



St Anna's Home Care

Newsletter

August 2025

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St Anna's Home Care Information

Office phone: (08) 7078 6382

Email: homecare@cubs.org.au

Address: 471 Regency Road, Prospect SA 5082

Feedback

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

Feedback can be provided by the following ways:

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



Consumer Advisory Body

A Consumer Advisory Body collects feedback from clients and shares it with those in charge of your care. It gives the opportunity for clients to voice their opinions.

If you would like to become involved please contact the home care office.



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



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

Dusan - 2 August
Elza - 3 August
Eleanor - 14 August
Peter - 15 August
Antonio - 15 August
Katarina - 18 August
Betty - 30 August

Judy - 2 August
Ana - 5 August





Eva enjoying her **96th Birthday** with her family. Eva made the amazing cake which she shared with family.



Our Clients



Maria was given a lovely knitted rug and she loved the colours. **Maria** with some orchids which were given to her by our carer **Dani**.



Katarina and carer **Ariel** had a lovely day together going to the Watershed in Modbury for coffee and then saw the ducks and swans in the lake.

Our Clients



Lyn enjoying a coffee at Wohlers with carer **Kylie** for Lyn's birthday.



Iva and Anna with some beautiful orchids given to them by our carer **Dani**.

Our Clients



Duro and **Katerina** having lunch at the Excelsior Hotel with carers **Holli** and **Irene**.



Des enjoying a lovely meal at the Bartley Tavern with his ten pin bowling friends.

Our Clients



Mira and **Eleanor** loved the orchids picked from our carers garden.



Eleanor had a great baking day with carer Dani baking a banana and chocolate cake

Our Clients



Barb enjoying lunch at Marion Shopping Centre



Jack enjoying his time with carer Dani



Rhonda feeding the birds outside of her home.

Our Clients



Robert enjoys having a coffee and chat with carer Dani.



Katarina out to lunch with carer Holli

Recipe of the Month

Lemonade Scones



Ingredients:

4 cups self-raising flour
300 ml cream
1 cup lemonade room temperature

Method:

Preaheat oven 200 degrees
Line a tray with baking paper
Into a large bowl, sift self raising flour
Make a well. Add cream and lemonade
With a butter knife, mix until just combined
Roll onto a floured surface
Knead into a 3cm thick round
Push the scone cutter into the dough
Cut 16 rounds.
Bake in a hot oven until golden brown.

Support worker Boundaries

Topic: Why Your Support Worker Can't Sign or Witness Your Personal Documents

At St Anna's, your safety, dignity, and rights are our top priority. We want to take this opportunity to explain an important part of our service: **why support workers are not permitted to sign, witness, or be involved in your personal, legal, or financial affairs.**

Why Can't My Support Worker Help With These Matters?

Our qualified staff are here to support your care needs — not to act as legal witnesses or provide assistance with personal paperwork like:

- Wills or powers of attorney
- Banking forms or contracts
- Any other personal, financial, or legal documentation

This rule protects **you** and helps ensure that:

- You are **free to make your own decisions** without influence or pressure
 - Your legal and financial affairs are handled by **the right people**, such as family, advocates, lawyers or appointed representatives
 - Our workers stay focused on your **care and wellbeing**
-

Who Can Help Me Instead?

If you need assistance with paperwork or decision-making, here are some options:

- ✓ A **family member or trusted representative**
 - ✓ A formal **advocate** (like ARAS – Aged Rights Advocacy Service)
 - ✓ A legal or financial professional
 - ✓ Your **Home Care Coordinator**, who can help connect you to the right support
-

This is Part of the National Code of Conduct

All aged care workers must follow the **Aged Care Worker Code of Conduct**, which says they must:

- Act with **integrity and honesty**
 - Respect your **privacy and independence**
 - Never take advantage of your trust or ask you to do something that isn't in your best interest
-

Need Help or Have Questions?

If you're ever unsure about something or would like help finding the right person to assist with paperwork or legal documents, please speak to your **Coordinator**. We're here to help guide you and support your decisions — safely and respectfully.

With care,

The St Anna's Home Care Team

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>

The benefits of telehealth

Getting an appointment with a GP can sometimes be challenging and requires time and effort to travel to the clinic, along with potentially lengthy wait times upon arrival. As an alternative, an increasing number of older people are turning to telehealth appointments to access GPs, specialists and nursing and allied health services.

