

NEWSLETTER

July 2025



St Anna's News

Dear Residents, Friends, and Families,

I wanted to share two great updates that will help us deliver even better care and support for you here at St Anna's.

We're now connected to My Health Record. This means our care team can see things like, your current medications, Immunisations, and Test results (like blood tests or X-rays), Hospital discharge summaries, Specialists Letters, and Advance Care Plans.

Having this information at our fingertips means we can provide quicker, safer care — especially if you've been to hospital or need treatment urgently. Most people already have a My Health Record unless they opted out. There's more info on how it works later in the newsletter.

Say Hello to Rand – Our New On-Site Pharmacist!

We're also really happy to welcome Rand Sabri, our new on-site pharmacist. Rand has been a pharmacist for over 15 years and loves working with older people and their families to make sure medications are safe and right for them.

She'll be working closely with our team and your doctor to:

- *Check medications are working well*
- *Help with any questions you or your family have*

If you'd like to meet Rand or have a chat about your meds, Mandy, Mardi, or Alicia can organise this.

There's more info on both My Health Record and the pharmacist program in this newsletter

Warmest regards,

Amanda Birkin CEO

Dear Resident,

I am writing to let you know that St Anna's RCF is now registered to access the national My Health Record as part of our planning and delivery of care.

My Health Record provides a safe and convenient way to manage your health information in one place and easily share it with your health and aged care team.

Through My Health Record, our care team will have better and more timely access to your health information, particularly where treatment has been provided in health services outside our facility or where emergency treatment is needed.

Health information is uploaded into My Health Record by healthcare professionals, and this includes things like:

- Immunisations
- Medical History and shared health summaries
- Current medicines
- Blood test results e.g. iron tests, vitamin D
- Radiology reports e.g. X-Rays
- Discharge Summaries from any hospital visits
- Letters from specialist doctors if an outpatient appointment has been attended

My Health Record can also be used to store an Advance Care Plan if that's something you have or are thinking about.

Everyone in Australia already has an existing My Health Record, unless they opted out, so we recommend talking to your GP and other healthcare professionals and asking them to add more health information into My Health Record.

The Australian Government website link also has information about what is inside My Health Record, how to get started, privacy, access and how to manage your record. The website also offers this information in several languages.

If you have any questions, you can email me AmandaB@cubs.org.au, call in and see me or call the My Health Record helpline on 1800 723 471. The team here at St Anna's has developed a Policy for all staff accessing the My Health Record. We are commencing training for the Clinical staff accessing My Health Record here at St Anna's. If you need assistance from the Clinical Team to provide further information please ask.

Yours sincerely,
Amanda Birkin
CEO

Did you Know?



Did you know the kitchen just went through a small reno, moving the equipment and fixing the roof. We're glad to report the roof doesn't leak anymore judging by the recent rain falls!



Did you know the Kitchen team are deeply saddened to say goodbye to Harmon this week, as he is moving on to Perth. We have given him our best wishes, a friendly get together, and a few gifts!

St Anna's Socials!



St Anna's Website



St Anna's Facebook



St Anna's Instagram



Scan the barcode using your phone!

Summary: Standard 5 – Clinical Care

Intent of Standard 5

Standard 5 ensures that clinical care in aged care is delivered safely, effectively, and tailored to the individual needs of each older person. It highlights the importance of person-centred, evidence-based care that supports quality of life, dignity, independence, and wellbeing. Clinical care is more than treatment—it's about understanding the whole person and coordinating with health professionals to deliver the right support at the right time.

At St. Anna's, we are committed to delivering clinical care that not only meets high safety standards, but also reflects your preferences, goals, and health needs.

What Standard 5 Means for You

You can expect:

- To receive the right clinical care based on your individual health needs.
- To be supported by a team of trained and skilled professionals.
- To have access to appropriate health professionals and services.
- Clear communication about your care, including medicines and treatment.
- To be included in decisions about your clinical care and end-of-life planning.

Key Outcomes of Standard 5

1. Person-Centred Clinical Care:

We deliver care that supports your independence, comfort, and wellbeing. Your clinical care is based on what matters most to you and is delivered with compassion and respect.

2. Safe Medication Management:

We ensure your medications are reviewed regularly, stored correctly, and administered safely. We report any side effects or incidents to protect your health.

3. Clinical Governance and Skilled Staff:

We have systems in place to monitor care quality, assess risks, and ensure staff have the right skills, training, and support to meet your needs.

4. Health Collaboration:

Your care is coordinated across disciplines, with input from relevant health professionals. We work with GPs, pharmacists, allied health providers and others to provide seamless, holistic care.

5. Digital Systems for Clinical Information:

We are working toward secure digital systems for managing your care information, improving safety, accuracy, and communication.

6. Palliative and End-of-Life Care:

We provide dignified, compassionate care at the end of life, tailored to your cultural, spiritual, and social needs.

7. Oral, Mental, and Preventive Health:

We recognise the importance of oral health, mental health, and preventive approaches in your overall wellbeing, and we include these in your care planning.

