

NEWSLETTER

October 2025



St Anna's News

Hello everyone,

Happy October! Spring is in full swing — longer days, softer breezes and gardens that seem to change by the hour. It's a lovely time to open the windows, enjoy a cuppa in the sunshine and catch up with Friends.

A BIG Warm welcome to Jo Rendell who has Joined us as Quality and Risk Manager if you see the bright red hair in the hallways please come up and say "Hi".

A quick diary note first: our **Consumer Advisory Body Meeting has been postponed to Wednesday 8th October at 2pm.**

Thank you to everyone who joined our Royal Adelaide Show Week celebrations in the PK Room. The laughter, stories and friendly competition made it a real highlight. Do check the noticeboard for a few photos — and a big thank you to our wonderful Lifestyle Team for bringing it all together.

This month we're also recognising **Oktoberfest** and **Diwali (the Festival of Lights)**. We'll host a relaxed German-themed Shared lunch, and later in the month we'll gather for Diwali with beautiful Indian cuisine, lights, colour, and Bollywood dancing. An update on our new van/bus: registration and branding are in the final stages. As soon as it's ready, we'll schedule short scenic drives and community outings.

A friendly reminder: daylight saving begins this month. If you'd like help adjusting clocks or devices, please ask — we're glad to assist.

The festive countdown is on, can you believe we're under 90 days to 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!



The new Statement of Rights

The *Aged Care Act 2024*, which starts from 1 November 2025, will include a Statement of Rights. This explains the rights you have when accessing aged care services funded by the Australian Government.

Independence, autonomy, empowerment and freedom of choice

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

- which funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings
- how you live, even if there is some personal risk.

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

Equitable access

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

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

- culture and background
- personal experience and the impact of any trauma you may have experienced
- cognitive conditions, such as dementia.

You will also have the right to get the kind of care you need, when you need it.

Quality and safe funded aged care services

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

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

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

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

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

Respect for privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances.

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

Person-centred communication and ability to raise issues without reprisal

You will have the right to:

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

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

You will also have the right to meet with your provider and your supporters in a way that suits you.

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

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

Advocates, significant persons and social connections

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

Providers should respect the role of the people who are important to you.

You will have the right to stay connected with:

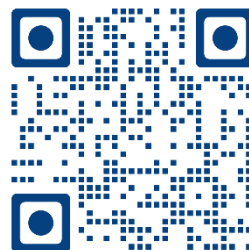
- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

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

More information

Read the full Statement of Rights, including how you can make sure your rights are upheld:

www.health.gov.au/our-work/aged-care-act/about



Hospitality News

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

1. Consumer Meeting- October 2nd
2. Oktoberfest Shared Lunch – October 9th
3. Diwali Shared Lunch - October 15th
4. Café opening – October 23rd



Notices:

Café

Opening Hours

Monday to Friday- 9:00 AM to 1:00 PM.

We invite staff, families and resident to enjoy this space. Come and grab a coffee or simply enjoy the space with a book or a card game.

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.



