

NEWSLETTER

June 2025



St Anna's News

Dear Residents, Friends, and Families,

Welcome to June, as winter settles in, I want to thank you all for the continued warmth, kindness, and sense of community that defines our home—and welcome new residents.

I'm pleased to share that our kitchen works are now complete. Thank you sincerely for your patience and understanding throughout this period. The upgrades will help us deliver meals more efficiently and at the right temperatures, and we're already seeing the benefits.

As always, we encourage everyone to stay well this season. If you haven't yet had your flu or COVID-19 vaccinations, or if you have any health concerns, please speak with our nursing team. Your wellbeing is our highest priority.

June will also bring a range of cultural and indoor activities to keep spirits high and provide opportunities to connect. Keep an eye on the activity boards and speak with our team if you'd like to be involved—or have ideas to share.

Finally, thank you to those who've taken part in staff interviews recently. Your insights help us ensure new team members reflect the values we all share.

Let's continue to look after one another, stay warm, and enjoy all that June has to offer.

Warmest regards,

Amanda Birkin CEO

Did you Know?



Did you know that the St Anna's maintenance team can fix a range of things from beds to taps!
Please see maintenance for more information!



Did you know that the St Anna's Maintenance team are committed to making resident rooms feel like home by assisting in hanging up resident pictures!
Please see Maintenance 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!

Summary: Standard 4 – The Environment

Intent of Standard 4

Standard 4 focuses on ensuring the physical environment where care is provided is safe, clean, well-maintained, and supportive of residents' needs. It recognises the vital role that the environment plays in enhancing residents' comfort, dignity, mobility, and overall sense of wellbeing.

At St. Anna's, we are committed to creating and maintaining an environment where every resident feels safe, respected, and supported—an environment that feels like home.

What Standard 4 Means for You: You can expect:

- To feel safe and supported in your living environment.
- Your surroundings to be clean, comfortable, and well looked after.
- Freedom to move around safely and independently.
- Staff who are trained to use and maintain equipment safely and properly.
- A strong focus on infection prevention and control (IPC) to protect your health and wellbeing.

Key Outcomes of Standard 4

1. Safe, Supportive Environments:

We assess the environment regularly to identify and reduce risks. Our facilities are designed and maintained to meet your individual needs, including ease of movement, comfort, and access to aids or equipment.

2. Infection Prevention and Control (IPC):

We follow high-quality IPC processes to minimise the spread of infections. Staff are trained and assessed to ensure they know how to maintain cleanliness and respond to infection risks appropriately.

Key Focus Areas in Standard 4

Environmental Risk Management: We use robust systems to identify and reduce risks in the physical environment, ensuring all residents feel safe at all times.

Design for Independence: Spaces are created to enable residents to move freely and independently, promoting autonomy and confidence in daily living.

Well-Maintained Facilities and Equipment: All equipment and infrastructure are clean, functional, and suited to individual needs. Clear processes are in place for maintenance, repairs, and responsibility.

Supportive Staff: Our team is trained to create an environment that enhances your wellbeing—ensuring your room, shared spaces, and personal equipment are cared for with attention and respect.

What This Means for Residents at St. Anna's

Your environment is clean, comfortable, and tailored to your needs.

Your safety and comfort are top priorities, with routine assessments and continuous improvements.

Our team is committed to maintaining a home-like, welcoming atmosphere.

You are welcome to provide feedback about your environment—and we'll listen.

Standard 4 ensures that your living space is not just functional, but also contributes to your overall sense of security, belonging, and dignity.

Further Information

For more information about Standard 4 and the strengthened Aged Care Quality 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 d

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**



**June Dining
Room Feedback
QR Code**



Hospitality News

Kitchen Roof Project – Completed!

We're excited to share that the kitchen roof project has now been successfully completed!

A big thank you to all our residents and staff for your patience and support during the works. Your cooperation made a huge difference, and we're thrilled with the result. The new roof not only improves safety but also supports a better working environment for our kitchen team.

Thanks again for helping make this a smooth and successful project!



Hospitality News

Lost & Found – Seasonal Clear Out

As we transition into a new season, we'll be clearing out and donating unclaimed items from our Lost and Found.