What This Means for Residents at St. Anna's

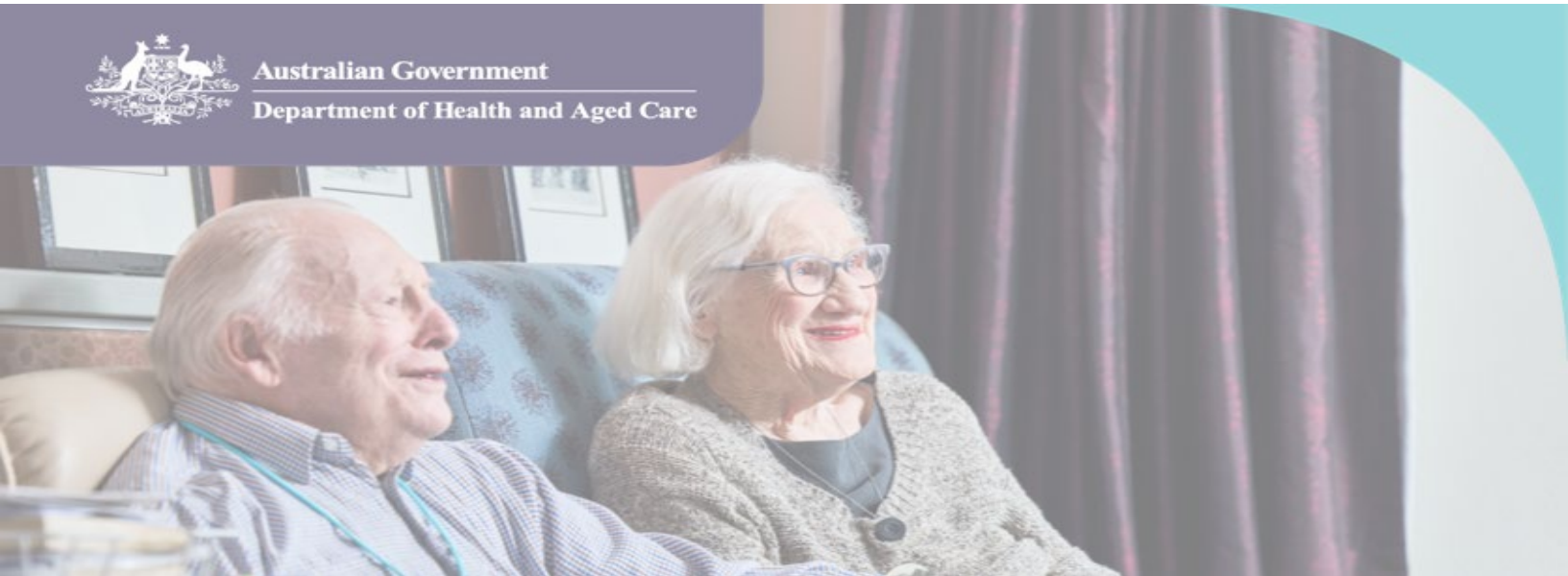
- Your clinical needs will be met with professionalism and kindness.
- You are included in care decisions and supported to express your preferences.
- Your safety is prioritised in every aspect of clinical care, including medications.
- We continuously review and improve our care processes, based on your feedback and clinical best practice.

Standard 5 ensures that the clinical care you receive is not only safe and appropriate—but also aligned with your life, goals, and dignity.

Further Information

For more information about Standard 5 and the strengthened Aged Care Quality Standards, visit: <https://www.agedcarequality.gov.au>





A new rights-based Aged Care Act

The new Aged Care Act will put the rights of older people first. It includes a Statement of Rights for older people accessing aged care services. This fact sheet is a plain language summary of those rights.

About the Statement of Rights

The Australian Government is changing Australia's aged care laws. The *Aged Care Act 2024* (the new Act) has a Statement of Rights. This explains what rights older people have when accessing aged care services funded by the Australian Government. The Statement of Rights will replace the current Charter of Aged Care Rights on 1 July 2025.

The full Statement of Rights from the new Act is at the end of this fact sheet.

What the Statement of Rights means for you

The Statement of Rights will help make sure you are at the centre of your aged care.

It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

Independence, choice and control

You have the right to make your own decisions and have control over:

- what funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings.

You have the right to get support to make these decisions if you need to.

You also have the right to choose how you live, even if there is some personal risk. For example, choices about your social life and close relationships.

Fair access

You have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and any trauma
- cognitive conditions, such as dementia.

You also have the right to get the kind of care you need, when you need it. This includes palliative care and end-of-life care.

Safety and quality

You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

If you feel unsafe when accessing aged care, you can get free support from lawyers, social workers and other specialists. Visit the [Attorney-General's website](#) for more information on protection against elder abuse.

Respect for your privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances
- allow you to choose when your personal information can be given to someone else, such as an advocate or a lawyer.

You have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

Communication that meets your needs

You have the right to:

- get information in a way you understand
- give feedback.

You have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You also have the right to meet with your provider and your supporters in a way that suits you. That might mean meeting at a time of day that works best for you.

Support to raise issues quickly and fairly

When there are issues with your funded aged care services, you have the right to:

- get support from your provider
- complain without fear or being punished
- get a quick and fair response to your complaints.

Support and connection with people and community

You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from an independent advocate or someone else you choose.

You have the right to communicate with your advocate or support person at any time you like.

Providers should respect the role of the people who are important to you. For example, family, friends and carers.

You have the right to stay connected with:

- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

Aboriginal and Torres Strait Islander peoples have a right to stay connected with their community, Country and Island Home.

How to make sure your rights are upheld

Your provider must understand and follow the Statement of Rights. If they don't, you can make a complaint to the Complaints Commissioner.

You can make a complaint online, by phone or by letter. Visit the [Aged Care Quality and Safety Commission website](#) for more information.

If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

OPAN has free, independent and confidential advocates to help you.

Statement of Rights in full from the new Act

Below is the full Statement of Rights from section 23 of the new Act. *Independence, autonomy, empowerment and freedom of choice*

(1) An individual has a right to:

- (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
- (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
- (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

(2) An individual has a right to equitable access to:

- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
- (b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

(3) An individual has a right to:

- (a) be treated with dignity and respect; and
- (b) safe, fair, equitable and non-discriminatory treatment; and
- (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
- (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

(4) An individual has a right to:

- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
- (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

Respect for privacy and information

(5) An individual has a right to have the individual's:

- (a) personal privacy respected; and
- (b) personal information protected.

- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
 - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
 - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
 - (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
 - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrschat.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.

Hospitality News

Winter Menu Has Arrived!

We're excited to announce the launch of our seasonal
Winter Menu!

As the cooler months settle in, our kitchen team is serving up a range of warm and hearty favourites—including new dishes like Curried Sausages and Lamb's Fry with Bacon and Mashed Potato.

We're committed to continually improving our menu to suit the tastes and needs of our residents. We'd love to hear your feedback—simply scan the QR code provided to share your thoughts and suggestions.

Your input helps us create meals that everyone looks forward to. Thank you for being part of the journey!



**Mealtime Feedback
QR Code**



**July Dining Room
Feedback QR
Code**



Hospitality News

Wattle Dining Room Update

We would like to let you know that the Wattle Dining Room will soon be closed for regular mealtimes. Only six residents currently dine in this room, and we will be working with each of them to find the most comfortable alternative—either the Iris Dining Room, Poppy Dining Room, or tray service. We are planning to transform the Wattle Dining Room into a café-style space for relaxing and socialising, as well as for lifestyle cooking activities. Many residents and families have told us they'd love a place to sit and enjoy the café together, and we believe this change will create a more welcoming and social environment for everyone.

This update will also help us provide more support during meal times, with improved supervision and assistance in our main dining areas. We hope it will enhance the overall mealtime experience and promote a warm, family-style atmosphere.

Thank you for your understanding and support.



Hospitality News

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

1. Consumer Meeting- 1st of July
2. Christmas in July- 24th of July
3. Saint Anna's Day – 30th of July

Notices:

Café Update – Now Open 5 Days a Week!



Since 9th June 2025, the café has been in full swing **five days a week**, from **Monday to Friday, 9:00 AM to 1:00 PM**.

We look forward to welcoming more of you for your morning coffee, snacks, and friendly chats throughout the week.



QR code for July 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 • August 5th • PK Room
(Before Resident Meeting)

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

The History of St Anna's

St Anna's Aged Care: A Legacy of Community, Culture, and Compassion

Nestled in the heart of Brompton, St Anna's Aged Care stands as a lasting symbol of unity, care, and cultural pride. Officially opened on June 7, 1993, the hostel was established through the dedicated efforts of the Croatian, Ukrainian, and Belarusian communities in South Australia. These communities recognised a growing need for culturally appropriate aged care, particularly for elderly migrants who were isolated from family support or lacked access to tailored services. There was a growing need for long-term, culturally appropriate residential care, this led to a bold vision: a facility that would honour the languages, customs, and spiritual life of Eastern European older persons. This vision expanded in 1990, when Croatian, Ukrainian, and Belarusian community leaders joined forces to create a tri-community aged care hostel. Their proposal garnered vital support from the Department of Health, Housing, Local Government and Community Services, architects, doctors, and multicultural advocates.

St Anna's Aged Care: A Legacy of Community, Culture, and Compassion

Nestled in the heart of Brompton, St Anna's Aged Care stands as a proud symbol of multicultural unity, compassionate service, and cultural heritage. Since its official opening the facility has provided a culturally safe haven for older persons, especially those from Croatian, Ukrainian, and Belarusian backgrounds who were in need of aged care that aligned with their language, traditions, and faith.

Bringing the Dream to Life

The formation of the Croatian, Ukrainian and Belarusian Aged Association of South Australia Inc. marked a turning point. After years of collaboration and perseverance, St Anna's Hostel opened its doors in June 1993, admitting its first residents into the hostel. The initiative was governed by a dedicated board of nine members—three representatives from each founding community—and advised by experts in health, aged care, and community development. This is a testament to the founding team – communities working hard together to achieve a common goal – quality care for the older person.

Early leadership by the community representatives was visionary , engaging and based on the local needs of the communities. Initially residents contributed a modest entry fee of \$45,000, and the hostel operated under a government-supported not-for-profit model, with all surpluses reinvested into community wellbeing.

A Celebration of Culture and Connection

St Anna's has always been more than a care home—it is a cultural hub where traditions are kept alive. Residents regularly enjoy performances by the Croatian Dance Group, the Ukrainian Choir, and the Belarusian Youth Choir. Major religious and cultural celebrations, including Catholic and Orthodox Christmas and Easter, help residents stay spiritually connected and continues to this day. Support from volunteer networks remains strong.

Why the Name “St Anna”?

Broadly, the name “St Annas” carries rich meaning across Eastern European Christian traditions. Saint Anne—mother of the Virgin Mary and grandmother of Jesus—is deeply venerated in Croatian, Ukrainian, and Belarusian cultures. She symbolises care and elderhood, family and faith, respect for intergenerational bonds. Naming the facility after her affirms St Anna's commitment to culturally safe care, family-oriented care, respect for the dignity and wisdom of the older person. St Anna's represents a spiritual and moral foundation rooted in tradition. She symbolises care, wisdom, and intergenerational love—values deeply respected by the Croatian, Ukrainian, and Belarusian communities. Our name reflects our commitment to culturally attuned, family-oriented, and dignified care for older persons, grounded in traditions that honour elders as pillars of community and heritage.

Today, St Anna's Residential Aged Care continues to provide residential and respite services for up to 60 residents, fostering a homely environment where every person's story is heard, and every culture respected. The Residential Care Facility has expanded in size and as an organisation we now provide the same vision and culturally appropriate services and care to those in the community with our St Anna's Home Care Services. More than 30 years since its founding, St Anna's stands as a testament to what can be achieved when communities unite around shared values of respect, compassion, and cultural pride.

The team at St Anna's are interested in any historical stories of the early days of St Anna's – we want to know more about the founding visionaries, the stories of how St Anna's went from a dream to a reality for the Croatian, Ukrainian and Belarusian Communities – please let us know if you have any information – we would love to hear from you!

