

NEWSLETTER

MAY 2025



St Anna's News

Dear Residents, Friends, and Families

As we step into May and the cooler months ahead, I want to extend a warm welcome to all our new residents. We're delighted to have you join our community and look forward to getting to know you better.

With winter approaching, it's important to prioritise our health. Annual flu vaccinations are strongly recommended for everyone. Please speak to the nurses to discuss any concerns you might have. COVID-19 remains present in our community, so please let our staff know if you're feeling unwell.

We've moved to a temporary kitchen setup as we replace the roof over our main kitchen due to some recent leaks. Initially, meals might take a bit longer than usual. We're using this opportunity to make some changes that will help us serve meals at the right temperatures.

A big thank you to the residents who have been helping us interview new carers. Your insights are invaluable. If you're interested in being part of this process, please let us know.

As we head into winter, let's all stay warm and look out for each other

Warmest regards,

Amanda Birkin CEO

Did you Know?



Did you know that St Anna's offers bra fittings with Mobile Bra Service by Barbra Kennedy?

Please see Wellness staff for more information!



Did you know That shoe fittings are offered at St Anna's with Shoes on Wheels?

Please see Wellness staff for more information!

St Anna's Socials!



St Anna's Website



St Anna's Facebook



St Anna's Instagram



Scan the barcode using your phone!

Standard 3 – Care and Services

Intent of Standard 3:

Standard 3 focuses on how care and services are planned and delivered in ways that are tailored to each older person. It

highlights the importance of understanding the whole

person—not just their clinical needs—so that care can support their independence, wellbeing, and dignity. This standard ensures care is responsive to individual goals, preferences, and life experiences.

At St. Anna's, this means we work closely with you and your family to provide care that reflects who you are and what matters most to you, while respecting your right to make choices—even when those involve taking risks.



What Standard 3 Means for You: You can expect:

- Your care to reflect your identity, choices, goals and preferences.
- To be involved in your care planning, monitoring and decision-making.
- A holistic approach that supports your physical, emotional, social and cultural wellbeing.
- Access to care that helps you maintain or regain independence, especially after illness or injury.
- To receive monthly care statements that keep you informed about the services you receive.

Key Outcomes of Standard 3:

1. **Person-Centred, Holistic Care:**

We take the time to get to know you—not just your health needs, but your values, interests, and life story—so that your care supports every aspect of your wellbeing.

2. **Active Involvement and Choice:**

You're encouraged to take an active role in planning and managing your care. Your right to make choices, including taking risks, is supported with respect and dignity.

3. **Skilled, Supportive Staff:**

Our team is trained to recognise and respond to changes in your health, preferences, or circumstances. We support staff with the time, tools, and knowledge they need to deliver safe, respectful care.

4. **Continuous Monitoring and Improvement:**

Your care plan is reviewed regularly in consultation with you, and we use your feedback to make improvements. We also provide you with regular care summaries so you're always informed.

Additional Key Concepts in Standard 3:

- **Support for Dementia Care:** We identify and build on the strengths of people living with dementia to promote ability, engagement and comfort.
- **Reablement and Recovery:** We provide support that helps you recover after illness or injury, and regain as much independence as possible.
- **Preventative Health:** Our approach also focuses on preventing issues before they occur, supporting long-term health and wellbeing.
- **Advance Care Planning:** We engage in respectful conversations about your future health care wishes, including who you'd like to be involved in those decisions.

What This Means for Residents at St. Anna's:

- Your care is designed with you—not for you.
- We respect your right to be heard, to be involved, and to be treated as a whole person.
- Your feedback matters and is used to improve the quality of care and services.
- You'll always be kept informed and involved in decisions that affect you.

Standard 3 helps ensure that your experience of aged care is one where you are supported, valued and empowered.

Hospitality News

St Annas warmly invites residents to celebrate special moments by hosting friends and family for morning tea, afternoon tea, lunch, or dinner here at St Annas—A flyer is available from reception to explore our delicious menu options and pricing.

Our friendly hospitality and wellness team will help you make it special, from dietary requirements and table settings to choosing the perfect space (courtyard, lounge, or dining room) so you can relax and enjoy your time together.



Mealtimes Feedback QR Code



Hospitality News

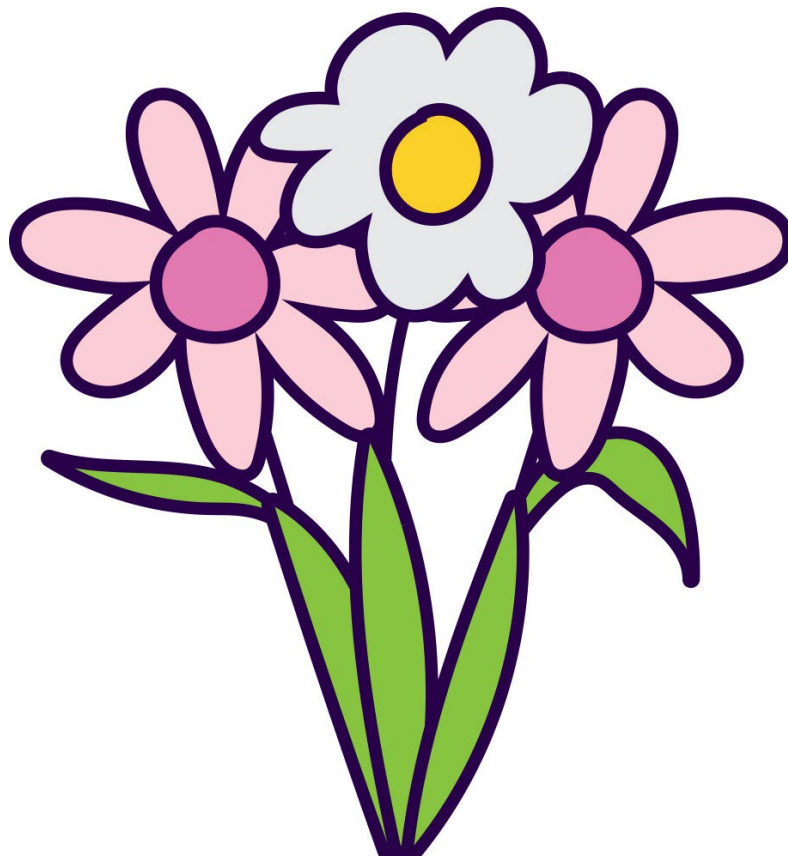
Friendly Reminder: Bringing Food for Your Loved One

If you are bringing in food for your loved one, please remember to **sign it into the Food Register** located at **Front Reception**. Be sure to **label the food correctly** using the labels provided.

It's important to note that **food brought in by residents or families is NOT covered under the St Anna's Food Safety Plan**. Therefore, the **responsibility for food safety** lies with the person bringing in the food.

Additionally, we kindly ask that you **check with the Clinical Team regarding your loved one's texture-modified diet** before bringing any food items. This helps ensure the safety and wellbeing of your loved one.

Thank you for your cooperation and ongoing support in keeping our community safe and cared for.



Hospitality News

In the month of May there are several events occurring at St Anna's!

1. Mother's Day celebration- 8th of May
2. Croation Independence Day- 30th of May

We cannot wait to celebrate together!