October 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		01 one on one social engagement 10 To 04 Room visit Croatian-Memories+ 10:30 To 11:30+ Sunflower Cultural dance Video 11:30 To 12 Iris Graft 02 To 03:30 PK Room Movie Afternoon 02 To 03:15 Iris	02 one on one social engagement 10 To 04 Room visit Pet-Therapy 10:30 To 11:30 Room-visit Polish Cultural Video 11 To 11:30 Iris Oktober Fest Themed Lunch 12:30 To 01:30 PK Room Virtual Quiz 02:30 To 03:30 PK Room	03 one on one social engagement 10 To 04 Room visit Ukrainian Cultural Video 10 To 11 Iris Prayer Group 11:30 To 12 PK Room Ukrainian-Memories+ 01:30 To 03 Iris Bingo 02:30 To 03:30 PK Room	04 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	05 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
06 Labour Day one on one social engagement 10 To 04 Room visit	07 Hairdresser 09 To PK Room one on one social engagement 10 To 04 Room visit Chi Ball 11 To 11:30 Iris Cultural dance Video 11:30 To 12 Iris Consumer Meeting 02:30 To 03:30 PK Room	08 one on one social engagement 10 To 04 Room visit Croatian Cultural Video 10:15 To 11:30 Iris Walking Group 10:30 To 11:15 Meet in Foyer Ukrainian Catholic Service 11 To 11:30 PK Room Bocce 02:30 To 03:30 Pergola	09 one on one social engagement 10 To 04 Room visit Polish Cultural Video 10:30 To 11:30 Iris Oktober Fest Themed Lunch 12:30 To 01:30 PK Room Neurons VR Armchair Travel 02:30 To 03:30 PK Room	10 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	11 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	12 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit
13 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 PK Room Intergenerational Play Group 10:30 To 11:30 PK Room Croatian Cultural Video 11:30 To 12 Iris Cooking 02 To 03:30 PK Room Movie Afternoon 02:30 To 03:30 Iris	14 Hairdresser 09 To PK Room Coles Online Shopping 09:30 To 02:30 Room visit one on one social engagement 10 To 04 Room visit Croatian Club 10:30 To 02:30 Meet in Foyer Ukrainian Cultural Video 10:30 To 11:30 Iris Bingo 02:30 To 03:30 PK Room	15 one on one social engagement 10 To 04 Room visit Diwali 12:30 To 01:30 PK Room Scategories 02:30 To 03:30 PK Room Magical Moments - Beauty Hour 02:30 To 03:30 Room visit Cultural dance Video 02:30 To 03:30 Iris	< September 17th Ukrainian Orthodox Church Service @10:30am in PK Room>			



October 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			16 one on one social engagement 10 To 04 Room visit Magical Moments - Balloon Tennis 10:30 To 11 Iris Magical Moments - Beauty Hour 10:30 To 11:30 Room visit Polish Cultural Video 11:30 To 12 Iris Gardening 02:30 To 03:30 Veggie Garden	17 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	18 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	19 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit
20 one on one social engagement 10 To 04 Room visit Craft 10:30 To 11:30 PK Room Magical Moments 10:30 To 11 Iris Croatian Cultural Video 11:30 To 12 Iris Choir 02:30 To 03:30 Iris	21 Hairdresser 09 To PK Room one on one social engagement 10 To 04 Room visit Ukrainian Cultural Video 10:30 To 11 Iris Chi Ball 11 To 11:30 Iris Bingo 02:30 To 03:30 PK Room	22 one on one social engagement 10 To 04 Room visit Walking Group 10:30 To 11:15 Meet in Foyer Cultural dance Video 02:30 To 03:30 Iris Bocce 02:30 To 03:30 Pergola	23 one on one social engagement 10 To 04 Room visit Polish Cultural Video 10:30 To 11:30 Iris Special Events 10:30 To 11:30 Cafe Music and Movement 10:45 To 11:15 PK Room Movie Afternoon 02 To 03:15 Iris Pamper Group 02:30 To 03:30 PK Room	24 one on one social engagement 10 To 04 Room visit Prayer Group 11:30 To 12 PK Room mosaics 01:30 To 03:30 Sunflower Ukrainian Cultural Video 02 To 03 Iris Bingo 02:30 To 03:30 PK Room	25 one on one social engagement 10 To 04 Room visit Bingo 02 To 03 PK Room	26 one on one social engagement 10 To 04 Room visit Songs Of Praise on ABC TV 11 To 12 Room visit
27 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 PK Room Intergenerational Play Group 10:30 To 11:30 PK Room Croatian Cultural Video 11:30 To 12 Iris Cooking 02 To 03:30 PK Room	28 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 Ukrainian Cultural Video 10:30 To 11 Iris Bingo 02:30 To 03:30 PK Room	29 one on one social engagement 10 To 04 Room visit Magical Moments - Beauty Hour 10:30 To 11:30 Room visit Scategories 02:30 To 03:30 PK Room Cultural dance Video 02:30 To 03:30 Iris	30 one on one social engagement 10 To 04 Room visit Gardening 10:30 To 11:30 Veggie Garden Music and Movement 10:30 To 11 Iris Mens Group 02:30 To 03:30 PK Room	31 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		

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

Gladys and Pearl experience Halloween

When October crept in, the wardrobe gave a mischievous cackle and puffed out a curl of pumpkin-spice-scented smoke. Gladys tilted her head.