To ensure nothing important is lost, we encourage families and residents to visit the Lost and Found rack, which will be brought to the meeting room near reception each Friday afternoon. This is a great opportunity to check for any unlabelled items that may belong to your loved one.

We will be donating all remaining items on Friday, 20th June, so please make sure to check the rack before then.

If you do identify an item, please leave it with reception before returning it to a resident's room so we can ensure it is clearly labeled and doesn't go missing again.



Hospitality News

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

1. The King's birthday celebration- 5th of June
2. Dressed 4 Success- 6th of June
3. Biggest Morning Tea- 18th of June
4. Henny Penny Hatching- 23rd June

Notices:

Café Update – Now Open 5 Days a Week!

We're excited to announce a change to our café opening hours!

Beginning Monday, 9th June 2025, the café will now be open **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 June 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.

Say Hello to Sadie the Cleaning Lady!

We're thrilled to announce that our new robot vacuum cleaner has officially joined the team—and thanks to everyone who voted in our naming competition, she now has a name...

Meet Sadie the Cleaning Lady!

Sadie will be starting her night shift cleaning duties this week, quietly working after hours to help keep our facility looking its best. She's efficient, low-maintenance, and already proving to be a great little helper.

Hi I'm
Sadie!



St Anna's Home Care

At St Anna's, we believe that community is more than a word — it's a feeling. Every month, our Home Care Clients come together at the Croatian Club for the Seniors Lunch, where laughter fills the air, stories are shared across generations, and the warmth of connection is felt in every smile. With our incredible Support Workers by their side, these gatherings offer more than just a meal — they offer a sense of home, of being known and valued. It's a reminder that even as we grow older, we never have to walk alone.

If you or someone you love is searching for home care that feels like family, we would love to chat with you.



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 To 8th June 2025- Lifestyle Calendar



Sunday			Tuesday			Wednesday		
01 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			03 Hairdresser 09 To PK Room one on one social engagement 10 To 04 Room visit Ukrainian Cultural Video 02 To 03 Iris Consumer Meeting 02:30 To 03:30 PK Room Chi Ball 11:15 To 11:45 Iris			04 one on one social engagement 10 To 04 Room visit Craft 10:30 To 11:30 PK Room Cultural dance Video 10:30 To 11:30 Iris Movie Afternoon 02:15 To 03:45 Iris Pamper Group 02:30 To 03:30 PK Room		
Monday			Friday			Saturday		
02 one on one social engagement 10 To 04 Room visit Polish Cultural Video 10:30 To 11:30 Iris Intergenerational Play Group 10:30 To 11:30 PK Room Cooking 02:30 To 03:30 PK Room Magical Moments 02:30 To 03 Iris			06 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 Dressed 4 Success 01:30 To 03:30 PK Room Ukrainian Memories 01:30 To 03 Iris			07 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room		
Thursday			Sunday					
05 one on one social engagement 10 To 04 Room visit Music and Movement 10:45 To 11:15 PK Room Shared Lunch 12:30 To 01:30 PK Room Football Tipping 02 To 02:30 Room visit Mens Group 02:30 To 03:30 PK Room			08 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit					

**<June 1st Ukrainian
Orthodox Church
Service @1:30pm in 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



9th To 15th June 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday
09 Kings Birthday one on one social engagement 10 To 04 Room visit	10 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 Croatian Club 10:30 To 02:30 Meet in Foyer Bingo 02:30 To 03:30 PK Room	11 one on one social engagement 10 To 04 Room visit Ukrainian Catholic Service 10:30 To 11:15 PK Room Magical Moments 10:30 To 11 Iris Scategories 02:30 To 03:30 PK Room Cultural dance Video 02:30 To 03:30 Iris
Thursday	Friday	Saturday
12 one on one social engagement 10 To 04 Room visit Ukrainian Cultural Video 10:30 To 11:30 Iris Football Tipping 02 To 02:30 Room visit Virtual Quiz 02:30 To 03:30 PK Room Movie Afternoon 02:30 To 03:30 Iris	13 one on one social engagement 10 To 04 Room visit Magical Moments 10:30 To 11 Iris Prayer Group 11:30 To 12 PK Room mosaics 01:30 To 03:30 Sunflower Bingo 02:30 To 03:30 PK Room	14 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday		
15 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