Notices:

1. Please come down to the new hair salon.
2. The Roof project has commenced. The main kitchen is temporarily in the Poppy dining room with the residents dining in Sunflower. Thank you for your patience.
3. Please note that there is an **ARAS Meeting** at 2:00pm - 2:30pm on May 6th in the PK Room.



QR code for May Food and Dining Experience Survey



Hospitality News

If you have a recipe and would like to share it, please write it down and give it to the lifestyle department.

Please remember to include your name so we can honour you and your recipe.



TITLE:

PREP TIME:

COOK TIME:

SERVINGS:

INGREDIENTS:

DIRECTIONS:



FOOD

Committee Meeting

1:45pm • June 3rd • PK Room
(Before Resident Meeting)

*Please let Lifestyle staff know if you wish to attend as there are limited seats.

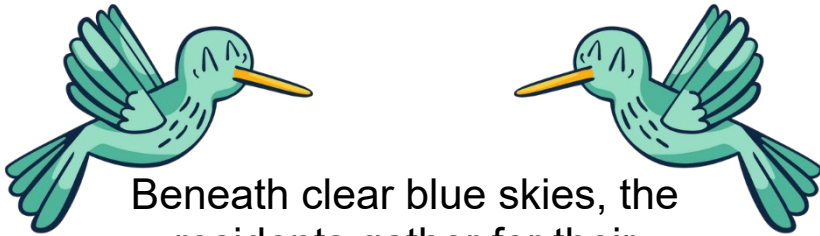
Naming Competition: Automated Vacuum Cleaner

St Anna's will be introducing an automated vacuum cleaner. Thanks to advanced technology, it will clean much more quietly than a regular vacuum. However, it still needs a name! Scan the QR code below to enter a competition and help St Anna's name the new vacuum.

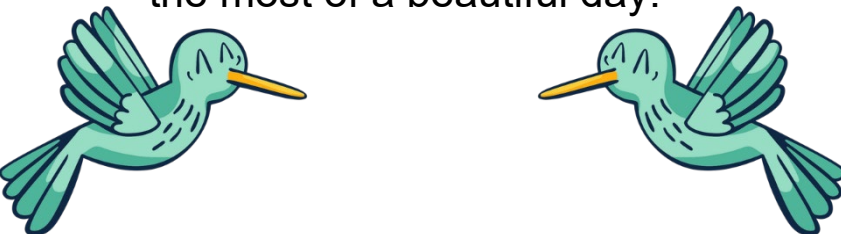


Please scan me!

Walking Group



Beneath clear blue skies, the residents gather for their walking group, taking in the fresh air and gentle sunshine. After their stroll, they unwind in the park, sharing laughter and good conversation. It's a joyful way to stay social and make the most of a beautiful day.



Additional Services

We have received a few enquiries about why some residents are receiving services such as wine with meals and fresh flowers. These services are part of the **Additional Services Agreement**, introduced at the beginning of 2024 for all new residents.

These offerings enhance the overall experience for residents who have opted for these packages upon admission. Residents who joined **St. Anna's Residential Care Facility** before 2024 and are interested in exploring these additional services are encouraged to contact **Amanda (CEO)** or **Damon (Finance Manager)** for further information.

These are some of the inclusions.

Room Extras:

- Pillow Menu: Choice of pillows, including annual replacements.
- Bar Fridge Maintenance: Weekly cleaning, testing, and tagging.
- Upgraded Toiletries: Luxury hand and body wash, and moisturiser sets, with scent options.

Entertainment and Technology:

- Smart TVs: Personal flat-screen Smart TVs.
- Streaming Services: Access to Netflix or Disney+.
- WIFI Access: Unlimited connections.

Wellbeing and Social Activities:

- Birthday Celebrations: Custom cakes and gifts.
- Hairdressing Voucher: \$50 per month.
- Weekly Happy Hour: Includes wine, beer, and non-alcoholic drinks.
- Fresh Flowers: Monthly delivery.

Dining and Drinks:

- Daily Barista Service: Coffee/tea and a pastry.
- Wine or Beer with Meals: Limited to one glass per meal.

Lifestyle Activity Calendar

1st March To 4th May 2025- Lifestyle Calendar

Thursday	Friday	Saturday
01 one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11:30 Iris Magical Moments - quoits 11:30 To 12 Iris Football Tipping 02 To 02:30 Room visit Mens Group 02:30 To 03:30 PK Room	02 one on one social engagement 10 To 04 Room visit Prayer Group 11:30 To 12 PK Room Ukrainian Memories 01:30 To 03 Iris mosaics 01:30 To 03:30 Sunflower Bingo 02:30 To 03:30 PK Room	03 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday	<p style="text-align: center;"><May 4th Ukrainian Orthodox Church Service @1:30pm in PK Room></p>	
04 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit Ukrainian Orthodox Service 01:30 To 02:15 PK Room		

Please note: Many activities may have a change of location and /or activity. Please ensure to check our Activity Boards that are displayed in each area. They are the most updated calendar.

Disclaimer: Due to unforeseen circumstances activities may be subject to change. 1-1 social engagement provided daily.

Lifestyle Activity Calendar

5th To 11th May 2025 - Lifestyle Calendar



Monday	Tuesday	Wednesday
05 one on one social engagement 10 To 04 Room visit Magical Moments- Balloon Tennis 10:30 To 11 Iris Intergenerational Play Group 10:30 To 11:30 PK Room Polish Cultural Video 11:15 To 11:45 Iris Craft 02:30 To 03:30 PK Room	06 Hairstresser 09 To PK Room one on one social engagement 10 To 04 Room visit Chi Ball 11 To 11:30 Iris Movie Afternoon 02 To 03 Iris ARAS Meeting 02 To 02:30 PK Room Consumer Meeting 02:30 To 03:30 PK Room	07 one on one social engagement 10 To 04 Room visit Cultural dance Video 10:15 To 11:30 Iris Walking Group 10:30 To 11:15 Meet in Foyer Gardening 02:30 To 03:30 Veggie Garden
Thursday	Friday	Saturday
08 one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11:30 Iris Mother(s) Day Celebration 12:30 To 01:30 PK Room Football Tipping 02 To 02:30 Room visit Movie Afternoon 02:30 To 03:30 Iris	09 one on one social engagement 10 To 04 Room visit Croatian Cultural Video 10:30 To 11:30 Iris Prayer Group 11:30 To 12 PK Room Bingo 02:30 To 03:30 PK Room	10 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday		
11 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit		

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Lifestyle Activity Calendar



12th To 18th May 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday
12 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 PK Room Cooking 02:30 To 03:30 PK Room Movie Afternoon 02:30 To 03:30 Iris	13 Hairdresser 09 To PK Room Coles Online Shopping 09:30 To 02:30 Room visit one on one social engagement 10 To 04 Room visit Bingo 02:30 To 03:30 PK Room	14 one on one social engagement 10 To 04 Room visit Ukrainian Catholic Service 10:30 To 11:15 PK Room Polish Cultural Video 10:30 To 11:30 Iris Scategories 02:30 To 03:30 PK Room Choir 02:30 To 03:30 PK Room
Thursday	Friday	Saturday
15 one on one social engagement 10 To 04 Room visit Bocce 10:30 To 11:30 Pergola Cultural dance Video 10:30 To 11:30 Iris Football Tipping 02 To 02:30 Room visit Pamper Group 02:30 To 03:30 PK Room	16 one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11:30 Iris Prayer Group 11:30 To 12 PK Room Bingo 02:30 To 03:30 PK Room	17 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday		
18 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit		