“Another adventure?” Pearl asked, slipping a knitted scarf around her neck.

“Halloween,” Gladys declared with a wink. “I’ve always wanted to see it done properly.”

With a shiver of cobweb lace, the wardrobe whisked them into a twilight street lined with glowing jack-o’-lanterns. Children darted from house to house in costumes—witches, pirates, and tiny vampires—calling out for sweets.

Gladys and Pearl strolled beneath lanterns shaped like bats and ghosts, pausing as a kindly neighbour pressed caramel apples into their hands. The air was rich with the scent of toffee and woodsmoke.

They admired haunted-house displays, complete with rattling chains and glowing skeletons. At the village square, a fiddler played lively tunes while dancers in masks twirled, their shadows flickering in torchlight.

Pearl laughed as she joined a circle of children bobbing for apples, while Gladys clutched a bag of candy corn and toffees.

When the moon rose high, fireworks crackled in orange and violet bursts across the sky.

"Spooky, but beautiful," Pearl whispered.

Gladys grinned. "The wardrobe does have a sense of fun."

The hinges gave a playful creak in reply.



We want your Feedback!

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

Feedback & Complaints



St Anna's Aged Care

Men's Group Survey



QUOTE OF THE MONTH



*“October drapes the world
in gold and shadow,
teaching us beauty lives in
every ending.”*

TRIVIA

Did you know that the month of October comes from the Latin *octo*, meaning “eight”?

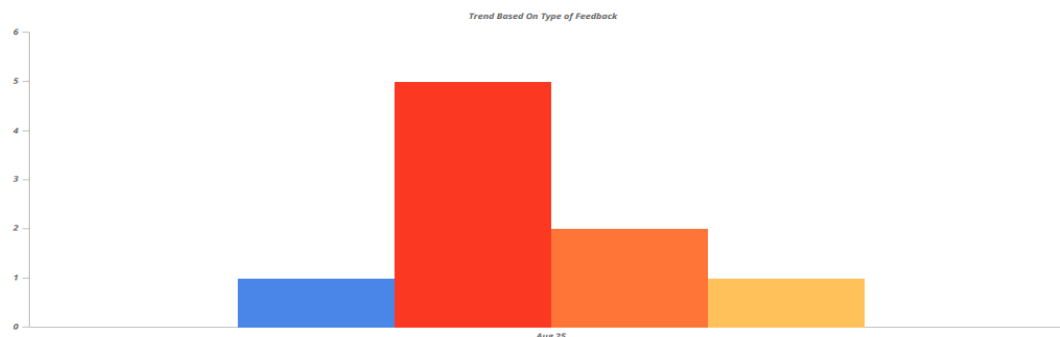
In the original Roman calendar, October was the eighth month in the original Roman lunar calendar. The month is known for Halloween, which has Celtic roots in the festival of Samhain, and features pumpkins, traditionally carved from turnips before pumpkins became popular.

- **Zodiac Sign:** Libra
- **Birthstone:** Opal and Tourmaline
- **Birth Flowers:** Marigold

Colouring Activity:



Month in Review



Compliments	5
Complaints	2
Comments	1
Improvement Opportunity	1
Comment	
1xRC – Resident representative- mums room has been messy with blinds shut, clothes and shoes not put away and dishes not removed in a timely fashion	
Compliment	
1x RC – Resident- Positive food feedback, the stuff capsicums have been very good, and a request for kitchen to trial Vegeta seasoning.	
1xRC- Resident- The Look of the Café is very nice. It's warm and inviting. It's nice to have a space to sit.	
1x RC – Resident Representative- daughter is appreciate the care given - everyone has been truly wonderful in their compassion and care. A special mention of the night staff who were very busy yet still worked gently and kindly towards mum all night.	
1x RC- Resident- Resident is really enjoying his time here at St Anna's. He enjoys the soups; the staff are friendly and helpful. He likes dining in Iris dining room with the other gentlemen.	
1x RC- Resident Representative- Very happy with the care mum received and the personal touches to support the palliative and EOL care at St Annas. Specifically, the lavender diffuser and the gentle cultural music played	
Complaint	
1xRC- Staff- Workload	
1x RC- Staff- staff using Poppy kitchenette for personal use, night staff not setting up breakfast trays, care staff not being present during breakfast service, night staff/ morning staff not preparing residents early breakfast before breakfast starts.	
Improvement Opportunity	
1x RC- Daughter- staff not wearing name badges and not referring to resident by name but rather 'She'	

Thank you for your Feedback.
We have included a Feedback Form on the last page.

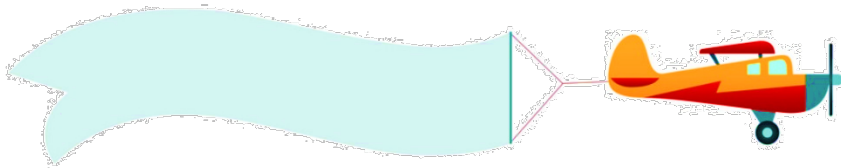
Please feel free to tear out and place in one of the new feedback boxes next to the Café and Iris Notice Board or give to a staff member.



FOR THE MONTH OF OCTOBER!

**Marie Iles
Teresa Dunn
Lois Potts
Sandra Davis
Ray Kastratovic**

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

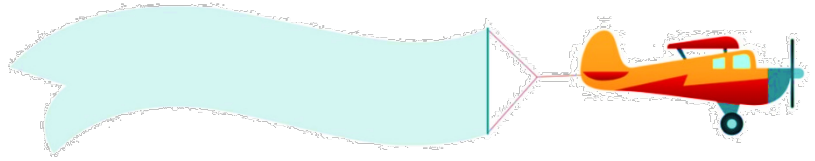
Volunteers are often the glue that holds a community together. Volunteering allows you to connect with your community and make it a better place. Helping with even the smallest task can make a real difference to the lives of our residents and St Anna's as an organisation.

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. Over the Weekend 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 26 - No peeking



Clues

- 1. My name starts with the letter "A"*
- 2. I enjoy horse-riding and singing*

Activity Collage



Activity Collage

September was a month full of fun and festivities!

Residents enjoyed a lively Show Week filled with show games, a clown and balloon show, miniature ponies, baby farm animals, and a friendly bake-off.

Laughter echoed through the facility as everyone took part in the joyful activities.

We also celebrated Father's Day and the AFL Grand Final with shared lunches, bringing everyone together in good cheer.

Creative hands got busy with our new paper mâché craft sessions, and the kitchen smelled delicious as we baked homemade pesto pinwheels.