Telehealth utilises digital technology to deliver healthcare services through video or phone calls, providing a simple and efficient way to receive medical care from the comfort of your home, as long as the health professional considers it clinically appropriate.

Whilst telehealth is perfect for people who physically find it difficult to leave home or who live long distances from their healthcare provider, the services are available to everyone who needs to see a health professional, even those living in metropolitan areas.

If you're ready to give telehealth a try, here are some tips to help you prepare for your appointment:

- Complete any pre-appointment paperwork in advance
- Choose a quiet location and ensure your mobile device is charged. For video calls, ensure you have a reliable internet connection
- Prepare a list of your symptoms and relevant issues to discuss
- Have necessary medical records, test results, or medication lists available
- Write down any questions or issues to cover during the appointment
- Consider having a family member or friend present for support

Let us know if you need technology assistance to set up and use telehealth services, or you can contact the Be Connected helpline at 1300 795 897 or visit the link below:

<https://beconnected.esafety.gov.au/>.



Proof of Identity: No Licence? No Worries

We often take for granted our ability to reach into our purse or wallet and find our photo identification when needed. But what happens if you no longer have a driver's licence or a valid passport?

Many older people find themselves in this situation, making it difficult to provide photo identification when they need it. Fortunately, there are alternative options available to help you maintain proof of your identity. This may be helpful when you're doing your banking or dealing with government departments such as Services Australia or Medicare.

Proof of Identity Cards:

We know that many older people prefer to have a physical card to carry with them for identification purposes. The familiarity of having a card to hand over can be very reassuring for people, particularly those who are not comfortable using digital devices for personal matters. To assist you, we have researched the approved Proof of Identity card options available in each State & Territory.

To apply for your Proof of Identity card, you will need to provide some identification documents detailed in the relevant links below.

Australia Post - Keypass in Digital iD™

This is the only nationally available Proof of Identity card in Australia and is only available as a digital product. It can be set up online or through selected Post Offices and allows the user to show their ID on their mobile phone.

For application information, you can visit:

<https://auspost.com.au/id-and-document-services/apply-for-a-keypass-id>

Please let us know if you need any assistance to apply for a proof of identity card for yourself.



NED: Australia's largest range of assistive living products

If you haven't heard of the National Equipment Database (NED), it's a website that is home to Australia's largest range of assistive living products, designed to keep you living safely and independently in your own home for longer.

Whether you need a shower chair, a walking frame, or adaptive gardening and cooking tools, NED has a whopping 25,000 products in their database! With such a large range to choose from, thankfully their simplified search features make it easy to narrow things down for your specific needs.

For example, as well as being able to filter items by category, brand or price, there's also a handy, interactive 'At Home with NED' tool, which makes suggestions for specific equipment based on each area of your home.

<https://athomewithned.com.au/>

You simply click on the text button for each room, and it will show you a range of items that are designed to make life easier. And, once you select a particular item you'd like to know more about, it will generate a list of all of the available products in that particular range.

NED also offers a free helpline where you can connect with their team of Occupational Therapists and professional staff, who can provide you with extra information to help you find the right equipment.

Our ongoing assessments and care planning help to direct your funding where it is most needed to meet your age-related needs.

You can browse the full range of products on NED via the link below or ask us for assistance:

<https://askned.com.au/>

Ph: 1300 885 886



My Dementia Companion: Practical solutions for carers

Caring for someone with dementia can be rewarding, but finding the right information to support your specific journey can leave many carers feeling lost and confused.

My Dementia Companion is a simple one-stop-shop online tool that takes the overwhelm out of navigating the dementia journey. It offers practical, bite-sized checklists, as well as personalised guidance on what to do and where to go next.

And because no two dementia journeys are the same, this multi-award winning tool personalises different pathways that are tailored specifically to where you and your loved one are at.

Designed to simplify a range of topics into more manageable steps, it can help guide carers with things such as:

- . Navigating the care system to get subsidies and support to give you a hand .
- . Adjusting your life to adapt to the changes in dementia, such as driving, legal planning, falls prevention, and more
- . Developing care and coping strategies to manage changes in behaviours such as wandering, refusing to shower, repetition and more

All of the information is updated regularly and is even personalised for your State or Territory.

