

NEWSLETTER

April 2026





Welcome to April

This month brings the cooler temperatures in the early morning and evenings and some beautiful Autumn colours as we see the changing of the leaves. Easter is just around the corner and we celebrate new life and growth, a time of spiritual reflection and fresh beginnings – our residents at St Anna's will have a number of cultural activities that celebrate an important date on the Christian calendar and may I take this opportunity to wish you a wonderful Easter with time to connect, and enjoy traditions.

On the 09th of April we will facilitate the Consumer Advisory Body Meeting – these sessions provide an opportunity for the body to examine the quality of care and services and recognise the opportunities for improvement within our Facility. On the 23rd of April we host the Quality Advisory Board meeting – please come and see me or speak with the Lifestyle Team if you would like further information about these important events that allow us to work together to make decisions and improve the delivery of care and services.

April the 25th marks ANZAC Day commemorating the 1915 landing of the Australian and New Zealand Army Corps at Gallipoli during WW1 and honors those and all who have served or died in military operations since – on behalf of the St Anna's community we pay our respects to these men and women – "LEST WE FORGET"

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!

The University of Tasmania Wicking Dementia Research and Education Centre aims to increase our knowledge and understanding of dementia and is designed for healthcare professionals, carers, and the public, making a real difference for people living with dementia and their caregivers. St Anna's highly recommend the resources and free online training courses the university offers. Over the years we have had many staff, family members and volunteers access the online training modules and resources and the feedback is always positive. They offer programs designed to fit around you. Explore free short courses and accredited university pathways, and gain practical, research-based knowledge to help transform dementia care. Dementia cases are projected to surge, with Australian numbers rising from 425,000 in 2024 to over 1.1 million by 2065, affecting so many – education is a powerful tool to understanding Dementia, the causes, treatments and the care of those living with this condition.

The Centre, their resources and modules can be accessed at <https://www.utas.edu.au/wicking> or you can email the Wicking Centre on wicking.enquiries@utas.edu.au



Start with a MOOC

The Wicking Dementia Centre offers two flagship free courses:

Preventing Dementia MOOC:

Focuses on modifiable risk factors and strategies to reduce dementia risk. This course takes around 12 hours to complete.

Understanding Dementia MOOC:

Covers the brain, the diseases that cause dementia, and the person's experience. It's designed for a broad audience, including healthcare professionals. This course takes around 21 hours to complete.

These MOOCs are:

- Free and fully online
- Self-paced, with flexible access
- Suitable for all levels of healthcare expertise
- Certificate-based, which can be used to demonstrate continuing professional development (CPD)



“Your Information Corner”

Your Information. Your Choice.

In aged care, **you are at the centre of all decisions about your care.**

This includes decisions about **who can receive information about you.**

Under the **Aged Care Act 2024** and the **Strengthened Aged Care Quality Standards**, residents have the right to **decide who can access their personal and health information.**

This is an important part of person-centred care and respecting your privacy, dignity, and independence.

What does this mean in practice?

You can choose **who you want us to share information with**, such as:

- Information about **falls or incidents**
- **Changes to medications**
- Updates about your **health or care needs**
- Your **monthly care statement** and other care-related documents

This might be a family member, a friend, a carer, a guardian, or another trusted person — or you may decide that **no one else** should receive this information.

It's not automatic

Sharing information is **not automatic**, even with close family members. Unless you have told us who you want information shared with, we are required to **check with you first.**

This protects your right to privacy and ensures your wishes are respected at all times.

You can change your mind

Your preferences are **your choice**, and you can change them at any time. If you decide later that you want someone added, removed, or only informed about certain things, just let us know.

Our commitment to you

We are committed to:

- Respecting your **rights, choices, and preferences**
- Providing care that is **person-centred and transparent**
- Keeping your information **safe, private, and shared only as you wish**

If you would like to confirm or update who can receive information about your care — including your monthly care statement — please speak with a member of our team. We're here to support you and ensure your wishes are always respected.