This article was written with care, but we can't guarantee every detail is spot-on. If something seems not correct, please let us know as we are wanting to expand on St Anna's Story.



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

30th June to 6th July 2025- Lifestyle Calendar



Monday	Tuesday	Wednesday
30 one on one social engagement 10 To 04 Room visit Intergenerational Play Group 10:30 To 11:30 PK Room Croatian Cultural Video 10:30 To 11:30 Iris Cooking 02:30 To 03:30 PK Room Magical Moments- Balloon Tennis 02:30 To 03 Iris	01 Hairstresser 09 To PK Room one on one social engagement 10 To 04 Room visit Chi Ball 11 To 11:30 Iris Croatian Cultural Video 11:30 To 12 Iris Consumer Meeting 02:30 To 03:30 PK Room	02 one on one social engagement 10 To 04 Room visit Magical Moments 10:30 To 11 Iris Croatian Cultural Video 11:30 To 12 Iris Ukrainian Orthodox Service 01:30 To 02:15 PK Room Pamper Group 02:30 To 03:30 PK Room Movie Afternoon 02:30 To 03:30 Iris
Thursday	Friday	Saturday
03 one on one social engagement 10 To 04 Room visit Music and Movement 10:45 To 11:15 PK Room Polish Cultural Video 02 To 03 Iris Football Tipping 02 To 02:30 Room visit Mens Group 02:30 To 03:30 PK Room	04 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 Bingo 02:30 To 03:30 PK Room	05 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday	<p align="center"> <July 2nd Ukrainian Orthodox Church Service @1:30pm in PK Room> </p>	
06 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



7th To 13th July 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday
07 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 PK Room Croatian Cultural Video 11:30 To 12 Iris Craft 02:30 To 03:30 PK Room	08 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 Cultural dance Video 11:30 To 12 Iris Bingo 02:30 To 03:30 PK Room	09 one on one social engagement 10 To 04 Room visit Magical Moments 10:30 To 11 Iris Cultural dance Video 11:30 To 12 Iris Movie Afternoon 02 To 03 Iris Scategories 02:30 To 03:30 PK Room
Thursday	Friday	Saturday
10 one on one social engagement 10 To 04 Room visit Music and Movement 10:45 To 11:15 Iris Football Tipping 02 To 02:30 Room visit Polish Cultural Video 02 To 03 Iris Virtual Quiz 02:30 To 03:30 PK Room	11 one on one social engagement 10 To 04 Room visit Prayer Group 11:30 To 12 PK Room Ukrainian Cultural Video 02 To 03 Iris Bingo 02:30 To 03:30 PK Room	12 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday		
13 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

14th To 20th July 2025 - Lifestyle Calendar



Monday	Tuesday	Wednesday
14 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 01:30 Iris Croatian Cultural Video 11:30 To 12 Iris Cooking 02:30 To 03:30 PK Room	15 Hairdresser 09 To PK Room one on one social engagement 10 To 04 Room visit Chi Ball 11 To 11:30 Iris Cultural dance Video 11:30 To 12 Iris Bingo 02:30 To 03:30 PK Room	16 one on one social engagement 10 To 04 Room visit Ukrainian Catholic Service 10:30 To 11:15 PK Room Walking Group 10:30 To 11:15 Meet in Foyer Football Tipping 02 To 03:30 Room visit Paint and Sip 02:30 To 03:30 PK Room
Thursday	Friday	Saturday
17 one on one social engagement 10 To 04 Room visit Music and Movement 10:45 To 11:15 PK Room Magical Moments - Beauty Hour 11 To 02 Iris Polish Cultural Video 02 To 03 Iris	18 one on one social engagement 10 To 04 Room visit Prayer Group 11:30 To 12 PK Room Ukrainian Cultural Video 02 To 03 Iris Bingo 02:30 To 03:30 PK Room	19 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday		
20 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



21st To 27th July 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday
21 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 PK Room Intergenerational Play Group 10:30 To 11:30 PK Room Croatian Cultural Video 11:30 To 12 Iris Craft 02:30 To 03:30 PK Room	22 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 Cultural dance Video 11:30 To 12 Iris Bingo 02:30 To 03:30 PK Room	23 one on one social engagement 10 To 04 Room visit Magical Moments 10:30 To 11 Iris Cultural dance Video 11 To 11:30 Iris Scategories 02:30 To 03:30 PK Room Movie Afternoon 02:30 To 02:30 Iris
Thursday	Friday	Saturday
24 one on one social engagement 10 To 04 Room visit Christmas in July 12:30 To 01:30 PK Room Football Tipping 02 To 02:30 Room visit Polish Cultural Video 02:30 To 03:30 Iris NeuronsVR Armchair Travel 02:30 To 03:30 PK Room	25 one on one social engagement 10 To 04 Room visit Prayer Group 11:30 To 12 PK Room mosaics 01:30 To 03:30 Sunflower Ukrainian Cultural Video 02 To 03 Iris Bingo 02:30 To 03:30 PK Room	26 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday		
27 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

28th To 31st July - Lifestyle Calendar



Monday	Tuesday	Wednesday
28 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 Iris Croatian Cultural Video 11:30 To 12 Iris Cooking 02:30 To 03:30 PK Room	29 Hairdresser 09 To PK Room one on one social engagement 10 To 04 Room visit Pet Therapy 10:30 To 04 Room visit Chi Ball 11 To 11:30 Iris Bingo 02:30 To 03:30 PK Room	30 one on one social engagement 10 To 04 Room visit St Annas Day 10:30 To 11:30 PK Room Cultural dance Video 11:30 To 12 Iris Movie Afternoon 02:30 To 03:30 Iris
Thursday		
31 one on one social engagement 10 To 04 Room visit Music and Movement 10:45 To 11:15 PK Room Football Tipping 02 To 02:30 Room visit Magical Moments - Active Games 02:30 To 03:30 PK Room		

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Gladys and Pearl Go Whale Watching

As July settled in, frost painted the windows of their mountain cabin. Gladys, flipping through a folded brochure from the welcome basket, looked up with a spark in her eyes. "Whale season on the east coast. Fancy seeing some humpbacks?"