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Lifestyle Activity Calendar



19th To 25th May 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday
19 one on one social engagement 10 To 04 Room visit Intergenerational Play Group 10:30 To 11:30 PK Room Polish Cultural Video 10:30 To 11:30 Iris Cooking 02:30 To 03:30 PK Room	20 Hairstresser 09 To PK Room one on one social engagement 10 To 04 Room visit Chi Ball 11 To 11:30 Iris Bingo 02:30 To 03:30 PK Room	21 one on one social engagement 10 To 04 Room visit Walking Group 10:30 To 11:15 Meet in Foyer Gardening 02:30 To 03:30 Veggie Garden Movie Afternoon 02:30 To 03:30 Iris
Thursday	Friday	Saturday
22 one on one social engagement 10 To 04 Room visit Biggest Morning Tea 10:30 To 11:45 PK Room Football Tipping 02 To 02:30 Room visit Sing Along 02:30 To 03:30 PK Room	23 one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11:30 Iris Prayer Group 11:30 To 12 PK Room Bingo 02:30 To 03:30 PK Room	24 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday		
25 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit		

Please note: Many activities may have a change of location and /or activity. Please ensure to check our Activity Boards that are displayed in each area. They are the most updated calendar.

Disclaimer: Due to unforeseen circumstances activities may be subject to change. 1-1 social engagement provided daily.

Lifestyle Activity Calendar

26th To 31st May 2025 – Lifestyle Calendar



Monday	Tuesday	Wednesday
26 one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11:15 Iris Flower Arranging 10:30 To 11:30 PK Room Magical Moments - Beauty Hour 10:30 To 11:30 PK Room	27 Hairstresser 09 To PK Room Coles Online Shopping 09:30 To 02:30 Room visit one on one social engagement 10 To 04 Room visit Bingo 02:30 To 03:30 PK Room	28 one on one social engagement 10 To 04 Room visit Ukrainian Catholic Service 10:30 To 11:15 PK Room Scategories 02:30 To 03:30 PK Room Choir 02:30 To 03:30 PK Room
Thursday	Friday	Saturday
29 one on one social engagement 10 To 04 Room visit Croatian Cultural Video 10:30 To 11:30 Iris Magical Moments 10:30 To 11 PK Room Football Tipping 02 To 02:30 Room visit NeuronsVR Armchair Travel 02:30 To 03:30 PK Room	30 one on one social engagement 10 To 04 Room visit Croatian Independence day 10:15 To 11:30 PK Room Ukrainian Cultural Video 10:30 To 11:30 Iris Prayer Group 11:30 To 12 PK Room	31 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room

Please note: Many activities may have a change of location and /or activity. Please ensure to check our Activity Boards that are displayed in each area. They are the most updated calendar.

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Gladys and Pearl's Mother's Day Soiree

Only a few weeks had passed since their enchanting Easter escape to Prague, but the itch for adventure had returned. The scent of autumn roses drifted through the air, and Mother's Day was just around the corner.

"I've been thinking," Gladys said one morning, stirring her tea thoughtfully. "Wouldn't it be lovely to celebrate Mother's Day somewhere elegant? A bit of culture, perhaps a touch of pampering."

Pearl beamed. "You read my mind. I saw a travel show the other day—Mother's Day in Vienna. They host afternoon tea in a palace!"

Gladys raised an eyebrow. "A palace?"

"With chandeliers, string quartets, and cakes that look like art," Pearl said, clasping her hands dramatically. "And you know how I feel about cake."

That settled it. With a quick dash to the magical wardrobe and matching rose brooches pinned neatly to their cardigans, the duo was off once again.

They stepped out into the grand gardens of Schönbrunn Palace, the spring tulips in full bloom, sunlight glinting off golden statues. The scent of lilacs mingled with the distant sound of classical music.

"Oh Pearl..." Gladys whispered. "This might top Prague."

The palace courtyard had been transformed for the occasion. Tables draped in lace held silver tea services, while elegantly dressed servers offered delicate finger sandwiches, buttery scones, and slices of Sachertorte.

The two found a sunny table beneath a cherry blossom tree. "To mothers everywhere!" Pearl toasted, raising her teacup.

They spent the afternoon basking in the warmth of the Viennese sun, nibbling treats, and chatting with charming guests—an artist from Budapest, a florist from Salzburg, and a retired ballerina who taught them the basic steps of a waltz right there by the rose bushes.

Later, they strolled through the palace's maze garden, laughing as Pearl got them lost twice on purpose "for the full experience." A group of children handed them tiny hand-drawn Mother's Day cards, mistaking them for visiting grandmothers from the royal family.

Gladys chuckled as she admired the crayon masterpiece. "I'll treasure this more than any royal jewel."

As the sun set behind the palace, the string quartet played a gentle lullaby, and the ladies shared one final apricot tart before stepping back into the wardrobe.

Back home, the residents gathered in the lounge, eager for the latest chapter in the magical saga. Gladys and Pearl showed off their cards, described the waltz in flowery detail, and even recreated their "palace-worthy" tea time using some borrowed fine china.

"It was the most elegant Mother's Day we've ever had," Gladys declared.

"And probably the most cake we've ever eaten," Pearl added, patting her belly with pride.

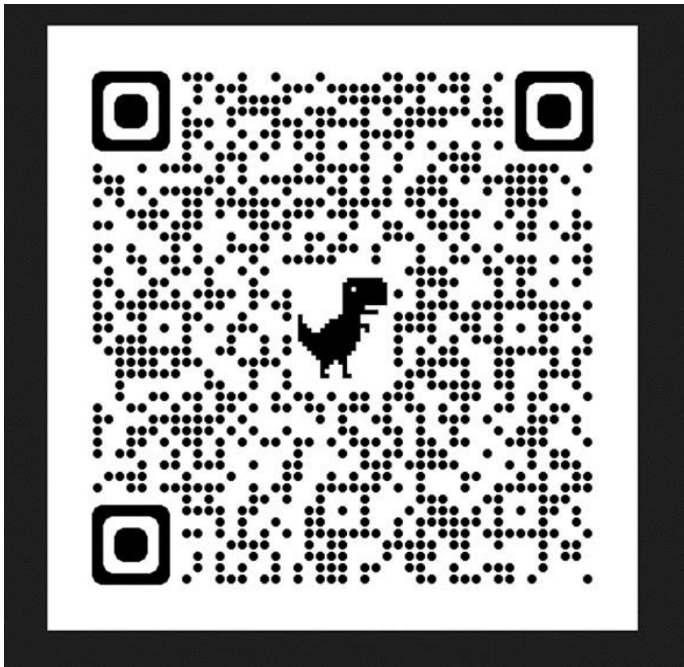
As the stars twinkled outside and the teacups were cleared away, Gladys and Pearl leaned back in their armchairs, already dreaming of the next adventure.

Because when magic and friendship were involved, even the simplest holidays became unforgettable.



We want your Feedback!

Please scan the code and it will take you directly to our feedback form.



QUOTE OF THE MONTH



"Flowers don't worry about how they're going to bloom. They just open up and turn toward the light and that makes them beautiful."

