 1 – Person-Centred Care

### The intent of Standard 1:

Standard 1 underpins how aged care providers and workers treat older people, ensuring dignity, respect, and recognition of individuality and diversity. It promotes independence, choice, culturally safe care, and the dignity of risk. The focus is on creating a safe, inclusive environment that enhances the quality of life for older people. Older individuals are valued members of society with unique histories, characteristics, and life experiences. At St. Anna's, we embrace diversity, including cultural, linguistic, and socio-economic backgrounds, as well as different life circumstances, ensuring that our approach to care is holistic and person-centred.

### What Standard 1 Means for You: You have the right to:

- Be treated with dignity and respect, free from discrimination.
- Make decisions about your care, with support when needed.
- Have your identity, culture, and diversity valued and supported.
- Live the life you choose, with your provider understanding and responding to what matters most to you.

### Key Outcomes of Standard 1:

1. Person-Centred Care: We focus on your safety, health, wellbeing, and quality of life, valuing your individuality, culture, and life experiences. We build professional and trusting relationships to support your choices and enhance your independence, inclusion, and quality of life.
2. Dignity, Respect, and Privacy: Your care is delivered in a way that is free from discrimination, abuse, or neglect, ensuring your privacy and treating you with kindness and respect. Our approach is trauma-aware and healing-informed, particularly for First Nations people and those living with dementia.
3. Choice, Independence, and Quality of Life: We support your right to make decisions about your care, provide clear information, and promote your independence and quality of life. We respect your right to make decisions, including taking risks, and provide support when needed.
4. Transparency and Agreements: Before any agreements are made, we ensure you have the time and information needed to make informed decisions. Our processes are transparent, and we are committed to clear communication about fees and services.

At St. Anna's, we are dedicated to continuously improving our approach to inclusion and diversity, ensuring that every resident feels safe, respected, and valued. We actively seek feedback from residents, families, and staff to enhance our care and services, keeping your needs, goals, and preferences at the forefront of everything we do.

## *Key name changes coming to home care*

Many changes are coming our way with the commencement of the Support at Home program on 1 July 2025. Some of the simple but meaningful changes relate to the changes in terminology. Here are some key name changes you should be aware of:

### **From: Home Care Packages Program To: Support at Home Program**

From 1 July 2025 all home care packages consumers will be automatically transferred to the newly created Support at Home Program. The new program name change reinforces the ongoing preferences of older people to age in their homes with appropriate and timely support. We will continue to be your approved provider and manage the package financials on your behalf.

### **From: Care Manager To: Care Partner**

This represents a significant shift in the relationship between the provider and the person receiving care. Whilst Care Management will remain a core component of the program, your relationship with us will be more collaborative. We will partner with you so you are more involved in making decisions about your care, giving you more autonomy and a sense of independence and control.

### **From: Consumer To: Participant**

Older people have given feedback to the government that they want strengthened rights and to be more involved in decisions relating to their care at home. Some consumers want to rely less on their Care Partner by taking on some aspects of organising their care and services but everyone will continue to have the safeguards of having a Care Partner to assist them when they need it.

Please let us know if you have any thoughts on how you would like to be more involved in your care.





## *Important changes to pricing for home care*

Fees, charges, prices and costs are commonly discussed in the context of delivering and receiving home care. It can be confusing to know what they mean on a personal level for consumers, so this article aims to explain some of the pricing changes that are going to occur from 1 July 2025.

Every year, home care providers will increase the fees they charge to a person's home care package, and this is often accompanied by an increase in the hourly rate charged by providers for care and services. The increase varies from one provider to another because providers can set their own prices independently of the government.

### **The reasons our service prices increase may include:**

1. Government increases the home care subsidy rates
2. Award wage rises for the aged care workforce
3. Increases based on the Consumer Price Index (CPI) or other factors outlined in our Home Care Agreement
4. Business and staffing costs that exceed CPI indexation
5. Starting 1 July 2025, a new government requirement that mandates all home care providers include administrative costs in their hourly service rates.

Additional ways the government policies and aged care reforms influence provider pricing include the introduction of changes to allowable home care fees from 1 July 2025.

The new Support at Home program changes the fees that providers can charge against a person's home care funding:

- . Care Management fees will be set at 10% of your quarterly budget
- . Package Management fees will be removed as a separate charge

As a result, all participants (consumers) will have 90% of their funding available to spend on care and services. Package management costs will be incorporated into each hourly rate for services, meaning that each hourly rate or product cost will encompass not only the service itself but also a share that covers the provider's administrative costs, travel expenses, back-office expenses, scheduling, compliance activities and more.