Hospitality News

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

1. Easter Shared Lunch- 2nd April
2. Blessing of the Baskets (with Fr. Taras)- 4th April
3. Resident Meeting- 7th April
4. Virtual Quiz- 30th April



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



April 7th



PK Room

(Before Resident Meeting)

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



St. Anna's
Residential Care Facility

Resident Invitation



CROATIAN MORNING TEA

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

WHERE: PK ROOM

**St Anna's Consumer Advisory Body invites you to
attend the next meeting of the**

Consumer Advisory Body

Thursday 09th of April 2026 at 2pm in the Café



CONSUMER ADVISORY BODY MEETINGS ARE IMPORTANT BECAUSE THEY:

- **Look at the quality of care and services you and others receive**
 - **Find and communicate resident needs and issues**
 - **Provide St Anna's opportunities for improvement**
- **Provide St Anna's insight into your care from your perspective**

**St Anna's welcomes you to be part of our Consumer Advisory
Body as we believe, how you feel every day is extremely
important to us.**

**Being part of our Advisory Body will provide us valuable
feedback and allow us to work with you when making decisions
and improve our services to you and our resident community.**

**Please see Lifestyle or Administration at the front desk
if you wish to come along**

Flu Vaccinations

As we move into the cooler months, we are reminded that influenza (flu) season is approaching. In response, St Anna's Residential Care Facility will be commencing on-site influenza vaccination clinics over the next few weeks for all residents who choose to have the flu vaccination. Please see the Clinical Team for further information regarding clinic dates and consent processes if you have not received the 2026 Influenza information.

Influenza can be especially serious for people aged 65 years and over, making annual vaccination very important. All adults in this age group are eligible for a free influenza vaccine that is specifically designed to provide a stronger immune response and better protection.

Flu vaccines can also be safely administered at the same time as a COVID-19 vaccine, making it convenient to stay up to date with recommended immunisations.

It is recommended that vaccination occurs each year as soon as the vaccine becomes available, typically from March or April, to ensure protection before the peak influenza season. In most parts of Australia, flu season generally occurs between June and September. However, it is important to remember that it is never too late to get vaccinated, as influenza can circulate at any time of the year.



Main Calendar - St Anna's Aged Care



	Mon 30/03	Tue 31/03	Wed 01/04	Thu 02/04	Fri 03/04	Sat 04/04	Sun 05/04
AM	10:30 - 11:30 Playgroup	09:30 - 12:00 Hairdresser	10:00 - 11:30 Croatian Morning Tea	10:30 - 11:30 Polish Cultural Video	09:00 - 05:00 Good Friday	09:00 - 05:30 Easter Saturday	09:00 - 05:00 Easter Sunday
	11:30 - 12:00 Croatian Cultural Video	09:30 - 14:30 Coles online Shopping	10:00 - 11:30 Douglas the doodle	11:30 - 13:30 Shared Lunch - Easter			11:00 - 12:00 Songs of Praise on ABC
		11:30 - 12:00 Ukrainian Cultural Video - Iris	11:00 - 12:00 Cultural Dance Video				
PM	13:30 - 15:00 Movie Screening	13:30 - 14:30 Drumming Group - RSA	13:30 - 15:30 Movie Screening	13:30 - 15:30 Movie Screening		15:45 - 16:30 Blessing Of The Baskets - Fr Taras	
	14:00 - 15:30 Craft - Easter	13:30 - 15:30 Movie Screening	14:30 - 15:30 <u>NeuronsVR</u>	14:30 - 15:30 Virtual Quiz			
		14:30 - 15:30 Bingo					

Main Calendar - St Anna's Aged Care

	Mon 06/04	Tue 07/04	Wed 08/04	Thu 09/04	Fri 10/04	Sat 11/04	Sun 12/04
AM	09:00 - 11:58 Easter Monday	09:30 - 12:00 Hairdresser	10:15 - 11:15 Cultural Dance Video	10:30 - 11:00 Balloon Tapping	10:30 - 11:30 Cultural Dance and Music DVD		11:00 - 12:00 Songs of Praise on ABC
		11:15 - 12:00 Ukrainian Cultural Video		11:15 - 12:00 Polish Cultural Video	11:30 - 12:00 Prayer Group		
PM		13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	13:30 - 15:00 Ukrainian Memories- Maria D. Volunteer	14:00 - 15:00 Bingo	
		14:30 - 15:30 Consumer Resident Meeting	14:30 - 15:30 Sing Along	14:30 - 15:30 Virtual Quiz	13:30 - 15:00 Movie Screening		
			14:30 - 15:30 Movie - Afternoon		13:30 - 15:00 Mosaics Class - Wendy		
					14:30 - 15:30 Bingo		

