

# NEWSLETTER

## November 2025



This month we have something very special to celebrate together. From **1 November 2025**, the **Aged Care Act 2024** officially begins. This marks the start of a brand-new chapter in aged care across Australia—one that has been carefully designed to put older people, your rights, and your choices right at the centre of everything.

For us at **St Annas**, this change feels like a celebration of the values we already hold close: dignity, respect, compassion, and care that truly honours each individual. The new Act strengthens these principles by setting out a clear **Statement of Rights for Older People**, and by ensuring that care is always safe, supportive, and guided by your voice. What does this mean for you? It means that your independence, your preferences, and your wellbeing continue to come first. It means that you will always be listened to, and that your choices—big and small—will guide the way we deliver care. It means that your life experiences and contributions are recognised and celebrated, not just by your families and loved ones, but also by the whole St Annas team who feel privileged to share this journey with you.

We know that aged care is about more than services and systems—it is about **relationships, trust, and community**. Here at St Annas, we see every resident as part of our family. We are proud to walk alongside you, sharing stories, laughter, challenges, and achievements.

The commencement of the new Act gives us an opportunity to pause and reflect on the importance of this bond, and to look ahead with hope and confidence.

I want to reassure you that St Annas is committed to not only meeting these

new standards but also embracing them as part of who we are. We will continue to grow and improve, guided by the belief that aged care should always be about celebrating life, respecting individuality, and creating a safe and welcoming home.

This is a moment of pride for all of us. Together, let's celebrate the beginning of a new era in aged care with a celebration cake on the 3<sup>rd</sup> of November.

Warmest wishes

Amanda Birkin

CEO



# St Anna's Socials!



*St Anna's Website*





*St Anna's Facebook*



*St Anna's Instagram*



*Scan the barcode using your phone!*

Dear Resident,

We want to let you know about some important changes that will start on **1 November 2025**.

From this date, the role of **Registered Supporter** will replace the current “authorised” or “regular” representative roles.

## What this means for you

- If you already have a representative (such as a family member or friend), they will automatically become your **Registered Supporter**.
- A Registered Supporter's role is to **help you** understand information, talk with My Aged Care, and support you when making decisions about your care and services.
- Your supporter will not automatically have legal decision-making power. You are still the main decision-maker about your care, unless you already have a legally appointed decision-maker (like a guardian or enduring power of attorney).
- The aim is to make sure **your voice and your preferences are at the centre** of all decisions about your care.

## Your choices

- You can continue to make your own decisions, with or without support.
- You can have more than one Registered Supporter, if you wish.
- If you don't want someone to continue in this role, they can opt out before **31 October 2025** by contacting My Aged Care.

## Support available

The Department of Health has created a **Registered Supporters Policy**, which explains how this role works and how it protects your rights. If you would like to read it, or if you would like us to go through it with you, please let us know.

## We are here for you

If you have questions or would like to talk about what this means for you, please ask.

Kind regards,

Amanda Birkin

CEO



# “Your Information Corner”

## New ‘Registered Supporter’ role

Every person has the right to make decisions about their life, including the support and services they receive from aged care. A significant change being introduced by the new Aged Care Act is that every older person is presumed to have the ability to make decisions regarding their own care.

Some older people may want or need support in making these decisions. Supported decision-making involves providing assistance to older people so they can make and communicate their own decisions while maintaining control over their lives.

When the new Aged Care Act comes into effect on 1 November 2025, older people can choose who will support them in making decisions, should they wish or require assistance. These supporters can be ‘Registered Supporters’.

Not every older person will seek or need support from someone else, and many may feel adequately supported by their caregivers and other significant people in their lives, without requiring those individuals to become registered supporters.

To help you decide in advance whether you would like to register a person (or persons) to be recognised in helping you make decisions, we have outlined the role of a registered supporter.

Registered supporters can help an older person make and communicate their own decisions regarding aged care. Whilst some registered supporters may also hold guardianship, enduring power of attorney, or similar roles, becoming a registered supporter will not provide a person with decision-making authority over the older person. The important distinction is that the role of a registered supporter is to assist the older person in making their own decisions.

Having a registered supporter will not prevent an older person from performing tasks themselves. The older person can continue to request, receive, and communicate information and make their own decisions.