## Things to know:

- . Increases in hourly rates for services often coincide with an increase in your home care package daily subsidies. So, any increase in our service prices is typically matched by an increase in your overall package value.
- . Until 30 June 2026, home care providers will continue to set their own prices for services including nursing, personal care, domestic assistance, light gardening, and many more. From 1 July 2026, the government will set the prices instead.
- . The new government rule to remove package management fees as a separate charge means changes in revenue options for providers. Consequently, hourly rate increases will be the only way for providers to cover their operating costs.

## Consumer Agreement on Price Changes:

Home care package providers are accustomed to the government requirement of notifying consumers about price increases and obtaining their agreement before the price changes take effect. It's important to note that these price changes are not out-of-pocket fee increases for consumers, and it is our hope that you will agree to the proposed price changes.

We will inform you of any proposed price increases in accordance with government regulations. This includes providing details about the reason for the price increase, offering sufficient notice (at least 28 days), seeking your consent to modify the pricing agreement, and presenting ways to minimise any impact of the price rises on your care and services.

You can also download the fact sheet below:

<https://www.health.gov.au/resources/publications/consumer-protections-for-support-at-home-prices-fact-sheet-for-participants?language=en>



## Care Management activities

Most approved providers are busy working out how their Care Partner arrangements will be delivered under the new Support at Home program. Most of the activities of Care Management are the same or similar to the home care packages program (see table below), however, there may be some adjustments to how they are delivered and by whom, to account for the new pooled 10% Care Management quarterly budget arrangements.

From 1 July 2025, all Support at Home participants will automatically contribute 10% of their quarterly budget to their provider's pooled Care Management Fund, held by Services Australia. Care Partners deliver care management activities in order to claim the funds from Services Australia.

Providers will claim Care Management activities that were delivered either directly with you, or on your behalf, by our team, however specific activities will not be itemised on your Support at Home monthly statement.

<b>Care planning</b>	<ul style="list-style-type: none"><li>• Identifying and assessing participant needs, goals, risks, advance care plans, and ongoing supports</li><li>• Developing and reviewing care plans, and reviewing agreements</li></ul>
<b>Service planning and management</b>	<ul style="list-style-type: none"><li>• Communication and coordination with workers and others involved in the delivery of services and participant care</li><li>• Supporting cultural preferences and needs</li><li>• Budget management and/or oversight</li></ul>
<b>Monitoring, review and evaluation</b>	<ul style="list-style-type: none"><li>• Engaging in ongoing care discussions and case conferencing</li><li>• Monitoring and responding to changing needs and emerging risks</li><li>• Evaluating goals, service quality and outcomes</li></ul>
<b>Support and education</b>	<ul style="list-style-type: none"><li>• Supporting participants to make informed decisions and respecting their right to take risks</li><li>• Supporting and integrating wellness and reablement approaches</li><li>• Providing independent advice, information and resources</li><li>• Health promotion, information and education</li><li>• System navigation and linking to additional supports</li><li>• Enabling participant views &amp; complaints to be heard and escalated</li></ul>

We will provide you with more information about our future Care Partner and Care Management approaches, so you know what to expect from us once we commence the Support at Home program.

## *Can my package pay for: Pursuing my hobbies?*

Many of our consumers have pursued hobbies throughout their lives and are keen to continue these activities as they age. We are often asked whether a person's home care package funding can be used to pay for participation in hobby-related activities, so we have investigated what expenses can and cannot be covered.

Over time, the flexibility to cover certain costs has been scrutinised by the Department of Health & Aged Care, resulting in clearer guidelines regarding hobby-related expenses.

Generally speaking, home care package funds cannot be used to pay for items that everyone, regardless of age, would typically need to cover from their general income. This includes recreational and sporting equipment, garden supplies and tools, arts and crafts supplies, educational activities, classes, memberships or events.

So, what can your package pay for in relation to social engagement activities that enhance your enjoyment and participation in life?

Firstly, any care and services must be identified through our assessment process or by professional recommendation and be included in your care plan and budget. Here are some examples of what may be covered:

- . Social support from a worker to assist with activities related to your hobbies
- . Organised activity programs specifically designed for older adults
- . Activities or programs targeted at ageing-related health conditions
- . Transport to access community-based activities

We are here to work with you to identify the most helpful and enjoyable ways to meet your social needs and preferences. Please reach out if you would like to discuss your options.