Main Calendar - St Anna's Aged Care

	Mon 13/04	Tue 14/04	Wed 15/04	Thu 16/04	Fri 17/04	Sat 18/04	Sun 19/04
AM	10:30 - 11:00 Music and Movement chair exercise	09:30 - 12:00 Hairdresser	10:15 - 11:15 Cultural Dance Video	10:30 - 11:00 Music and Movement	10:30 - 11:30 Cultural Dance and Music		11:00 - 12:00 Songs of Praise on ABC
	11:30 - 12:00 Croatian Cultural Video	09:30 - 14:30 Coles Online	10:30 - 11:15 Walking Group	11:30 - 12:00 Polish Dance /Music DVD	11:30 - 12:00 Prayer Group		
		10:30 - 14:00 Croatian Club Lunch	10:30 - 11:15 Ukrainian Catholic Service				
		11:30 - 12:00 Ukrainian Cultural Video					
PM	13:30 - 14:30 Movie Screening	13:30 - 14:30 Movie Screening	13:30 - 14:30 Drumming Group - RSA	13:30 - 14:30 Movie Screening	13:30 - 14:30 Movie Screening	14:00 - 15:00 Bingo	
	14:00 - 15:30 Craft - Anzac Day	14:30 - 15:30 Bingo	13:30 - 14:30 Movie Screening	14:30 - 15:30 Mens Group	14:00 - 15:00 Movie Afternoon		
			14:30 - 15:30 Sing along		14:30 - 15:30 Bingo		

Main Calendar - St Anna's Aged Care



	Mon 20/04	Tue 21/04	Wed 22/04	Thu 23/04	Fri 24/04	Sat 25/04	Sun 26/04
AM	10:30 - 11:00 Music and Movement chair exercise	09:30 - 12:00 Hairdresser	10:00 Douglas the dog	10:30 - 11:00 Quoits	10:30 - 11:30 Ukrainian Dance / Music		11:00 - 12:00 Songs of Praise on ABC
	11:30 - 12:00 Croatian Cultural Video	10:30 - 11:15 Roman Catholic Service	10:30 - 11:00 Balloon Tennis	11:30 - 12:00 Iris	11:30 - 12:00 Prayer Group		
		11:30 - 12:00 Ukrainian Cultural Video	11:15 - 12:00 Cultural Dance Video				
PM	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	13:30 - 14:30 Movie Afternoon	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	14:00 - 15:00 Bingo	
	14:00 - 15:30 Cooking -Condensed milk Anzac biscuit slab	14:30 - 15:30 Bingo	13:30 - 15:00 Movie Screening	14:30 - 15:30 Fun Quiz	14:30 - 15:30 Bingo		
				14:30 - 15:30 Netflix -Movie			

Main Calendar - St Anna's Aged Care

	Mon 27/04	Tue 28/04	Wed 29/04	Thu 30/04	Fri 01/05	Sat 02/05	Sun 03/05
AM	10:30 - 11:00 Music and Movement chair exercise	09:30 - 12:00 Hairdresser	10:00 - 11:30 Douglas the doodle	10:30 - 11:30 Beauty hour	10:30 - 11:30 Croatian Cultural DVD		11:00 - 12:00 Songs of Praise on ABC
	10:30 - 11:30 Playgroup	09:30 - 14:30 Coles online Shopping	11:00 - 12:00 Cultural Dance Video	10:30 - 11:30 Sing Along	11:30 - 12:00 Prayer Group		
	11:30 - 12:00 Croatian Cultural Video	10:30 - 11:00 Chair Exercise		11:15 - 12:00 Polish Cultural Video			
		11:30 - 12:00 Ukrainian Cultural Video - Iris					
PM	13:30 - 15:00 Movie Screening	13:30 - 15:30 Movie Screening	13:30 - 14:30 Drumming Group - RSA	13:30 - 15:00 Movie Screening	13:30 - 15:00 Ukrainian Memories - Maria D	14:00 - 15:00 Bingo	13:45 - 14:15 Ukrainian Orthodox Service
	14:00 - 15:30 Craft		13:30 - 15:00 Movie Screening	14:30 - 15:30 Virtual Quiz	13:30 - 15:00 Movie Screening		
			14:30 - 15:30 Quoits		14:30 - 14:30 Bingo		

Please see information below for the commencement of a daily movie on the big screen – dates and movies to follow—we would also love to know what movies you would like to see on the big screen!