Pearl's tea sloshed. "Real whales? Leaping from the ocean? Count me in."

With scarves snug, socks thick, and a thermos of spiced tea packed tight, the magical wardrobe whooshed them off to the Sapphire Coast, where winter met the sea in bracing, salty air. Their beachside cottage overlooked the vast Pacific, waves rolling in under a steel-blue sky, the porch creaking softly in the breeze.

The next morning, wrapped in wool and wonder, they joined a small group on a rugged clifftop lookout. A volunteer handed around binoculars and poured lemon myrtle tea. Within minutes, a jet of spray shot skyward, followed by the arch of a humpback's back and a flick of its fluke.

Pearl nearly dropped her binoculars. "Gladys! That calf just flew out of the sea!"

Later, they wandered through a bustling winter market, warming their hands on hot damper and browsing handmade candles, local jams, and crocheted mittens. In the afternoon, they followed a trail of winter wildflowers—banksias, grevilleas, and wattles blooming boldly despite the chill.

That evening, a local fisherman tipped them off about a rare treat: a glowing beach. As night fell, they walked barefoot along the shore, each step leaving shimmering blue footprints in the sand.

"We're walking on magic," Pearl whispered, awestruck.

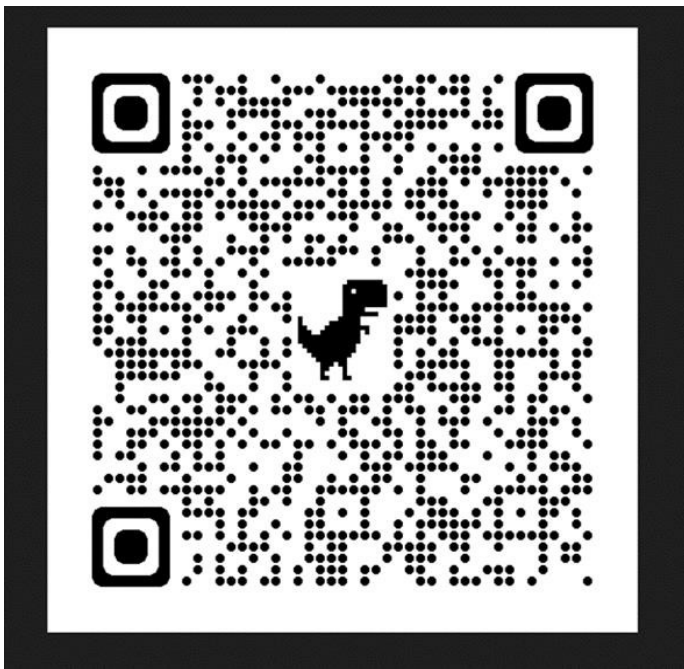
Back in the cottage, cider in hand and cheeks flushed from wind and wonder, Gladys sighed happily. "Winter's not cold when adventure keeps you warm."

The wardrobe creaked softly, already dreaming of August.



We want your Feedback!

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



QUOTE OF THE MONTH



In the heart of an Australian winter, July whispers: slow down, wrap up, and find magic in the stillness

TRIVIA

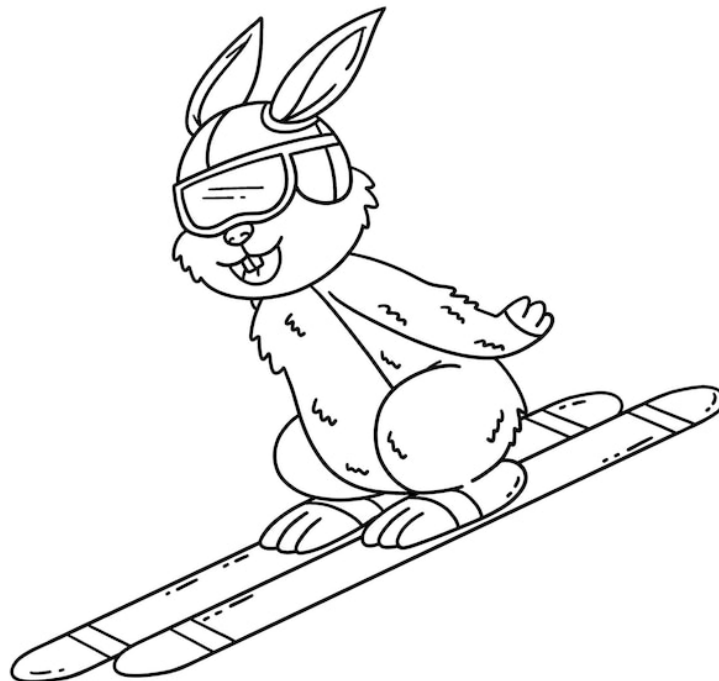
Did you know that the month of July is named after Julius Caesar?

In 45 BCE, the Roman leader reformed the calendar, and the seventh month was renamed in his honour. In Australia, July sits at the heart of winter—bringing with it misty mornings, brisk winds, and quiet beauty.

It's also peak time for whale migration along the east coast, as humpback whales journey north to warmer waters. In cooler regions, native wildflowers like banksias and wattles begin to bloom, proving that even winter holds bursts of colour. Many animals adapt to the chill by growing thicker coats or spending more time nestled in burrows and hollows. It's also a time for people to gather indoors, share warm meals, and enjoy the slower rhythm of the season.

