

# **NEWSLETTER**

## **January 2026**



Dear Residents,

Happy New Year, and welcome to 2026!

The start of a new year is always a wonderful time to reflect on where we've been and look forward to what lies ahead. As I write this message, I feel incredibly grateful for the warmth, resilience, and community spirit that continues to define our home.

Over the past year, we've celebrated many milestones together — from joyful birthdays and cultural events to quiet moments of kindness shared between residents, families, and our dedicated team. It's these everyday connections that remind us of the power of community and the importance of feeling seen, heard, and valued.

Looking ahead, we are excited to continue strengthening the things that matter most: quality care, respect for your choices, and the feeling of genuine belonging. In 2026, we'll be introducing some new initiatives designed to support wellbeing, enhance social activities, and keep our community vibrant and connected. We'll also continue listening to your feedback and ideas — because your voice helps shape the care and services we provide.

To our residents: thank you for the trust you place in us every day. To your families and loved ones: thank you for your ongoing support and partnership. And to our staff: your dedication, compassion, and commitment do not go unnoticed — you are the heart of our service.

I hope this year brings many opportunities for joy, comfort, friendship, and discovery. On behalf of our leadership team and everyone across our organisation, I wish you a happy, healthy, and fulfilling 2026.

Warmest wishes

Amanda

CEO

# St Anna's Socials!



*St Anna's Website*



*St Anna's Facebook*



*St Anna's Instagram*



*Scan the barcode using your phone!*

# "Your Information Corner"



## *Whistleblower Program – Simple Guide*

### **Our Promise**

St Anna's wants to act honestly and follow the law.

If something serious goes wrong, we want you to feel safe to speak up.

### **What Is Whistleblowing?**

Whistleblowing is when you report serious wrongdoing, such as:

- abuse or serious incidents
- unsafe or illegal behaviour
- breaking aged-care laws
- dishonest or improper behaviour

This is not for everyday complaints.

It is only for serious concerns.

### **Who Can You Tell?**

You can report your concern to:

- a staff member
- the CEO
- the Aged Care Quality and Safety Commissioner

You can speak to them in person or in writing.

### **Your Safety and Rights**

If you report a serious concern:

- Your name will be kept private.
- You cannot be punished, bullied, or treated badly for speaking up.
- If anyone treats you unfairly, it will be dealt with seriously.

### **What We Do with Your Report**

We will:

1. Listen
2. Look into the issue
3. Take action if needed

Everyone involved will be treated fairly.

### **Easy Access**

This program is written to be clear and simple for residents, families, staff, and carers.

A copy of our full Whistleblower Policy is also on our website.

### **Why We Have to Do This**

The law requires aged-care services to protect people who report serious wrongdoing.

We follow all these laws to keep everyone safe.

# Hospitality News

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

1. Ukrainian Choir- January 4<sup>th</sup>
2. Australia Day Shared Lunch- January 22<sup>nd</sup>



## **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

**1:30pm**   ●   **February 3<sup>rd</sup>**   ●   **PK Room**  
*(Before Resident Meeting)*

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

# Resident Invitation



## CROATIAN MORNING TEA

PLEASE COME FOR COFFEE  
AND CAKE EVERY FIRST  
WEDNESDAY OF THE MONTH  
AT 10:00AM  
WHERE: PK ROOM



## St Anna's Aged Care -

Main Calendar  
Weekly Activity Program

Monday 29/12/2025	Tuesday 30/12/2025	Wednesday 31/12/2025	Thursday 01/01/2026	Friday 02/01/2026	Saturday 03/01/2026	Sunday 04/01/2026
10:30 am - 11:00 am Music and Movement chair exercise Iris	10:45 am - 11:15 am Chi Ball Iris	10:30 am - 11:00 am Balloon Tennis Iris	09:30 am - 5:00 pm New Years Day	10:30 am - 11:30 am Croatian Cultural DVD Iris	2:00 pm - 3:00 pm Bingo PK Room	11:00 am - 12:00 pm Songs of Praise on ABC Room Visit
10:30 am - 11:30 am Gardening Veggie Garden	11:30 am - 12:00 pm Ukranian Cultural Video Iris	11:15 am - 12:00 pm Cultural Dance Video Iris	10:30 am - 11:30 am Polish Cultural Dance Video Iris			1:30 pm - 2:15 pm Ukrainian Choir - Fr Eugene PK Room
11:30 am - 12:00 pm Croatian Cultural Video Iris	2:30 pm - 3:30 pm Bingo PK Room	2:30 pm - 3:30 pm Magician Show Iris	12:00 pm - 11:59 am Public Holiday			
2:00 pm - 3:30 pm Craft PK Room		3:30 pm - 4:00 pm Happy Hour Iris				