The Croatian, Ukrainian & Belarusian  
Aged Care Association of SA INC

# Annual General Meeting 2024 / 2025

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**Monday, 24th November 2025**  
at 6.30pm

**St. Anna's Residential Care Facility**  
41 Burley Griffin Blvd, Brompton SA 5007

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To allow for full and complete replies to questions,  
it is requested that questions be in writing and directed to  
the CEO at least four clear business days prior to the AGM.

AGM Reports will be available for collection from  
St. Anna's RCF on the evening.

**Family, Friends and Associates all welcome**

**RSVP is essential** for seating purposes.

Please notify via email [admin@cubs.org.au](mailto:admin@cubs.org.au) or call 8346 0955  
or [notify reception](#) in person **by Friday 7th of November 2025**



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

# Hospitality News

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

1. Melbourne Cup Afternoon Tea- November 4th
2. Pharmacist Information Session- November 7<sup>th</sup>
3. Remembrance Day Ode- November 11<sup>th</sup>
4. Jack the Music Man- November 21<sup>st</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

**1:45pm • December 2<sup>nd</sup> • PK Room**  
*(Before Resident Meeting)*

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



## November 2025 - Lifestyle Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<div>&lt; November 2<sup>nd</sup> Ukrainian Orthodox Church Service @1:30pm in PK Room&gt;</div>						

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





## November 2025 - Lifestyle Calendar

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

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

## *Gladys and Pearl at the Melbourne Cup*

*When November breezed in, the wardrobe gave a jaunty neigh and released a puff of rose-scented dust. Gladys adjusted her hat with suspicion.*

*"Another outing?" Pearl asked, straightening her brooch.*

*"The Melbourne Cup," Gladys grinned. "Time to see the race that stops a nation."*

*With a rustle of silk and feathers, the wardrobe whisked them away to Flemington Racecourse. Sunshine gleamed on the grandstands as the crowd buzzed with excitement. Women in bright fascinators and men in sharp suits milled about, clutching glasses of bubbly.*

*Gladys and Pearl strolled past rose gardens in full bloom, pausing to admire the horses parading before the race. Their coats gleamed like polished mahogany, muscles rippling beneath satin colours.*

*They joined a cheerful group of racegoers waving tiny flags, cheering as the thunder of hooves filled the air. Pearl clapped in delight as the winning horse crossed the finish line, its jockey raising a fist in triumph.*

*Afterward, they wandered through the picnic lawns, sampling finger sandwiches and lemonade. A brass band struck up a jaunty tune, and Gladys twirled Pearl in a spontaneous dance.*



*When the last toast was raised and the roses glowed in the setting sun, Pearl sighed happily.*

*"Elegant and thrilling," she said.*

*Gladys chuckled. "The wardrobe certainly knows how to pick its moments."*

*From inside, the hinges gave a satisfied little whinny.*



*We want your Feedback!*

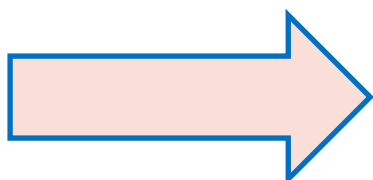
Please scan the code and it will take you directly to our feedback form.

## Feedback & Complaints



St Anna's Aged Care

## QUOTE OF THE MONTH



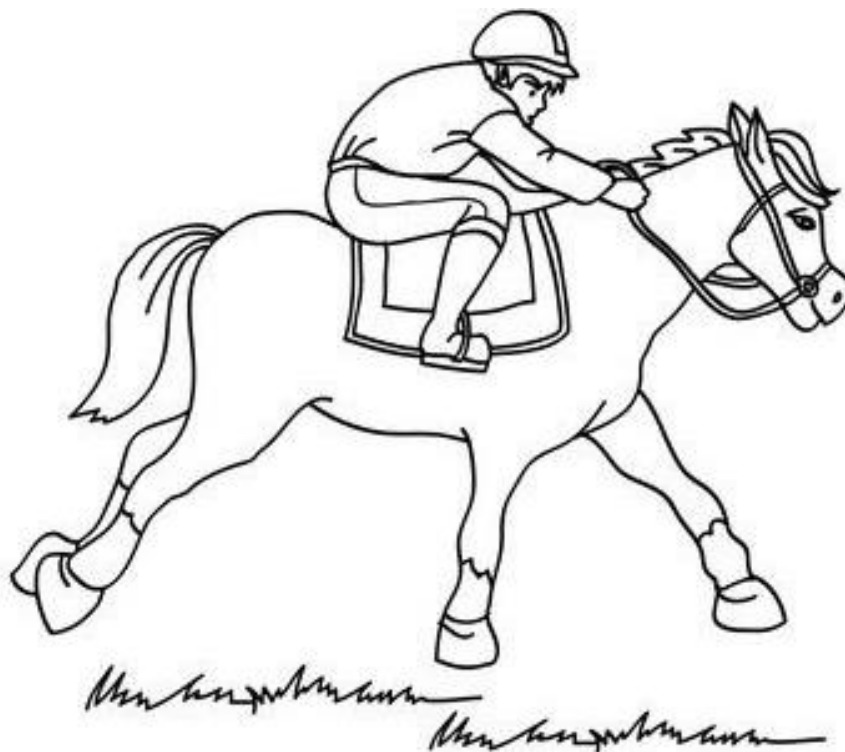
**“In the calm of  
November, we find time  
to breathe, reflect, and  
begin again.”**