TRIVIA

Did you know that the month of May gets its name from Maia, the Roman goddess of growth and spring? It's a fitting tribute, as May is a time of blooming flowers and warmer days. Animals are less active as they prepare for the winter months. You may notice more birds feeding and possums fluffing up their coats.

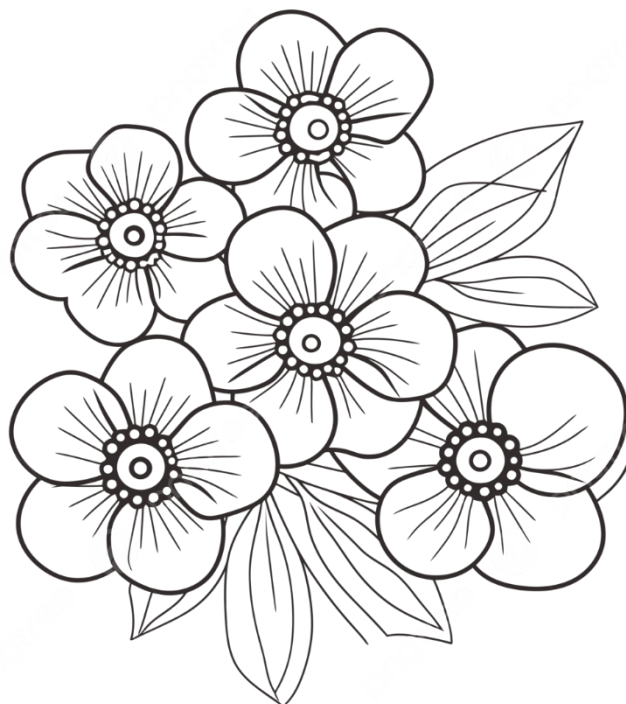
Zodiac Sign: Taurus and Gemini.

Birthstone: Mya's birthstone is the emerald, symbolizing rebirth, renewal, love, and wisdom.

Lily of the Valley: symbolizes sweetness and humility.

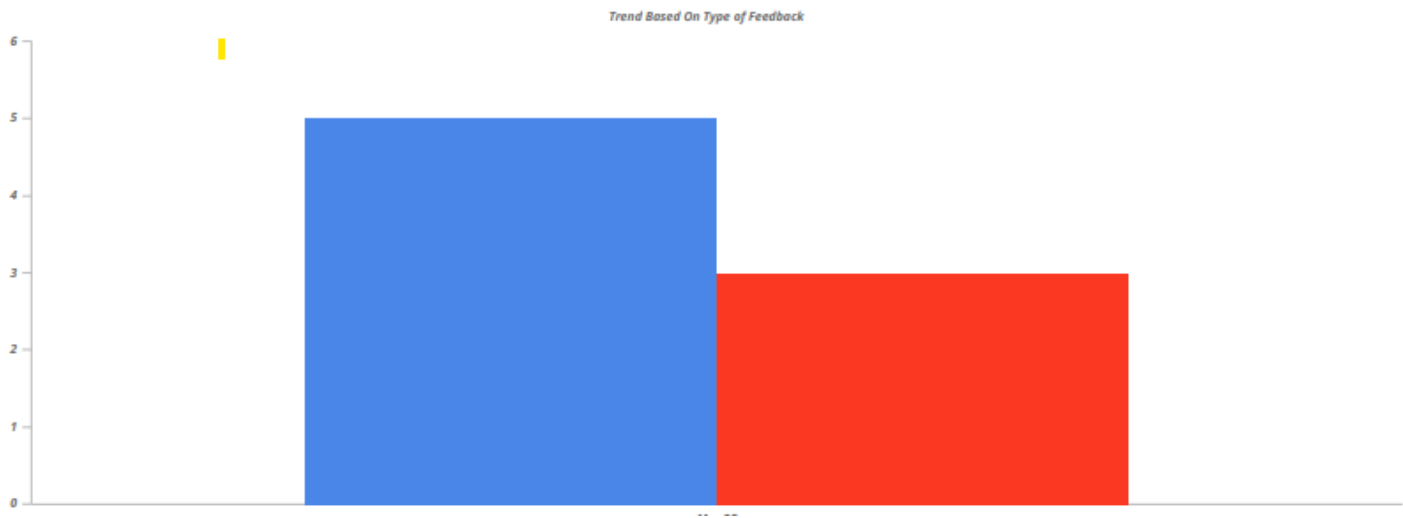
Hawthorn: represents hope and happiness.

Colouring Activity:



Month in Review

We received the following feedback in March



Compliments	5
Complaints	3

Compliment	Complaint
1 x New Chef is very nice and easy to talk to. 1x Lifestyle Assistant 2x Table settings are nice 1x The food has been really good lately , I have definitely noticed an improvement.	1x About food 1x Noise from another resident room 1x Ice Cream is soft

*Thank you for your Feedback.
We have included a Feedback Form on the last page.*

Please feel free to tear out and place in one of the new feedback boxes next to the Café and Iris Notice Board, or give to a staff member.



FOR THE MONTH OF MAY!

**Dimitro Schabla
Ivo Bosatlija
Helen Burns
Iva Koljanin**



Entertainment: Copy Cats



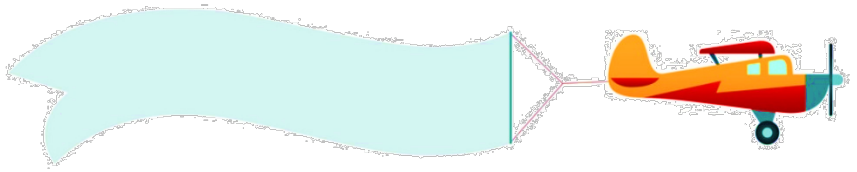
This month, the brilliant “Copy Cats” graced the stage of St Anna’s. They showcased their talent in mime, comedy, and music. The residents loved it!

The room was filled with laughter and song and we hope to have the “Copy Cats” back to perform again.

Entertainment: Copy Cats



Noticeboard



PET THERAPY

We have our fish aquarium that is located in Sunflower Lounge area. We try our best to have some furry friends visit regularly (dogs, rabbits, etc.) throughout the year, as well as visiting shows booked in on occasion. A reminder to friends and family that you are welcome to bring in your friendly pets when visiting here at St Anna's!

RESIDENT NOTICE

Please advise Lifestyle and Kitchen staff if resident wishes to have guests. Kitchen must have 48-hour notice if wanting food provided.

CULTURAL EVENTS

Croatian club and Ukrainian club lunches monthly

**Please let staff know if
you would like to attend.**

VOLUNTEERING

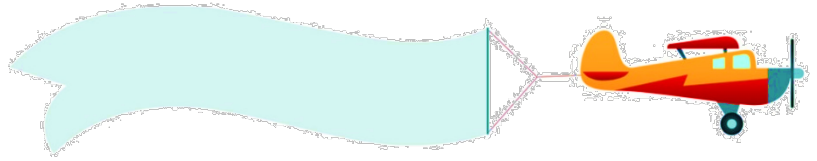
Volunteers are often the glue that holds a community together. Volunteering allows you to connect with your community and make it a better place. Helping out with even the smallest task can make a real difference to the lives of our residents and St Anna's as an organisation.

If you would like to volunteer here at St Anna's please let us know – we would love to have you join our team! As a volunteer you choose what suits your lifestyle and how often, for how long you can commit.