ST. ANNA'S COMMUNITY MOVIE SCREENING

**MONDAY TO FRIDAY AT 1.30PM
IN THE SUNFLOWER LOUNGE ROOM**

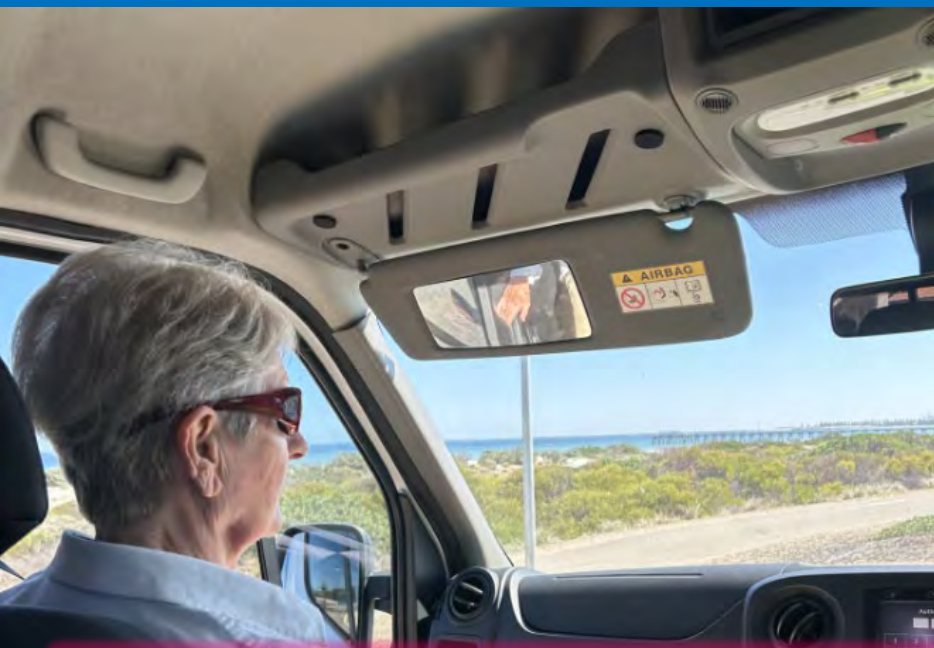
FREE ADMISSION • ALL ARE WELCOME

*See the fabulous team
in Lifestyle for any enquiries*



Movies changing daily

Bus Trips



We are pleased to announce that we had our first bus trip with the residents in our new bus. The group visited Semaphore Beach and the Harbor, taking in the beautiful surroundings and enjoying a relaxing drive together. It was a fantastic opportunity to connect, and we look forward to many more outings in the future. If you'd like more information, please speak to the Lifestyle staff



Gladys and Pearl's Australian Easter Adventure

The wardrobe's hinges shimmered like a trail of golden sunlight.

*Gladys tilted her hat. "That's... different."
Pearl sniffed the air. "Is that... chocolate?"*

A flurry of pastel ribbons tumbled out as the doors swung wide.

"Easter in Australia!" Gladys declared, her hat now dotted with tiny painted eggs.

The wardrobe whisked them to a sunny park where families gathered beneath wide gum trees. Picnic rugs stretched across the grass, laden with hot cross buns, fruit, and bright foil-wrapped chocolates. Children darted about, laughing, clutching baskets as they searched for hidden treasures.

A long table under a striped canopy overflowed with lamingtons, fairy bread, and bowls of colourful eggs. Pearl accepted a chocolate bilby from a smiling child. "It's like sweetness wrapped in sunshine," she whispered.

Nearby, a guitarist strummed a cheerful tune as a group of children raced past, giggling during an egg hunt. Bright bunting fluttered overhead, dancing in the warm breeze. Gladys and Pearl tucked their baskets under their arms and joined in, laughing as they searched beneath bushes and behind tree trunks.