# *Living with Dementia: Spotlight on Apraxia*

Apraxia refers to a loss in voluntary motor skills that affects the ability to perform purposeful movements or familiar tasks.

In practical terms, for people living with dementia, having Apraxia may mean they struggle with activities like walking, dressing themselves, eating, brushing their teeth, or using everyday tools or utensils, due to problems with movement planning and sequencing.

If you or the person you're caring for is experiencing Apraxia, here's what you can expect from us:

**Assessment:** We will ensure you have an assessment for your eligibility for the additional 10% HCP Dementia and Cognition Supplement and schedule regular reviews to monitor whether your services are meeting your changing needs.

**Care Plan:** We will ensure your goals are well articulated and adequate time is included for your services so you do not feel rushed or pressured. We may suggest you increase the frequency of services to help you at home.

**Budget:** We can allocate package funding for Assistive Technology to support your independence and safety, such as adaptive clothing, equipment and functional everyday living and lifestyle items.

**Support workers:** For individuals with complex needs, support workers may require additional training. Support workers should be trained to provide gentle guidance, allow extra time for tasks, break complex tasks into simple, manageable steps, and encourage independence by helping you do as much as you can for yourself.

From 1 July 2025, there are changes coming to the way home care is funded and delivered, so if this affects you, we will discuss ways to ensure your package remains relevant to meeting your care needs.



## *Free online events for carers!*



### **May 15th - How to navigate My Aged Care**

My Aged Care includes a wide range of services that are available to support older people to stay at home longer, including respite. However, many carers find the aged care system to be confusing and difficult to navigate. Join us to find out what's available.

### **May 23rd - National Gallery Australia - Art and dementia online**

This is a social and creative program for people living with dementia and their carers from across the country, that engages participants with the National Gallery's collection through discussion and art making.

### **June 3rd - Strong boundaries, strong carers**

This workshop will explain why strong boundaries are important and how they protect carers, and will provide practical strategies to protect your sense of self and wellbeing.

### **June 10th - Common scams and keeping your identity safe**

As scams become more sophisticated, protecting your identity can be challenging. This session is designed empower you to be able to spot common scams and the red flags to look out for, as well as information on staying safe online and what to do in the event of identity theft. Learn more >

### **June 25th - The impact of dementia on driving safely**

This session provides information about the impact of dementia on driving. It offers tips for caregivers to recognise when dementia is impacting on someone's ability to drive safely, and strategies for talking about changes with the person with dementia.

\*Events are open to all carers Australia wide no matter where you live.

\*\*Need help getting online? The Good Things Foundation can help:

<https://www.goodthingsfoundation.org.au/learn/>

## Sudoku

6	5	9		1		2	8	
1				5			3	
2			8				1	
			1	3	5		7	
8			9					2
		3		7	8	6	4	
3		2			9			4
					1	8		
		8	7	6				



## Sudoku Answers:

6	5	9	3	1	4	2	8	7
1	8	7	6	5	2	4	3	9
2	3	4	8	9	7	5	1	6
4	2	6	1	3	5	9	7	8
8	7	1	9	4	6	3	5	2
5	9	3	2	7	8	6	4	1
3	1	2	5	8	9	7	6	4
7	6	5	4	2	1	8	9	3
9	4	8	7	6	3	1	2	5



*To all our wonderful mothers and grandmothers.*



## *This Month in History*

**May 5 1906** - The first electric trams begin operations in Melbourne, with the opening of a service from St Kilda to Brighton.

**May 7 - 1908** Australia's first coat of arms is granted by King Edward VII.

**May 10 - 1996** Prime Minister John Howard announces gun controls in the wake of the Port Arthur massacre.

**May 14 - 1859** The Melbourne Football Club, Australia's oldest football club is founded.

**May 14 - 1984** The one dollar coin is introduced in Australia.

**May 17 - 1928** The Royal Flying Doctor Service of Australia makes its first official flight from Cloncurry to Julia Creek.

