

NEWSLETTER

AUGUST 2025



Employee Day

Thanks for caring

Take time to say [#ThanksforCaring](#) Aged Care Employee Day

07 August 2025

St Anna's News

The Australian Government has announced that a new Aged Care Act will begin on 1 November 2025. This new law is an important step toward improving aged care across the country, with a stronger focus on your rights, wellbeing, and personal choices. We welcome these changes, as they reflect the kind of care we aim to provide every day.

A key part of the new Act is a Statement of Rights, which outlines what everyone receiving aged care should expect — to be treated with dignity and respect, to feel safe, to be included in decisions about their care, and to have their culture and identity recognised.

These principles guide our approach to care. We're committed to working alongside you to understand what matters most — whether that's how your care is delivered, the food you enjoy, the activities you value, or how your health needs are supported.

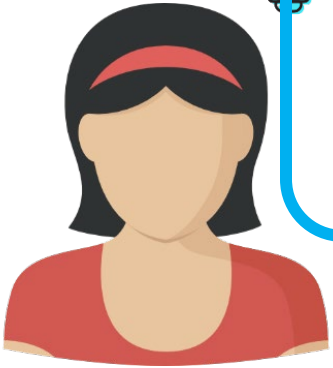
The new law also makes it easier to raise concerns, provide feedback, or make a complaint — something we take seriously. You can speak up in the way that's most comfortable for you, and we'll always respond with respect and care.

Behind the scenes, aged care providers will also be expected to meet higher standards, including stronger safety measures, more staff training, and greater accountability. These are all positive changes, and we're continuing to build on the systems and practices we already have in place.

Overall, this new law is about making aged care more transparent, supportive and person-centred. We're here to make sure your care not only meets your needs — but reflects your values, preferences, and goals, every step of the way.

Amanda Birkin

Did you Know?



Did you know that if you wish to order the Advertiser or Sunday Mail, speak to the Wellness and Lifestyle staff!



Did you know if you have a special birthday that you wish to celebrate at the facility, Wellness staff are more than happy to set up a room to celebrate! Please see the Wellness team 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 6 – Food and Nutrition

Intent of Standard 6

Standard 6 recognises that food, nutrition and the dining experience are essential to a person's health, dignity, enjoyment, and sense of belonging—especially in residential aged care. It highlights the importance of working with residents to understand their food preferences, support nutrition, and create a pleasant mealtime experience.



At St. Anna's, we are committed to ensuring that every resident enjoys tasty, nutritious meals in a safe, supportive, and socially engaging dining environment.

What Standard 6 Means for You

You can expect:

- Meals and snacks that are nutritious, tasty, and reflect your preferences.
- Choice in what, when, and how you eat and drink.
- Opportunities to eat and drink with others, including family and friends.
- Menus that are regularly reviewed in partnership with residents and health professionals.
- A welcoming, culturally appropriate dining experience.

Key Outcomes of Standard 6

1. Resident Choice and Enjoyment:

We support you to make choices about food and drink. You are included in decisions about what is served and how meals are experienced. We respect your preferences and encourage input.

2. Nutrition and Wellbeing:

Food and drink are planned to support your health needs and lifestyle. We provide snacks, water, and alternatives throughout the day and ensure texture-modified meals are served only with your agreement.

3. Dining as a Social Experience:

Mealtimes are an opportunity for social connection. Our staff aim to create a warm, inclusive, and comfortable dining atmosphere, recognising the role of food in culture, community, and celebration.

4. Safe and High-Quality Food Services:

We follow strict food safety requirements, and our menus are reviewed regularly to ensure they continue to meet nutritional and cultural needs. Staff are trained to support residents with changing dietary or support needs.

Key Focus Areas in Standard 6

- Choice and Flexibility: You decide what and when you eat.
- Nutrition and Hydration: Access to snacks and fluids beyond scheduled mealtimes.
- Cultural Inclusion: Meals that reflect your cultural background and preferences.
- Family Involvement: Opportunities to share food and drinks with visitors.
- Continuous Improvement: Regular feedback from residents shapes our food services.

What This Means for Residents at St. Anna's

- You will enjoy meals that are personalised and thoughtfully prepared.
- You are supported to maintain independence and choice around food.
- Dining will be a positive, social part of your daily life.
- We listen to your feedback and continue to improve your mealtime experience.

