

NEWSLETTER

SEPTEMBER 2025



St Anna's News

Welcome to Spring! It's a wonderful time of year as the days become warmer, the gardens begin to bloom, and we can all enjoy a little more sunshine. This month also brings a special occasion — **Father's Day**. We wish all fathers, grandfathers, and father figures in our community a very happy day filled with love, family, and celebration.

We are also excited to share that we will be hosting **Royal Adelaide Show Week celebrations in the PK Room**. This will be a wonderful opportunity to come together, enjoy themed activities, and celebrate one of South Australia's most-loved traditions right here at home.

Another exciting update is that we have now **purchased our new van/bus**, which features a wheelchair lift and 8 seats. This will make outings and community activities more inclusive and enjoyable for everyone. We are just waiting for the registration and branding signage to be finalised before it is ready to use.

Looking ahead, a reminder that we will be holding our **Consumer Advisory Body Meeting on the 1st of October at 10am**. This is an important opportunity for residents to share their ideas, experiences, and feedback to help us continue improving our services.

If you would like to attend, please complete the **registration of interest form** and return it to Reception. If you need a hand filling it out, our Lifestyle Team will be more than happy to assist you.

And for those already looking forward to the festive season — the countdown is on! Can you believe there is less than 120 **days until Christmas**.

Warmest wishes

Amanda Birkin

St Anna's Socials!



St Anna's Website



St Anna's Facebook



St Anna's Instagram



Scan the barcode using your phone!

Summary: Standard 7 – The Residential Community

Intent of Standard 7

Standard 7 recognises that moving into a residential aged care facility is a significant life transition. It highlights the importance of creating a safe, inclusive, and culturally respectful environment where older people feel they belong and are supported to remain connected to their community, culture, and identity.



At St. Anna's, we are committed to ensuring that every resident feels welcome, secure, and part of a vibrant, caring residential community.

What Standard 7 Means for You

You can expect:

- To feel part of a respectful and inclusive community.
- Support to maintain your personal identity, culture, relationships, and routines.
- Freedom to make choices and participate in daily life.
- Safe, planned transitions into care that protect your wellbeing and dignity.
- Opportunities to remain socially connected and reduce feelings of loneliness or isolation.

Key Outcomes of Standard 7

1. Belonging and Inclusion:

Your residential care experience supports your personal and cultural identity, encouraging relationships and participation in community life.

2. Safe and Supported Transitions:

We plan carefully when you move into or out of care, ensuring continuity, privacy, and emotional support, while maintaining your existing services and connections where possible.

Key Focus Areas in Standard 7

- Psychological and Physical Safety: Staff are trained to protect your safety, respect your independence, and support your right to intimacy and private visits.
- Cultural Awareness and Diversity: We support your identity and background, ensuring your daily experience reflects who you are.
- Maintaining Connections: We help you stay in touch with specialist supports, spiritual services, friends, family, and community.
- Participation in Daily Life: You are encouraged and supported to engage in meaningful activities that reflect your interests and improve your quality of life.

What This Means for Residents at St. Anna's

- You are valued as an individual and a member of the community.
- You are supported through every step of your transition into care.
- You are encouraged to maintain important cultural, social, and spiritual connections.
- We actively promote your right to privacy, dignity, and personal expression.

Standard 7 is about creating a home where you are not just cared for, but where you feel connected, respected, and at ease in your residential community.

Further Information

For more information about Standard 7 and the strengthened Aged Care Quality Standards, visit: <https://www.agedcarequality.gov.au>

Hospitality News

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

1. Consumer Meeting- September 3rd
2. Father's Day Shared Lunch- September 3rd
3. Royal Adelaide Show Week Activities- September 3rd to 5th
4. Miniature Horse Visit- September 9th

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 • October 7th • PK Room
(Before Resident Meeting)