PLAYGROUP

**Playgroup will be fortnightly
on Monday's.**

Noticeboard



LIBRARY SERVICE

We have a mobile library service that delivers & picks up library books to resident's monthly. If you would like this service, please talk to the Lifestyle staff.

ACTIVITIES

Due to unforeseen circumstances **activities may change** on your daily program. Lifestyle staff will inform you of any changes, Activities and any changes to program will also be reflected on the boards in your dining area.

HAIRDRESSER

St Anna's hairdresser, Michelle is here on site every Tuesday. If a resident would like a haircut, please contact our Lifestyle team. lifestyle@cubs.org.au OR email admin@cubs.org.au

LAUNDRY

The lost property rack is kept in the main laundry throughout the week, please ask laundry staff if you have missing items of clothing. The laundry is generally open 0800 – 1500 Monday – Friday. On Friday – Monday morning the lost property will be placed in the small office opposite the reception area for residents and families to check. Any items left in this pile will be donated to charity after 3 months of being in the laundry.

Just a reminder all residents clothing is required to be labelled. St Anna's RCF does not take responsibility for any lost clothing which is unlabeled.

REMINDER

Just a reminder for all loved ones and families – please do not forget to keep a check on our residents and their clothing requirements, proper fitting shoes etc. – as the seasons change residents may require new underwear, pyjamas, clothing, footwear etc. – please come in anytime and check resident's rooms, wardrobes and clothing on a regular basis. It is the responsibility of the resident or loved one to check on the fridge in the rooms and that the fridge is a personal item belonging to the resident, keep an check on the contents to ensure the food is safe and the fridge is clean. All food items coming into the facility are to be recorded in the Food Register and a sticker applied to the product at the front desk.

Staff Profile

Yenny Moncada- Wellness Carer

I started working at St. Anna's in the summer of 2024 as a PCW, and I'm now embracing a new role as a Wellness Carer within the fantastic Wellness team.

I'm truly excited to be providing one-on-one emotional support sessions. This transition has been both enriching and challenging, offering me the opportunity to learn from diverse cultures and to grow through the wisdom shared by the residents.

With a background in psychology and professional experience in psychotherapy and social projects in my home country, Colombia, I've found meaningful ways to support emotional wellness.

I'm passionate about reading, listening to music, and dancing. I also love taking long walks in nature, where I feel most grounded and uplifted.



Shared Easter Lunch



This Easter, a shared lunch was hosted, with the room decorated for the festivities—including some resident crafts. The space was filled with joy as everyone enjoyed a delicious meal.



Blessing of the Baskets



This Easter, St Anna's hosted its annual 'Blessing of the Baskets' ceremony, a cherished tradition celebrating faith and community. Led with care by Father Taras and Father Eugene, the event brought people together in a joyful atmosphere, offering a meaningful way to reflect on the spiritual significance of Easter and share blessings.

St Anna's Playgroup!



St Anna's Intergenerational Program has recommenced! The next session is on May 5th. All are welcome!

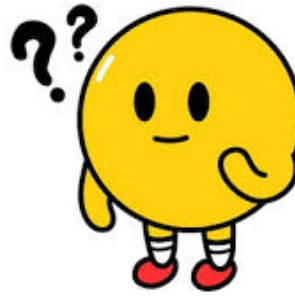
The sessions run every second Monday from 10:30am to 11:30am!

If you are interested in our Intergenerational Playgroup or would like to know more, please see the Lifestyle Team.



WHO AM I? QUIZ

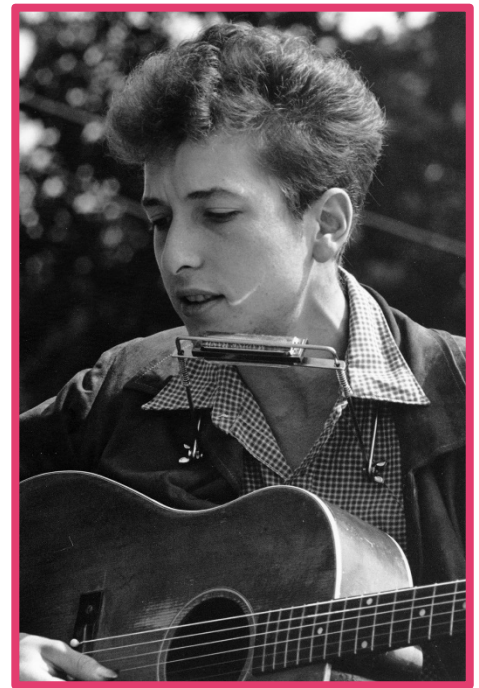
(May Birthdays)



24th May 1941

I am hailed as the Shakespeare of my generation, I have sold tens of millions of albums, written more than 500 songs recorded by more than 2,000 artists, and have performed all over the world. I was even awarded the Nobel Prize for Literature in 2016. Some of my songs include “Mr. Tamborine Man”, and “Changing of the Guards”.

Initials – B.D.



9th May 1946

I am a renowned American actress and former fashion model. I began my career in the 1960s, starring in films such as “The Group and Carnal Knowledge”. Bergen achieved iconic status with her role as Murphy Brown, earning five Emmy Awards. I later appeared in “Boston Legal”, “Miss Congeniality”, and “Book Club”. Known for my sharp wit and charm, I remain a respected and enduring presence in Hollywood.

Initials- C.B.



Sudoku

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

***Answers on page 40- No peeking**

Word Search

**It might be gloves.
It's always
hand hygiene.**



WORLD HAND HYGIENE DAY
5 MAY 2025

Word find

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

no jewellery
clean nails
infection
sanitiser
alcohol

sustainable
disinfect
hygiene
moment
patient

moisturise
bacteria
gloves
hand
bubbles

soap
PPE
dirt
dry
wet



ACIPC
Association of Colleges
for Infectious Diseases and Public Health

Quiz for May

1. What holiday is celebrated in the United States on the last Monday of May?
A) Labor Day
B) Veterans Day
C) Memorial Day
D) Independence Day
2. Which flower is commonly associated with the month of May?
A) Rose
B) Lily of the Valley
C) Daffodil
D) Sunflower
3. What zodiac signs are associated with May?
A) Aries and Taurus
B) Taurus and Gemini
C) Gemini and Cancer
D) Pisces and Aries
4. What is celebrated on May 1st in many countries around the world?
A) Earth Day
B) May Day (International Workers' Day)
C) Flag Day
D) Arbor Day
5. Which of these events typically takes place in May?
A) The Kentucky Derby
B) The Super Bowl
C) Halloween
D) The Oscars

***Answers on page 40**



Bocce



When the weather is nice, the residents enjoy sitting outside and playing bocce. It offers a wonderful chance to get some gentle exercise while spending time with friends. This relaxing activity brings everyone together, encourages light movement, and helps create a warm, social atmosphere in the fresh outdoor air.