Standard 6 ensures food and nutrition are not just about sustenance—they are about pleasure, health, dignity, and connection.

Further Information

For more information about Standard 6 and the strengthened Aged Care Quality Standards, visit: <https://www.agedcarequality.gov.au>

The Statement of Rights

The Statement of Rights clearly identifies your rights when seeking or receiving aged care services. Under the Aged Care Act 2024, your provider and aged care workers are legally obliged to deliver services in line with these rights.



Autonomy and freedom of choice

I have the right to make my own choices – about my care, relationships, lifestyle and taking risks – with support if I want it.



Equitable access

I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions, such as dementia, respected.



Safe, quality care

I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.



Privacy and confidentiality

I must have my privacy respected and my personal information kept confidential, and be in control of who this information is shared with.



Communication and complaints

I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.



Support and social connections

I can stay connected to important people, pets and culture including independent advocates. As an Aboriginal or Torres Strait Islander I can stay connected to Country and Island Home.



For free, confidential and independent support call the Aged Care Advocacy Line 1800 700 600

Rights in real life



Autonomy and freedom of choice

Jack's* aged care home has a blanket non-smoking policy. Staff are permitted to smoke at a nearby reserve. Jack felt this was an appropriate alternative for him. Jack's aged care provider initially disagreed, citing health risks and their duty of care. With the support of an aged care advocate, Jack successfully reminded the provider of his right to exercise choice, including when that choice involved personal risk.



Safe, quality care

Eleni* lives with dementia. As the condition has progressed, she has reverted to her first language – Greek. Eleni's daughter and representative (registered supporter under the new Act), Kay*, called OPAN because she felt Eleni's inability to communicate had caused her to become socially isolated and withdrawn. With Eleni and Kay's consent, the advocate arranged a meeting to review Eleni's care plan with support from Dementia Australia. As a result, the aged care home amended their roster to ensure greater consistency in staffing. Greek communication cards were provided to help overcome language barriers. Eleni was also referred to the Aged Care Volunteer Visitors Scheme to enable regular visits from someone from her cultural background.



Respect for privacy and information

When Rosemary first moved to an aged care home, she noticed that questions about her health care (e.g. vaccination permission) and her finances (e.g. monthly statements) were being referred to her family. She reminded management of her right to make decisions about her financial affairs, her right to have her personal information protected, and her right to be provided with information about the aged care services she receives, including the costs of those services. The provider agreed to redirect all of Rosemary's correspondence directly to her.



Support and social connections

Cecily belongs to a tightknit social group that meets regularly for coffee. When Cecily moved into residential aged care, her friends gathered in the home's courtyard or common area for their weekly catch-up. Cecily's daughter, Sue, felt the visits were too tiring for her mother and asked the manager to stop them. The friends approached OPAN for assistance. An advocate visited Cecily at the aged care home after her friends gained Cecily's consent. She was missing her friends, who brought joy, laughter and cake. The advocate supported Cecily to have the visits reinstated.

**Names have been changed for privacy reasons*



Scan the QR code to read the Statement of Rights

Safety Net Thresholds and Families



The Pharmaceutical Benefits Scheme (PBS) Safety Net helps Australians reduce the cost of prescription medications. **If you spend a certain amount on PBS medicines within a calendar year, you can reach the Safety Net threshold, entitling you to cheaper or free medications for the rest of the year.** For general patients, the 2025 threshold is \$1,694.00, while for concession card holders, it's \$277.20

- The PBS Safety Net is calculated on a calendar year basis, from January 1st to December 31st, and resets each year.
- Once you reach the Safety Net threshold, you are eligible for a Safety Net card. This card allows you to access PBS medicines at a reduced cost for the rest of the year.
- **You can reach the threshold sooner by combining what everyone in your family spends on PBS medicines.**

A family is any of the following:

- a couple married and not separated
- a couple in a de facto relationship

To assist pharmacy with determining your eligibility for a Safety Net card, **please provide the details of any pharmacy you or your family have purchased medication from since January 1st.**

If you have any questions, please contact your TerryWhite Chemmart provider pharmacy for more information.

Take time to say #ThanksforCaring

The amazing work of aged care workers will be recognised throughout Australia on Thursday 7 August, on Aged Care Employee Day (ACED).