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

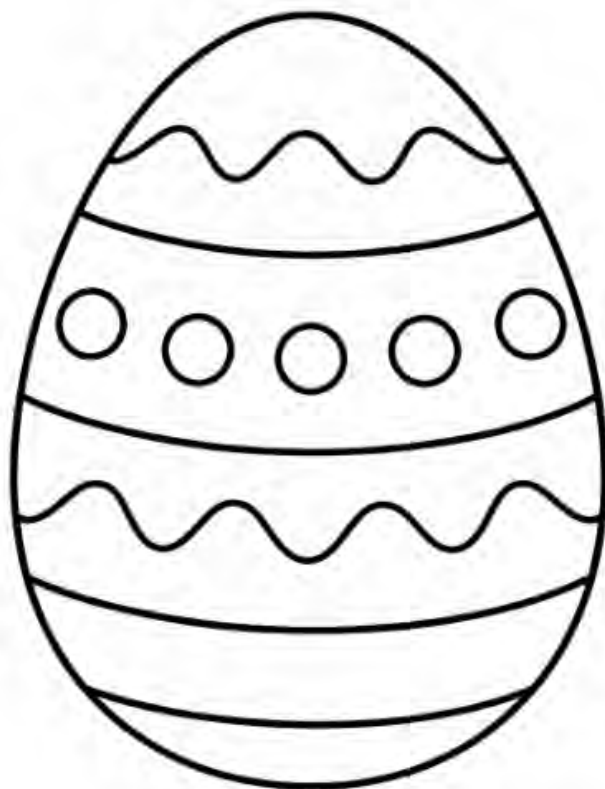


*"Leaves falling, worries
fading"*

Please Note:
Daylight Savings ends
on Sunday night the
04th April 😊

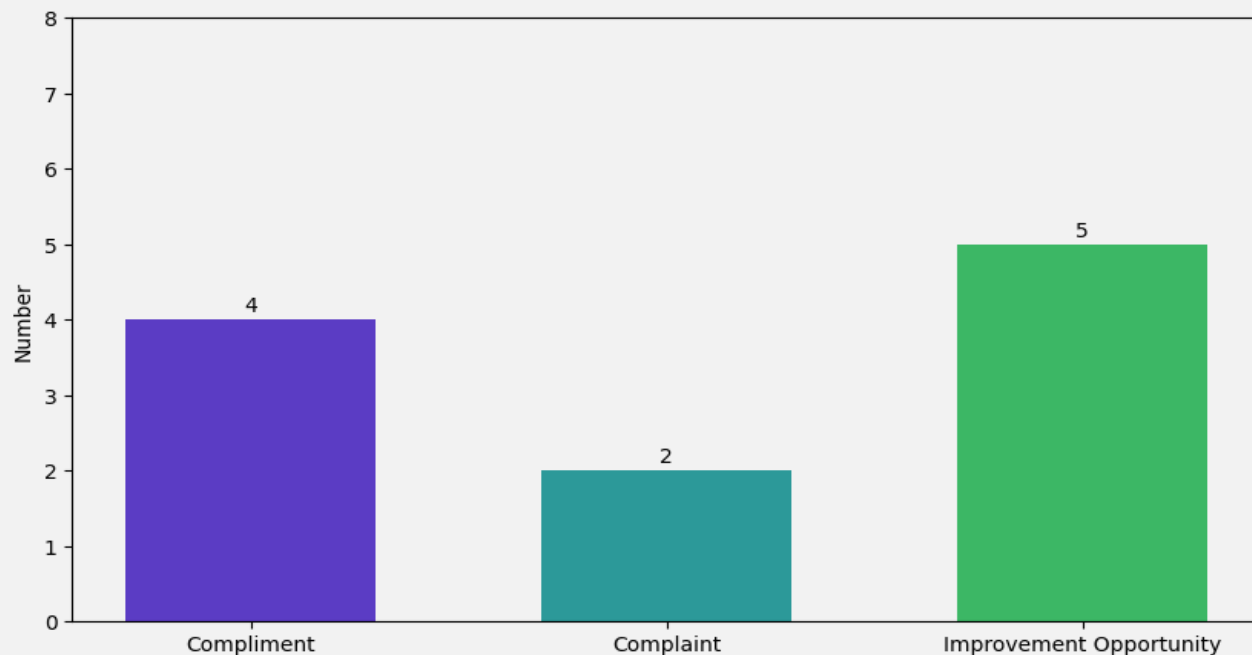
TRIVIA

Did you know that April gets its name from the Latin word *aperire*, meaning “to open,” referring to flowers and buds beginning to bloom in spring in the Northern Hemisphere? In Australia, however, April is firmly in autumn, bringing crisp mornings, golden leaves, and milder days after the summer heat. It’s a time when nature begins to slow down, with harvest season continuing across many regions and vineyards coming to life during grape picking. April is also significant for national reflection, with ANZAC Day on April 25 honoring Australian and New Zealand service members. With comfortable weather, fewer crowds, and plenty of outdoor festivals and markets, April in Australia is a peaceful yet meaningful time of seasonal change.



Month in Review

**St Anna's Feedback, Complaints and Improvement Opportunity by Type
February 2026**



Complaints	<i>Residential Facility- Resident complaint about the use of continence booster</i>
	<i>Home Care – Complaint related to Home Modifications</i>
Improvement Opportunity	<i>Residential Facility – Lifestyle project to create a permanent nail bar for manicures</i>
	<i>Residential Facility – HR project to implement / schedule regular check in sessions with new staff at specific stages</i>
	<i>Home Care – Management project - additional information re consumer contribution to be added to the admission process</i>
	<i>Home Care – Management project - Include the Statement of rights in Service Agreements</i>
	<i>Home Care – Management project - Identified need to update how St Anna's HC identifies registered supports and identifies supports required.</i>
Compliments	<i>Residential Facility - Resident loved the in house apple sauce</i>
	<i>Residential Facility – Resident x 2 enjoyed the shared lunch</i>
	<i>Residential Facility – Resident compliment regarding the afternoon tea</i>
	<i>Residential Facility – Family compliment re Lifestyle supports</i>