Who Am I? Quiz

ANSWERS

1. Bob Dylan
2. Candice Bergen



SUDOKU ANSWERS

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

MAY QUIZ ANSWERS

Question 1- Answer: C) Memorial Day

Question 2- Answer: B) Lily of the Valley

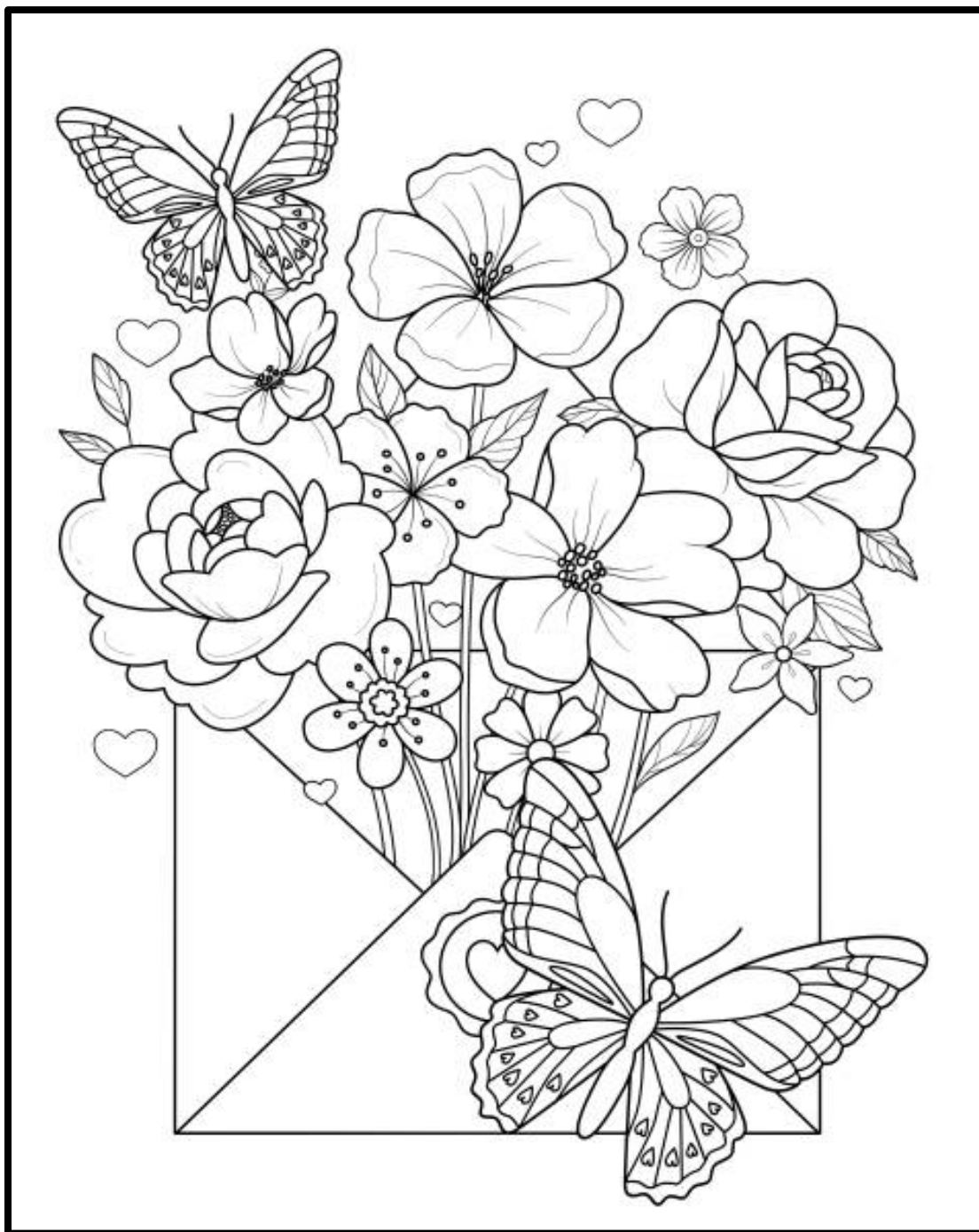
Question 3- Answer: B) Taurus and Gemini

Question 4- Answer: B) May Day (International Workers' Day)

Question 5- Answer: A) The Kentucky Derby

Colouring in activity:

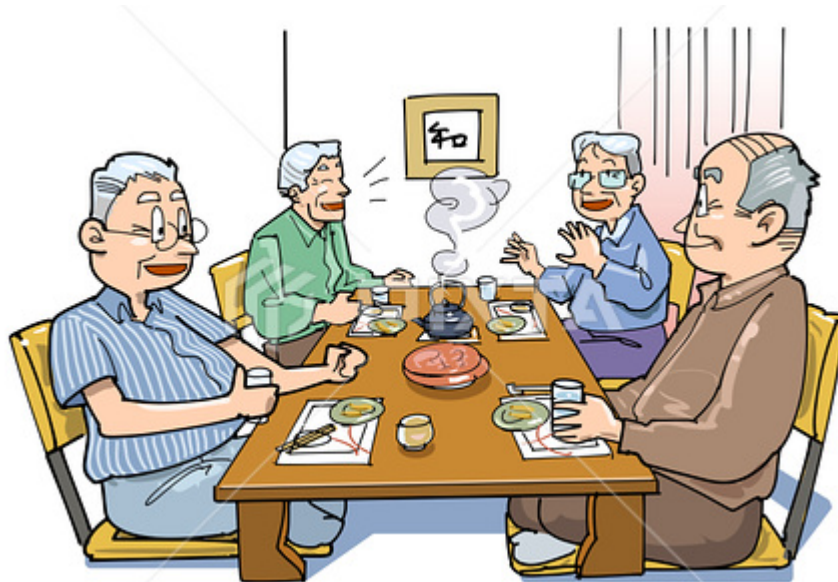
Colouring is a healthy way to relieve stress. It calms the brain and helps your body relax. This can improve sleep and fatigue while decreasing body aches, heart rate, respiration, and feelings of depression and anxiety. Please enjoy our colouring activity.



Consumer Advisory Body Meeting

May 6th at 2:30pm

Please ask a Lifestyle Team or Reception for an expression of interest form if you wish to attend or have any questions



RESIDENT MEETING MINUTES

Tuesday 1st April 2025 at 2.30pm

1. Welcome

1.1 Sound recording of the Resident Meeting

No objections

1.2 Welcome

Joanne Ross (Chairperson and Lifestyle)

Amanda Birkin (CEO)

Mandy Somers (Director of Clinical Services)

Alicia Ford (CNM)

Athin Christou (OT)

Isabella Fazzalari (Hospitality Manager)

Wayne (Chef)

Jock Malinowski (Ukrainian Interpreter and Board member)

Welcome to Country given by Joanne Ross

2. Present

As per attached sheet

3. Apologies

As per attached sheet

4. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 4th March 2025 were read. These Minutes were accepted by Michael Dzunda; seconded by Joanne Ross

All Residents were reminded that the Minutes of all Resident meetings are included in the Newsletter which is distributed throughout the facility for the information of all Residents.

5. Outstanding business from previous Minutes

- a. **Bus trips and transport** – research is being conducted at present to purchase a “van” for the purpose of transporting Residents on outings.
- b. **Sunflower Dining area** – a conversation has been had regarding this area and a suggestion was given that it could be converted into a family/function room to be used for a gathering of families/representatives and Residents.

It was brought to the meeting the catering of events within the Facility. Hospitality Manager, Isabella, reminded all in attendance the catering on offer at St Anna's RCF.

c.

