



St Anna's Home Care *Newsletter*

May 2026

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St Anna's Home Care Information

Office phone: (08) 7078 6382

Email: homecare@cubs.org.au

Feedback

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

Feedback can be provided by the following ways:

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



Consumer Advisory Body

A Consumer Advisory Body collects feedback from clients and shares it with those in charge of your care. It gives the opportunity for clients to voice their opinions. If you would like to become involved please contact the home care office.



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



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

Zorka - 3 May
Lois - 9 May
Kon - 11 May
Domenica - 12 May
Janet - 13 May
Rosalie - 14 May
Charles - 17 May
Fay - 20 May
Des - 22 May
Vassiliki - 29 May
Iva - 31 May

Glen - 24 May



Recipe of the Month

Tuna Veggie Casserole



Ingredients:

- 1 bag whole wheat egg noodles
- 2 cans tuna drained
- 2 cans cream of mushroom soup
- 2 cups frozen veggies
- ½ cup milk
- 1 cup shredded cheddar cheese
- 8 buttery crackers, like Ritz or Jatz

Method:

1. Preheat oven to 350 F and grease a casserole dish.
2. Cook whole-wheat noodles according to package directions, drain thoroughly
3. Mix the warm cooked noodles with tuna, soup, veggies, milk and cheese. Season with salt and pepper as desired. Spoon into your prepared pan.
4. Crush up your crackers into small chunks and spread over the top. Add additional cheese if required.
5. Bake for 20 Minutes until golden, bubbly, and beginning to brown. Serve warm.

Disability Parking Permits

Clients may be eligible for a Disability Parking Permit. You'll need to complete and sign section 1 of the [application for a disability parking permit form](#). (240.6 KB PDF)_ You will then need to take the form to a doctor to complete and sign the relevant sections.

You can submit the form:

In person

Present the completed form to a [Service SA centre](#). A third party can submit the form on your behalf if your details haven't changed.

By post

Mail the completed form with the correct fee. Payment is by cheque or money order.

Service SA
GPO Box 1533
Adelaide SA 5000.



Cabcharge

We can provide you with a Cabcharge card. Please contact the Home Care office if you would like us to order one.



A word from our team:

Upcoming Improvements to Support at Home Services

The Australian Government has announced upcoming changes to aged care designed to improve Support at Home services for older Australians.

The reforms focus on making essential personal care supports more accessible and affordable, helping older people remain safe, independent, and comfortable in their own homes for longer.

Importantly, personal care services such as showering, dressing, and continence support will now be treated as clinical supports under the Support at Home program. This means older Australians will not be required to pay contributions toward these essential care services, helping ensure everyone can access the support they need to maintain dignity and quality of life at home.

These changes follow consultation with older Australians, families, carers, advocates, and providers, with a continued focus on delivering dignified, person-centred care and supporting ageing at home.

We would like to advise that there has been a change specifically to the *Accompanied Activities* service type and associated costs. Keep an eye on your letterbox as we a letter has been posted.

These changes will take effect from 01/06/2026 and your Coordinator will discuss this with you to ensure your supports and services are not impacted and you understand the changes.

Accompanied Activities are a type of support service where a staff member attends an activity **with a consumer and provides assistance throughout**.

In simple terms:

It means the person is **not just dropped off or transported**, but **actively supported during the activity**.

This can include:

- Attending medical appointments with the consumer
- Going shopping together
- Participating in social or community activities
- Attending programs, outings, or events
- Supporting engagement during appointments or visits

This update is to reflect the inclusion of staff kilometres incurred during in-service visits, ensuring a more accurate representation of service delivery costs.

Additionally, the revised fee schedule provides clearer information regarding costs and contributions to improve transparency and understanding.

Kind regards,

Rebecca Foster

Home Care Manager / Registered Nurse

Social Event

Come and learn more details about

Support at Home

Ask questions?????

Share a cup of tea or coffee and morning tea with other clients.

When: *Friday 29th May 2026*

Time: *10.30am*

Where: *471 Regency Road, Prospect*

Please advise the Home Care office if you will be attending

Phone: 7078 6382



Our Clients



Carer Holli and **Dean** out enjoying morning tea and having some fun.