< January 4<sup>th</sup> Ukrainian  
Choir with Fr. Eugene  
@1:30pm in PK Room >

## St Anna's Aged Care -

## Main Calendar

## Weekly Activity Program

Monday 05/01/2026	Tuesday 06/01/2026	Wednesday 07/01/2026	Thursday 08/01/2026	Friday 09/01/2026	Saturday 10/01/2026	Sunday 11/01/2026
10:30 am - 11:00 am Music and Movement chair exercise Iris	09:30 am - 12:00 pm Hairdresser Pk Room	10:15 am - 11:15 am Cultural Dance Video Iris	10:00 am Pet Therapy Room Visit	10:30 am - 11:30 am Cultural Dance and Music DVD Iris	2:00 pm - 3:00 pm Bingo PK Room	11:00 am - 12:00 pm Songs of Praise on ABC Room Visit
11:30 am - 12:00 pm Croatian Cultural Video Iris	09:30 am - 2:30 pm Coles online Shopping Room Visit	10:30 am - 11:15 am Walking Group Meet at foyer	10:45 am - 11:15 am Music and Movement Chair Yoga Iris Lounge	11:30 am - 12:00 pm Prayer Group PK Room		
2:30 pm - 3:30 pm Bocce Pergola	10:30 am - 11:00 am Chair Exercise Iris	2:30 pm - 3:30 pm NeuronsVR PK Room	11:15 am - 12:00 pm Polish Cultural Video Iris	2:30 pm - 3:30 pm Movie Afternoon Iris		
	11:30 am - 12:00 pm Ukrainian Cultural Video - Iris Iris		2:30 pm - 3:30 pm Virtual Quiz PK Room	2:30 pm - 3:30 pm Bingo PK Room		
	2:30 pm - 3:30 pm Bingo PK Room					

## St Anna's Aged Care -

## Main Calendar

## Weekly Activity Program

Monday 12/01/2026	Tuesday 13/01/2026	Wednesday 14/01/2026	Thursday 15/01/2026	Friday 16/01/2026	Saturday 17/01/2026	Sunday 18/01/2026
10:30 am - 11:00 am Music and Movement chair exercise Iris	10:45 am - 11:15 am Chi Ball Iris	10:00 am - 11:30 am Croatian Morning Tea PK Room	10:30 am - 11:30 am Gardening Veggie Garden	10:30 am - 11:30 am Cultural Dance and Music DVD Iris	2:00 pm - 3:00 pm Bingo PK Room	11:00 am - 12:00 pm Songs of Praise on ABC Room Visit
11:30 am - 12:00 pm Croatian Cultural Video Iris	11:15 am - 12:00 pm Ukrainian Cultural Video Iris	10:15 am - 11:15 am Cultural Dance Video Iris	11:15 am - 12:00 pm Polish Cultural Video Iris	11:30 am - 12:00 pm Prayer Group room visit		
2:00 pm - 3:30 pm Cooking PK Room	2:30 pm - 3:30 pm Bingo PK Room	10:30 am - 11:15 am Walking Group Meet at foyer	2:30 pm - 3:30 pm Scategories PK Room	2:30 pm - 3:30 pm Movie Afternoon Iris		
2:30 pm - 3:30 pm Choir - Sing along Iris						