These nurses, personal care workers, chefs, cleaners, gardeners, laundry staff, activity coordinators and administration staff play a key role in the lives of older people and their families, offering not only medical and physical care but also emotional support and companionship.

St Annas RCF and Home Care is calling on **families, residents and friends** to recognise those who care for older Australians by saying “thanks for caring” for this national day.

“Every day, aged care employees perform their roles with immense dedication and compassion, often going above and beyond to ensure the well-being of our older community members,” **Amanda Birkin** CEO of **St Anna’s** says.

“Aged Care Employee Day is an opportunity for all of us to express our deepest gratitude and appreciation for their invaluable contributions.

“We’re asking our community to take a moment and think about the quiet achievers and the superheroes who provide care with professionalism, compassion and dedication for our loved ones and give them the recognition they deserve,”

To mark ACED, **St Anna’s** will be hosting the staff and residents for a service of recognition at 1030am on the 07th of August in the PK Room, this service will recognize also the staff who have contributed to five years plus service to St Anna’s.

Now in its seventh year, ACED is a significant day on our national calendars, which acknowledges the thousands of people who care for and support millions of older people in Australia who receive aged care services.

Please take the time to say thanks to our dedicated team here at St Anna’s Home Care and Residential services.



Hospitality News

Watch This Space

We've officially moved out of the Wattle Dining Room and begun the transformation of the space into our brand-new café. Thank you to all staff and residents for your patience and support during this transition—your understanding has been truly appreciated. A special shoutout and heartfelt thanks to Michael and Chris for their outstanding handiwork in making the new Poppy Dining Room feel so warm, welcoming, and beautifully refreshed. Great job, team!



Mealtime Feedback QR Code

Hospitality News

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

1. Consumer Meeting- 5th of August
2. Aged Care Carers Day 7th of August
3. The Sopranos - accordion players- 21st of August

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.

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.



August 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			<div><August 3rd Ukrainian Orthodox Church Service @1:30pm in PK Room></div>			03 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
						02 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room
04 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 Wine Tasting 02:30 To 03:30 PK Room Croatian Cultural Video 02:30 To 03:30 Iris	05 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 Movie Afternoon 02 To 03:30 Iris Consumer Meeting 02:30 To 03:30 PK Room	06 one on one social engagement 10 To 04 Room visit Bocce 10:30 To 11:30 PK Room Cultural dance Video 11:30 To 12 Iris Football Tipping 02 To 03:30 Room visit Pamper Group 02:30 To 03:30 Iris	07 one on one social engagement 10 To 04 Room visit Music and Movement 10:45 To 11:15 Iris Virtual Quiz 02:30 To 03:30 PK Room Polish Cultural Video 02:30 To 03:30 Iris	08 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 Croatian Cultural Video 02 To 03 Iris Bingo 02:30 To 03:30 PK Room	09 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	10 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit
11 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 Room visit Croatian Cultural Video 11:30 To 12 Iris Cooking 02:30 To 03:30 PK Room	12 Hairdresser 09 To PK Room one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11:30 Iris Croatian Club 10:30 To 02 Meet in Foyer Bingo 02:30 To 03:30 PK Room	13 one on one social engagement 10 To 04 Room visit Walking Group 10:30 To 11:15 Meet in Foyer Cultural dance Video 11:30 To 12 Iris Football Tipping 02 To 03:30 Room visit Mens Group 02:30 To 03:30 PK Room	14 one on one social engagement 10 To 04 Room visit Flower Arranging 10:30 To 11:30 Sunflower Music and Movement 10:45 To 11:15 PK Room Polish Cultural Video 02 To 03 Iris	15 one on one social engagement 10 To 04 Room visit Ukrainian Cultural Video 10:30 To 11:30 Iris Prayer Group 11:30 To 12 PK Room Movie Afternoon 02 To 03:30 Iris Bingo 02:30 To 03:30 PK Room		