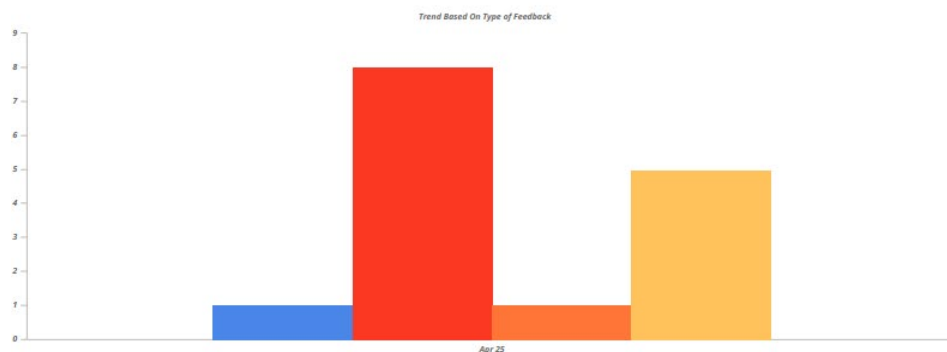
- Zodiac Sign: Cancer and Leo
- Birthstone: Ruby – symbolising passion, protection, and vitality
 - Birth Flowers:
 - Larkspur: representing positivity and an open heart
 - Water Lily: symbolising rebirth, peace, and purity

Colouring Activity:



Month in Review

We received the following feedback in May



Comment	1
Compliments	8
Complaints	1
Improvement	5

Comment	Compliment	Complaint	Improvement
1x Resident asked if Curried sausages could be added to the menu	1 x Residents' request to access sports channel was acted upon 5 x Resident happy with the care worker 1x Resident enjoyed the Beauty club 1x HC Client happy with cleaning services.	1x Family- Food should be delivered on Trays like they do in Hospitals	1x Request to put a lock on the fridge in IRIS 1x Change appointment communication 1x St Annas to have its own acknowledgement to country 1x Purchase Aboriginal Flag 1x Purchase Aboriginal Art

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 JULY!

**Peter Pavlovic
Vincenzina Langone
Lorraine Hawke
Bill Trelease**

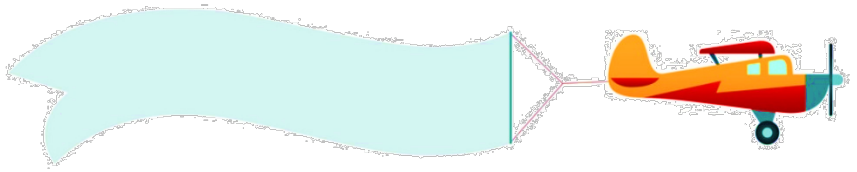


King's Craft



This month, the residents got creative in preparation for the King's Birthday by participating in a fun, themed craft activity. They each had the opportunity to design and decorate their own crowns using a variety of colourful materials, including glitter, gems, paint, and cotton. The atmosphere was filled with laughter, music, and cheerful conversation as everyone enjoyed personalising their unique royal accessories. It was a wonderful chance for residents to express themselves artistically, and get into the festive spirit together.

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

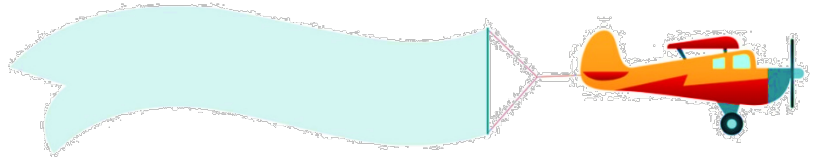
Volunteers are often the glue that holds a community together. Volunteering allows you to connect with your community and make it a better place. Helping out with even the smallest task can make a real difference to the lives of our residents and St Anna's as an organisation.

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

Linka Ding- Accountant

Hello everyone, my name is Linka!

I'm the new accountant here at St Anna Residential Care, and have just become a team member after completing a 3-month internship in

March. I'm very happy to now be part of the St Anna community. Outside of work, I love coffee and cooking – especially making dishes from different regions and cultures. I also enjoy baking and would love to share some fun baking tips with you!

I'll do my best to remember everyone's name – please feel free to say hello when you see me around. I'd really love to get to know you!



Shared Lunch: The King's Birthday



This month, we celebrated King Charles' birthday with a delightful shared lunch. The highlight of the meal was the King's favourite dish—chicken pot pie—served as the main course, followed by a refreshing lemon and raspberry dessert. The kitchen truly outdid themselves, and both residents and staff thoroughly enjoyed every bite. The room was beautifully decorated to match the royal theme, sparking cheerful conversations and plenty of smiles among the residents.

The Biggest Morning Tea



This year, residents and staff came together for The Biggest Morning Tea to support a meaningful cause—raising funds for cancer research. The event created a warm and welcoming atmosphere, where everyone enjoyed connecting and sharing stories over a delicious spread. Tasty treats including cupcakes, sandwiches, and assorted pastries were served, and the beautifully arranged tables added a touch of elegance to the morning. It was heartwarming to see so many smiles and hear the laughter filling the room. The event not only raised funds but also strengthened our community spirit in the most delightful and heartfelt way.



St Anna's Playgroup!



St Anna's Intergenerational Program has recommenced! The next session is on July 14th. All are welcome!

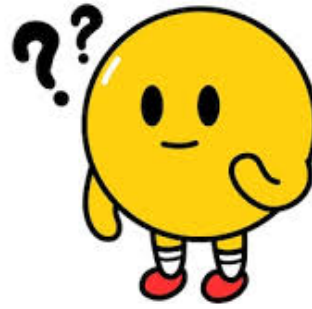
The sessions run every second Monday from 10:30am to 11:30am!