16th To 22nd June 2025 - Lifestyle Calendar



Monday	Tuesday	Wednesday
16 one on one social engagement 10 To 04 Room visit Intergenerational Play Group 10:30 To 11:30 PK Room Croatian Cultural Video 02:30 To 03:30 Iris Cooking 02:30 To 03:30 PK Room Magical Moments- Balloon Tennis 02:30 To 03:30 Iris	17 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 Polish Cultural Video 02:30 To 03:30 Iris	18 one on one social engagement 10 To 04 Room visit Biggest Morning Tea 10:30 To 11:30 PK Room Ukrainian Cultural Video 10:30 To 11:30 Iris Movie Afternoon 02 To 03:30 Iris Bocce 02:30 To 03:30 PK Room
Thursday	Friday	Saturday
19 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 Paint and Sip 02:30 To 03:30 PK Room Cultural dance Video 02:30 To 03:30 Iris	20 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11 Iris Prayer Group 11:30 To 12 PK Room Cultural dance Video 02:15 To 03:30 Iris Bingo 02:30 To 03:30 PK Room	21 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday		
22 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

23rd To 30th June 2025 – Lifestyle Calendar



Monday	Tuesday	Wednesday
23 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 PK Room Henny Penny Hatching 11 To 02 PK Room Cultural dance Video 02:30 To 03:30 Iris Craft 02:30 To 03:30 PK Room	24 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 Polish Cultural Video 10:30 To 11:30 PK Room Movie Afternoon 02 To 03:30 Iris Bingo 02:30 To 03:30 PK Room	25 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 Iris Scategories 02:30 To 03:30 PK Room Magical Moments - quoits 02:30 To 03:15 Iris
Thursday	Friday	Saturday
26 one on one social engagement 10 To 04 Room visit Football Tipping 02 To 02:30 Room visit NeuronsVR Armchair Travel 02:30 To 03:30 PK Room Flower Arranging 02:30 To 03:30 Sunflower Ukrainian Cultural Video 02:30 To 03:30 Iris	27 one on one social engagement 10 To 04 Room visit Magical Moments 10:30 To 11 Iris Prayer Group 11:30 To 12 PK Room Movie Afternoon 02 To 03:30 Iris Bingo 02:30 To 03:30 PK Room	28 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
Sunday	Monday	
29 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit	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	

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.

Gladys and Pearl's Australian June Adventure

The gentle hum of a heater filled the lounge as June wrapped the town in her cool embrace. Outside, gum trees swayed in the breeze and magpies warbled their morning songs. Inside, the scent of eucalyptus oil and toasted crumpets signaled the start of another cozy day.

Pearl peeked through the curtains, her breath fogging the window. "Winter's arrived, Gladys. Doesn't it make you feel like bundling up and doing something wild?"

Gladys looked up from her knitting, eyes twinkling. "Wild, like... glamping in the bush? Or a mountain retreat with hot cocoa and a roaring fire?"

Pearl gasped. "The Blue Mountains! Imagine foggy mornings, thermal mugs of tea, and kangaroos hopping past our veranda."

"And wombats!" Gladys added with delight. "Pack the wardrobe, dear. Let's chase winter magic."

With their warmest scarves, fuzzy socks, and a flask of homemade mulled wine tucked safely away, the magical wardrobe whooshed them off to the rugged beauty of Australia's high country.

They arrived on the edge of a forested ridge, mist curling around towering gums. Their cabin—a charming timber hut perched beside a creek—was decorated with fairy lights and a welcome basket of scones and strawberry jam.

That evening, they joined a group of fellow travelers around a firepit, wrapped in tartan blankets and sharing stories under a starlit sky. An Indigenous guide named Marra taught them how to identify bush tucker, and a local guitarist serenaded the group with old Aussie folk songs.

“This one,” he said, pointing to a glowing orange fruit, “is finger lime. A burst of citrus, perfect on a scone.”

Pearl immediately added it to her jam-covered treat. “That’s zesty! We’ll need to bring this home.”