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

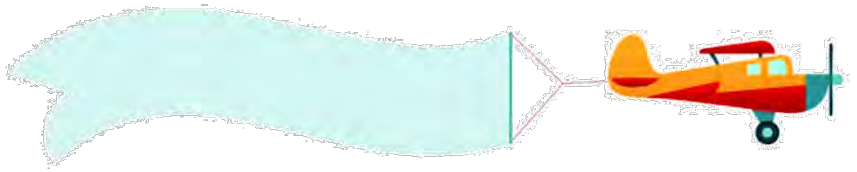
Please feel free to tear out and place in one of the feedback boxes next to the old Café site and next to the Iris Notice Board or give to a staff member.



FOR THE MONTH OF APRIL!

Nida Pasalic
Maya Benedik
Olena Kawka

Noticeboard



PET THERAPY

We have our fish aquarium that is located in Sunflower Lounge area. We try our best to have some furry friends visit regularly (dogs, rabbits, etc.) throughout the year, as well as visiting shows booked in on occasion. A reminder to friends and family that you are welcome to bring in your friendly pets when visiting here at St Anna's!

RESIDENT NOTICE

Please advise Lifestyle and Kitchen staff if resident wishes to have guests. Kitchen must have 48-hour notice if wanting food provided.

CULTURAL EVENTS

Croatian club and Ukrainian club lunches monthly

**Please let staff know if
you would like to attend.**

VOLUNTEERING

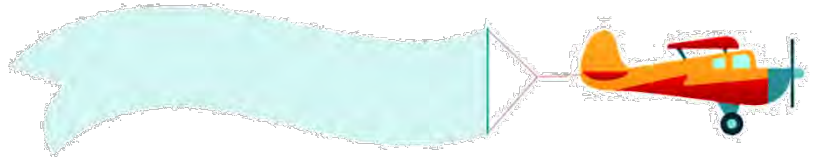
Volunteers are often the glue that holds a community together. Volunteering allows you to connect with your community and make it a better place. Helping with even the smallest task can make a real difference to the lives of our residents and St Anna's as an organisation.

If you would like to volunteer here at St Anna's please let us know – we would love to have you join our team! As a volunteer you choose what suits your lifestyle and how often, for how long you can commit.

PLAYGROUP

**Playgroup will be fortnightly on
Monday's. However, playgroup does
not run during school holidays.**

Noticeboard



LIBRARY SERVICE

We have a mobile library service that delivers & picks up library books to resident's monthly. If you would like this service, please talk to the Lifestyle staff.

ACTIVITIES

Due to unforeseen circumstances **activities may change** on your daily program. Lifestyle staff will inform you of any changes, Activities and any changes to program will also be reflected on the boards in your dining area.

HAIRDRESSER

St Anna's hairdresser, Michelle is here on site every Tuesday. If a resident would like a haircut, please contact our Lifestyle team. lifestyle@cubs.org.au OR email admin@cubs.org.au

LAUNDRY

The lost property rack is kept in the main laundry throughout the week, please ask laundry staff if you have missing items of clothing. The laundry is generally open 0800 – 1500 Monday – Friday. Over the Weekend the lost property will be placed in the small office opposite the reception area for residents and families to check. Any items left in this pile will be donated to charity after 3 months of being in the laundry.

Just a reminder all residents clothing is required to be labelled. St Anna's RCF does not take responsibility for any lost clothing which is unlabeled.

REMINDER

As the seasons change, please take a moment to check your loved one's clothing and footwear to make sure everything still fits well and is weather-appropriate.

You're welcome to visit anytime to check their wardrobe and room.

Also, a quick note about fridges in resident rooms — these are personal items, so we ask that families help keep them clean and ensure any food inside is safe to eat.

All food brought into the facility must be recorded in the Food Register at the front desk, and a label added to the item.

Activity Collage



Activity Collage

March at St Anna's Residential Facility was filled with connection, celebration, and new experiences. Residents enjoyed a delightful virtual tea hour, sampling a variety of teas and sharing their favourites together. We celebrated St Patrick's Day with a shared lunch, along with a fun craft and cooking session where residents created leprechaun hats and made traditional potato farls. We got a taste of Easter with a hands-on cooking session, making delicious chocolate bark. Additionally, we also had ARAS visit to provide an information and Q&A session. A highlight of the month was our very first bus outing with residents on the new bus, creating excitement for future adventures. We also gathered for a heartfelt farewell afternoon tea to wish Amy all the best. It has been a joyful and memorable month for everyone!