## TRIVIA

Did you know that the month of November comes from the Latin word novem, meaning “nine”?

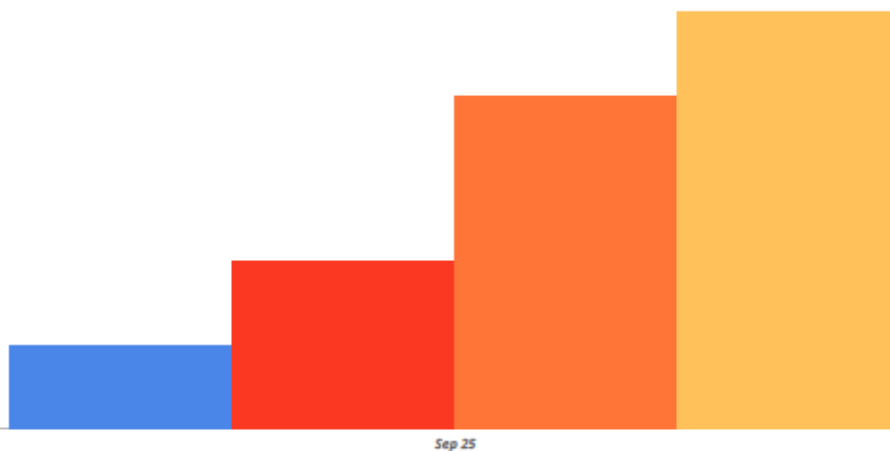
In the original Roman calendar, November was the ninth month of the year. It's a time often associated with remembrance and reflection, marked by events such as Remembrance Day in many countries. In Australia, November is also famous for the Melbourne Cup, known as “the race that stops a nation.”

## Colouring Activity:



# Month in Review

Trend Based On Type of Feedback



<i>Comments</i>	1
<i>Compliments</i>	2
<i>Complaints</i>	4
<i>Improvement Opportunity</i>	5
<i>Comment</i>	
1x Resident - Bingo be called without the Microphone	
<i>Compliment</i>	
1x Family - Care and Services	
1x Resident - Cooking activity	
<i>Complaint</i>	
1x Resident - Chairs in PK Room too hard	
1x Resident - Noisy at night	
1x Staff - about another staff	
1x Family – Respite Discharge Process	
<i>Improvement Opportunity</i>	
1x Staff - change staffing	
1x Staff -Consider vending machine in Sunflower	
2x Resident- Weekend activities be set up	
1x Resident – Move the bookcase	

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 NOVEMBER!**

**Alex Stambula**

**Dimitri Petrovski**

**Jen Baker**



# 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 "Y"**
- 2. I love to dance**



# Activity Collage





# Activity Collage

October was a month full of celebration and togetherness. We began with Oktoberfest, enjoying a themed shared lunch filled with hearty food and festive cheer. Soon after, we celebrated Diwali, where everyone enjoyed a colourful craft and a delicious shared lunch—the butter chicken was definitely a favourite! Halloween brought plenty of creativity, with residents making white chocolate ghost strawberries and fun witch brooms using rosemary from our gardens. To finish the month, we proudly celebrated the grand opening of our new café. The ribbon-cutting ceremony was followed by a lovely morning tea featuring cakes, sandwiches, and hot drinks. It was a wonderful month of food, culture, and connection—bringing joy to everyone who took part.