# St Anna's Aged Care -

## Main Calendar Weekly Activity Program

Monday 19/01/2026	Tuesday 20/01/2026	Wednesday 21/01/2026	Thursday 22/01/2026	Friday 23/01/2026	Saturday 24/01/2026	Sunday 25/01/2026
10:30 am - 11:00 am Music and Movement chair exercise Iris	09:30 am - 2:30 pm Coles Online Room Visit	10:15 am - 11:15 am Cultural Dance Video Iris	10:30 am - 11:30 am Polish Dance /Music DVD Iris	10:30 am - 11:30 am Cultural Dance and Music Iris	2:00 pm - 3:00 pm Bingo PK Room	11:00 am - 12:00 pm Songs of Praise on ABC Room Visit
11:00 am - 11:30 am Croatian Cultural Video Iris	10:45 am - 11:15 am Chi Ball Iris	10:30 am - 11:15 am Ukrainian Catholic Service Pk Room	12:30 pm - 1:30 pm Shared Lunch - Australia Day PK Room	11:30 am - 12:00 pm Prayer Group PK Room		
2:00 pm - 3:30 pm Craft PK Room	Ukrainian Cultural Video Iris	10:30 am - 11:15 am Walking Group Meet at foyer	2:30 pm - 3:30 pm Mens Group PK Room	2:00 pm - 3:00 pm Movie Afternoon Iris		
	2:30 pm - 3:30 pm Bingo PK Room	2:30 pm - 3:30 pm Choir PK Room		2:30 pm - 3:30 pm Bingo PK Room		

## St Anna's Aged Care -

Main Calendar  
Weekly Activity Program

Monday 26/01/2026	Tuesday 27/01/2026	Wednesday 28/01/2026	Thursday 29/01/2026	Friday 30/01/2026	Saturday 31/01/2026	Sunday 01/02/2026
10:30 am - 11:00 am Music and Movement chair exercise Iris	09:30 am - 12:00 pm Hairdresser PK Room	10:30 am - 11:00 am Balloon Tennis Iris	10:30 am - 11:00 am Quoits Iris	10:30 am - 11:30 am Ukrainian Dance / Music Iris	2:00 pm - 3:00 pm Bingo PK Room	11:00 am - 12:00 pm Songs of Praise on ABC Room Visit
11:30 am - 12:00 pm Croatian Cultural Video Iris	09:30 am - 2:30 pm Coles Online Shopping Room visit	11:15 am - 12:00 pm Cultural Dance Video Iris	11:30 am - 12:00 pm Iris Croatian Dance / Music DVD	11:30 am - 12:00 pm Prayer Group PK Room		
2:00 pm - 3:30 pm Cooking PK Room	10:45 am - 11:15 am Chi Ball Iris	2:30 pm - 3:30 pm Choir - Sing along PK Room	2:30 pm - 3:30 pm Netflix - Movie Iris	2:30 pm - 3:30 pm Bingo PK Room		
	11:30 am - 12:00 pm Ukrainian Cultural Video Iris		2:30 pm - 3:30 pm NeuronsVR PK Room			
	2:30 pm - 3:30 pm Bingo PK Room					



## ***Gladys and Pearl's Australian New Year Adventure***

*The wardrobe hinges had barely settled after Christmas when they buzzed with a sound like champagne bubbles.*

*Gladys squinted. "Well, that's new."*

*Pearl sniffed. "Is that... barbecue smoke?"*

*A burst of citrus confetti shot out as the doors flew open.*

*"New Year in Australia!" Gladys declared, her hat now sparkling like tiny fireworks.*

*The wardrobe whisked them to a lively foreshore where families picnicked under a warm evening sky. Children waved glow sticks, and teens spun colourful LED poi. The harbour shimmered as the sun set.*

*A long table decked with streamers overflowed with seafood, watermelon, salads, and lamingtons. Pearl accepted a cup of tropical punch from a man in a sequined star hat. "It's like a celebration," she whispered, "but summer-fresh."*

*Nearby, a busker led a cheerful group singing "Auld Lang Syne," while a giant inflatable countdown clock bobbed beside an esky. Gladys and Pearl decorated a kite shaped like a rising sun and sent it soaring to delighted cheers.*

*As twilight deepened, glow sticks lit the grass like scattered constellations. People settled in to wait for midnight.*