<August 3rd Ukrainian Orthodox Church Service @1:30pm in PK Room>

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



August 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
18 one on one social engagement 10 To 04 Room visit Intergenerational Play Group 10:30 To 11:30 PK Room 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	19 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 Magical Moments - Balloon Tennis 10:30 To 11 Iris Cultural dance Video 02 To 03 Iris Bingo 02:30 To 03:30 PK Room	20 one on one social engagement 10 To 04 Room visit Ukrainian Catholic Service 10:30 To 11:15 PK Room Football Tipping 02 To 02:30 Room visit Polish Cultural Video 02 To 03 Iris Mindfulness 02:30 To 03:30 PK Room Movie Afternoon 02:30 To 03:30 Iris	21 one on one social engagement 10 To 04 Room visit Music and Movement 10:45 To 11:15 Iris Ukrainian Cultural Video 02 To 03 Iris Special Events 03 To 04 PK Room	22 one on one social engagement 10 To 04 Room visit Ukrainian Cultural Video 10:30 To 11:30 Iris Prayer Group 11:30 To 12 PK Room mosaics 01:30 To 02:30 Sunflower Bingo 02:30 To 03:30 PK Room	23 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	24 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit
25 one on one social engagement 10 To 04 Room visit Magical Moments 10:30 To 11 Iris Cooking 02:30 To 03:30 PK Room Croatian Cultural Video 02:30 To 03:30 Iris	26 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 02 To 03 Iris Bingo 02:30 To 03:30 PK Room	27 one on one social engagement 10 To 04 Room visit Walking Group 10:30 To 11:15 Meet in Foyer Football Tipping 02 To 02:30 Room visit Polish Cultural Video 02 To 03 Iris Sing Along 02:30 To 03:30 PK Room	28 one on one social engagement 10 To 04 Room visit Pet Therapy 10:30 To 12 Room visit Music and Movement 10:45 To 11:15 PK Room Scategories 02:30 To 03:30 PK Room Magical Moments - Active Games 02:30 To 03:30 Iris	29 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	30 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	31 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit

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

Gladys and Pearl Chase the Wildflowers

When August arrived, the wardrobe rattled and hummed until Gladys and Pearl couldn't ignore its call. Gladys tucked a jar of local jam into her bag—fuel for the road ahead.

"Where to this time?" Pearl asked, pulling on her sturdy boots.

"Wildflowers," Gladys grinned. "Out west. It's bloom season."

With a gentle whoosh, the wardrobe whisked them to the wide open plains of Western Australia, where August sun coaxed carpets of everlastings, pink fairy orchids, and brilliant wattles into bloom.

Their little rental van bumped along dusty roads, trailing a cloud behind them as they stopped at tiny towns, each welcoming them with steaming pies and stories by local gardeners.

At sunrise, they wandered fields turned gold and pink under big skies, snapping photos and tucking the odd fallen blossom into their journals. Pearl knelt to admire a patch of wreath flowers, arranged in perfect green and crimson rings right on the red earth.

One afternoon, a friendly farmer invited them to a community picnic under a giant salmon gum tree. There, they feasted on lamingtons and damper baked in camp ovens, while kids chased each other through

the knee-high blooms.

At night, they lay on camp beds outside their van, swaddled in blankets, watching the Milky Way spill across the endless sky.

"I think spring's sneaking in early," Pearl murmured, listening to crickets sing.

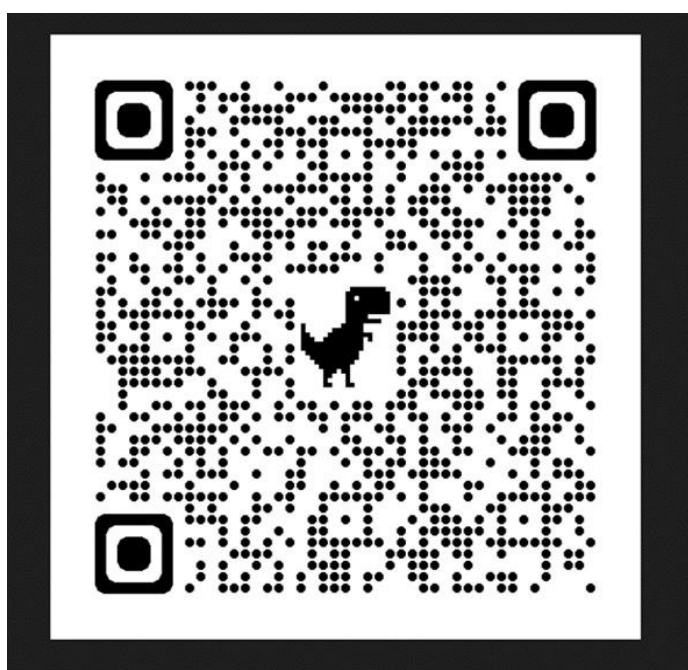
Gladys chuckled. "Good. It means the wardrobe will have more ideas for us yet."