RESIDENT MEETING MINUTES

Tuesday 1st April 2025 at 2.30pm



P (08) 8346 0955 F (08) 8346 1992

- d. **Play Group SA** – this group has now resumed. Play Group SA is advertising with the hope of promoting the play group further.
- e. **Identification Tree** – staff identification tree has been set up in the Reception area. The obtaining of photographs of all staff to be placed on this tree is currently in progress.
- f. **Hairdressing Salon** – the salon is currently being refreshed at present with painting, cupboards, picture frames and posters, new chairs and cushions. Feedback on this newly updated hairdressing salon has been positive.
- g. **Vinyl decals** – this is ongoing. Any Resident who is interested in a decal on their room door is asked to advise Lifestyle.

The decal in the Sunflower area is being considered at present.

6. Food and Menu/Hospitality

Any food that is brought into St Anna's RCF by a Resident/representative/family/visitor must be logged in the Food Register and/or correctly labelled. All were reminded that this food is the responsibility of the Resident. Any food that is brought in for a Resident should be checked firstly with the Clinical team before consuming.

7. Maintenance

All were reminded that if they have any electrical items these must be tested and tagged by Maintenance before being able to be used. A new digital program has been purchased so that all electrical items can be more effectively captured and tested. Training on this program is currently being attended to.

Communal carpets have recently been cleaned and a new tiling/grout cleaner has been purchased.

A temporary kitchen will be installed in the Poppy area whilst the kitchen project is ongoing. Apologies are given to all Residents in advance for the inconvenience that will occur during these building works.

8. Feedback complaints and praise

A discussion was had regarding the possibility of enjoying a luncheon event with all other Residents within the Facility. These luncheons are now arranged monthly as was agreed at a prior Residents' meeting. It was brought to the meeting that Residents are able to have meals in another area if they would like.

Feedback, complaints, compliments boxes have been changed from metal over to clear so that staff are aware when feedback has been given and placed in the boxes. A paper feedback form is also available for completion located near the boxes.

All Residents will be kept up to date on all happenings throughout the Facility in the newsletter.

All in attendance were advised that feedback complaints and praise forms can be found at Reception, in the Peter Kurko room and also an online form which can be found through the St Anna's RCF website or via the QR code found throughout the facility. All staff are available to assist with the completion of these forms and access to the QR code and if easier for a Resident any compliments/complaints or feedback can be written on a piece of paper and given to any staff member. All Residents are reminded that Jock Malinowski is the Resident representative and is available to speak to if anyone has any concerns compliments and/or comments. It is extremely important for any concerns to be brought to the attention of Management. All Residents are advised of all complaints and compliments via the Resident newsletter. All feedback/complaints/compliments are taken to the Board. All feedback is taken seriously.

9. Legislative changes

The new Aged Care Act will take effect from the 1st July 2025. Education sessions regarding this new Act will be ongoing.

10. Clinical

Athin Christou (OT) advised that the transferring of Resident data to the new clinical platform has now occurred. Residents will note that there is now a device outside all Resident rooms and staff can immediately access Resident information on this device. This information is password protected and all information is private and up to date to the relevant Resident.

Mandy Somers, Director of Clinical Services, spoke about Resident Care Plans and the family app that is to be implemented.

At present Careworker, Yeni, is attending to Resident one on one support visits to benefit the wellbeing of all Residents.

Alicia Ford was welcomed as the new Clinical Nurse Manager.

11. Lifestyle Programs

- **St Patricks Day shared luncheon** – all who attended enjoyed this luncheon.
- **Virtual quiz** – exciting news that St Anna's RCF has received an award.
- **Shared luncheons** – next luncheon will be an Easter celebration.
- **Anzac Day** – 25th April.
- **Entertainment** – the Copy Cats will be attending the Facility.
- **Flower arranging** – will be arranged.
- **ARAS meeting** – this is scheduled for May 2025.

Programs

All were reminded that on occasions the programs are required to be changed and all Residents are thanked for their understanding when this occurs.

All Residents were asked to continue to provide feedback and everyone was thanked for their suggestions.

12. Education and Information Sharing

Education and information was given by CEO Amanda Birkin on Standard 2 of the new Aged Care Act commencing on the 1st July 2025.

Standard 2 – Organisation

This standard requires the Organisation to:

- understand that people receiving care have different backgrounds and different needs focusing particularly on the needs of Aboriginal and Torres Strait Islander peoples and people living with dementia as well as other diverse groups
- carry out strategic business planning
- have clear roles and responsibilities
- employ a capable workforce and supply that workforce with training

- partner with residents and families and seek their opinions
- continually ask for feedback
- have risk management strategies
- attend to disaster management planning
- have a governing body who invests in key areas to make sure the Organisation delivers quality care and services
- use continuous improvement and risk management processes

This standard requires the Consumer to:

- feel confident that the care provider is well managed and governed
- be aware that staff are trained supported and empowered to do their job well
- be aware that their feedback will be listened to
- be aware that their care is designed with them and adapted to their cultural circumstances

13. Consumer Advisory Body Committee

The next Consumer Advisory Body Committee meeting has been arranged for 9th April 2025 at 2pm. This meeting is arranged to discuss any suggestions that Residents have for the improvement of the Organisation as a whole. One item that has come from these discussions is the involvement of two Residents in the interview process when employing new staff. This has been beneficial and feedback has been positive. Any Resident who would like to participate in this meeting is welcome. Please advise Lifestyle if interested.

14. Other business

A **Temi robot** is being trialled and feedback is appreciated. Temi will be announcing events throughout the Facility and assisting with the facilitation of telehealth and surveys. It is hoped that Temi can be utilised to assist with translation. Names for Temi is presently being requested.

It has been suggested that perhaps **meetings** can be presented in another way to assist Residents with hearing issues so that they are able to participate better. This will be researched further.

Management would like to note that they are conscious when implementing new technology at St Anna's RCF. The new technology is required to make life at St Anna's RCF easier for all Residents and staff.

15. New business

Coles online shopping – this has become quite a bit more challenging than first thought. A modified and standardised list for pantry items will be printed and distributed to all Residents to make it easier for both staff and Residents. If a larger shop is required by a Resident a one on one specific shop will be arranged. Please advise Lifestyle if this is required.

No further issues or questions were brought to the meeting.

All staff members left the meeting so that Residents could bring to the meeting any concerns or compliments they had.

Jock Malinowski asked all in attendance if there were any confidential comments/concerns they would like to mention to him. Mr Malinowski reminded all Residents that they should always remember that the staff are available to speak to if they have any concerns.

Mr Malinowski advised all in attendance that the St Anna's RCF Board is advised of all issues discussed at Resident meetings.

All were thanked for their attendance.