Eleanor enjoying doing some arts and crafts

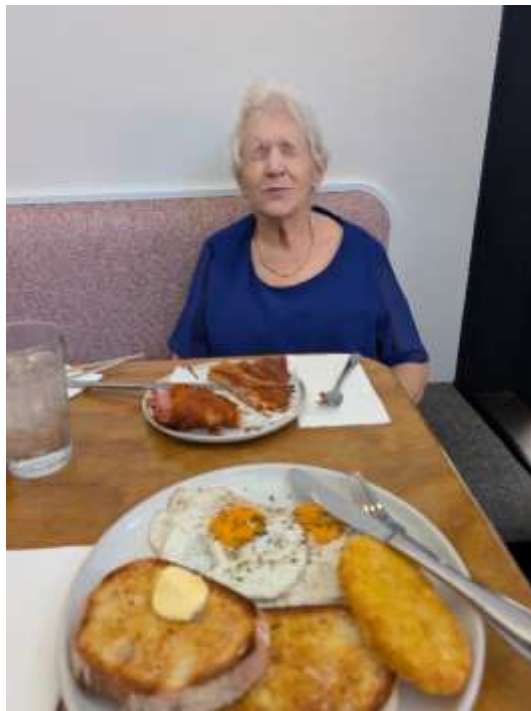
Our Clients



Dani and **Maria** enjoying time together.



Carer **Nina** mad Carmela her favourite dish Rustic Calabrese Minestrone.



Katarina and carer Holli enjoying lunch together.

Our Clients



Tiiu enjoyed a lovely day with carer Judy at the Adelaide Zoo.



Katarina and carer **Ariel** enjoyed a day out trying on some silly hats.



Maria and **Dani** enjoyed lunch at the Halfway Hotel.

Our Clients



Eleanor and carer Dani enjoyed a morning trip to the museum. Eleanor's favourite part was the cafe for scones and jam and cream.

Our Clients



Madalenna and **Giacomo** enjoying time out in the garden and sunshine.



Maria showing of her coloured nails.



Maria made a jewellery box.

Our Clients



Margaret in her beautiful garden.



Mary and Gizzy at the park.



Katarina and carer Holli visited Semaphore. The weather wasn't great but the company was.



FLU VACCINE FACTS

What is flu?

Influenza or 'flu' is a highly contagious infection caused by the influenza virus. The virus is spread when an infected person talks, coughs or sneezes small droplets into the air, where they may be breathed in by people nearby. Infection may also be spread by contact with contaminated hands, tissues and other infected articles.

Flu infection can cause serious illness and complications, especially in young children, pregnant women and older people. Infection can be more severe when people have other existing medical conditions, such as diabetes, breathing or heart problems. Flu infection causes hospital stays and deaths every year.

After the vaccination, it is still possible to get flu but it will usually be much milder.

Why have the flu vaccine?

The flu vaccine helps your body to develop immunity without you getting the flu. The flu vaccine contains several inactivated strains to protect against the most commonly circulating flu viruses each year.

You cannot get the flu from the flu vaccine because it does not contain any live flu virus.

Who should receive the flu vaccine?

The seasonal flu vaccine is recommended for anyone aged six months and over to reduce the likelihood of getting flu.

It is especially important for people at increased risk of complications from flu.

People eligible for free vaccine include:

- all children from six months to less than five years of age
- Aboriginal and Torres Strait Islanders people aged six months and over
- pregnant people in any trimester
- those aged 65 years and over
- those with chronic medical conditions (check with your doctor or nurse)
- people experiencing homelessness.

How often should I receive the flu vaccine?

As the flu virus changes frequently, the vaccine must be given each year to offer the best protection.

Children under nine years of age, and those with a lowered immune system, should have two doses of the vaccine at least one month apart when getting the flu vaccine for the first time.

FLU VACCINE FACTS

When should I be vaccinated?

The best time to vaccinate is autumn, but flu vaccine can be given at any time during the year while vaccine is available. It usually takes up to two weeks for the flu vaccine to provide protection.

Talk to your doctor, pharmacist or immunisation provider about the best time for you to have the vaccine.

Are flu vaccines safe?