It also connects carers with 'lived experience' tips from others who are going through a similar experience, so you know you're not alone.

www.mydementiacompanion.com.au

The tool offers a generous free trial, and the Department of Health & Aged Care has confirmed the small monthly fee can be claimed via home care packages.



The benefits of arts therapy

Throughout our lives, many of us develop unique ways to communicate and express our thoughts and feelings. However, for some individuals, particularly those experiencing cognitive or physical changes, it may become more challenging to engage or contribute meaningfully.

With the support of a trained Arts Therapist, older adults facing age-related issues can explore new avenues for self-expression and regain social engagement. Arts Therapists employ various methods to help individuals identify the most suitable creative outlet, especially if they find it difficult to do so on their own.

These therapy sessions provide a safe and supportive environment, tailored to each person's specific needs. Even those who don't consider themselves "creative" can benefit from Arts Therapy. Activities may include listening to and moving to music, playing instruments, engaging in crafts, painting, sculpting and drawing.

Arts Therapy is also effective in improving coordination, fine motor skills, verbal and non-verbal communication, memory, anxiety reduction and behaviour support. The Department of Health & Aged Care has approved Arts Therapy as an allied health service, provided that the sessions are delivered by an accredited professional and are necessary due to age-related functional decline.

Many Arts Therapy programs are available across Australia, and if there isn't one in your local area, many programs also offer online sessions.

If you would like to explore how Arts Therapy can support your age-related goals, please reach out to us for a chat.

You can explore what's available in your area by visiting this link:

<https://www.anzacata.org/find-a-therapist>



Sharing your support services across two homes

One of the great benefits of the home care packages program is its flexibility in allowing package funds to “follow” a person, enabling support in any location across Australia.

Some of our consumers split their time between two residences, often staying with family members or spending time at their own second property. The Department of Health and Aged Care has confirmed that providers can arrange for consumers to access necessary services while they are at their secondary residence within Australia.

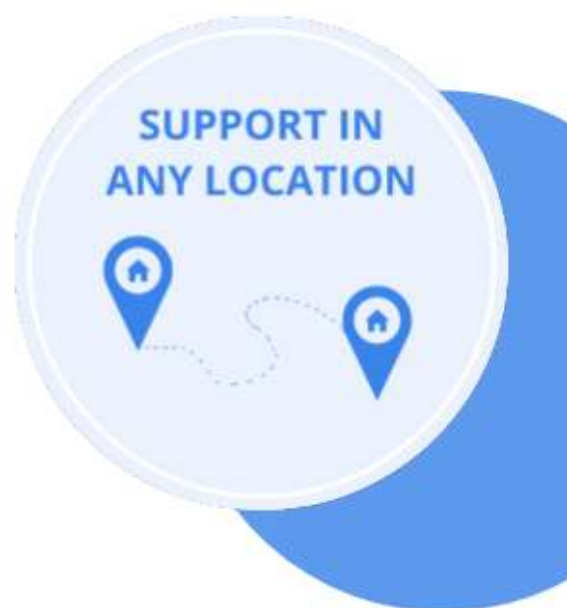
However, before any funding is allocated, it is necessary to have an up-to-date care needs assessment, and your care plan and budget must reflect all the required services and supports. Any assessments should identify issues and risks relevant to each property, so a second Occupational Therapy (OT) assessment may also be necessary before considering the hire or purchase of equipment or modifications.

Personal care hours can be arranged through contracted service providers in the local area for the duration of your stay, noting that our usual contractor onboarding and management processes will apply at each location.

For services such as cleaning, gardening and minor home modifications, more detailed discussions with us may be required, as there may be some exclusions and spending parameters to consider.

This is to ensure that all services are tailored to the consumer's needs and not to those of other family members who may also reside at the property.

Please don't hesitate to reach out for a chat about how you can be supported to share your time between two homes.



Living with hearing loss

According to the Department of Health and Aged Care, hearing loss impacts almost 70% of people over the age of 70, and up to 80% of those aged 80 and older. This makes hearing loss the second most common physical disability after musculoskeletal issues (such as back problems and arthritis) in older Australians.