Activity Collage



Sudoku

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

***Answers on page 33- No peeking**

Quiz for April

1. What season is April in Australia?

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

2. Which major holiday is often celebrated in April?

- a) Christmas
- b) Easter
- c) Halloween
- d) New Year

3. What sweet treat is commonly given during Easter?

- a) Candy canes
- b) Chocolate eggs
- c) Lollipops
- d) Toffee apples

4. Which animal is traditionally associated with Easter in Australia?

- a) Kangaroo
- b) Koala
- c) Bilby
- d) Emu

5. What baked good is popular to eat in Australia during Easter?

- a) Croissants
- b) Hot cross buns
- c) Meat pies
- d) Scones

Word Search

Word Search

EASTER



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

Chocolate

Angels

Resurrection

Chick

Palm Sunday

Fertility

Tradition

Christ

Forgiveness

Eggs

Rebirth

Equinox

Bunny

Lamb

Jesus

Egg Hunt

Bonnet

Cross

Good Friday

Family

ANSWERS



SUDOKU ANSWERS

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

APRIL QUIZ ANSWERS

- 1.b) Autumn
- 2.b) Easter
- 3.b) Chocolate eggs
- 4.c) Bilby
- 5.b) Hot cross buns

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.



Mosaics for Residents

Every second month, on a Friday afternoon, residents are invited to get creative and have some fun at our mosaics class. This colourful and hands-on activity is a great way to relax, socialise, and enjoy making a unique mosaic piece. Laughter, creativity, and plenty of colour are always guaranteed!

The total cost of the session is \$50.00. St Anna's kindly contributes \$25.00 to cover the lesson, and residents pay \$25.00 for materials and supplies.

For more information, please see the Lifestyle Team or email Lifestyle@cubs.org.au

We would love to see you there!



Volunteering

Volunteering at St Anna's is a meaningful way to contribute to our community and bring positivity into the lives of our residents. By sharing your time and support, you help create a warm and welcoming environment where everyone feels valued. Every effort, no matter how small, makes a difference.

If you would like more information about volunteering opportunities, please speak to the Lifestyle Team or send an email to Lifestyle@cubs.org.au and they will be happy to provide further details and answer any questions you may have.



Virtual Quiz for Residents

Once a month, residents at St Anna's Residential Facility are invited to take part in the exciting virtual quiz, where they can test their knowledge and compete against other residential facilities. This is a fun and engaging way to stay connected, challenge the mind, and enjoy some friendly competition with others in the community. Please speak to Lifestyle staff for more information!



Congratulations Yenny!

Congratulations to Yenny on becoming an Australian citizen! This is a wonderful milestone that reflects her commitment, dedication, and connection to our community. We are proud to have her as part of our team and celebrate this special achievement. Wishing her continued success and happiness in this exciting new chapter.



Condolences



RESIDENT MEETING MINUTES

Tuesday 10th March 2026 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)

Isabella Fazzalari (Hospitality and Environment Manager)

Jock Malinowski (Ukrainian Interpreter and Board member)

Jo Rendell (Quality Risk Manager)

Amy Somers (Lifestyle)

Yemi (Wellness Carer/Lifestyle)

Pria was welcomed to St Anna's RCF – Pria will be assisting the Quality Risk Manager and the Clinical Nurse Managers both on the floor and with administration.

Welcome to country given by Joanne Ross

2. Present

As per attached sheet

3. Apologies

Athin Christou (Wellness and Technology) and as per attached sheet

4. Ageing Asia Awards presentation

Amanda Birkin advised that St Anna's Residential Aged Care Facility and Home Care was a finalist in the Ageing Asia awards. There were 417 applications received by Ageing Asia with 16 countries participating. St Anna's RCF has been asked, as a finalist, to provide a presentation to Ageing Asia with the winner being announced in April in Singapore.

Ms Birkin proceeded to present the draft presentation to all Residents in attendance and welcomed feedback and discussion. The title of the presentation is "Innovation in every interaction: How St Anna's Residential Aged Care Facility and Home Care is transforming aged care with compassionate use of Temi robots strengthening human connections, dignity and Resident wellbeing".

A discussion was had and feedback and suggestions were given regarding this presentation.

5. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 3rd February 2026 were read. These Minutes were accepted by Joanne Ross; seconded by Teresa

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. **Sunflower Lounge/Theatre room** – the new 100” television will be installed shortly and new chairs have been purchased and placed in this area.
- 6.2. **Aboriginal artwork** – further discussions will need to take place regarding this matter given health and family issues that have arisen for Auntie Irene.
- 6.3. **Acknowledgement to Country** – as per 6.2.