The Therapeutic Goods Administration (TGA) evaluates and registers all vaccines in Australia to ensure they are safe and effective.

Where can I get vaccinated?

If you are eligible for a free vaccine, contact your immunisation provider to make an appointment. The vaccine is free but some providers may charge a fee for their service. Ask about fees when making an appointment.

If you are not eligible for a free vaccine, check whether your doctor, local immunisation clinic or pharmacy has the flu vaccine available for purchase.

Can I have the flu vaccine if I am allergic to eggs?

It is safe for people with an egg allergy to have flu vaccine even if the allergy is severe. You do not have to be vaccinated in a hospital.

Talk to your doctor, pharmacist or immunisation provider about any allergies you have before having the flu vaccine.

Are there any side effects?

Most side effects are minor, last a short time and resolve without any treatment. Generally, common reactions such as fever, headache, muscle aches and soreness at the injection site begin within a few hours as the immune system starts to respond to the vaccine and last for 1 to 2 days.

Remember, you cannot get the flu from the vaccine because it does not contain any live flu virus.

More serious reactions are rare. All unexpected side effects should be reported to your doctor, immunisation provider or the Immunisation Section, SA Health.

For more information

Immunisation Section,
Communicable Disease Control Branch,
SA Health
T: 1300 232 272
sahealth.sa.gov.au/immunisation

References

Australian Technical Advisory Group on Immunisation (ATAGI). Australian Immunisation Handbook, Australian Government Department of Health, Canberra, 2024:
immunisationhandbook.health.gov.au
National Centre for Immunisation Research and Surveillance ncirs.edu.au

ASK ABOUT YOUR FREE FLU SHOT TODAY



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Government
of South Australia

SA Health

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Smarturns innovative stove safety system

It's easy to become distracted while cooking something on the stove; the phone rings, a text message arrives, someone knocks on the front door, and suddenly your attention is elsewhere.

According to QBE research, not only have three in four of us stepped away while cooking, 13% of us admit to doing it all the time! Yet leaving the stove unattended while cooking is the largest cause of residential fires in Australia.

While life is full of interruptions, for older people living with memory or mobility changes, the inability to act quickly if a fire does occur may put them at much higher risk of severe injury.

Thankfully, there's now an innovative solution that can help reduce the risk of a fire starting in the kitchen and make cooking safer.

The Smarturns stove safety system simply replaces your existing knobs with new knobs that are monitored by a motion sensor and hub. If the stove is left unattended for more than 5 or 10 minutes (depending on the timing you choose), the hub will trigger an audible alert, reminding you to check the stove.

Some of the other benefits include:

- . Designed to fit securely to almost any gas or electric stove that has knobs
- . Easy to install without the need for plumbers, electricians or tools
- . Option for family, carers and neighbours to receive alerts via the free Smarturns app (Wifi required)

The app also allows families and carers to see if anyone has passed through the kitchen, which can alert them to any unusual changes in routine.

You can find out more about Smarturns by visiting the link below:

<https://homelifetech.com.au/products/smarturns>



How your funding can help meet your cultural needs

Australia is one of the world's most diverse and multicultural countries, with over 9 million people coming from a variety of cultural backgrounds, including our proud and resilient Aboriginal and Torres Strait Islander population.

For many of our participants, staying connected to their culture and community becomes even more important for their wellbeing as they age. The Support at Home program is designed to recognise and respect the unique cultural needs of older Australians, allowing you to use your budget for assistance with attending cultural events, joining cultural and community groups, and accessing translation and interpreting services.

Your Support at Home ongoing budget provides flexibility so you can access services that reflect your traditions, beliefs, and preferences. For example, you may want workers who speak your language, understand your food preferences, or can support you in observing important cultural or religious events.

For older Aboriginal and Torres Strait Islander people, the program recognises the importance of cultural identity and connection to Country. You might choose to access services delivered by Aboriginal or Torres Strait Islander health practitioners or workers, or participate in community gatherings and traditional practices. This ensures that your care is not just physically supportive, but also spiritually and culturally enriching.

Please let us know about your language preferences, customs, and any specific requirements so we can help you get the most out of your funding and ensure you feel comfortable, respected, and connected to your heritage every day.