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



September 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
01 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 Iris Croatian Cultural Video 11:30 To 12 Iris Craft 02:30 To 03:30 PK Room	02 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 Cultural dance Video 10:30 To 11:30 Iris Movie Afternoon 02 To 03:30 Iris Consumer Meeting 02:30 To 03:30 PK Room	03 one on one social engagement 10 To 04 Room visit Cultural dance Video 11:30 To 12:30 Iris Shared Lunch 12 To 01 PK Room Show Animals 02 To PK Room Room	04 one on one social engagement 10 To 04 Room visit Polish Cultural Video 10:30 To 11:30 Iris Magical Moments - Active Games 10:30 To 11:30 Iris Football Tipping 02 To 02:30 Room visit Show Week Bake off. 02 To 03:30 PK Room	05 one on one social engagement 10 To 04 Room visit Ukrainian Cultural Video 10 To 11 Iris Special Events 10:30 To 11:30 PK Room Ukrainian Memories 01:30 To 03 Iris Show Games 02:30 To 03:30 PK Room	06 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	07 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
08 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 Room visit Magical Moments 10:30 To 11 PK Room Croatian Cultural Video 11:30 To 12 Iris Cooking 02:30 To 03:30 PK Room	09 Hairdresser 09 To PK Room one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11:30 Iris Miniature Horse Visit 01:30 To 02:30 Room visit Movie Afternoon 02:30 To 03:30 Iris	10 one on one social engagement 10 To 04 Room visit Polish Cultural Video 10:30 To 11:30 Iris Virtual Quiz 11 To 12 PK Room Movie Afternoon 02 To 03:30 PK Room	11 one on one social engagement 10 To 04 Room visit Walking Group 10:30 To 11:15 Meet in Foyer Polish Cultural Video 10:30 To 11:30 Iris Bocce 01:45 To 02:45 Pergola	12 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 Bingo 02:30 To 03:30 PK Room	13 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	14 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit
15 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 Iris Croatian Cultural Video 11:30 To 12 Iris Craft 02:30 To 03:30 PK Room	< September 17th Ukrainian Orthodox Church Service @10:30am in PK Room >					

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



September 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	16 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 Cultural dance Video 10:30 To 11:30 Iris Bingo 02:30 To 03:30 PK Room	17 one on one social engagement 10 To 04 Room visit Walking Group 10:30 To 11:15 Meet in Foyer Ukrainian Catholic Service 10:30 To 11:15 PK Room Polish Cultural Video 10:30 To 11 Iris Scategories 02:30 To 03:30 PK Room	18 one on one social engagement 10 To 04 Room visit Magical Moments- Balloon Tennis 10:30 To 11 Iris Gardening 10:45 To 11:30 Veggie Garden Polish Cultural Video 11 To 11:30 Iris	19 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 Bingo 02:30 To 03:30 PK Room	20 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	21 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit
22 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 Room visit Intergenerational Play Group 10:30 To 11:30 PK Room Croatian Cultural Video 11:30 To 12:30 Iris Cooking 02:30 To 03:30 PK Room	23 Hairdresser 09 To PK Room one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11 Iris Chi Ball 11 To 11:30 Iris Bingo 02:30 To 03:30 PK Room	24 one on one social engagement 10 To 04 Room visit Walking Group 10:30 To 11:15 Meet in Foyer Polish Cultural Video 10:30 To 11:30 Iris Gardening 02 To 03 Veggie Garden	25 one on one social engagement 10 To 04 Room visit Cultural dance Video 10:30 To 11:30 Iris Music and Movement 10:45 To 11:15 PK Room Magical Moments - Active Games 02:30 To 03:30 PK Room	26 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 03:30 Sunflower Bingo 02:30 To 03:30 PK Room	27 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	28 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit
29 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 Iris Magical Moments - Active Games 10:30 To 11:30 PK Room Croatian Cultural Video 11:30 To 12 Iris Craft 02:30 To 03:30 PK Room	30 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 Gardening 10:30 To 11:30 Veggie Garden Bingo 02:30 To 03:30 PK Room					

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

Gladys and Pearl Visit the Royal Adelaide Show

When September rolled in, the wardrobe gave a merry clang and a little puff of fairy floss-scented air. Gladys raised an eyebrow.