The wind rustled the wildflowers like a promise—August's blooms were only the beginning.



We want your Feedback!

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



Men's Group Survey



QUOTE OF THE MONTH



"August is the border between summer's promise and spring's awakening — a time to dream of blooms while savouring winter's final embrace."

TRIVIA

Did you know that the month of August was named after Augustus Caesar?

In 8 BCE, the Roman Senate honoured the first Roman emperor by renaming the eighth month after him. In Australia, August marks the final stretch of winter—days slowly grow longer, and hints of spring start to appear.

Wattle trees burst into brilliant golden bloom across the countryside, celebrating National Wattle Day on the 1st of September. Many native animals, like possums and bandicoots, become more active as they prepare for the warmer months ahead. It's a time when crisp mornings meet sunny afternoons, and gardens begin to stir with new life. People often enjoy the last cozy fires before spring fully arrives.

- **Zodiac Sign:** Leo and Virgo
- **Birthstone:** Peridot – symbolising strength, good fortune, and harmony
- **Birth Flowers:**
 - Gladiolus: representing integrity and remembrance
 - Poppy: symbolising imagination and restful sleep

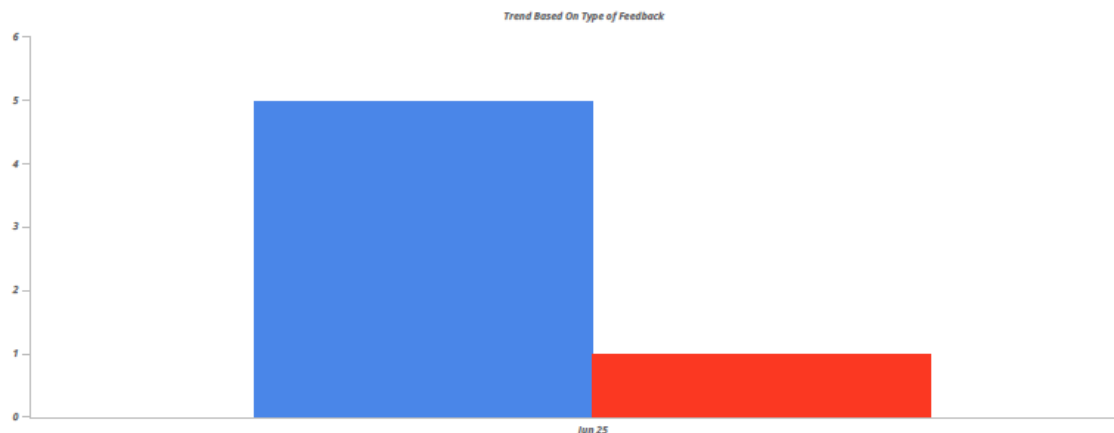
Colouring Activity:



© New Library Australia

Month in Review

We received the following feedback in June.



Complaints	5
Improvement	1

Complaint
1x Resident left on the Toilet- <i>Staff member counselled about safety and St Anna's expectations of providing safe resident-focused care.</i>
1x Vacuum noisy – <i>Rescheduled the timing of the vacuum</i>
1x Leaving cups of tea when residents sleep and continuously asking if they have used their bowels. <i>g-communicated with staff re our expectations of care, not leaving drinks, and the need to check back later.</i>
1x Lifestyle Calendar too small to read- <i>Discussed at resident meeting and trialing new format this month</i>
1x RN communication and handling of hearing aids- <i>Staff member counselled</i>
Improvement
1x Please decrease the brightness of the lighting – <i>Contacted the electrician to dim the lights</i>

Thank you for your Feedback.