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



WHO AM I? QUIZ

(July Birthdays)



7th July 1940

I was born in Liverpool, England, and am best known as the drummer for the legendary band The Beatles. Joining the group in its early years, my steady rhythm and unique style became a defining part of our sound. I played on many of The Beatles' most iconic tracks and contributed vocals to several fan favourites. With my laid-back charm and creative flair, I helped shape the band's musical legacy. Today, I'm celebrated not only as a talented drummer but also as a beloved figure in the history of rock and roll.



Initials — R.S.

13th July 1942

I was born in Chicago, Illinois, and am best known for my iconic roles as Han Solo in Star Wars and Indiana Jones in the adventure film series. With my rugged charm and strong screen presence, I helped define blockbuster cinema. Over the years, I've become a celebrated figure in Hollywood, known for bringing unforgettable characters to life.



Initials — H.F.

***Answers on page 45- No peeking**

Sudoku

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

***Answers on page 45- No peeking**

Word Search

JULY

*Winter
Wordsearch*



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

WINTER
SNOWFLAKE
SNOWMAN
ICICLE
SPRUCE
HOLLY
CARDINAL
FROZEN
BRRR
CHILLY
SLED
GLOVES
HAT
SKATE
SKI
TOBOGGAN
COCOA
SHOVEL
MITTENS

Quiz for July

1. What is the official birthstone for the month of July?

- A) Pearl
- B) Ruby
- C) Opal
- D) Garnet

2. Which Australian event often takes place in July and celebrates Indigenous culture and history?

- A) Australia Day
- B) NAIDOC Week
- C) Anzac Day
- D) Harmony Day

3. In Australia, what season is July part of?

- A) Autumn
- B) Spring
- C) Summer
- D) Winter

4. Which animal is more commonly seen during July in Australia due to increased activity in cooler weather?

- A) Koala
- B) Redback spider
- C) Southern right whale
- D) Platypus

5. Which international day is celebrated on July 30 to promote peace and friendship?

- A) World Peace Day
- B) Global Kindness Day
- C) International Day of Friendship
- D) United Nations Day

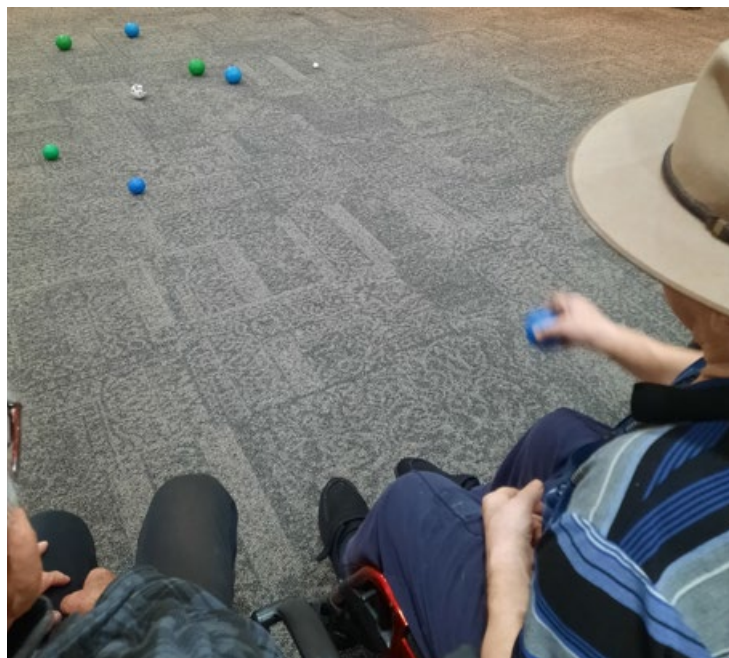
***Answers on page 45**



Bocce



Here at St Anna's, Bocce is a much-loved activity that brings residents together for fun and laughter. As the winter chill sets in, games are often held indoors in the cozy PK Room, where everyone can stay warm while enjoying the friendly competition. Residents take great delight in trying to outplay one another, aiming to knock opponents' balls out of the way with precision—and a bit of cheeky strategy! The room is always filled with cheerful chatter and bursts of laughter, making it a highlight. Bocce isn't just a game here—it's a great way to stay active and connected.



Who Am I? Quiz

ANSWERS

1. Ringo Starr
2. Harrison Ford



SUDOKU ANSWERS

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

JULY QUIZ ANSWERS

Question 1- Answer: B) Ruby

Question 2- Answer: B) NAIDOC Week

Question 3- Answer: D) Winter

Question 4- Answer: C) Southern right whale

Question 5- Answer: A) International Day of Friendship

Congratulations!

Well done, Sandra!

A big congratulations to one of our residents who has made a huge achievement in our on-site gym! Sandra achieved a milestone, normally she peddles on the bike for 28 mins and on 25/06/2025 she managed 40 mins (programmed maximum time) on Nu Step!



Douglas the Doodle Visit



Douglas the doodle visited St Anna's! The residents enjoy seeing him around the facility and giving him some well-earned pats!

Farewell Harman!

St Anna's is deeply saddened to say farewell to Harman as he prepares to move to Perth. His hard work and positive spirit within the kitchen team will be greatly missed! To show our appreciation, we held a warm farewell gathering, shared some laughs, and presented him with a few thoughtful gifts. We wish Harman all the very best in his new adventure and know he'll thrive in his next chapter!



In Memory

IN LOVING MEMORY



Aniela Cipa

2 August 1927 - 13 June 2025

Rest in Peace

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.



Introducing our On-Site Pharmacist

Residents and Families



Collaborating with our pharmacy partners Healthy Collective and your local TerryWhite Chemmart, we are thrilled to introduce a new on-site pharmacist for our residents and families.

The Aged Care On-site Pharmacist (ACOP) program is Government funded to provide a pharmacist to improve medication management and safety for all residents in Residential Aged Care Homes (RACHs).