“Where to this time?” Pearl asked, slipping a coin purse into her cardigan pocket.

Gladys grinned. “The Royal Adelaide Show. Haven’t been since I was a girl.”

With a whirl of ribbons, they landed amid colourful bunting, the scent of popcorn and sizzling doughnuts drifting on the breeze. Show rides spun in dizzy flashes of colour, while prize roosters crowed from the pavilion.

They wandered past giant pumpkins, delicate sponge cakes, and jars of glowing golden honey. Pearl paused to admire a champion Merino sheep, its fleece like a cloud.

A young showman offered them paper cones of hot chips, and they ate while watching woodchoppers swing their axes in rhythmic precision. Laughter rang out from the showbag hall, where they chose one filled with fudge, boiled lollies, and a novelty tea towel.

As night fell, fireworks blossomed over the showgrounds, painting the

sky with red, gold, and silver.

"I'd forgotten how magical this is," Pearl said softly.

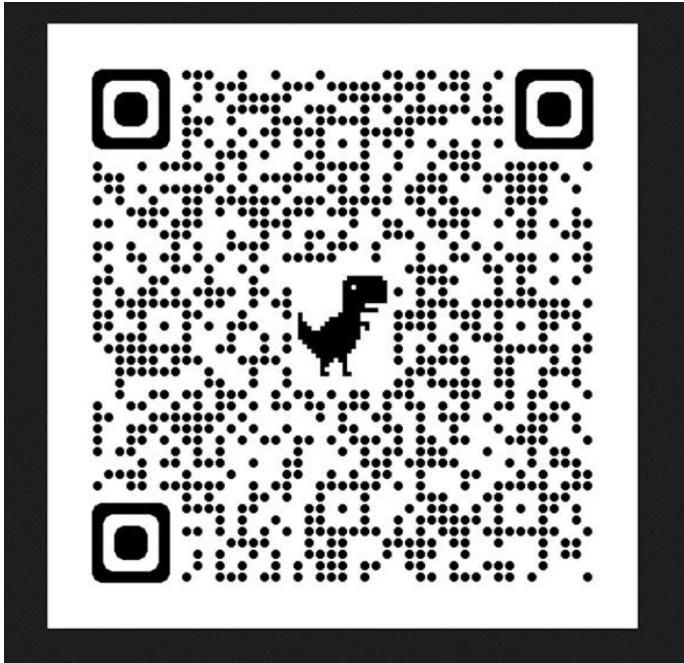
Gladys smiled. "Best part is—we can always come back."

The wardrobe's hinges creaked in agreement.



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



"September is the promise of spring—where blossoms hint at warmer days, and the air feels like a fresh start."

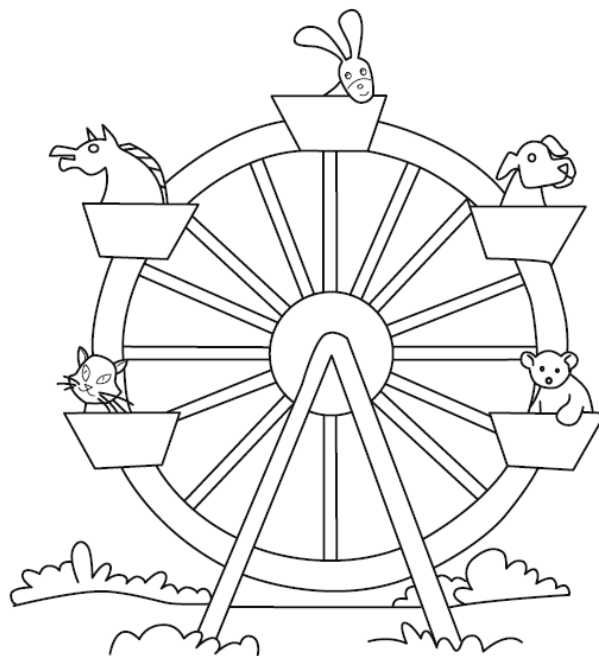
TRIVIA

Did you know that the month of September comes from the Latin *septem*, meaning “seven”?