# Activity Collage





# Sudoku

## SUDOKU

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

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

# Quiz for November

1. **What does the name November mean in Latin?**
  - a) Nine
  - b) Eleven
  - c) Harvest
  - d) Autumn
2. **Which season is November part of in Australia?**
  - a) Spring
  - b) Summer
  - c) Autumn
  - d) Winter
3. **Which flower is often associated with November in Australia?**
  - a) Wattle
  - b) Jacaranda
  - c) Chrysanthemum
  - d) Waratah
4. **Which national event is observed in November to honour those who served in wars?**
  - a) ANZAC Day
  - b) Remembrance Day
  - c) Australia Day
  - d) Labour Day
5. **Which gemstone is the birthstone for November?**
  - a) Citrine
  - b) Topaz
  - c) Ruby
  - d) Sapphire

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

# Word Search



# Who Am I? Quiz

## ANSWERS

**Guess Who -- "YENNY" -  
Wellness Carer**



## SUDOKU ANSWERS

### ANSWER

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

## NOVEMBER QUIZ ANSWERS

- 1.a) Nine
- 2.a) Spring
- 3.c) Chrysanthemum
- 4.b) Remembrance Day
- 5.a) Citrine



## 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.*



# Trialing Furniture



A couple of residents enjoyed an outing to Workspace, where they trialed our new facility furniture for upcoming movies, activities, and the PK Room. They shared their feedback on comfort and style, helping us choose pieces that everyone will enjoy!





# Higher Everyday Living Fee

The Higher Everyday Living Fee replaces Extra Service Fees and Additional Service Fees.

## The Higher Everyday Living Fee

The Higher Everyday Living Fee (HELF) is an optional fee for people who choose to receive a higher standard of everyday living services in permanent or respite residential aged care.

The HELF can be charged for services that are of a higher standard, or in addition, to what is required to be provided under the Aged Care Rules 2024 and the Residential Care Service List.

The HELF cannot be charged for accommodation costs, which are included in accommodation pricing.

The provider can determine the cost of higher everyday living services. They do not have to seek approval from the government or the Independent Health and Aged Care Pricing Authority (IHACPA).

Higher everyday living services can be provided as a bundle. However, services in a bundle must also be available separately, and a person cannot be worse off than if they separately paid for the services they will use.

Providers will be permitted to offer ad-hoc services, for example coffee at an on-site café.

## Consumer protections

Providers must demonstrate that the services offered as part of the HELF are not those they are already obligated to provide.

The HELF provides important new consumer protections:

- Higher everyday living services cannot be agreed before a person has entered care or be a condition of entry. A HELF agreement must be separate from the service agreement and accommodation agreement and cannot be entered into before these agreements are signed.
- A HELF agreement must outline the cost of each higher service to be delivered, the standards and frequency at which they will be delivered, and how they will be charged.
- People cannot be asked to pay for a service that they cannot or will not use. This does not prevent a bundle from including a service a person cannot use, but they must not be worse off than if they paid only for the services they can use.
- There is a 28-day cooling off period after signing a HELF agreement. This means someone can cancel or vary their higher everyday living services within this period without a cancellation fee. The provider needs to be notified of this, but there is no minimum notice period.

- After the initial 28-day cooling off period:
  - if the person chooses not to use the service, or is no longer able to use the service, it can be cancelled with 28 days' notice.
  - if the person initiates cancellation, the provider can pass on expenses incurred beyond the 28-day period if they are unavoidable (for example, subscription fees) for up to 90 days. Providers must be able to demonstrate this and cannot pass on an amount greater than they have incurred.
  - if the provider can no longer deliver the service, it must be cancelled immediately.
- The provider must acknowledge receipt of the individual's request to vary or cancel a service, including the date of effect.
- The HELF agreement must be reviewed at least once a year to ensure the person still wants the services and is able to use them.
- Once the charges for higher everyday living services have been agreed they can only be increased by indexation.

An individual may agree to pay a HELF regardless of the room they are in. Current protections that restrict when an individual may be asked to move rooms remain in place.

## **Replacing Extra Service Fees and Additional Services Fees**

No new Extra Service Fee or Additional Service Fee arrangements can be entered from 1 November 2025 onwards.