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

***Answers on page 26- No peeking**

Quiz for September

1. What does the name October mean in Latin?

- a) Ten
- b) Eight
- c) Harvest
- d) Autumn

2. Which season is October part of in Australia?

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

3. Which tree is famous for its purple blossoms in October, especially in Queensland and New South Wales?

- a) Wattle
- b) Jacaranda
- c) Eucalyptus
- d) Banksia

4. Which popular celebration takes place on October 31st?

- a) Easter
- b) Halloween
- c) Labour Day
- d) Christmas

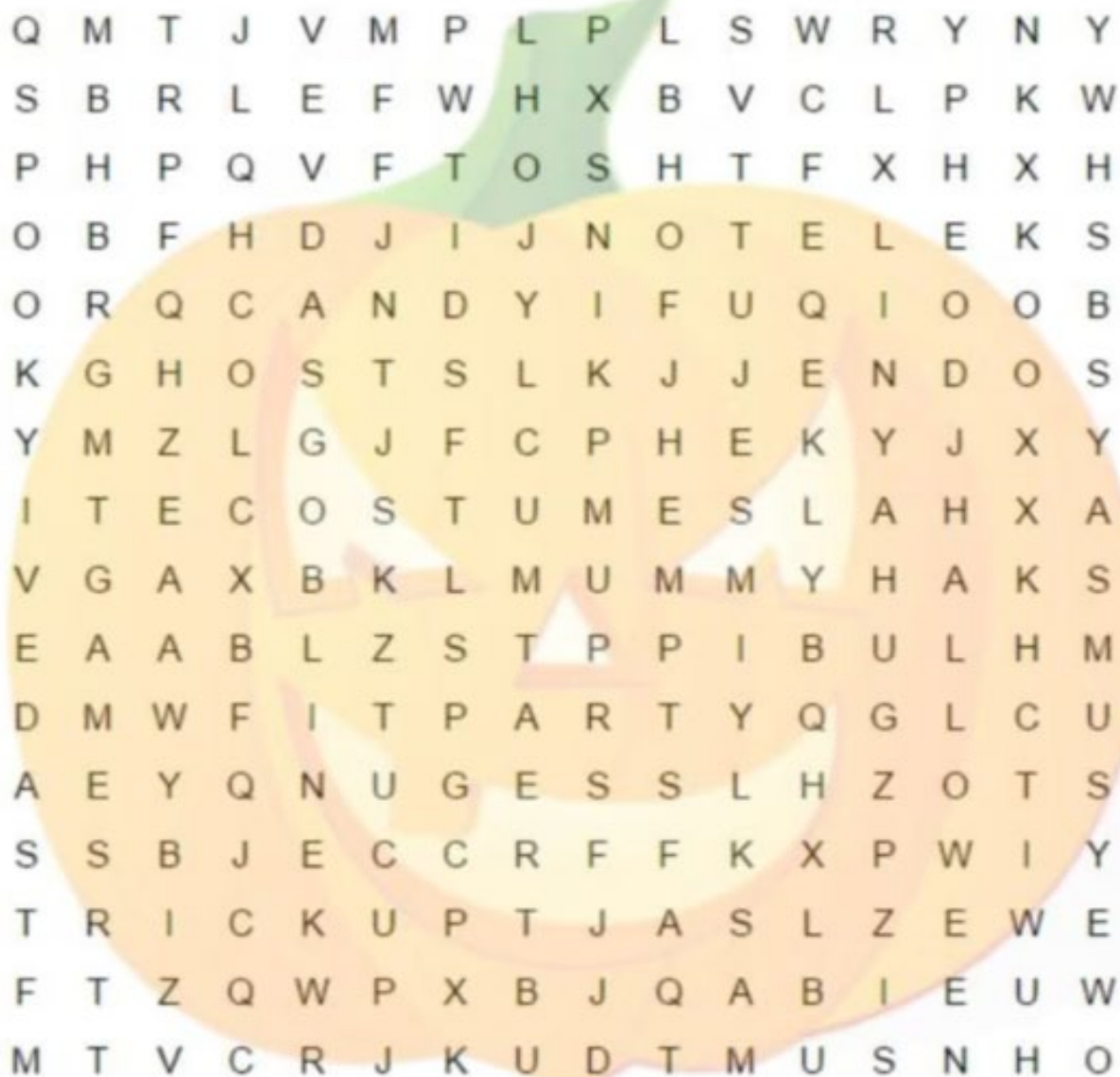
5. Which gemstone is the birthstone for October?