Cultural Supports are available under the Independence Category / Social Support and Community Engagement services. If needed, you can apply for a Support Plan Review to access this service type from the Support at Home Service List, noting that participants who have transitioned from HCP, as well as all Aboriginal and Torres Strait Islander participants, are automatically approved to access all service types.



Support for older Aboriginal & Torres Strait Islander people

The Support at Home program acknowledges that Aboriginal and Torres Strait Islander people have unique cultural needs and priorities. By intentionally focusing on providing these additional resources, supports, and services for older First Nations people, the program will enhance their access to aged care.

- . **Automatic eligibility for all Support at Home service types:** so you can access the care and services you need, when you need them
- . **Aboriginal Healthcare Workers:** who support your medical, physical and spiritual care so you remain healthy, independent and culturally connected
- . **Elder Care Support Workers:** to help you understand aged care services, assessments and choose between different providers – this program is delivered by the National Aboriginal Community Controlled Health Organisation (NACCHO). Visit: <https://www.health.gov.au/our-work/elder-care-support>
- . **Specialist Aboriginal and Torres Strait Islander Advocates:** supporting you to uphold your rights, make a complaint, and get aged care that meets your needs. Call Older Persons Advocacy Network (OPAN) on 1800 700 600
- . **Aboriginal and Torres Strait Islander Assessment Organisations:** to ensure any assessment process is culturally safe, trauma-aware and healing informed
- . **National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC).** Follow their work at: <https://natsiaacc.org.au/>
- . **Additional Care Management support:** 12 additional hours per year paid to your provider to support your unique cultural needs and direct your funding where it is most needed. This may involve working together with you, First Nations healthcare workers, your family and others involved in your care.

We're here to ensure you feel safe, respected, and empowered, so please reach out to discuss your cultural needs with us at any time.

<https://www.health.gov.au/resources/publications/support-at-home-program-booklet-for-older-aboriginal-and-torres-strait-islander-people-families-and-carers>



Geeks2U: in-home technology set-up and troubleshooting

From Medicare to Centrelink to Superannuation, just about everything has moved online these days. Whilst technology has made our lives easier in many ways, it's also a great source of frustration when things go wrong.

Things as simple as switching to a new or more economical internet provider can result in hours of phone calls to overseas-based tech support, only to end up back at square one the following day!

And since most of us are relieved if we can just get our tech products working, we often put off daunting tasks like software updates, which can leave us vulnerable to hackers. And if there's one thing that makes life easier for cybercriminals, it's devices that haven't been updated to the latest software.

So if you're struggling to get technology working as it should, thankfully, there's an in-home service that can help.

Geeks2U, (which is part of the OfficeWorks family) specialises in helping older Australians with things such as:

- . Setting up WiFi, connecting and troubleshooting smart devices and printers
- . Transferring data from old phones, tablets and computers to new devices
- . Installing apps and teaching you the basics of commonly used programs
- . Removing viruses and enabling automatic software updates to help reduce your vulnerability to cyber attacks

Plus, there's a range of fun things they can help you set up, such as TV streaming services and social media accounts.

They can also offer remote assistance for people who live in regional or rural areas and can be contacted 7 days a week via the link below:

<https://www.geeks2u.com.au/technology-assistance-for-seniors>



What happens if a worker leaves a shift early?

If your needs change or your scheduled services are completed early, you might consider asking your support worker to leave their shift early. While this may seem straightforward, there are some important rules and processes in place to ensure that everyone is treated fairly when it comes to last-minute service or roster changes.

Before requesting an early departure for the worker, consider if there are additional tasks the worker can assist with, but regardless of who initiates the early departure, it's important for either you or the worker to contact the office before they depart.

Support workers are assigned specific shifts, and their pay is based on those scheduled hours. If a worker leaves early, it can affect their pay, your funding, your out-of-pocket contributions (if any), and the overall quality of service.

There is a difference between our obligations to pay our workers as employees and the way your Support at Home funding is charged for the care hours you receive, so how we respond will depend on:

- Our service agreement covering 'late cancellations' by either party
- What services are agreed in your care plan
- What was booked and confirmed with you for the specific service
- Whether the worker is an employee paid under an Award or if they are engaged by you as an independent contractor.