Hearing loss can have profound implications and may lead to social isolation, communication difficulties and a decline in cognitive and mental health.

For these reasons, we will work closely with you to determine whether you're experiencing hearing loss and how it impacts your day-to-day life. We will ensure your care plan reflects ways to direct your home care package funds where it will be most helpful to you.

Depending on the age-related nature of your hearing loss, your package may be able to fund some services or helpful products recommended by an Occupational Therapist. For example: high-volume doorbells and smoke alarms, flashing lights or vibration pads to alert you, amplified phones and talking clocks/watches.

The impact of hearing loss can be more effectively managed with the right support and services, especially if support workers and others involved in your care keep a few important points in mind, such as:

- . Being aware of your hearing loss and being patient and considerate
- . Facing you while maintaining eye contact and speaking clearly at a moderate pace .
- . Checking that you are wearing your hearing aid and changing the batteries if necessary
- . Minimising background noise and getting your attention before speaking to you

Hearing Australia provides services and support for people living with all levels of hearing loss. You can contact them on 13 44 32 or visit this link:

<https://www.hearing.com.au/>

Cultural Events

There are many cultural events in the community, these are just a few in August.

9 Aug	International Day of the World's Indigenous Peoples	The United Nations' International Day of the World's Indigenous Peoples encourages people to protect and promote the rights of indigenous peoples.
9 Aug	Raksha Bandhan	Raksha Bandhan means bond of protection. This Hindu festival honours the love between brothers and sisters. It is marked by the tying of a rakhi thread by the sister on her brother's wrist.
15 Aug	Feast of the Assumption of the Blessed Virgin Mary	This Christian feast day celebrates the belief that God assumed the Virgin Mary into heaven following her death. The Assumption signals the end of Mary's earthly life and marks her return to heaven to be reunited with Jesus.
16 Aug	Krishna Janmashtami	Krishna Janmashtami is one of the most important Hindu festivals. This day celebrates the birthday of Lord Krishna, believed to be the eighth reincarnation of Lord Vishnu, who gave the vital message of the Bhagwat Gita – the guiding principles for every Hindu.
25 Aug	Australian South Sea Islanders National Recognition Day	In 1994, the Commonwealth Government recognised Australian South Sea Islanders as a distinct cultural group. A formal Recognition Statement by the Queensland Government followed this in September 2000.
26-27 Aug	Ganesh Chaturthi	Ganesh Chaturthi is a Hindu celebration of the birth of Lord Ganesha.

Free online events for carers!



August 14th - Support at Home program update

Join the Department of Health, Disability and Ageing, for a short update on the transition for existing Home Care Package recipients to Support at Home. The presentation will be followed by an extended opportunity for older people and families to ask questions.

August 21st - Navigating the role of caring for ageing parents

Transitioning from the role of a child, to that of a carer, can come with complex emotional and relational shifts, including feelings of guilt, grief and stress. This session will provide practical strategies and a supportive space to explore these challenges.

August 22nd - Scams awareness with Google and COTA Australia

As part of an initiative to address the harm caused by scams and build digital confidence amongst older Australians, Google, together with the support of COTA, are inviting you to a free training to help you reduce your risk and stay safe online.

August 25th - Creating a dementia friendly home

This event provides information about dementia and the likely impact of the symptoms on a person's perception of, and ability to successfully navigate their home environment.

September 2nd - Heartspace meditation and mindfulness for busy carers

Throughout this gentle series, carers will be guided through a nurturing meditation designed to quieten self-judgement, build resilience and cultivate kindness towards yourself.