*Pearl sighed contentedly. “A warm New Year—imagine that.”*

*Gladys grinned. “The wardrobe always knows how to surprise us.”*

*Behind them, it appeared on the grass, hinges ticking like a countdown.*

*“Well,” Pearl said, smiling, “I’m happy to follow wherever it celebrates.”*

*Gladys raised her cup. “To new beginnings and fireworks over the harbour.”*

*The wardrobe gave a pleased shiver just as the first brilliant burst lit the sky—ready, as always, for its next adventure.*



# 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

## QUOTE OF THE MONTH



***"January is the month of new beginnings—take a deep breath and start again."***

## TRIVIA

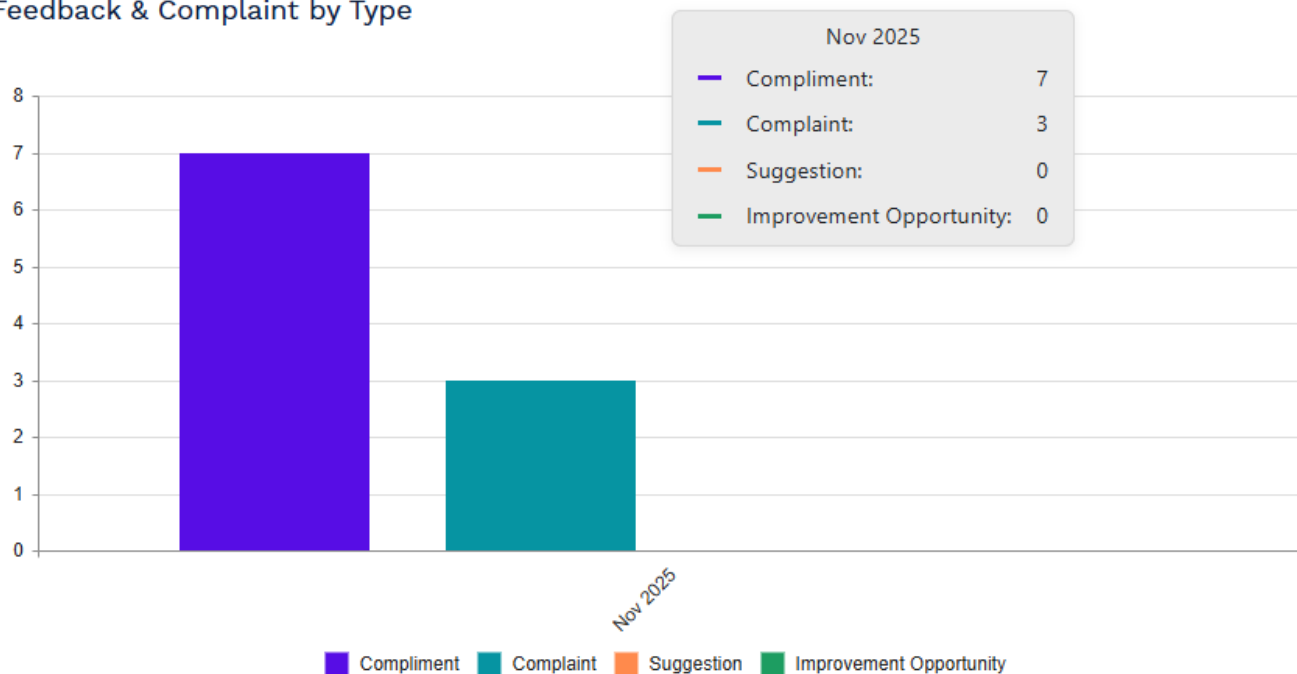
Did you know that January is named after Janus, the Roman god of doors and beginnings? Janus is often depicted with two faces—one looking back at the past and the other looking forward to the future, symbolising transition and fresh starts. January marks the beginning of the new year and is widely associated with resolutions, reflection, and new goals. In Australia, January is also known for warm summer days, beach trips, school holidays, and community celebrations such as Australia Day.