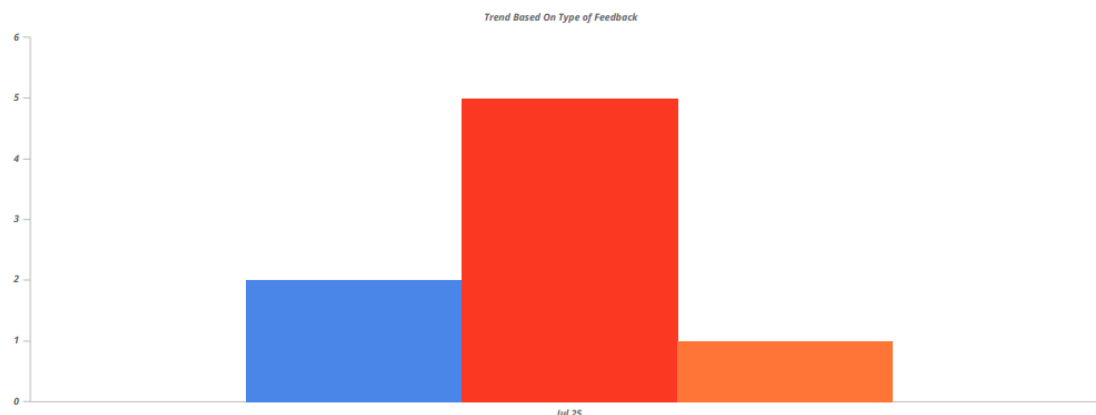
In the original Roman calendar, September was the seventh month of the year. In Australia, September marks the arrival of spring—warmer days, blossoming gardens, and the return of buzzing bees. Wattle trees still shine gold, while cherry blossoms and native orchids burst into colour. Many animals, like koalas and echidnas, are more active as they welcome the season’s abundance. Crisp mornings give way to sunny afternoons, and the air feels fresh with possibility.

- **Zodiac Sign:** Virgo and Libra
- **Birthstone:** Sapphire – symbolising wisdom, loyalty, and protection
- **Birth Flowers:**
 - Morning Glory: representing affection and renewal
 - Aster: symbolising love and patience

Colouring Activity:



Month in Review



<i>Compliments</i>	<i>5</i>
<i>Complaints</i>	<i>1</i>
<i>Comments</i>	<i>2</i>

<i>Comment</i>
<i>1x HC Comment- Happy with admission process</i>
<i>1xRC – Fix or remove broken coffee machine from staff room</i>
<i>Compliment</i>
<i>1x HC- Admission Compliment</i>
<i>1x RC – Compliment re care given by Student</i>
<i>1xRC Daughter – Care and Kindness from staff</i>
<i>1x RC – Daughter – Compliment about expanding Café</i>
<i>1x RC- Staff – Compliment about Lifestyle Team Member</i>
<i>Complaint</i>
<i>1xRC- Resident complaint about moving to another dining room.</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.

Aged Care Workers Day

On the 7th of August we joined the national celebration of Aged Care Workers Day — a special occasion held each year to recognise and honour the dedication of those who care for older Australians. It was wonderful to see residents participate by sharing kind words of thanks; our staff truly valued your heartfelt appreciation.