- a) Opal
- b) Amethyst
- c) Diamond
- d) Topaz

***Answers on page 26- No peeking**

Word Search

Halloween Word Search



BOO
GAMES
HALLOWEEN
PARTY
SPOOKY
WITCH

CANDY
GHOSTS
MASK
PUMPKINS
TRICK

COSTUMES
GOBLIN
MUMMY
SKELETON
TREAT

Who Am I? Quiz

ANSWERS

Guess Who -- "AMY" -
Wellness



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

OCTOBER QUIZ ANSWERS

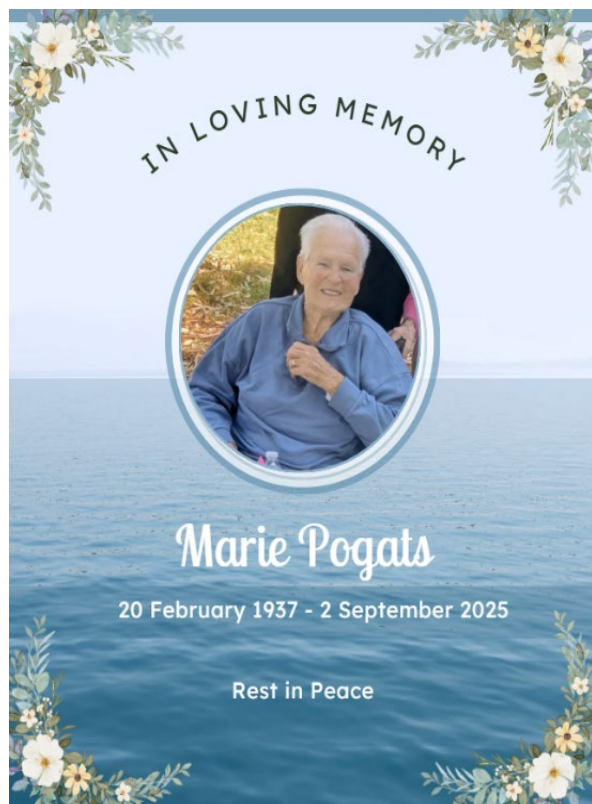
1. b) Eight
2. d) Spring
3. b) Jacaranda
4. b) Halloween
5. a) Opal

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.



In Memory



Happy Birthday Reggie



Happy Birthday Reggie!
Here's to 70!



RESIDENT MEETING MINUTES

Tuesday 2nd September 2025 at 2.30pm



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)

Mandy Somers (Director of Clinical Services)

Athin Christou (OT)

Isabella Fazzalari (Hospitality and Environment Manager)

Jock Malinowski (Ukrainian Interpreter and Board member)

2. Present

As per attached sheet

3. Apologies

Amy Somers (Lifestyle) and as per attached sheet

4. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 5th August 2025 were read.

Item 10 – Clinical – “*The magazine “Ageing Australia” has visited St Anna’s RCF to review the timely implementation of the new clinical service software.*” This item is to be reviewed and amended.

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** – the van has been purchased and is now located at St Anna's RCF. At present the South Australian registration of the van is taking place and the signwriting is being attended to.
- b. **Sunflower Dining area** – this has now been converted into a multi-purpose family room which is to be used for the gathering of families and Residents.
- c. **Café** – this is now complete and can be utilised. This café will be promoted in the coming weeks with a specific opening date to be advised.
- 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. It is hoped that Board member photographs can also be included.
- e. **New Standards** – all updates have now been advised through the newsletter.
- f. **Aboriginal artwork** – Lifestyle is in contact with Auntie Irene who will contact the Facility once she has drafted a design.
- g. **St Anna's RCF history** – this information has been included in the newsletter as part of St Anna's Day.
- h. **Implementing of QR codes throughout the Facility** – this has now been completed however continuous updates will be required.

Food and Menu/Hospitality

The transition to two dining areas has now been completed. However, an issue was brought to the meeting that a Resident has concerns about being forgotten in a particular dining area when meals are being served. This will be followed up with staff.

Currently the drinks menu to be offered to Residents who have chosen wine as an additional service is being attended to. A sample of the menu was handed to all Residents in attendance. Staff are being trained at present, and an email will be distributed to all Residents/representatives reminding them of the provision of wine as an additional service. If a Resident requests a glass of wine, and the particular Resident has not taken up wine as an additional service, a fee will be included on their monthly invoice.

The annual City of Charles Sturt Council audit for the kitchen has been scheduled to take place at the end of the month.

The Chef is currently working on the summer menu. This summer menu will be discussed at the next Resident Food meeting. Any feedback would be appreciated.

A new company has been contracted to provide linen to the Facility and this will commence from the 29th September.

A discussion took place as to whether general waste/recyclable bins should be on display so that they are accessible to everyone throughout the Facility. This item to be discussed further at the next meeting.