The next morning, a bushwalking tour led them through fern gullies and over mossy bridges. Gladys paused often to sketch kookaburras and bottlebrushes in her travel journal, while Pearl chatted away with a pair of birdwatchers from Adelaide who claimed they saw a lyrebird mimic a mobile ringtone.

In the afternoon, they rode the Scenic Railway—the steepest in the world—shrieking and laughing all the way down the cliff face like teenagers. “Well, that certainly woke my knees up!” Gladys cried as they tumbled out at the bottom.

Back at the cabin, they treated themselves to a spa soak beneath the stars. The steam rose into the chilly night air, and their cheeks glowed from more than just the wine.

As they tucked themselves into bed with hot water bottles and stories from their day, Pearl murmured, “I think this might be our coziest

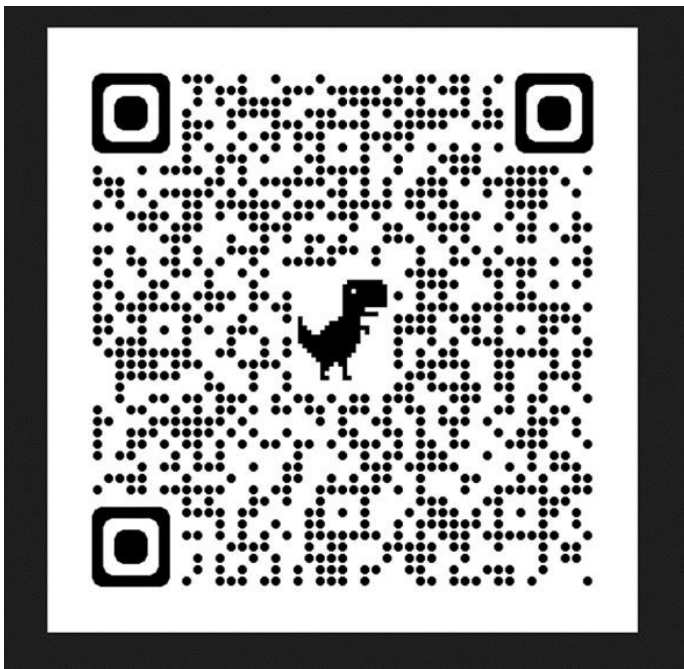
adventure yet."

Gladys nodded, half-asleep. "It's like Australia hugged us in wool and whispered, 'Welcome home.'"



We want your Feedback!

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



QUOTE OF THE MONTH



Winter teaches us to slow down, find warmth within, and cherish the quiet beauty around us.

TRIVIA

Did you know that the month of **June** is believed to be named after **Juno**, the Roman goddess of marriage and childbirth? That's why June has long been considered a lucky month to get married. In the southern hemisphere, it marks the official arrival of **winter**, with crisp mornings, shorter days, and cozy nights.

As the weather cools, you might notice animals becoming more nocturnal, conserving energy, or beginning to grow thicker fur. Birds fluff up their feathers, and insects begin to slow down.

- **Zodiac Sign:** Gemini and Cancer
- **Birthstone:** June has multiple birthstones, but the most traditional is the **pearl**, symbolizing purity, wisdom, and integrity.

Honeysuckle: represents the bonds of love and enduring affection.