## Colouring Activity:



# Month in Review

Feedback & Complaint by Type



<b>Complaints</b>	<i>Residential Facility- Staff -PCW Staff not telling RNs re changes to residents preferences so HDS can be updated</i>
	<i>Residential Facility- Resident complaint about GP</i>
	<i>Residential Facility- Family Complaint about Podiatrist</i>
<b>Compliments</b>	
	<i>Residential Facility- Food resident loved the lunch on the 27<sup>th</sup>.</i>
	<i>Home Care- Client -staff on their absolute brilliant job at the Home Care Christmas party.</i>
	<i>Home Care- Client- Re meeting with staff easy to understand and speak with.</i>
	<i>Residential Facility- External contractor re HSM taking the time to show another provider around.</i>
	<i>Residential Facility- Family Care and services for resident</i>
	<i>Residential Facility Family - from daughter regarding the care and services</i>
	<i>Residential Facility Family- Care and Support Palliative Care</i>

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

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



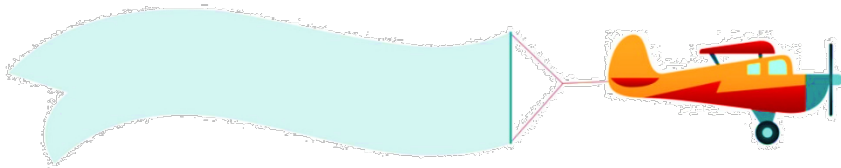


**FOR THE MONTH OF JANUARY!**

**Solveig Moody**



# 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

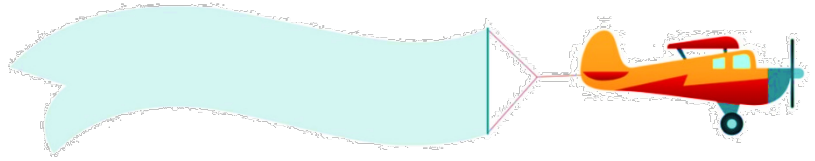
Volunteers are often the glue that holds a community together. Volunteering allows you to connect with your community and make it a better place. Helping with even the smallest task can make a real difference to the lives of our residents and St Anna's as an organisation.

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](mailto:lifestyle@cubs.org.au) OR email [admin@cubs.org.au](mailto: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 29 - No peeking



## Clues

1. *My name starts with the letter "W"*
2. *English was not my first language*



# Activity Collage





# Activity Collage

This month, St Anna's residential facility enjoyed a wonderful period filled with connection, celebration, and joy. We started a monthly Croatian Morning Tea which the residents have been enjoying. Residents were delighted by the lively Copy Cats entertainment, who brought energy and laughter through dancing, music, and impressive lip-syncing that had everyone smiling and engaged. Adding a special cultural touch, a Ukrainian choir visited the facility and captivated residents with their beautiful harmonies and heartfelt performance, creating a warm and uplifting atmosphere. The festive spirit continued with a Resident Christmas shared lunch, where residents came together to enjoy roast turkey and perfectly cooked roast potatoes, a meal that was thoroughly enjoyed and quickly became a highlight for all involved. Finally, we had ACES Magic Show visit to finish off such a wonderful year.





# Activity Collage





# Sudoku

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

**\*Answers on page 29- No peeking**

# Quiz for January

**Which major holiday is celebrated on January 1st in Australia?**

- a) Easter
- b) Christmas
- c) New Year's Day
- d) Australia Day

**Which Australian public holiday is celebrated on January 26th?**

- a) Anzac Day
- b) Australia Day
- c) Labour Day
- d) Queen's Birthday

**Which season does January fall into in Australia?**

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

**What is a common summer activity in Australia during January?**

- a) Skiing
- b) Beach outings
- c) Snowboarding
- d) Apple picking

**Which fruit is especially popular in Australia during January?**

- a) Cherries
- b) Oranges
- c) Apples
- d) Grapes

**\*Answers on page 29- No peeking**



# Word Search



## Who Am I? Quiz

### ANSWERS

**Guess Who -- "WAYNE" -  
Head Chef**



### SUDOKU ANSWERS

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

### JANUARY QUIZ ANSWERS

- c) New Year's Day
- b) Australia Day
- c) Summer
- b) Beach outings
- a) Cherries

# Betty's Prayer



There lived within a country town  
a dear old dame named Betty Brown.

Her cottage was not very big.  
But there she kept her cow and pig,  
On Sunday she would haste away  
To hear the pastor preach and pray,  
In him her faith was firm and strong.  
Her pastor could not nothing wrong.