6. Maintenance

As a result of feedback received Hospitality Manager, Isabella, is awaiting a quote for a blind in a dining area.

It has been noted that the Government is providing grants to assist with the reduction of energy costs, lighting and solar panels. The Organisation has applied for a grant and is awaiting the outcome.

7. Feedback complaints and praise

Compliments, complaints and feedback for the month of August 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 August –

- **Home Care**

- Compliment regarding the admission process

- **Residential**

- Suggestion to either remove or fix the broken coffee machine in the staff room – **action taken** coffee machine fixed and has now been set up in the Peter Kurko room
- Compliment provided regarding the care received by a student staff member
- Compliment received from a daughter regarding the care and kindness from staff
- Compliment received that the café is a good idea and the family member is looking forward to being able to sit with a coffee in that space
- Complaint received about having to move to another dining area
- Compliment from a staff member received regarding a lifestyle team member

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.

8. Legislative changes

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

9. Clinical

The monthly care statements for all Residents will be finalised this week with Residents receiving both July and August Statements at the end of the week. Feedback from Residents/representatives/families on these Statements would be appreciated. Alternatively, if a Resident/representative does not wish to receive this monthly Statement please advise the clinical staff.

Currently staff are attempting to incorporate the lifestyle data into the clinical software.

10. Lifestyle Programs

- **Newsletter** – the revised smaller August newsletter has been provided to all Residents. A survey will be distributed to Residents for their feedback on this newsletter within the next few weeks. All other information will be provided quarterly to Residents if feedback received regarding the current revised newsletter is positive. A suggestion was that perhaps an Activity Book could be provided rather than activities being included in the newsletter every month. This is ongoing.
- **Daffodil Day** – shared lunch - all who attended enjoyed this luncheon.
- **Accordionist and Soprano entertainment** – this entertainment was very enjoyable.
- **Men's Group survey** – feedback is required. A discussion was had and various activities were suggested. It was thought that perhaps this could be discussed in more detail at the upcoming Consumer Advisory Body meeting.
- **Father's Day** – a shared luncheon has been arranged.
- **Show Week** – various activities will be occurring throughout the week including Old McDonald's Farm, bake off, magic show, show games and afternoon tea. A baby pony will be visiting the Facility next week.
- **Garden** – is currently being attended to and a visit to Virginia Nursery for some Residents will be arranged.

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.

11. Continuous Improvement

A quote for a cabinet to be installed in the old café has been requested. The thought is that this area could be set up as a small shop for Residents to purchase chocolates, chips, biscuits etc.

12. Education and Information Sharing

It has been suggested that a morning tea be arranged for Residents to meet and greet the new on-site pharmacist. Residents may be interested in receiving information and/or learning about certain medications.

If this is successful perhaps other information sessions could be arranged.

13. Consumer Advisory Body Committee

The next meeting is scheduled to take place on the 1st October 2025 at 10 a.m. All Residents are invited. Work is progressing on the items that were discussed at the April meeting.

14. 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: October 2025

Meeting closed at 3.34pm



Residential Care Facility

Feedback, Compliment, Improvement
and Complaint Form



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

We welcome your feedback as opportunities for improvement

Date: ____/____/____ Name: _____

☐ Resident ☐ Family/Friend ☐ Visitor ☐ Other: _____

Please indicate if you require feedback: ☐ Yes ☐ No

If yes, the mode of correspondence: ☐ Meeting ☐ Phone ☐ Email ☐ Letter

Contact details (if required): _____

Feedback/Improvement/Complaint/Compliment:

Do you have any suggestions for improvement?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

1. We will contact you to acknowledge receipt of your form (if your name and contact details have been provided)
2. Once we have received your form, the CEO and Management registers and actions all feedback, improvement, complaints and compliments via our secure and confidential online portal Ideagen CompliSpace. This ensures transparency and optimises the complaints, feedback, compliments and opportunity for improvement process, ensuring better outcomes and quality care that enhances the lives of all residents here at St Anna's.



**A Place
with a Heart**