NEXT MEETING: May 2025

Meeting closed at 4.00pm

MINUTES OF CONSUMER ADVISORY BODY MEETING WEDNESDAY 9th APRIL 2025 AT 2PM

1. **Welcome to country** given by Chairperson Leeanne Wallfried
2. **Welcome to meeting** of the Consumer Advisory Body given to all present. All were thanked for taking the time to attend.
3. **Outline of the Consumer Advisory Body**
 - a. Consumer Advisory Body is made up of current Consumers living at St Anna's RCF, their carers and/or close family members who are receiving services from St Anna's RCF.
 - b. The purpose of this Consumer Advisory Body is to provide St Anna's Residential Care Facility's Board and Management with feedback about the Organisation's quality of care and its services. Feedback from these meetings will be forwarded to the Board for their consideration.
4. **Sound recording of meeting** – no objections
5. **Present** – Chairperson Leeanne Wallfried, CEO Amanda Birkin, Consumers Solveig Moody, Jennifer Baker, Terri Dunn, Fay Partridge, Olena Kawka
6. **Apologies** – Nil
7. **Business arising – as per Action Plan from 23rd October 2024 meeting**

A discussion was had regarding all identified areas of improvement (as listed below) mentioned on the Action Plan -

 - **Australian Products and Services** – this item is ongoing with a review of products and services being conducted throughout the Facility.
 - It was brought to the meeting the suggestion of using Beerenberg products (jams, sauces etc.) as they are a South Australian based company. It was also thought that going directly to the company may be beneficial in the cost of the product rather than buying these products direct from a supermarket.
 - This item has been included on the Continuous Improvement Plan.
 - **Gymnasium** – this is ongoing. At present St Anna's RCF is in the process of recruiting for another Occupational Therapist to assist this Department.
 - **Activity Boards** – this is ongoing. At present another provider is being sourced for the digitalisation of these Boards. This new digital platform will enable the printing

of daily menus which can then be placed in Consumer dining areas. All in attendance thought this would be a positive improvement once implemented.

- **Robotics** – this is ongoing. A robotic vacuum cleaner has been trialled within the Facility with pleasing results and positive feedback about the cleanliness of the Facility. As a result this vacuum cleaner has been purchased and attends to the common areas every night which takes approximately 2½ hours. There has been no negative feedback regarding any excessive noise made by this cleaner. The next trial will be a “Temi” robot which will announce events throughout the Facility, can assist with translation (which will benefit both staff and Consumers as this robot speaks 50 languages), telehealth and is capable of assisting Consumers with any telephone calls they may receive and delivery of items to Consumer rooms, amongst other benefits. This will free up staff so they have more time to assist Consumers.
- **Transport for Facility** – The grant applied for to assist with the purchasing of this transport was unsuccessful. The Board has agreed for the Facility to go ahead with the purchase of a vehicle. At the present time the CEO is liaising with various car suppliers to purchase a second hand 16 seat “van” with a budget of approximately \$70,000. This “van” will need to be of a size that enables the driver to have a normal car licence.
- **Outdoor play equipment** – This is ongoing. This equipment would be placed in the courtyard of the Facility to be utilised by the play group that visits St Anna’s RCF and also for family and visitors.
- **Doctor**- Expanding opportunities for GPs access- Have organised another GP , feedback positive (closed)

8. Items to be discussed

* **Feedback and complaints received by St Anna’s RCF and action taken:**

It has been noted that the QR code located throughout the Facility cannot be used by all Consumers. As a result a paper based Feedback, Compliment, Improvement and Complaint Form has been drafted and placed near the Feedback boxes located outside the café and near the Iris area noticeboards. This form will also be included in the monthly newsletter.

* **Quality of care concerns**

It was brought to the meeting that a number of Consumers were unaware that they were able to access Care Plan. Amanda will follow up with DCS and CNMs to ensure that residents when doing their care plan review. Amanda advised that it will become mandatory, as a result of the new Aged Care Act, for every Consumer to be provided with a monthly Care Statement. There is also an app which Consumers and their

representatives are able to access which provides them access to their Care Plan in ACREDIA.

* **Commission actions**

Nothing to report.

* **Performance reports from Commission**

Nothing to report. No visits from the Commission.

* **Staffing arrangements and staff levels**

All were advised that staff member Alicia Ford has been appointed Clinical Nurse Manager. Previous CNM Mimi Mehta is now supporting Athin Christou in the Wellbeing and OT Department.

Careworker, Yeni, is now assisting Consumers with their wellbeing and at present she is working 5 hours a day 4 days per week.

A concern was brought to the meeting that there were not enough women staff on the afternoon shift to assist Consumers with their bedtime regime. This feedback will be relayed to the rostering department for changes to be made.

It was advised that there are currently 18 staff employed by St Anna's RCF who are looking for Visa sponsorship. It is thought that St Anna's RCF could assist with four or five sponsors per year and an immigration lawyer has been sought to provide St Anna's RCF with support.

The meeting was advised that staff are receiving training in cyber security which the Facility takes very seriously.

* **Reportable incidents (SIRS) and St Anna's RCF actions**

There have been some incidents in the last few weeks. The Consumer and representatives involved are being assisted by St Anna's RCF.

* **Continuous Improvement Plan**

This is ongoing.

* **Orientation for newly employed Careworkers/staff**

* **Recruitment of staff**

* **Staff performance reviews**

Two Consumers have been involved in the interview process of staff being employed at St Anna's RCF. It has been beneficial to see how staff engage with Consumers during this process. Once employed staff are initially on a six month probation and close to the expiry of the six month period Consumers will be asked for their feedback.

* **Review booklets: Board induction and Board member expression of interest booklets**

All in attendance were provided with booklets which are provided to the Board regarding Board Member Expression of Interest and Board Member Onboarding. Board members will be asked to complete the forms included in these booklets.

* **Aboriginal artwork for Reception area**

This was agreed to.

* **Aboriginal flag**

The display of the Aboriginal flag within the Facility was agreed to. It was also thought that the South Australian flag should also be displayed within the Facility. Advice has been given that these flags should be bought locally.

*** Specific St Anna's RCF Acknowledgement to Country**

This was also agreed to and it was noted that St Anna's RCF strives to be inclusive diverse and multicultural.

It was thought that the best person to contact for this item as well as the artwork and flags should be the Aboriginal woman who attended the Facility in January for a craft event.

9. Feedback on what St Anna's RCF areas of improvement are and issues of concern

All present were asked for feedback on what areas St Anna's RCF can improve on and their issues of concern.

Feedback was as follows:

- a. A discussion was had regarding the dryness of the State and the concern for water. It was thought that staff should be reminded of this and asked to be more aware of water saving procedures.

10. Other business

No further business was brought to the meeting.

11. Next meeting – October 2025

12. Close of meeting – all were thanked for their attendance and feedback. The meeting closed at 3.00pm

Resident Meeting Minutes Folder is located in the Resident Phone Station next to the Lifestyle Office.





Residential Care Facility

Feedback, Compliment, Improvement
and Complaint Form



P (08) 8346 0955 F (08) 8346 1992

We welcome your feedback as opportunities for improvement

Date: ____/____/____ Name: _____

☐ Resident ☐ Family/Friend ☐ Visitor ☐ Other: _____

Please indicate if you require feedback: ☐ Yes ☐ No

If yes, the mode of correspondence: ☐ Meeting ☐ Phone ☐ Email ☐ Letter

Contact details (if required): _____

Feedback/Improvement/Complaint/Compliment:

Do you have any suggestions for improvement?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

1. We will contact you to acknowledge receipt of your form (if your name and contact details have been provided)
2. Once we have received your form, the CEO and Management registers and actions all feedback, improvement, complaints and compliments via our secure and confidential online portal Ideagen CompliSpace. This ensures transparency and optimises the complaints, feedback, compliments and opportunity for improvement process, ensuring better outcomes and quality care that enhances the lives of all residents here at St Anna's.



**A Place
with a Heart**