**May 24 - 1870** Port Adelaide football club play their first match.



## Find a Word

# BICYCLES

## Word Search Puzzle



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



BASKET	GEARSHIFT	REFLECTOR
BIKE SEAT	GLOVES	RIDER
BRAKES	HANDLEBAR	SAFETY
CHAIN	HEADLIGHT	SPOKES
CYCLIST	HELMET	TANDEM
EXERCISE	INNER TUBE	TIRES
FITNESS	KICKSTAND	WATER BOTTLE
FRAME	PEDALS	WHEELS

Free printable courtesy of [PinchFree.net](http://PinchFree.net)

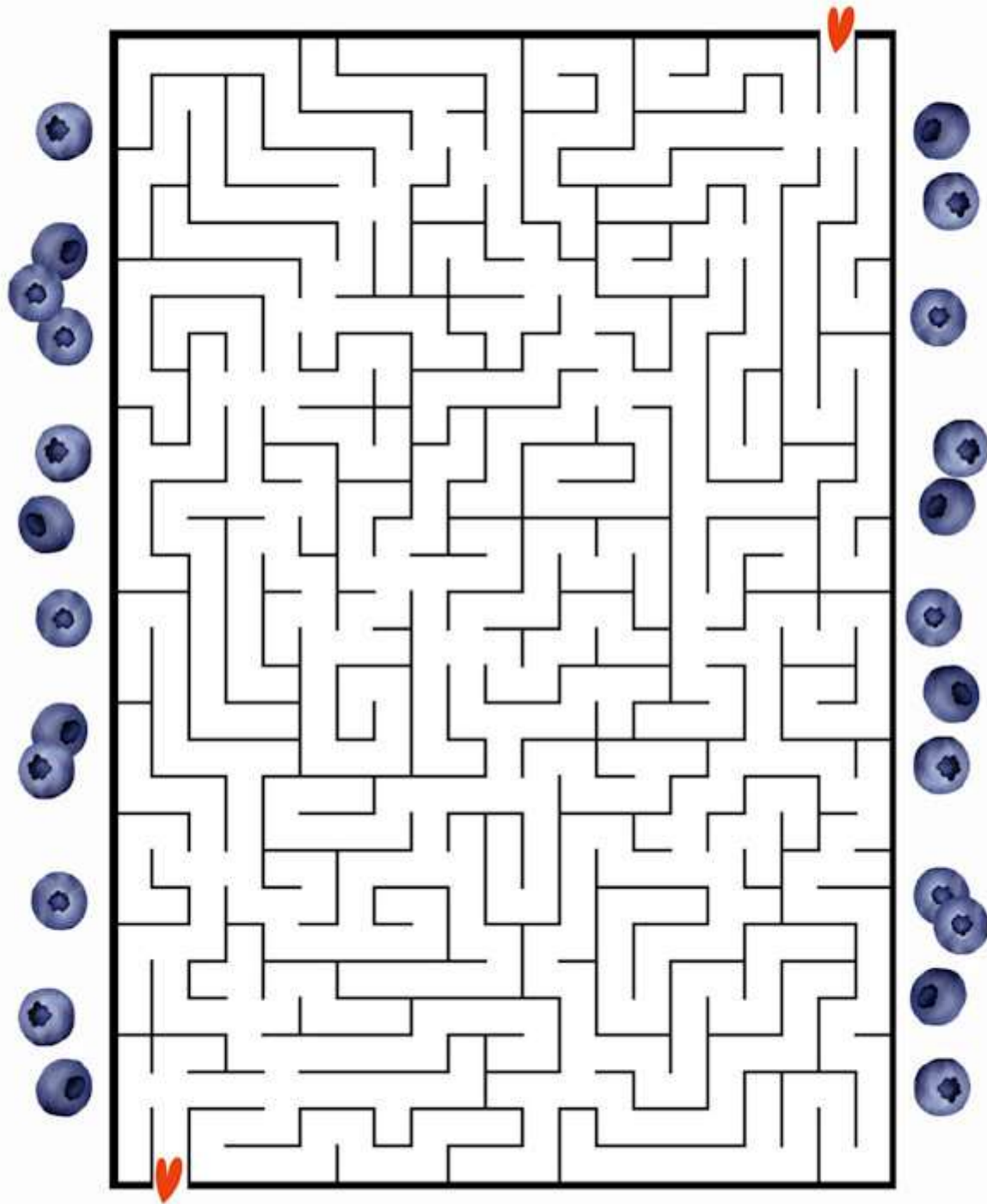
FIND 8  
DIFFERENCES



SEASONSINMCS.COM



# I ♥ BLUEBERRIES MAZE



SEASONEDTIMES.COM



Colouring is a healthy way to relieve stress. **It calms the brain and helps your body relax.** This can improve sleep and fatigue while decreasing body aches, heart rate, respiration, and feelings of depression and anxiety. Please enjoy our colouring activity.



# *Happy Mothers Day*

*Sunday 11<sup>th</sup> May 2025*