Existing Extra Service Fee and Additional Service Fee arrangements can continue until 31 October 2026 for people who agreed to these fees prior to 1 November 2025. Providers can increase fees in line with existing contracts. This will not require approval by IHACPA.

Providers should not unreasonably refuse a resident's request to exit an extra or additional service fee arrangement. Providers should also have a conversation with each extra and additional service fee resident prior to 1 November 2026.

More information about the higher everyday living fee and the changes to additional and extra services can be found at [health.gov.au/our-work/residential-aged-care/charging/higher-everyday-living-additional-and-extra-service-fees](https://health.gov.au/our-work/residential-aged-care/charging/higher-everyday-living-additional-and-extra-service-fees)





**Australian Government**  
**Department of Health, Disability and Ageing**

**Dear resident,**

**Important update: New Aged Care Act from 1 November 2025**

This letter outlines what these changes mean for you as someone currently living in an aged care home.

Firstly, and most importantly, I want to assure you that the care and services you receive will continue as usual, and that support is available if you have any questions about the new Act and what it means for you.

This letter is for your information. There is no immediate action that you need to take.

A new Aged Care Act will come into effect on 1 November 2025, which ensures older people are at the centre of aged care. It will make the system safer, fairer and more respectful.

**What is changing**

The new Aged Care Act introduces positive changes to how aged care is delivered and funded. These include:

- greater emphasis on residents' rights, choice and control over your care
- improved standards for aged care workers and providers, which means better care for you

**What the changes mean for you**

For anyone living in permanent residential aged care on or before 31 October 2025, and while you remain in the same aged care home:

- your current fee arrangements will not change (unless you choose to opt into the new system)
- you will not pay more for your care and accommodation as a result of the new Act
- you will continue to receive the same level of care and support.

There are also revised fee structures for new residents entering from 1 November 2025, including means testing. You have the option to switch to the new arrangements, but this is voluntary and you should seek financial advice before making this decision. You can find out more about residential aged care fees under the new Aged Care Act at [myagedcare.gov.au/aged-care-funding](https://myagedcare.gov.au/aged-care-funding), or by calling **1800 200 422**.

If you move from one aged care home to another without a break in care of more than 28 days your current fee and accommodation arrangements will continue to apply.



**Australian Government**  
**Department of Health, Disability and Ageing**

If you permanently leave residential care for more than 28 days after 1 November 2025, you may be subject to the new accommodation arrangements when you return. You may also want to seek financial advice before leaving residential aged care so you understand what this may be mean for you.

**New requirement to report changes in circumstances**

If you have had an aged care means assessment, you must report any changes in your personal or financial circumstances to Services Australia or the Department of Veterans' Affairs (DVA). This will help keep your aged care fees correct.

- From 1 November 2025, it will be a legal requirement to report changes to your circumstances within 28 days.
- You need to report changes to both your and your partner's income or assets, including the payment of a refundable deposit.
- To update your details:
  - call Services Australia on **1800 227 475** or DVA on **1800 838 372**
  - visit [servicesaustralia.gov.au/update-your-details-if-you-get-help-with-aged-care-cost-care](https://servicesaustralia.gov.au/update-your-details-if-you-get-help-with-aged-care-cost-care)

**Next steps**

At this stage, no action is required from you. Your care and services will continue as usual.

If you would like to speak to someone, you can discuss this with:

- your aged care provider, or
- the Older Persons Advocacy Network (OPAN) Aged Care Advocacy Line on **1800 700 600** for information about your rights and to request support to talk to your provider or visit [opan.org.au](https://www.opan.org.au) your Elder Care support worker at your local health service or visit <https://www.naccho.org.au/aged-care/>

Yours sincerely,

Sonja Stewart  
Deputy Secretary, Ageing and Aged Care  
October 2025



# RESIDENT MEETING MINUTES

Tuesday 7<sup>th</sup> October 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)

Mardi Anderson (Clinical Services)

Athin Christou (OT)

Isabella Fazzalari (Hospitality and Environment Manager)

Jock Malinowski (Ukrainian Interpreter and Board member)

Jo Rendell was introduced and welcomed. Jo is the Quality Risk Manager for St Anna's RCF.

## 2. Present

As per attached sheet

## 3. Apologies

Amy Somers (Lifestyle) Lois Potts, Jennifer Baker, Joylene (Residents) and as per attached sheet

## 4. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 2<sup>nd</sup> September 2025 were read. These Minutes were accepted by Joanne Ross; seconded by Solveig Moody.