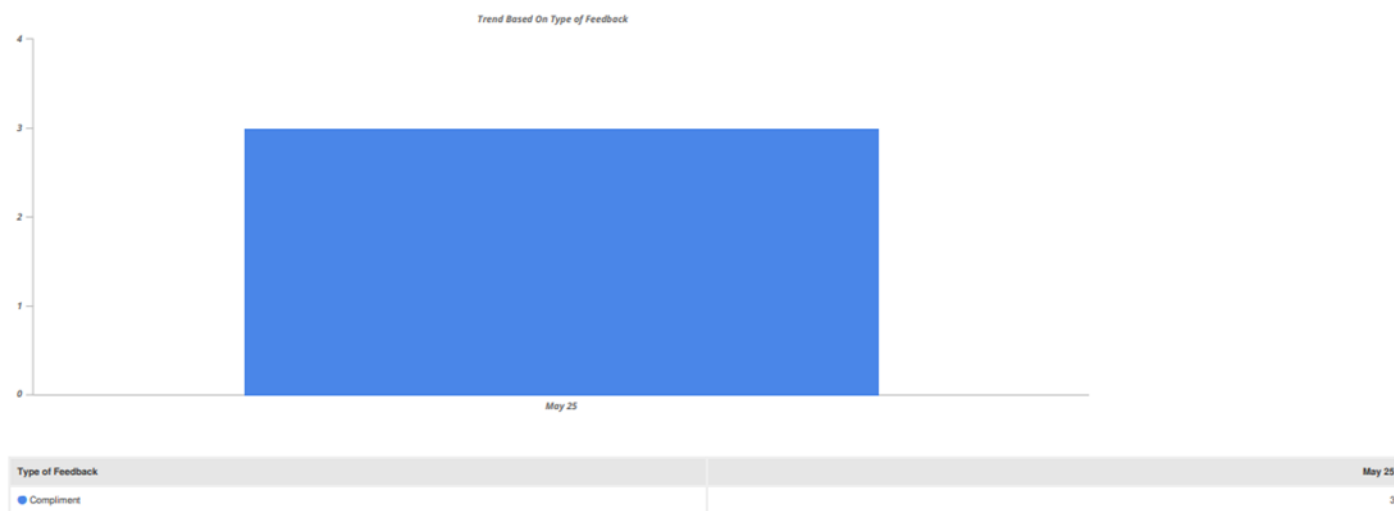
Rose: symbolizes love, honour, faith, and beauty.

Colouring Activity:



Month in Review

We received the following feedback in April



Compliments	3
Complaints	0

Compliment	Complaint
1 x Residential -Resident Feedback regarding a student on placement 1x Home Care - Feedback about support and Services from HC workers. 1x Residential – Resident happy to be able to watch Crows Game in Dining Room.	NIL Complaints

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 JUNE!

**Mychailo Bondaruk
Petar Cosic
Kata Klindzic
Ljuba Bosatlija
Doug Jurasic
Rosemary Anderson
John Ford**

Croatian Statehood Day



At the end of the month, we came together to celebrate Croatian Statehood Day. It was a wonderful occasion filled with laughter, friendship, and the delightful taste of traditional Croatian coffee and cakes. A heartfelt thank you goes to Katerina for generously volunteering her time to prepare the coffee—it added a warm and authentic touch to the celebration. We truly appreciated her effort.



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

Alicia Ford- Clinical Nurse Manager

Hello Everyone,

My name is Alicia, and I'm delighted to have recently stepped into the role of **Clinical Nurse Manager** here at **St Anna's**.

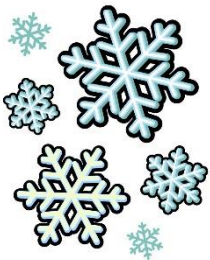
I want to say a **BIG thank you** to all the residents and staff for the warm and wonderful welcome you've given me as I settle into this exciting new chapter.

Your support and kind words have truly meant a lot.

Many of you might already know me—I first joined St Anna's in **2014 as an Enrolled Nurse**. I've always loved being on the floor, caring for residents and working alongside such a dedicated team. That passion for nursing led me to become a **Registered Nurse**, and now I'm honoured to continue growing in this new leadership role.

I'm really looking forward to working more closely with all of you, continuing to provide excellent care, and supporting our amazing team.

Did You Know: I absolutely love footy! I even played for five years before a knee injury sidelined me during a game last season. While I might not be out on the field anymore, I still follow the game closely and love talking all things footy!



New Volunteer



This month, St Anna's warmly welcomed Janani Srii, our newest volunteer, who will be lending her skills and energy to assist the wellness team with a variety of activities and events. Janani is enthusiastic about contributing to the vibrant community at St Anna's and looks forward to engaging with both residents and staff. When you see her around, please don't hesitate to introduce yourself and extend a warm hello. Let's make her feel at home and appreciated!



Mother's Day and Birthday Cake



This month, we celebrated Mother's Day with a delightful shared lunch, bringing everyone together to enjoy each other's company over a delicious meal. Afterward, we honored those born in May with a joyful rendition of "Happy Birthday" and presented them with a mouthwatering cake. It was a wonderful opportunity to come together, share laughter, and create lasting memories with friends!