7. Food and Menu/Hospitality

All Residents were invited to attend the Resident Food Committee which meets every alternate month prior to the Resident’s meeting. During these meetings the following has been discussed:

- The chilled hydration station set up in the Poppy area was discussed and as a result of the success of this station one will be installed in the Iris area.
- Salads for room service have been noted to be warm on arrival. As a result specific bowls for these salads together with saucing jugs for the dining rooms have been purchased.
- A food survey regarding “fish and chip” day was attended to with the result of this survey being provided in the next newsletter.
- Shortages of supplies have been noted. If these shortages result in the need for a menu change Residents will be made aware.

8. Maintenance

Due to the recent power surge and fire as a result of lightning strikes issues have arisen. This is an insurance claim and quotes are being obtained for repairs to various electrical items throughout the facility. Some of these issues are the front door, fire panel, televisions within the facility, keypads etc. The total claim for this lightning strike will be approximately \$100,000. All Residents are thanked for their patience during this repair time.

Testing and tagging of all electrical items is extremely important. Residents were reminded that if anything is broken or faulty they should alert staff.

9. Feedback complaints and praise

Mrs Lois Potts brought to the meeting the issue that she has observed regarding the timing of the finishing of a carer shift at 1pm. She suggested that this shift should extend for half an hour to 1.30pm due to an incident she witnessed involving a Resident not being assisted back to her room.

This issue will be looked into and feedback given.

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.

10. Legislative changes

Nothing to report

11. Clinical/Technology

Flu vaccinations will be attended to within the next few months. COVID vaccinations were attended to last week.

12. Lifestyle Programs

- **Bus outing** – some Residents went on a bus outing this morning with a trip down to Outer Harbour along the beach front. It was suggested that perhaps commentary could be provided and a discussion was had regarding the availability of public toilets. It is planned to arrange these bus outings once a week. A survey will be provided to all Residents to ask for feedback and/or suggestions for these bus outings.
- **Footy Tipping** – information has been provided to all Residents who are interested
- **Valentines Day lunch** – was enjoyed especially the Red Velvet Cupcakes
- **Chinese New Year** – Chinese New Year craft activity was enjoyed

MARCH/APRIL EVENTS

- o **SA Election voting** – electoral staff to be in attendance at the facility on the 12 March
- o **Virtual tea house** – 11 March
- o **St Patricks Day shared lunch** – 17 March
- o **Amy's farewell afternoon tea**
- o **Movies** – a Blu Ray player is to be donated so that DVD movies as well as streaming movies on the big television can be available for Residents.
- o **Relationships Australia - Drumming Group** – 11 March
Technology - iPads, smart phones, Art and Craft and Music Therapy is also available through Relationships Australia. These will hopefully be available throughout the year.
- o **Blessing of the Baskets** – Father Taras - 4 April – everybody is welcome

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

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: April 7th 2026

Meeting closed at 3.50pm

March Food Survey Results



Survey results	
	Steamed X4
Question 1 – Fish preference	Crumbed X4
	Beer batter X4
	Other: Baked salmon or barra
Question 2 -	Thin Chips X5
	Thick Chips X5
	Other: wedges with skin on X 2
Question 2	Garden Salad X 8
	Coleslaw x 7
	Other: Potato salad, Greek salad
Seafood Basket	Yes X10
Additional suggestions	• More curry – Indian or Asian • Veal schnitzel • Lemon and White dill sauce • Asparagus • Quiches • Trifle • Vienna sausage • More whole fruits as an accompany to the desserts. • Crumpets at Breakfast

Based on the results we will continue to be offering the alternating fish options across the menu on Friday Fish and Chips Day and we will be introducing a seafood basket once a month.

We are pleased to share we will introduce wedges to the chip rotation and will be trialing the Greek Salad.

Furthermore, the additional suggestions will be reviewed against the current menu to ensure that they are included across the 4 Week rotating menu.

Thank you for your honest feedback to improving the quality of mealtimes at St Anna's

Kind Regards,
Isabella Calderon
Hospitality and Environmental Services Manager



Residential Care Facility

Feedback, Compliment, Improvement
and Complaint Form



St. Anna's
Residential & Home Care

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

We welcome your feedback as opportunities for improvement

Date: ____/____/____ **Name:** _____

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

Please indicate if you require feedback: ☐ Yes ☐ No

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

Contact details (if required): _____

Feedback/Improvement/Complaint/Compliment:

Do you have any suggestions for improvement?

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on its right side, suggesting it's resting on a surface. There is no handwriting 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**