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 through all required checks and can now be registered. This is being attended to together with the signwriting. It is hoped that the van will be ready for outings shortly.
- b. **Play Group SA** – this is still continuing with a small number of children attending. It was brought to the meeting that perhaps Mondays may not be suitable for families and also it may be more beneficial to have the group begin earlier than 10.30am. Play Group SA will be contacted to see whether a change of date and time would be favourable.

- c. **Sunflower Lounge/Theatre room** – new couches and lounges are being sourced as a result of feedback received from Residents. A discussion was had regarding the colour the room should be painted. Further surveys regarding the room colour will be attended to.
- d. **Furniture** – a quote for 80 new chairs to be used throughout the Facility has been received. Management will attend the furniture showroom to view these chairs.
- e. **Café** – this is now complete and can be utilised. This café will be promoted in the coming weeks with the opening date being the 23<sup>rd</sup> October.
- f. **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. This is ongoing.
- g. **New Standards** – all updates are advised through the newsletter.
- It was suggested that a party on Monday 3<sup>rd</sup> November be arranged to commemorate the implementation of the new Aged Care Act legislation which is due to commence on the 1<sup>st</sup> November.
- h. **Aboriginal artwork** – Lifestyle is in contact with Auntie Irene who will contact the Facility once she has drafted a design.
- i. **Implementing of QR codes throughout the Facility** – this has now been completed however continuous updates will be required.

## 6. Food and Menu/Hospitality

An “Alice in Wonderland” Tea Party has been organised for the café opening on the 23<sup>rd</sup> October. Morning/High Tea will be available. All Residents/family/friends are invited.

Resident food committee meeting – anyone is welcome to attend this meeting which occurs every two months.

Council Food Safety Audit – this has been attended to. A favourable report has been received.

## 7. Maintenance

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. A third party will be attending the Facility this week to quote on upgrading the existing solar panel system.

## 8. 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.

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 will take place on the 1<sup>st</sup> November 2025.

Available in Large Print  
New AEO legislation is coming into effect on the 1<sup>st</sup> January 2026. It has been noted that one more machine will be required at St Anna's RCF which, once installed, will total two machines accessible within the Facility. These machines will be registered with SA Ambulance.

## 10. Clinical

Vaccinations are currently being organised.

## 11. Lifestyle Programs

- **Father's Day** – with the inclusion of the arrival of baby animals. The shared luncheon and the baby animals were enjoyed by all who attended.
- **Noodles the Clown** – mixed feedback was given regarding Noodles.
- **Footy lunch** – all enjoyed this luncheon, great feedback regarding the chips was given. As a result of this feedback these chips will be included more often on the menu.
- **Show Week** – all activities were enjoyed.
- **Movie Afternoon** – these afternoon movies are enjoyed with the exception of the uncomfortable chairs. This feedback has been noted and more comfortable seating arrangements will be provided for the next movie afternoon. Residents were given a choice as to whether their preference would be to watch these movies on a large television screen or through a projector. The feedback given was that a television screen would be preferable.
- **Christmas Pageant** – a discussion took place regarding a party day to celebrate Christmas and/or the pageant.

### OCTOBER EVENTS

- **Octoberfest lunch** – arranged for Thursday 9<sup>th</sup> October
- **Dwali celebrations** – with Bollywood dancers attending
- **Café opening** – 23<sup>rd</sup> October
- **Halloween** – morning/afternoon tea to 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.

## 12. Continuous Improvement

As discussed throughout the meeting.

## 13. 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.

ARAS is scheduled to attend the Facility annually.

Feedback was given to the Residents regarding the Aged Care conference attended by Amanda Birkin and Athin Christou. At this conference information regarding new technology to assist with pressure injuries and devices for falls prevention was provided. The new pressure injury technology will be trialled at St Anna's RCF with the devices for falls prevention to be researched further.

#### **14. Consumer Advisory Body Committee**

The next meeting is scheduled to take place on the 8<sup>th</sup> October 2025 at 2pm. All Residents are invited. 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:** December 2<sup>nd</sup> 2025

Meeting closed at 3.38pm

## 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]



What outcome would you like to see?

This image shows a single 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.

## What happens next?

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.

Thank you for completing this form –  
please hand this form into the front desk  
or place in the feedback boxes  
within the facility