When she was taken ill one day,  
She sent for him to read and pray.  
Next morn a neighbour came and said  
"I've just popped round to make your bed.

But oh! you look quite well again!  
What did you take to ease your pain?"

"Nothing" said Betty, "I declare  
It must have been the pastor's prayer!"

The sickness then fell on Betty's cow.  
"It's queer", said she "but anyhow,  
I'll fetch the pastor, that I will  
and tell him my poor cow is ill"

"Oh sir", she said, "do come just now  
and say a prayer for my poor cow".

The pastor knew not what to do  
Praying for cows was something new.

But as she put him to the test,  
He promised he would do his best.  
He thought the cow was nearly dead,  
But, leaning over it, he said.

"Oh, Poor old beast, you look so bad,  
Your poor old Missus looks so sad  
If you live, you live, if you die, you do,  
and that will be the end of you."

The cow got well, the good old dame,  
Went off to church when Sunday came  
To tell the pastor how his prayer  
Had cured the cow and eased her care.



That day the pastor caught a chill  
Which made him feel extremely ill.  
A violent cough which shook his frame  
and in his throat an abscess came.

The doctor said unless it broke  
He most decidedly would choke  
His tender wife was in despair.  
She nursed him with the greatest care.

Now, when poor Betty heard the news.  
She quickly donned her Sunday shoes,  
Her bonnet and her Sunday shawl  
And at the house she made a call.

The servants they began to grin  
Of course, they would not let her in.  
The pastor heard the noise below.  
And then they said she wouldn't go.

"Then let her in", was his reply  
"I'll see poor Betty before I die".  
When Betty reached the pastor's bed.  
She gently coughed and then she said.

"I can't pray much, I don't know how,  
but when you prayed for my poor cow,  
I learned that prayer and now I'll pray  
And this is what I mean to say.

Oh! Poor old beast, you look so bad,  
Your poor Old Missus looks so sad.  
If you live, you live, if you die you do,  
and that will be the end of you."

The pastor laughed enough to choke  
And all at once his abscess broke.  
He felt no pain, his throat was clear,  
And he had nothing else to fear.

And then he told his gentle wife  
How Betty's prayer had saved his life.  
Good luck to Betty and her cow -  
She beat the doctors anyhow!





## Colouring in activity:

*Colouring is a healthy way to relieve stress. It calms the brain and helps your body relax. This can improve sleep and fatigue while decreasing body aches, heart rate, respiration, and feelings of depression and anxiety. Please enjoy our colouring activity.*



# RESIDENT MEETING MINUTES

Tuesday 2<sup>nd</sup> December 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)

Athin Christou (Wellness and Technology)

Isabella Fazzalari (Hospitality and Environment Manager)

Jock Malinowski (Ukrainian Interpreter and Board member)

Amy Somers (Lifestyle)

Yemi (Wellness Carer)

**Guest speaker Jillian - Dietician was welcomed to the meeting**

## 2. Dietician presentation

Jillian - Dietician introduced herself and advised all in attendance that she attends St Anna's RCF once a week in her role as a Dietician.

Jillian presented to the meeting the importance of nutrition and hydration for older people and addressed factors that impact these needs such as frailty, falls and chronic health conditions. Jillian also informed Residents in attendance about the framework for thickened liquids and texture modified foods including the nutrition implications for older people who may be prescribed these diets. Jillian works with kitchen staff to inform them as to how to treat a range of health conditions with nutrition and to understand how nutrition affects the body, providing expert nutrition and dietary advice.

## 3. Present

As per attached sheet

## 4. Apologies

Amanda Birkin (CEO) and as per attached sheet

## 5. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 7<sup>th</sup> October 2025 were read. These Minutes were accepted by Joanne Ross; seconded by Maureen .....

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.

## 6. Outstanding business from previous Minutes

6.1. **Bus trips** – trips will be arranged in the New Year

6.2. **Sunflower Lounge/Theatre room** – new couches have been ordered and are awaiting delivery. A new television will be sourced

6.3. **Identification Tree** – This is ongoing

6.4. **Aboriginal artwork** – Lifestyle is in contact with Auntie Irene who will contact the Facility once she has drafted a design

6.5. **Acknowledgement to Country** – a St Anna's RCF Acknowledgement to Country was presented to the meeting by Isabella Fazzalari

A discussion was had regarding this Acknowledgement to Country and all agreed that Auntie Irene will be asked to provide some assistance to St Anna's RCF regarding this.