Pet Therapy



At St Anna's, we proudly offer pet therapy as part of our commitment to resident wellbeing.

Douglas the doodle is a regular and much-loved visitor—his cheerful presence never fails to bring smiles to everyone's faces!

We're also excited to share that Jasper, the dog of our Wellness Coordinator Jo, has just graduated from his level 2 advanced obedience training and is ready to join our pet therapy team. We look forward to seeing both Douglas and Jasper around the facility, spreading joy and comfort to our residents.



Intergenerational Playgroup



Intergenerational Playgroup is thriving! This month saw a fantastic turnout with many new families joining. We also had special visits from St Anna's staff members and their adorable babies, creating joyful connections across generations. It's heartwarming to see such community spirit and togetherness growing every session.



St Anna's Playgroup!



St Anna's Intergenerational Program has recommenced! The next session is on June 2nd. 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

(June Birthday's)



3rd June 1951

I am an American singer who has been described as "one of the great soul voices" by the BBC. I am best known for the songs "Free", "Silly", "It's Gonna Take a Miracle" and two Billboard Hot 100 No.1 singles "Let's Hear It for the Boy" and "Too Much, Too Little, Too Late".

Initials — D.W.



21st June 1950

I was born in The Bronx, New York, and am the longtime drummer for the iconic rock band Aerosmith. As a founding member, my dynamic drumming style helped define the band's hard rock sound. I contributed to many of Aerosmith's biggest hits and albums, playing a key role in our rise to fame. Known for my passion and precision, I remain a celebrated figure in the world of rock music.

Initials — J.K



***Answers on page 46- No peeking**

Sudoku

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

***Answers on page 46- No peeking**

Word Search



DIRECTIONS: Find and circle the vocabulary words in the grid. Look for them in all directions including backwards and diagonally.

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

ALEXANDRITE

BARBECUE

D-DAY

DIPLOMA

FATHER'S DAY

FLAG DAY

GARDEN

GEMINI

GRADUATION

HONEYSUCKLE

JUNE

JUNETEENTH

LEMONADE

LONGEST DAY

OUTDOORS

PEARL

PICNIC

ROSE

SOLSTICE

STRAWBERRY

SUMMER

THIRTY DAYS

VACATION

WEDDING

Quiz for June

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

- A) Emerald
- B) Pearl
- C) Sapphire
- D) Ruby

2. Which famous British monarch was crowned on June 2, 1953?

- A) King George VI
- B) Queen Elizabeth I
- C) Queen Elizabeth II
- D) King Charles III

3. What U.S. holiday is observed on the third Sunday of June?

- A) Memorial Day
- B) Independence Day
- C) Veterans Day
- D) Father's Day

4. What seasonal event typically begins on or around June 21st in the Northern Hemisphere?

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

5. Which iconic singer known as the "King of Rock and Roll" released his first single, "That's All Right," in June 1954?

- A) Elvis Presley
- B) Buddy Holly
- C) Chuck Berry
- D) Little Richard

***Answers on page 46**



Family Functions



Here at St Anna's, we proudly offer a warm and welcoming space for family functions. Whether you're marking a birthday, anniversary, reunion, or another special occasion, St Anna's provides the ideal setting to celebrate with your loved ones. Enjoy delicious food in a comfortable atmosphere as you create cherished memories together. Whatever the occasion, St Anna's is a great place to gather, relax, and enjoy quality time with family and friends.



Who Am I? Quiz

ANSWERS

1. Deniece Williams
2. Joey Kramer



SUDOKU ANSWERS

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

JUNE QUIZ ANSWERS

Question 1- Answer: B) Pearl

Question 2- Answer: C) Queen Elizabeth II

Question 3- Answer: D) Father's Day

Question 4- Answer: C) Summer Solstice

Question 5- Answer: A) Elvis Presley

Egyptian Travels

I recently returned from an extraordinary journey through Egypt—a land where ancient history and vibrant culture intertwine at every turn. From the dynamic energy of Cairo, with its iconic pyramids and bustling bazaars, to the monumental grandeur of Abu Simbel, the sense of walking in the footsteps of the pharaohs was palpable.