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

<https://goodthingsaustralia.org/learn/>

Sudoku

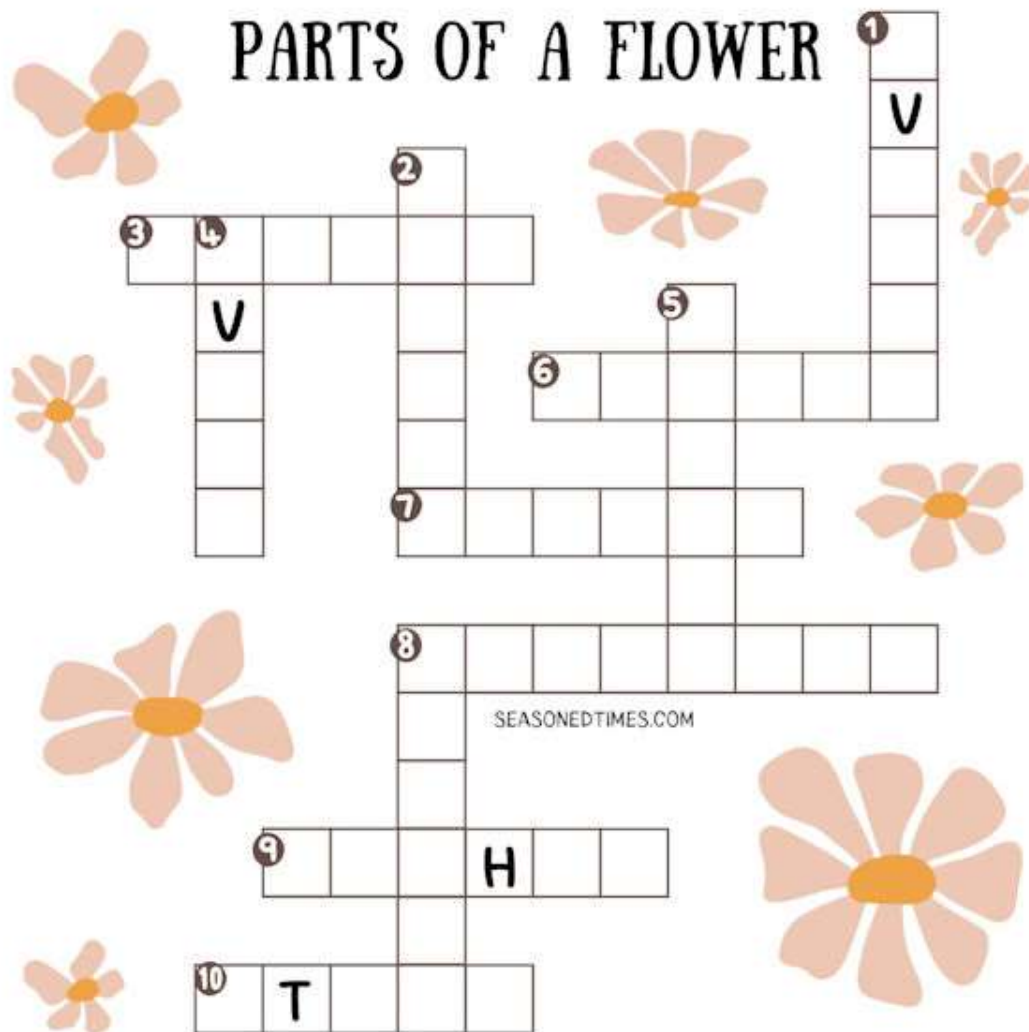
	3			8				1
		7	4		1		5	
9				5		2		
		2			5		1	
3			2	1		5		
5	9			6				2
		6	5		2			
		9	6				2	7
					8		6	5

Sudoku Answers:

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



Crossword



FLOWERS HAVE MANY PARTS. SOME WE ARE MORE FAMILIAR WITH AND SOME AREN'T SO WELL-KNOWN. SEE IF YOU CAN NAME THESE PARTS OF FLOWERS.

DOWN

1. FORMS SEEDS OF FLOWER
2. ENCASES DEVELOPING BUD
4. WHERE OVULES (FUTURE SEEDS) ARE PRODUCED
5. POLLEN PRODUCING PART OF A FLOWER
8. USUALLY LOCATED IN THE CENTER OF FLOWER

ACROSS

3. POWDERY SUBSTANCE INSTRUMENTAL TO FERTILIZATION OF FLOWER
6. BRIGHTLY COLORED PARTS OF FLOWER
7. WHERE THE POLLEN LANDS AND STARTS FERTILIZATION
8. STALK OF FLOWER
9. PRODUCES AND HOUSES POLLEN
10. SUPPORTS THE STIGMA, CONNECTING IT TO THE OVARY OF THE PLANT

Maze



FLOWER MAZE



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This Month in History

August 1 1902 - The magazine New Idea is first published

August 2 1851 - Gold is first discovered in Ballarat Victoria.