If you ask your worker to finish their shift early, you are generally still required to pay for the full scheduled period. This is because your worker has set aside that time for you, and the service provider (their employer) is still responsible for their wages.



There may be an exception if the worker requests to leave early for personal reasons, and you (and we) agree; in that case, you'll only be charged for the time they actually provided support.

However, if a service ends early and it was your decision, the remaining time is considered "cancelled without notice" and will usually still be charged to your quarterly budget, as the worker must be compensated.

In unavoidable situations, such as if you experience an urgent personal or medical event, we may or may not need to charge your quarterly budget for the time that was missed. We will discuss this with you depending on the situation.

It's a good idea to make a note of any changes to your regular care schedule in your calendar or diary and to check your monthly statement against these notes. This helps ensure there's a clear record of what was agreed upon, protecting both you and your support worker.

If you notice any discrepancies or have questions about your charges, please contact the office promptly. If you did not agree to the worker leaving early or if their early departure put you or anyone else at risk, please contact us immediately to report the situation.

Additionally, it is never acceptable for either the worker or the participant to agree to fabricate or alter shift details to manipulate the system.

By understanding and following these guidelines, you can help ensure that your services continue smoothly and fairly, with clear communication and mutual understanding.

Please let us know if you have any questions about how we manage early departures for your support workers.



Ageism can get in the way of good care for participants

Ageism affects people of all ages, but according to the Australian Human Rights Commission (AHRC), older adults are particularly vulnerable when it comes to accessing good healthcare. According to the latest AHRC Report, older Australians say they often feel “dismissed, excluded, and stereotyped” in healthcare settings.

Ageism is often described as "insidious," meaning it gradually builds over time. Subtle forms of ageism - the "little things" - can erode a person's confidence, sense of self, and self-esteem. This may include the use of ageist language, a patronising tone of voice, or directing the discussion to family members instead of the older person themselves.

More harmful forms of ageism include exclusion, having others make decisions on their behalf, controlling behaviour, and even elder abuse. Ageism can significantly impact a person's health and well-being, potentially leading to important aspects of their care being overlooked or delayed. Additionally, for older people with cultural, language, or other diverse needs, overcoming barriers to good care can be even more challenging.

You have a right to be listened to and respected in discussions about your needs, so being mindful of how others are conducting themselves around you is the first step toward ensuring you remain at the centre of your care.

As your Registered Provider, we genuinely hope you feel valued, seen, and heard in your interactions with us and any workers involved in delivering services to you. If this is not your experience, please let us know so we can improve our practices and interactions to better meet your expectations.

We can also assist you in accessing advocacy services if you would like help to represent yourself in certain settings related to your care and support needs. You can download the report titled “The Age Barrier: Older Adults’ Experiences of Ageism in Healthcare” at the following link:

https://humanrights.gov.au/__data/assets/pdf_file/0019/74305/Age-and-Health-Report_FINAL_ACC.pdf

Health Spotlight on Chronic Pain

Chronic pain is a common experience for many older Australians. It refers to pain that persists for more than three to six months and can arise from long term conditions such as arthritis, osteoporosis, or diabetes, as well as age related changes in a person's muscles, bones, and joints.

One of the most challenging aspects of chronic pain is its impact on daily life, which can affect mood, sleep, mobility, and reduce a person's overall independence and enjoyment of life.

For many of our participants, living with chronic pain often requires adapting to new routines and finding strategies to manage symptoms, such as combining medical interventions, physical activity, and allied health therapies to better manage the consequences of pain.

In addition to medication, some therapeutic services such as massage, acupuncture, and even meditation may provide additional relief, and low-tech solutions like using heat packs, relaxation exercises, and pacing activities throughout the day can also make a significant difference.

With the relevant approvals in place, you can use your ongoing quarterly budget to address your chronic pain needs, noting that there are no out-of-pocket fees for any nursing and allied health services under the Clinical Care category.

Any professional recommendations for aids and equipment to assist with your daily activities can be purchased using previously accumulated unspent Home Care Package funds or through the Assistive Technology and Home Modifications (AT-HM) scheme.