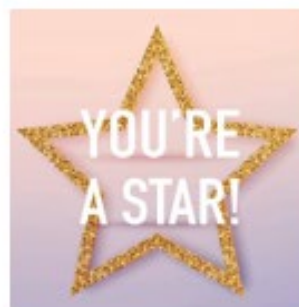
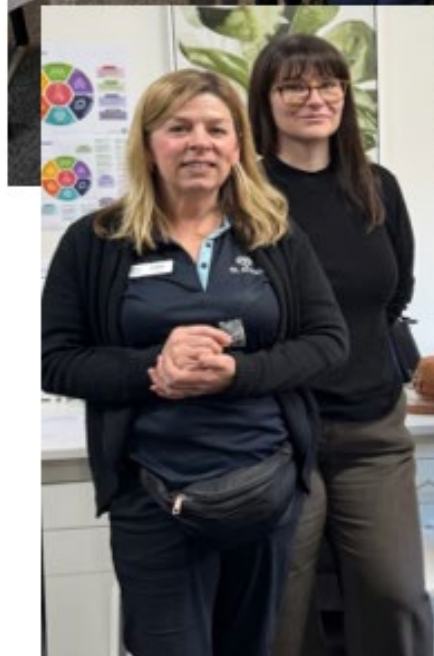
As part of the celebration, we proudly recognised the long-standing commitment of our team by presenting service pins for 5, 10, 15, and an impressive 25 years of service. In a very special moment, Board Member Jock together with residents Lois Potts and Theresa Dunn helped present the pins, along with flowers for those who have reached 10 years or more of service. These milestones highlight the passion, loyalty, and care shown by our staff every day, and we are deeply grateful for their dedication to our community.

Following the celebration at our residential home, Jock also visited our Home Care Office to personally extend the same thanks and recognition to our Home Care Team. This gesture was very much appreciated and served as a reminder that all parts of our organisation — residential and community — are valued for the important role they play in supporting older people



On the 07th of August the staff at St Anna's were celebrated with a presentation and lunch service. Residents and guests all took a moment to say "thanks" for caring and providing compassionate care. This annual event shines the spotlight on the staff who work tirelessly to ensure the dignity, comfort and wellbeing of all our clients & residents. To all our dedicated workers at St Anna's

you are our aged care heroes!

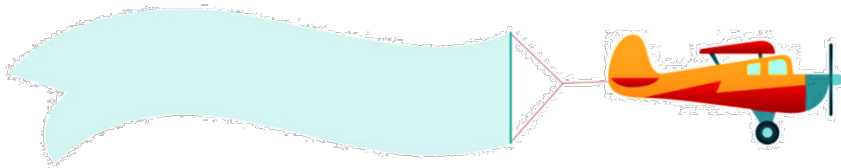




FOR THE MONTH OF SEPTEMBER!

**Norma Pilkington
Zlata Bilecki
Simos Kolaczkos
Fay Partridge
Veronica Stelmach
Lidia Tereszkun
Doreen Lyons
Johnny Pawnyk**

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

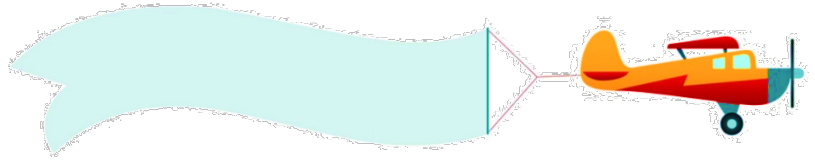
Volunteers are often the glue that holds a community together. Volunteering allows you to connect with your community and make it a better place. Helping out with even the smallest task can make a real difference to the lives of our residents and St Anna's as an organisation.

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. However, playgroup does
not run during school holidays.**

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

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



Answer on page 28 - No peeking



Clues

- 1. My name starts with the letter "J"*
- 2. I have a big black dog (who is more like a bear) who I sometimes bring into work*

Activity Collage



Activity Collage

This month the facility hosted a variety of enjoyable activities that brought residents together. A highlight was the wine tasting afternoon, where everyone sampled different wines and shared stories. For Daffodil Day, residents created cheerful daffodil crafts and joined a shared lunch, celebrating the day's message of hope. Entertainment was provided by The Sopranos, talented accordionists and singers who filled the room with lively music and joy. Residents also enjoyed hands-on cooking sessions, preparing and tasting delicious treats. To mark Aged Care Employee Day, residents warmly presented flowers and pins to employees, showing heartfelt appreciation for their dedication and care. Lastly, everyone came together for a delicious afternoon tea for Ukrainian Day where traditional Ukrainian cakes were served.