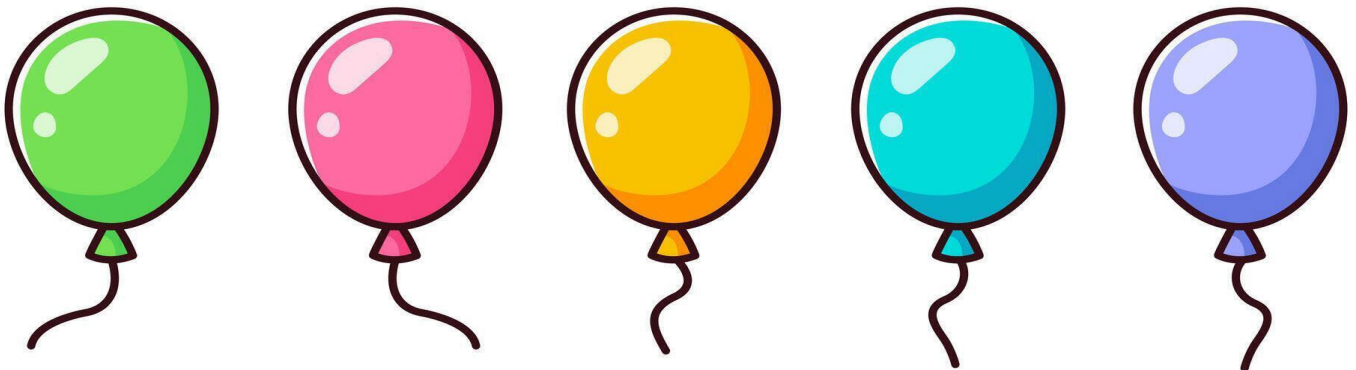
We have included a Feedback Form on the last page.

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.

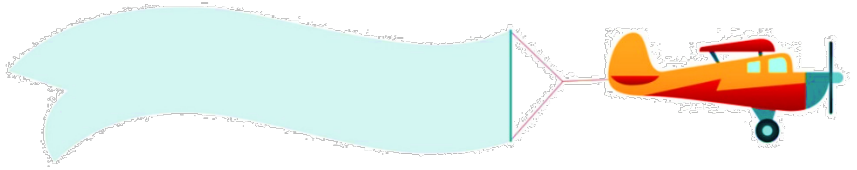


FOR THE MONTH OF AUGUST!

**Maureen Smith
Nada Stjepanovic
Ana Josefa Lopez Parada
Luba Nasteka
Nadja Jaronski**



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

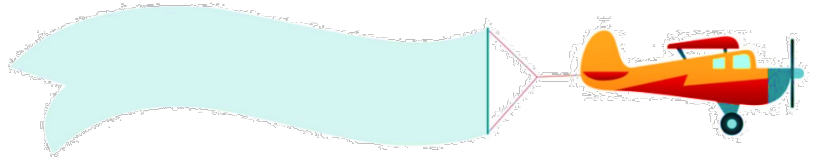
Volunteers are often the glue that holds a community together. Volunteering allows you to connect with your community and make it a better place. Helping out with even the smallest task can make a real difference to the lives of our residents and St Anna's as an organisation.

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

As the seasons change, please take a moment to check your loved one's clothing and footwear to make sure everything still fits well and is weather-appropriate.

You're welcome to visit anytime to check their wardrobe and room.

Also, a quick note about fridges in resident rooms — these are personal items, so we ask that families help keep them clean and ensure any food inside is safe to eat.

All food brought into the facility must be recorded in the Food Register at the front desk, and a label added to the item.

Guess Who

Guess the staff member!

Use the pictures below and the two clues to guess the St Anna's staff member. Good luck!



Answer on page 34 - No peeking



Activity Collage



Activity Collage

This month was filled with plenty of activities and joyful moments at St Anna's. The residents had a wonderful time playing their favourite games of bingo, laughing together as they eagerly called out "BINGO!" and collected some delicious treats as prizes. Creativity was in full swing too, with a variety of craft sessions, including fun hotdog paintings to celebrate Hotdog Day and building their very own hot chocolate cups for Chocolate Day, which brought plenty of smiles and laughter.

Embracing new technology, many residents also explored the world from their chairs using NeuronsVR Armchair Travel. From swimming alongside playful dolphins to wandering through some of the world's greatest wonders, these virtual adventures have quickly become a resident favourite.

Towards the end of the month, everyone came together to enjoy a festive Christmas in July lunch and gathered again for a lovely morning tea to celebrate the Saint Anna, making for a wonderful time to connect and share stories.

Activity Collage





St Anna's Playgroup!

St Anna's Intergenerational Program has recommenced! The next session is on August 4th. All are welcome!

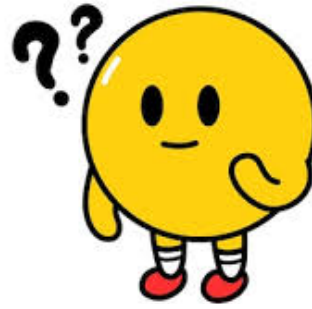
The sessions run every second Monday from 10:30am to 11:30am!