The measure facilitates pharmacists to work on-site in RACHs in a clinical role.

The ACOP measure aims to:

- Improve medication use and safety
- Provide easy access to medication-related advice for residents, family and staff
- Integrate pharmacists into the health care team

Our Pharmacist is:

Rand Sabri

Rand has been a practicing pharmacist for 15 years, working across various clinical settings in hospital, community and medical clinics. She has a passion for helping people to understand their medications and collaborating with their doctors and health team to optimise their care. Rand loves to get to know residents and their families, and to help them experience the best care possible.

If you have any questions or would like to talk with Rand, enquire with the care team.

Healthy Collective and Healthy Care Services

Healthy Care Services (HCS) is the contract management arm of the Healthy Collective, managing many pharmacy service contracts throughout South Australia and interstate in partnership with TerryWhite Chemmart pharmacies. Contact enquiries@healthycareservices.com.au

1. Welcome

1.1 Sound recording of the Resident Meeting

No objections

1.2 Welcome

Joanne Ross (Chairperson and Lifestyle)

Amanda Birkin (CEO)

Athin Christou (OT)

Mandy Somers (Director of Clinical Services)

Isabella Fazzalari (Hospitality and Environment Manager)

Amy Somers (Lifestyle)

Jock Malinowski (Ukrainian Interpreter and Board member)

Acknowledgement to Country given by Joanne Ross

2. Present

As per attached sheet

3. Apologies

Alicia Ford (CNM), Michelle Hauber (Lifestyle and Wellness), Clinical Services and as per attached sheet

4. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 6th May 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** – a broker has been engaged to find a relevant van for the Facility.
- b. **Sunflower Dining area** – a conversation has been had regarding this area and a suggestion was given that it could be converted into a multi-purpose family room to be used for a gathering of families and Residents. Isabella to finalise the quotes for having a door installed.
- c. **New standards** – the new Aged Care standards will be placed in the Newsletter for the information of all Residents/representatives. An education session on Standard 3 was given by Amanda and more information is in the Newsletter
- d. **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.
- e. **Vinyl decals** – this is ongoing. Any Resident who is interested in a decal on their room door is asked to advise Lifestyle.

- f. **Book club** – any feedback would be appreciated. If any Resident would like a book read to them please advise Lifestyle.
- g. **Aboriginal artwork** – Lifestyle will contact Auntie Irene who attended the Facility earlier in the year for assistance with this.

6. Food and Menu/Hospitality

Isabella introduced a new platform for food ordering, Smith Kit, which integrates with HDS. The platform includes over 4000 recipes with pictures and nutritional information.

7. Maintenance

Isabella mentioned the ongoing testing and tagging of equipment, with Michael completing 60 rooms. Isabelle discussed the automatic lighting system in the new part of the building and the challenges faced with old technology. The replacement of old halogen lights with LED technology, which reduces energy consumption.

8. Feedback complaints and praise

All in attendance were advised that feedback complaints and praise forms can be found at Reception, in the Peter Kurko room and there is 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.

4. Legislative changes

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

5. Clinical

Resident vaccinations are under way.

6. Lifestyle Programs

- **Hatchling Chickens Henny Penny** - they will be attending the Facility in June.
- **Kings Birthday**- To be celebrated with a shared lunch, planning to have a menu of the Kings favourite dishes.

RESIDENT MEETING MINUTES

Tuesday 3rd June 2025 at 2.30pm



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

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.

7. Continuous Improvement

Amanda Birkin talked about the integration of My Health Record with the clinical Software to improve continuity of care.

Athin spoke about the importance of cybersecurity and the proactive measures being taken by St Anna's.

8. Education and Information Sharing

Education and information on Standard 4 of the new Aged Care Act, commencing on 1 July 2025, will be provided at the next Residents' meeting, to be held in July.

9. Consumer Advisory Body Committee

The next meeting is scheduled to take place in October 2025.

10. Other business

Explore the feasibility of implementing QR codes or NFC chips in resident rooms to facilitate real-time feedback and complaints.

Mention of St Annas day coming up in July and residents asked for more information on St Annas. Amanda gave a brief overview of the history of St Annas, including its origins as a residential care facility. The resident requested for more details/information be included in the next Newsletter.

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: July 1st 2025

Meeting closed at 3.26pm

Your Voice Matters – Tell Us About Our Optometry & Dental Services!

We're always looking to improve the care and services we provide. Please take a moment to let us know your thoughts on the optometry and dental care available to you.

1. Have you used the optometry service in the past 12 months?
☐ Yes ☐ No
2. If yes, how satisfied were you with the optometry service?
☐ Very satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very dissatisfied
3. Have you used the dental service in the past 12 months?
☐ Yes ☐ No
4. If yes, how satisfied were you with the dental service?
☐ Very satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very dissatisfied
5. Do you feel the appointment times were suitable and timely?
☐ Always ☐ Most of the time ☐ Sometimes ☐ Rarely ☐ Never
6. Was the communication about your appointments and treatments clear and easy to understand?
☐ Yes ☐ No ☐ Not sure
7. Were the costs or fees for services explained clearly and easy to understand?
☐ Yes ☐ No ☐ Not sure
8. Did you feel the services were reasonably priced?
☐ Yes ☐ No ☐ Not sure
9. After your appointment, did you receive follow-up support or information (e.g. next steps, treatment plans, help with questions)?
☐ Yes, it was helpful ☐ Yes, but it could have been better ☐ No follow-up ☐ Not applicable
10. Do you have any suggestions to improve these services? (*Write your comments on the back*)

Please return your completed survey to reception or the feedback boxes located next to the café and Iris

Thank you for helping us improve!

Feedback and Suggestions

[illegible]

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

[illegible]

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**