## **7. Food and Menu/Hospitality**

The Food Committee has met with Chef Wayne regarding the summer menu. When this menu proceeds Resident feedback will be required.

A reminder was given that an all day snack menu is also provided for Residents.

It was brought to the meeting that a space can be provided for Residents who would like to host their family/friends at St Anna's RCF.

Family members are also welcomed for Christmas lunch.

New furniture has been ordered and is awaiting delivery.

## **8. Maintenance**

A reminder was given that any new electrical appliances are required to be test and tagged by Maintenance staff.

## **9. Feedback complaints and praise**

Compliments, complaints and feedback is noted in the Facility newsletter. Actions taken in relation to complaints are now also provided in the newsletter.

A concern was raised regarding an anonymous complaint. A discussion was had and all were advised that as it was an anonymous complaint it was felt that the St Anna's RCF community should be made aware via the St Anna's RCF newsletter.

A compliment was brought to the meeting regarding the care and attention given by St Anna's RCF Care workers. It was thought that "Care worker of the month" should be reintroduced. One of the Residents put forward as the first "Care worker of the month" Care worker Namira.

It was brought to the meeting that certain Residents should be advised personally if they have been close to Residents who pass away. A suggestion was discussed as to whether a Memorial service/area/water feature would be beneficial to remember Residents who have passed. Consent is required by all Residents as to whether they would like Residents to be advised of their passing and Lifestyle have been asked to include this in their initial assessment forms.

All in attendance were advised that feedback complaints and praise forms can be found at Reception, in the Peter Kurko room and there is also an online form which can be found through the St Anna's RCF website or via the QR code found throughout the facility. All staff are available to assist with the completion of these forms and access to the QR code and if easier for a Resident any compliments/complaints or feedback can be written on a piece of paper and given to any staff member. All Residents are reminded that Jock Malinowski is the Resident representative and is available to speak to if anyone has any concerns compliments and/or comments. It is extremely important for any concerns to be brought to the attention of Management. All Residents are advised of all complaints and compliments via the Resident newsletter. All

feedback/complaints/compliments are taken to the Board. All feedback is taken seriously.

## 10. Legislative changes

The new Aged Care Act came into effect as of the 1 November 2025.

New AEG legislation is coming into effect on the 1 January 2026.

## 11. Clinical

All were advised that the gym is open to all Residents.

## 12. Lifestyle Programs

- **New aged care legislation** – acknowledged by a shared lunch and decorations in all areas
- **Melbourne Cup Afternoon Tea** – all who attended enjoyed this very much
- **Pharmacist Morning Tea** – all enjoyed meeting the Pharmacist who attends St Anna's RCF
- **Jack the Music Man** – this was "absolutely brilliant". A compliment given by a Resident.
- **Garden** – this has been established and Isabella Fazzalari and Resident Teresa were thanked for their input
- **November shared lunch** – celebration of monthly birthdays

## DECEMBER EVENTS

- **Copycats** – arranged for Wednesday 3<sup>rd</sup> December
- **Ukrainian Choir** – Saturday 6<sup>th</sup> December
- **Christmas lunch and dinner** – Residents are asked if they could advise whether they will be in attendance at St Anna's RCF or attending functions outside the Facility on Christmas Day. If an access taxi is required please advise Lifestyle
- **Newsletter** – this is still being worked on to improve the layout and presentation

## Programs

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

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

## 13. Continuous Improvement

As discussed throughout the meeting.

## 14. Consumer Advisory Body Committee

The next meeting is scheduled to take place in April 2026. All Residents are invited.

## 15. Other business

Athin Christou brought to the meeting that technology is being explored to enable the Resident meeting to be translated in real time on the television screen for Residents who find it difficult to hear.



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:** February 2025

Meeting closed at 3.45pm

## Feedback, Compliment, Improvement and Complaint Form



**St. Anna's**  
Residential & Home Care

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

**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:

[illegible]

Do you have any suggestions for improvement?

[illegible]

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**