Please speak with your care partner if you are living with chronic pain, so we can help direct your funding in ways that will be most beneficial for you.



Speaking up if you have a complaint

The Aged Care Quality and Safety Commission have created a short Fact Sheet for Support at Home participants and their supporters to give you information about how to make a complaint.

The Commission provide some handy advice to participants to consider before contacting their provider to discuss their concern. They recommend you write notes with details of what happened so you can be clear about your concern, and to stay calm when talking with us, even if you are frustrated or angry.

In our experience, most issues can be sorted out through a respectful and honest conversation, and early intervention often leads to quicker solutions and prevents issues from escalating.

As your Registered Provider, we follow a process called Open Disclosure. This means that we must take action when something goes wrong and include you (or the complainant on your behalf) in this process.

Open Disclosure means that you can expect us to:

- . Check that you are OK and respond quickly to provide the support you need
- . Talk with you about what happened and how it affects you
- . Acknowledge the issue and apologise
- . Find out and explain what happened
- . Learn from the experience and make improvements so it doesn't happen again

We have policies and processes in place to ensure you are aware of how to make a complaint, but we understand that it can be daunting for some people. So if you need any help, you can call the Older Persons Advocacy Network on 1800 700 600 for support.

Or you can access the Commission's Fact Sheet here:

<https://www.agedcarequality.gov.au/resource-library/top-tips-making-complaint>

Free online events for carers!



May 26th - Understanding aged care complaints

Join OPAN's panel of experts as they discuss the aged care complaints process. Topics include what's changed under the new Act, the role of mediation, and the expanded powers of the new Complaints Commissioner and what they mean for older people and their families.

May 27th - Living well with Parkinson's disease

This event provides an overview of Parkinson's disease, including how symptoms may develop over time and affect daily life. It also highlights services and support networks available to assist you in your caring role.

June 1st - Aged care reforms + recent clinical care changes explained

With the recent aged care reforms now in place, COTA and OPAN are hosting a webinar series looking at how these significant changes are affecting older people and their families. You'll also be able to submit a question on any aged care reform issue as part of your registration.

June 3rd - Carer Conversations: Frontotemporal dementia

Designed for carers who are supporting someone living with frontotemporal dementia, Carer Conversations is an opportunity to meet other carers and share your experiences in a group setting. You'll also be provided with tailored advice from health professionals and consultants on behaviour support for changes that may be occurring as a result of this diagnosis.

June 4th - Carer Gateway services and supports

An overview of the tailored supports and services available to carers, including counselling, planned and emergency respite, access to carer directed packages and opportunities to connect with others in a similar role.

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

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

Sudoku

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



Sudoku Answers:

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



To all our wonderful mothers and grandmothers.

This Month in History

May 5 1906 - The first electric trams begin operations in Melbourne, with the opening of a service from St Kilda to Brighton.

May 7 - 1908 Australia's first coat of arms is granted by King Edward VII.

May 10 - 1996 Prime Minister John Howard announces gun controls in the wake of the Port Arthur massacre.

May 14 - 1859 The Melbourne Football Club, Australia's oldest football club is founded.

May 14 - 1984 The one dollar coin is introduced in Australia.

May 17 - 1928 The Royal Flying Doctor Service of Australia makes its first official flight from Cloncurry to Julia Creek.

May 24 - 1870 Port Adelaide football club play their first match.



Find a Word

AUTUMN'S HERE



H	C	P	W	E	C	R	R	U	B	H
T	O	L	I	C	O	T	H	O	M	A
R	R	E	T	E	C	U	C	D	A	L
H	N	A	C	P	N	R	A	R	P	L
A	M	V	H	U	M	K	O	C	L	O
R	A	E	K	R	A	E	A	W	E	W
V	Z	S	A	E	Z	Y	S	L	S	E
E	E	C	H	E	S	T	N	U	T	E
S	S	C	A	R	E	C	R	O	W	N
T	H	A	N	K	G	I	V	I	N	G
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HINT: A FEW WORDS MAY SHARE LETTERS.