August 10 1920 - The Princes Highway is opened, connecting Sydney and Adelaide via Melbourne.

August 19 1907 - The Rabbit proof fence is completed.

August 22 1930 - The two spans of the Sydney Harbour Bridge are joined.

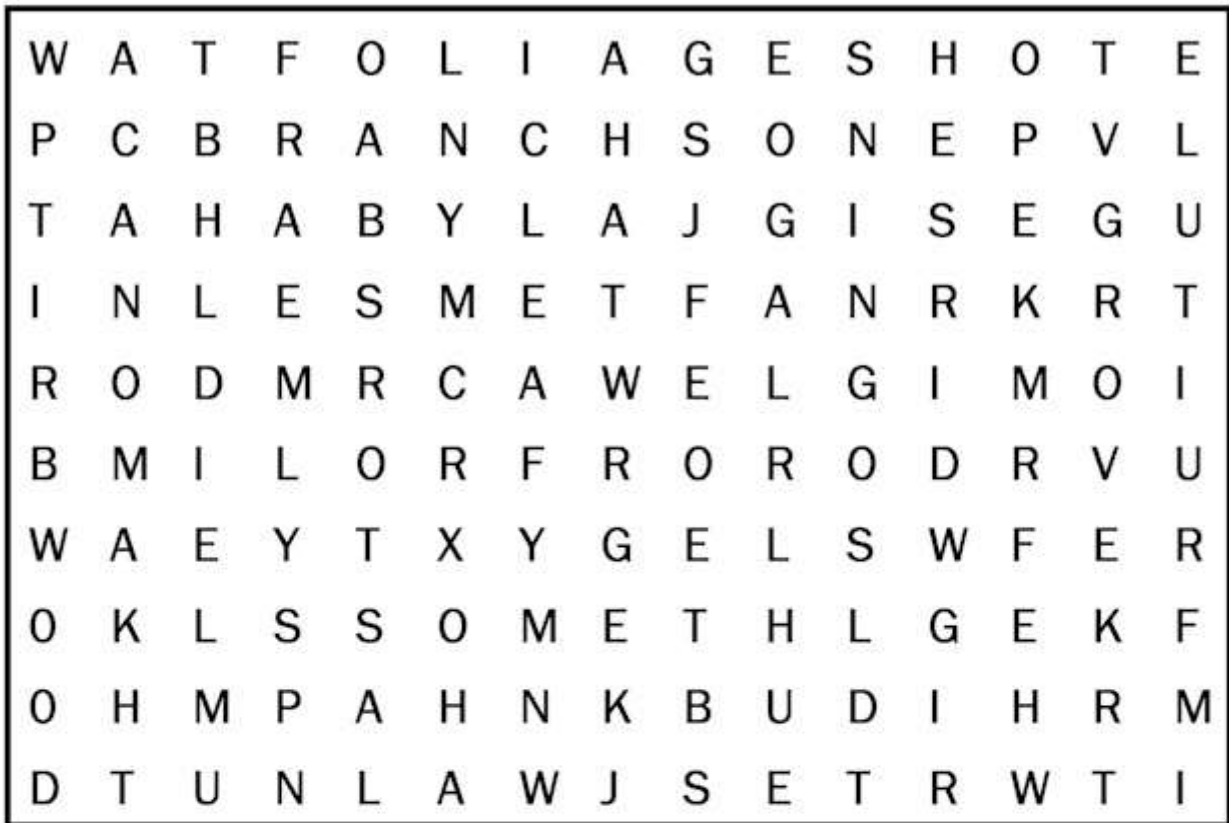
August 30 1992 - The Sydney Harbour Tunnel officially opens.



Find a Word



Tree Word Search



Look for the following words related to trees. They may be spelled forward, backward, downward, upward, or diagonally.



BRANCH

BUD

CHERRY

ELM

EVERGREEN

FLOWER



FOLIAGE

FRUIT

GROVE

LEAF

LIMB

MOSS



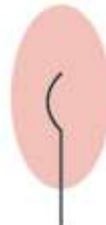
PALM

RINGS

WALNUT

WILLOW

WOOD



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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.