Before heading south, we explored the coastal city of Alexandria, where Mediterranean breezes mingled with echoes of antiquity in its historic sites and sea-worn libraries. Then, a tranquil Nile River cruise carried us deeper into Egypt's heart, revealing breathtaking temples and timeless landscapes. In Aswan, we immersed ourselves in local culture, including a visit to a welcoming Nubian village where we enjoyed a delicious traditional meal—a true taste of Egyptian hospitality.

This journey through Egypt's layers of history and living culture was nothing short of magical—and one I'll never forget.

-Mandy Somers (DCS)



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.



RESIDENT MEETING MINUTES

Tuesday 6th May 2025 at 2.30pm

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)

Lizzy (Speech Pathologist)

Jock Malinowski (Ukrainian Interpreter and Board member)

Acknowledgement to Country given by Joanne Ross

1. Present

As per attached sheet

2. 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: 1st April 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. Speech pathologist

Lizzy, speech pathologist from gave an overview to all in attendance regarding the IDDSI diet (International Dysphagia Diet Standardisation Initiative) used in aged care for Residents who suffer from swallowing difficulties. Lizzy explained the textured and modified diet which comprises six diets –

- regular
- easy to chew
- soft and bite sized
- mixed
- pureed,
- liquidised.

RESIDENT MEETING MINUTES

Tuesday 6th May 2025 at 2.30pm



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

Residents are assessed when required as to which diet would be suitable for them once a referral from clinical is received.

6. 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. This will be discussed further once the kitchen renovations are complete.
- 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 will be provided at the next meeting in June.
- 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. **Hairdressing Salon** – Feedback on the newly updated hairdressing salon has been positive.
- f. **Vinyl decals** – this is ongoing. Any Resident who is interested in a decal on their room door is asked to advise Lifestyle.
- g. **Book club** – any feedback would be appreciated. If any Resident would like a book read to them please advise Lifestyle.
- h. **Aboriginal artwork** – Lifestyle will contact Auntie Irene who attended the Facility earlier in the year for assistance with this.

7. Food and Menu/Hospitality

It was brought to the meeting the fact that a new company for the provision of linen and towels has been sought. A sample of the linen/towel was circulated to all in attendance. Residents in attendance agreed to go ahead with the new supplier.

8. Maintenance

The kitchen roof works are continuing. This has been a significant challenge, and the kitchen staff have worked well under pressure. These works are expected to be completed by the end of May.

9. 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.

10. Legislative changes

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

11. Clinical

Resident vaccinations are under way.

12. Lifestyle Programs

- **Easter celebrations** – great feedback has been received on the Easter shared luncheon and the room decorations by all who attended.
- **Blessing of the Baskets** – good feedback was received.
- **Copy Cats** – all enjoyed this great entertainment. Copy Cats have been booked to attend the Facility for the Christmas function.
- **Mothers' Day** – shared luncheon has been organised.
- **Hatchling Chickens** - they will be attending the Facility in May.
- **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.

13. Continuous Improvement

A folder with all the relevant meeting Minutes will be implemented and placed in the phone booth area for the information of all Residents/representatives.

14. Education and Information Sharing

Education and information on Standard 3 of the new Aged Care Act commencing on the 1st July 2025 will be provided at the next Residents' meeting to be held in June.

15. Consumer Advisory Body Committee

A meeting was held on the 9th April 2025. This meeting discusses any suggestions that Residents have for the improvement of the Organisation as a whole. Any Resident who would like to participate in this meeting is welcome. Please advise Lifestyle if interested. The next meeting is scheduled to take place in October 2025.

16. Other business

The **digitalised television screens** will be implemented throughout the Facility once the kitchen roofing works have been completed.

Feedback on the **robotics** has been positive. It is hoped that ongoing **Temi robot** will be able to assist staff further.

An automated **vacuum cleaner** has been purchased and will be activated shortly.

Allied Health will have an independent person attending the Facility to review its programs later in the week.

RESIDENT MEETING MINUTES

Tuesday 6th May 2025 at 2.30pm



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

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: June 3rd 2025

Meeting closed at 3.26pm



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**