SEASONEDTIMES.COM

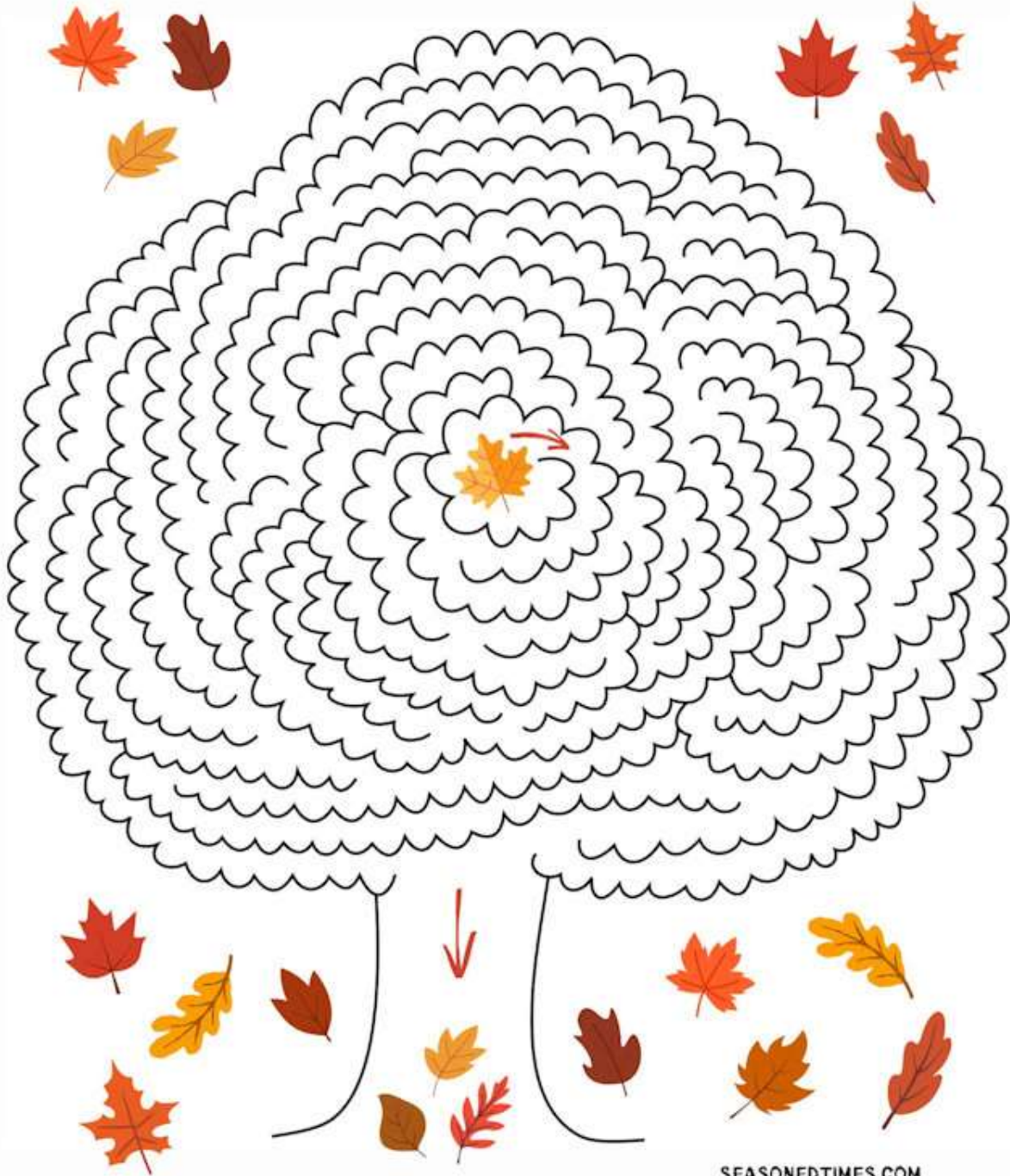
PIE
HARVEST
LEAVES
SCARECROW

CROW
HAYRIDE
MAPLE
CHESTNUT

THANKSGIVING
HALLOWEEN
TURKEY
CORN MAZE



FALLING LEAF MAZE



SEASONEDTIMES.COM