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



WHO AM I? QUIZ

(August Birthday's)



17th August 1943

I was born in New York City and am widely regarded as one of the greatest actors of my generation. Known for my intense performances and dedication to my craft, I've starred in iconic films like *Taxi Driver*, *Raging Bull*, and *The Godfather Part II*. My collaborations with director Martin Scorsese became legendary, shaping modern cinema. With countless awards and memorable roles, I continue to inspire audiences and actors around the world.

Initials — R.D.



14th August 1960

I was born in Hertfordshire, England, and am celebrated worldwide as a soprano and performer who helped popularise classical crossover music. Beginning my career in musical theatre, I rose to fame starring as Christine Daaé in *The Phantom of the Opera*. My ethereal voice and groundbreaking albums have earned me millions of fans across the globe. As a singer, actress, and recording artist, I continue to enchant audiences with my soaring vocals and theatrical flair.

Initials — S.B.



***Answers on page 34 - No peeking**

Sudoku

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

***Answers on page 34- No peeking**

Quiz for August

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

- A) Sapphire
- B) Peridot
- C) Topaz
- D) Emerald

2. Which major Australian event often occurs in August to celebrate rural communities?

- A) Royal Easter Show
- B) Melbourne Cup
- C) Ekka (Royal Queensland Show)
- D) Sydney Festival

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

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

4. Which native Australian animal starts preparing for breeding season during August?

- A) Kangaroo
- B) Wombat
- C) Echidna
- D) Dingo

5. Which international day is celebrated on August 12 to highlight young people's contributions to society?

- A) World Youth Day
- B) International Youth Day
- C) Global Teens Day
- D) United Nations Children's Day

***Answers on page 34**

Word Search

AUGUST WORD SEARCH

SNOWBOARDING

SLEIGHBELLS

JACK FROST

BELOW ZERO

SNOWMOBILE

SNOWFLAKE

FREEZING

BLIZZARD

SNOWBALL

FLURRIES

MITTENS

SCRAPER

FISHING

SLIDING

SKATING

SNOWMAN

TUBING

BAKING

HOCKEY

SKIING

ICICLE

DRIFTS

GLOVES

JACKET

PLOW

SCARF

BOOTS

SALT

COLD

SNOW



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

Who Am I? Quiz

ANSWERS

1. Robert De Niro

2. Sarah Brightman

Guess Who -- "REG" PCW



SUDOKU ANSWERS

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

AUGUST QUIZ ANSWERS

Question 1- Answer: B) Peridot

Question 2- Answer: C) Ekka

Question 3- Answer: D) Winter

Question 4- Answer: C) Echidna

Question 5- Answer: B)
International Youth Day

In Memory



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 1st July 2025 at 2.30pm



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

Welcome

1.1 Sound recording of the Resident Meeting

No objections

1.2 Welcome

Joanne Ross (Chairperson and Lifestyle)

Amanda Birkin (CEO)

Mandy Somers (Director of Clinical Services)

Isabella Fazzalari (Hospitality and Environment Manager)

Amy Somers (Lifestyle)

Yeni (Emotional and Wellness)

Jock Malinowski (Ukrainian Interpreter and Board member)

Welcome to Country given by Joanne Ross

1. Present

Recorded electronically

2. Apologies

Athin Christou (OT), Clinical Services and as per attached sheet

4. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 3rd June 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** – this item is becoming more important as some Residents have commented that they would like to go on bus trips. This will be further progressed over the next few weeks.
- b. **Sunflower Dining area** – this is proceeding and steps are being taken to convert this area into a multi-purpose family room to be used for the gathering of families and Residents.
- c. **Sunflower lounge area** – this is ongoing. Equipment now stored in this area will be required to be suitably located elsewhere.

- 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. **New Standards** – updates will continue to be included in all future newsletters with the new Aged Care Act now commencing on 1st November 2025.
- f. **Aboriginal artwork** – Lifestyle has been in contact with Auntie Irene who will contact the Facility once she has drafted a design.
- g. **St Anna's RCF history** – information obtained regarding the history of St Anna's RCF will be included in the newsletters.
- h. **Implementing of QR codes throughout the Facility** – this is still ongoing with more research being attended to.