Activity Collage



Sudoku

3	2		1				3	1
3	2	1	2		3			1
	2	3		1		2	2	1
			1	2				2
		3		3		3		2
1	1	2	3	2	3		3	2
		1	3	1		2	2	
1	1		2		2	1	2	
2		2	2	3			1	3

***Answers on page 28- No peeking**

Quiz for September

1. What does the name September mean in Latin?

- a) Eight
- b) Seven
- c) Spring
- d) Blossom

2. Which season officially begins in Australia in September?

- a) Autumn
- b) Winter
- c) Spring
- d) Summer

3. What colour are wattle blossoms that often still bloom in early September?

- a) Pink
- b) Blue
- c) Gold
- d) White

4. Which native Australian animal is often more active in spring?

- a) Koala
- b) Platypus
- c) Kangaroo
- d) Wombat

5. Which gemstone is the birthstone for September?

- a) Sapphire
- b) Ruby
- c) Emerald
- d) Opal

***Answers on page 28- No peeking**

Word Search

September Word Search

September's here, and so is a word search packed with seasonal fun! Can you find all the hidden words scattered in every direction—forward, backward, up, down, and diagonal? Circle each word as you find it and cross it off the list.

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

ACORNS
APPLES
AUTUMN
BACKPACK
BONFIRE
BREEZY
CIDER
COOLER
CORN
CRISP
EQUINOX
FALLING
FARMERS
FOLIAGE
FOOTBALL
GOURDS
GRAPES
HARVEST
HAYRIDE
LABOR DAY
LEAVES
MIGRATION

ORCHARDS

PUMPKINS

RAKE

SCARECROW

SCHOOL

SEPTEMBER

SQUIRREL

SWEATER



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Who Am I? Quiz

ANSWERS

Guess Who -- "JO" -
Wellness



SUDOKU ANSWERS

3	2	1	1	2	2	3	3	1
3	2	1	2	1	3	2	3	1
1	2	3	3	1	3	2	2	1
3	3	2	1	2	1	3	1	2
2	1	3	1	3	2	3	1	2
1	1	2	3	2	3	1	3	2
2	3	1	3	1	1	2	2	3
1	1	3	2	3	2	1	2	3
2	3	2	2	3	1	1	1	3

SEPTEMBER QUIZ ANSWERS

Question 1- Answer: B

Question 2- Answer: C

Question 3- Answer: C

Question 4- Answer: A

Question 5- Answer: A

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.



Congratulations



A big congratulations to
RN Simran on the birth
of your baby girl!
Everyone here at St
Anna's are wishing you
and your family the best
during this amazing
time!



RESIDENT MEETING MINUTES

Tuesday 5th August 2025 at 2.45pm



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

1. Welcome

1.1 Sound recording of the Resident Meeting

No objections

1.2 Welcome

Joanne Ross (Chairperson and Lifestyle)

Amanda Birkin (CEO)

Athin Christou (OT)

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

As per attached sheet

2. Apologies

Mandy Somers (Director of Clinical Services) and as per attached sheet

4. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 1st July 2025 were read. These Minutes were accepted by Michael Dzunda; seconded by Amy Somers

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/representatives/family members.

5. Outstanding business from previous Minutes

- a. **Bus trips and transport** – it is anticipated that an 8-seater 2019 Renault van with wheelchair lift access and 120,000 kms on the clock will be purchased from Melbourne at a cost of \$40,000. St Anna's RCF has had an RACV inspection attended to. All in attendance were in agreeance with the purchase of this van. CEO Amanda Birkin will arrange for the purchase and delivery of the vehicle from Melbourne.
- b. **Sunflower Dining area** – this is proceeding, and steps will be 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. **Café** – a question was brought to the meeting as to whether the hours of the café could be extended. This will be discussed further. It is hoped that in the future the café could provide a small menu for family, friends and Residents to enjoy within the relevant guidelines.
- e. **Identification Tree** – staff identification tree has been set up in the reception area. The obtaining of photographs of all staff to be placed on this tree is currently in progress. It is hoped that Board member photographs can also be included.
- f. **New Standards** – updates will continue to be included in all future newsletters with the new Aged Care Act now commencing on 1st November 2025. All were advised about Standard 6. This standard includes clinical together with hospitality and includes the monitoring of weight, health and appropriate diet. This standard also speaks about Consumer choice.
- g. **Aboriginal artwork** – Lifestyle is in contact with Auntie Irene who will contact the Facility once she has drafted a design.
- h. **St Anna's RCF history** – this information has been included in the newsletter as part of St Anna's Day.
- i. **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 issue with condiments being available in the dining areas. To avoid wastage, it has been suggested that a menu be provided within the dining areas to advise all Residents of the condiments on offer and for Residents to ask staff if they require these.