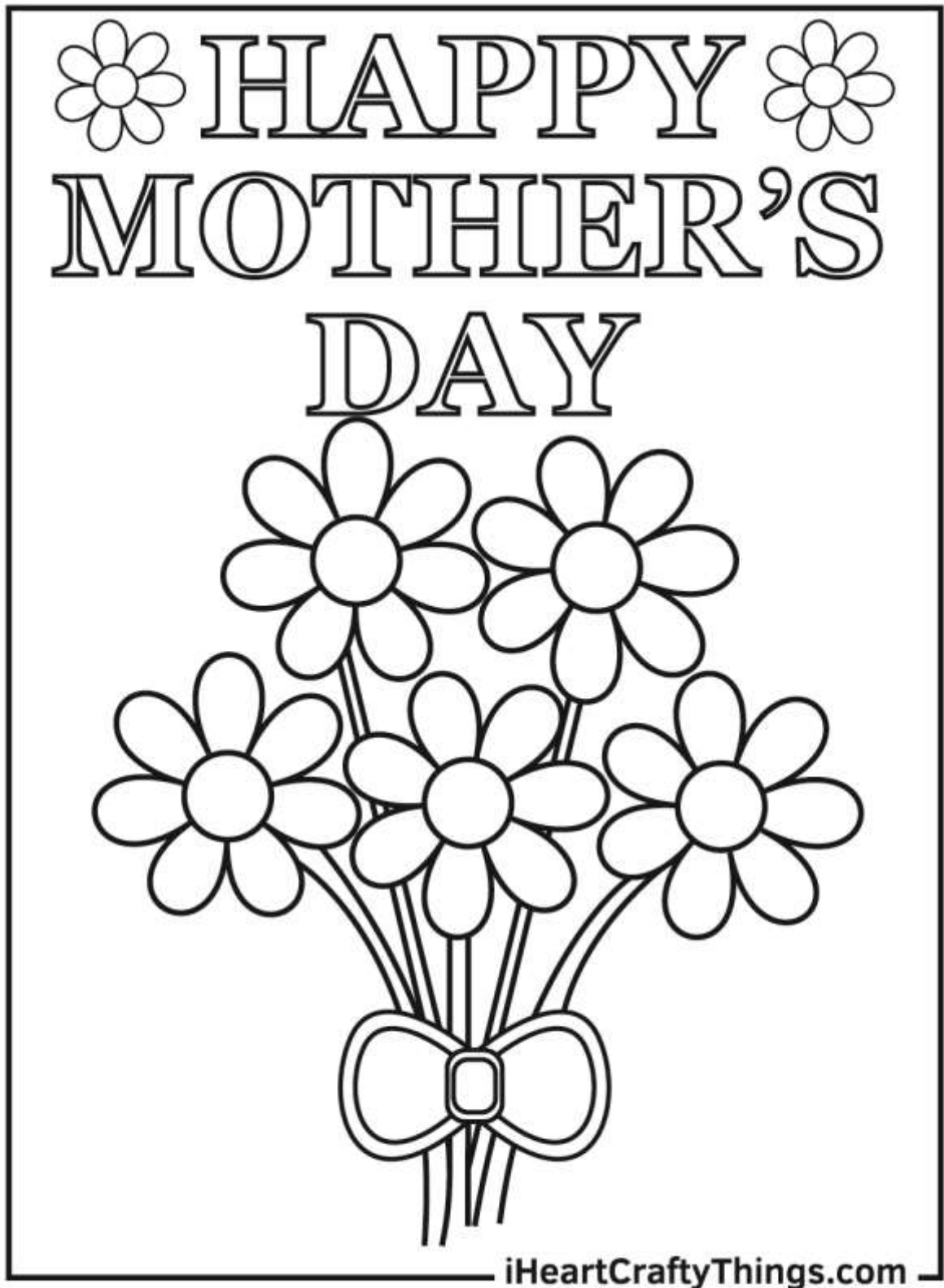
ONE & ONLY

CAN YOU LOCATE THE LEAF THAT IS ONE OF A KIND WITH NO MATCHES?



SEASONEDTIMES.COM

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.



Happy Mothers Day

Sunday 10 May 2026