6. Food and Menu/Hospitality

It was brought to the meeting the changes to the location of Resident dining areas and the reasons behind these changes. In summary these changes are taking place as a result of more relevant staffing levels for the Facility. Residents are advised that at all times staffing levels are changed and redistributed so that all Residents receive the right care required at the right times.

Residents who dine in the Wattle dining area are encouraged to trial the other two dining areas (Iris and Poppy). It is expected that the Wattle dining area will become a café which will enable access to an indoor as well as an outdoor seating area.

Occupational Health and Safety was discussed. Posters will be placed around the Facility which include the names of the staff members involved in health and safety throughout the Facility.

7. Maintenance

Testing and tagging is ongoing.

Quotes are being obtained for the painting of the outside areas e.g. timbers, gutters, pergolas and downpipes etc.

The lights in Iris area will be dimmed as there have been some complaints regarding the brightness.

Feedback on the robotic vacuuming has been positive.

8. Feedback complaints and praise

There was a compliment regarding the food provided during the week however the food on weekends is not as good. Hospitality and Environment Manager will be made aware.

Compliments, complaints and feedback for the month of May was advised and all were made aware that these items are noted in the Facility newsletter.

All in attendance were advised that feedback complaints and praise forms can be found at Reception, in the monthly newsletter, next to the feedback boxes outside the Hair Salon area and in the Iris Hallway or ask any member of staff. 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 able to access to the QR code and if easier for a Resident any compliments/complaints or feedback can be written on a piece of paper and given to any staff member. All Residents are reminded that Jock Malinowski is the Resident representative and is available to speak to if anyone has any concerns compliments and/or comments. It is extremely important for any concerns to be brought to the attention of Management. All Residents are advised of all complaints and compliments via the Resident newsletter. All feedback/complaints/compliments are taken to the Board. All feedback is taken seriously.

9. Legislative changes

The new Aged Care Act implementation has been delayed until 1st November 2025.

10. Clinical

A discussion was had regarding the communication between staff and new improvements that are currently occurring to make this more beneficial. It has been noted however by one Resident that staff work things out between them and mostly work well together.

There have been some concerns regarding the podiatry services. The podiatrist has been advised, and improvements will be made.

Monthly care statements will commence for all Residents this month.

To assist with identifying staff, it has been decided that the care staff will wear a teal shirt and nursing staff will wear either a black or royal blue shirt.

A pharmacist now attends the Facility a few days a week and will work in collaboration with the clinical staff. Improvement to medication packs is underway.

Continence aids provided by the ongoing contracted company are different with new aids being provided. If anyone has any feedback please advise the clinical nurse.

The St Anna's RCF digital platform can now access the Resident's MyHealth Record which will be of assistance if any Resident is admitted/discharged to/from hospital.

11. Lifestyle Programs

- **Biggest Morning Tea** – it has been suggested that each table have its own special plates otherwise some Residents miss out on the food on offer. Another Resident advised that this morning tea was superb. \$101.00 was raised at this event.
- **Kings shared lunch** – good feedback was received regarding the food.
- **Henny Penny Hatchling Chickens** – one egg is beginning to hatch.
- **Dressed for Success** – this is beneficial for the Residents. It is hoped that Dressed for Success will attend the Facility every six months.
- **Christmas in July luncheon** – 24th July
- **St Anna's Day Morning Tea** – 30th July
-

- **Newsletter Calendar** – two new formats for the Calendar in the Newsletter were presented after feedback that the current ones' writing is too small. Residents decided on the calendar in the fortnightly structure in the booklet format rather than the A3 singular page format.

- **Programs**

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

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

12. Continuous Improvement

As discussed throughout the meeting.

13. Education and Information Sharing

Education and information on the new Aged Care Act will commence again in November when the new Aged Care Act is implemented.

14. Consumer Advisory Body Committee

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

Work is progressing on the items that were discussed at the April meeting.

15. Other business

Newsletters – all Residents are asked for feedback on the newsletter layout i.e. A3 layout or bigger font, and how they would like it presented to them. Shown an example of a larger font and this was accepted to trial.

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: 5th August 2025

Meeting closed at 4.15pm



Residential Care Facility

Feedback, Compliment, Improvement
and Complaint Form



St. Anna's
Residential & Home Care

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**