Training has been given to staff on to how to set a table, what is required to be refrigerated etc and this training is ongoing. It is thought that a training manual may be beneficial for staff, and this will be drafted by Hospitality Manager, Isabella, in conjunction with Joanne from Lifestyle.

For Residents who have chosen to be provided with wine as an additional service the wine will be offered to them in mini bottles rather than from a cask. A wine tasting of various wines was attended by various staff and Residents so that a choice could be made as to what could be offered at St Anna's RCF. It was also suggested that a wine menu should be available in the dining areas for the benefit of both staff and Residents.

7. Maintenance

Painting has commenced on the outside of the building - downpipes and guttering are being painted a charcoal colour.

8. Feedback complaints and praise

Compliments, complaints and feedback for the month of July was advised and all were made aware that these items are noted in the Facility newsletter. Actions taken in relation to complaints are now also provided in the newsletter.

Several complaints/feedback have been given for the month of July –

- a Resident was left on the toilet for an extended period – **action taken** staff member involved spoken to
- vacuum cleaner too noisy – **action taken** to reschedule the cleaner for a different time and mapping process for the cleaner has been refined due to an issue.
- leaving cups of tea when Residents are asleep and Care workers asking Residents on numerous occasions as to whether they have had their bowels open – **action taken** CEO will discuss with Director of Clinical Services. It is noted that the clinical aspect needs to be addressed whilst maintaining Resident dignity.

- Communication by a Registered Nurse – **action taken** RN has been spoken to
- Lighting in Iris area too bright – **action taken** lighting has been adjusted

An issue was brought to the meeting that a Resident has concerns about her call bell which she is pressing but no staff member is attending. This will be checked with the Resident.

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.

9. Legislative changes

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

From the 1st January 2026 legislation will be implemented for a defibrillator to be accessible in public areas of a certain size. To make sure that St Anna's RCF is compliant it is thought that a defibrillator in the public area should be accessible. All defibrillators in public areas are required to be registered with St John Ambulance. In an emergency any person can use these defibrillators as the product guides you through the process.

10. Clinical

The magazine "Ageing Australia" has visited St Anna's RCF to review the timely implementation of the new clinical service software.

The clinical department is also exploring the prevention of falls for Residents at high risk. Research is ongoing for a more beneficial product, and it is hoped that St Anna's RCF can trial a product that will recognise if a Resident falls. This is being rolled out in most UK nursing facilities and at home areas. Currently this is being discussed with the relevant company, and it is believed that this product can be integrated into existing systems at St Anna's RCF.

11. Lifestyle Programs

- **Newsletter** – it has been noted that the Resident newsletter is now quite extensive, and it is thought that perhaps a smaller monthly newsletter with activities and Lifestyle programs etc. included would be more beneficial with a more extensive magazine with other interesting information to be provided quarterly. A survey will be provided to all Residents for their feedback and suggestions.
- **Christmas in July luncheon** – feedback received from a Resident was that the food was disappointing and not up to standard.
- **St Anna's Day Morning Tea** – this was enjoyed.
- **Aged Care Employee Day** – August 2025.
- **Accordionist and Soprano entertainment** – August 2025.
- **Men's Group survey** – feedback required.

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 given on Standard 6 of the new Aged Care Act provided as above in 9.

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

Nil.

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: 2nd September 2025

Meeting closed at 4.14pm



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?

[illegible]

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**