



St Anna's Home Care

Newsletter

April 2026

What's Inside!

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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 April,
we hope you enjoy your special day.*

Palma - 2nd April

John - 4th April

Rachel - 5th April

Marie - 5th April

Maria - 8th April

David - 11th April

Angela - 14th April

Barb - 14th April

Kon 15th April

Barbara - 18th April

Barry - 19th April

Martin - 29 April

Ankica - 21 April



Recipe of the Month

Chicken Pie



Ingredients:

2 sheets puff pastry
½ BBQ chicken shredded
400 g condensed cream of chicken soup
2 cups frozen mixed vegetables thawed

Method:

1. Preheat oven to 180 C.
2. Line a non stick 22cm pie dish with baking paper and one sheet of pastry.
3. In a bowl, combine the chicken, soup and veggies, season with pepper.
4. Pour the mixture into the pie dish and cover with the remaining sheet of pastry, seal the edges with a fork, trim and remove excess pastry.
5. Cut several vents in the lid, brush with beaten egg and bake until golden brown about 30 to 35 minutes.

Home Care – Social Support Group

Social outings and activities are an important part of our lives.

Home Care will be having **monthly group outings and Activities.**

Our first will be 'Mother Day Flower Arranging' on Friday the 8th of May.

Our event in June will be on **Friday 19th June** and will be 'Understanding your Support at Home package'

These activities will be advertised in the monthly newsletter or you can phone the office to find out upcoming dates and activities.

In the future will also have:

'Ask the nurse'
'Paint and Sip'
'Crystals and Meditation'
'What is ChatGPT? AI? '
'Travel'

We are also looking at going on some bus trips.

If you have any ideas of other activities please let us know.

Lets get together and be social.





Mothers Day Flower Arranging

When: Friday 8 May
Time: 10.00am – 12.00pm
Where: 471 Regency Road, Prospect

Come along and enjoy a morning of Flower Arranging

Take home your arrangement

Share a cup of tea / coffee and morning tea

Enjoy a chat and laugh with other clients

Spaces are limited

Please book your spot by calling the Home Care office on 7078 6382



St Anna's Home Care Office Staff



Sarah – Scheduling

Rebecca – Home Care Manager / RN

Sharna – Coordinator

Joyce - EN

Debbie - Coordinator

Welcome to our new Physio **Josh**.



Welcome to our new Finance Manager **Cruise**





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

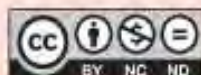
Immunisation Section,
Communicable Disease Control Branch,
SA Health
T: 1300 232 272
sahealth.sa.gov.au/immunisation

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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Our clients



Duro using his walker going for a walk



Eleanor visiting IKEA with carer Dani



Lyn and carer Kylie enjoyed an outing to Burnside Village and a visit 'Tiffany and Co'.

Our Clients



Katarina and carer **Holli** enjoying a day out at Hahndorf.



Ivone looking beautiful after having her hair permed.



Eleanor and carer **Dani** baked easter treats.

Our Clients



Katarina enjoying time with her friend.



Maria enjoying easter treats



Eleanor attending Good Friday church service with carer Dani

Personal Alarms

Please ensure you are wearing your **personal alarms** when at home and understand how to use them if needed.

If you are not sure how to use them please call the Home Care office or ask your carer during their visits.



Consumer Advisory Body Meeting

Consumer Advisory Body meeting is on
Thursday 30th April at the
Home Care office **471 Regency Road, Prospect** at **11.00am**

Please let us know if you will be attending by phone on 7078 6382

New confirmation of service delivery requirements

The Support at Home program introduced a range of new measures aimed at increasing transparency, accountability and participant satisfaction for the care and services they receive.

This means registered providers must now collect evidence to confirm the delivery of care and services for all participants. This means collecting evidence of services delivered by support workers who are provider employees, as well as third-party contractors and associated providers.

The types of evidence varies and may include any or all of the following, depending on the service type and who is delivering it:

- . **For in-home services:** care notes, progress notes, clinical records or reports
- . **From workers:** record of worker sign-in and out (electronic or hand-written), sign-in book or QR code
- . **For allied health:** progress notes, clinical records and/or reports
- . **For meal delivery services:** progress notes that evidence communication with the participant to confirm meals have been delivered and are meeting their nutritional needs
- . **For Assistive Technology & Home Modifications:** an invoice plus at least one additional piece of documentation to demonstrate confirmation of delivery, such as clinical notes, electronic records, and photos or videos following installation

Additional evidence that we must keep also relates to professional recommendations and prescriptions for the service or items, prices, quotes, invoices, receipts and relevant assessments, reports and other documentation.

Whilst this may sometimes appear excessive or intrusive, it is not something we can avoid and it applies to all service types and all participants equally. We will work closely with you and your supporters to ensure you are satisfied with the care and services you receive and appreciate you assisting us with the process wherever possible.

How vitamin B12 deficiency can mimic dementia symptoms

Vitamin B12 deficiency is a common concern among older Australians, yet it often goes unnoticed due to the subtlety and variety of its symptoms. Unlike other B vitamins, vitamin B12 is stored in the liver for years, which means signs of deficiency can develop very slowly.

Some symptoms may even be mistaken for natural ageing or dementia, making it especially important to know the signs and symptoms and act decisively to seek medical attention.

Whilst early symptoms of deficiency may include feeling tired or weak, pale skin, heart palpitations, and loss of appetite or weight, if left undiagnosed, low B12 levels can result in confusion, forgetfulness, difficulty concentrating, and even changes in mood or personality. Sometimes families and service providers may not realise that a treatable vitamin deficiency is the underlying cause.

How a vitamin B12 deficiency can present like dementia:

- . Cognitive Decline: Memory problems, difficulty concentrating, confusion, disorientation, and impaired reasoning.
- . Psychiatric Symptoms: Depression, apathy, agitation, irritability, paranoia, and even psychosis (delusions, hallucinations).
- . Neurological Symptoms: Tingling or numbness in the hands and feet, trouble walking, and problems with balance.

While dementia is a serious condition, vitamin B12 deficiency can often be reversed with proper treatment – but only if it's identified early.

If you notice symptoms such as memory lapses, mood changes, increased confusion, or difficulty with movement, please see your GP and ask for a vitamin B12 blood test. It's a simple check that can make a significant difference to your health and quality of life.



New arrangements for continence aids funding

Many older Australians rely on continence aids to maintain their comfort, dignity and independence. For years, the Australian Government's Continence Aids Payment Scheme (CAPS) has helped eligible people with permanent and severe incontinence to cover the costs associated with these essential products.

However, an important change has occurred whereby people receiving Support at Home funding are no longer eligible for CAPS and will need to access continence aids differently. Disposable continence aids now come under the service type known as 'clinical care consumables' and can be accessed directly through the Support at Home program rather than through the separate government CAPS scheme.

From February 2026, all funding for disposable continence products will be managed through a participant's Support at Home budget. As a clinical care consumable product, your quarterly budget will be charged, but there will be no out-of-pocket cost to any participants for these continence products.

Anyone previously approved for a former Home Care Package is automatically approved for clinical care services and can immediately access clinical care consumables with an appropriate clinical recommendation.

However, if you were assessed for Support at Home after 1 November 2025, you will need pre-approval for clinical care services in your Notice of Decision and MAC Support Plan to access continence aids from your quarterly budget.

* All washable or reusable continence products can be purchased using separate AT-HM funding or previously accumulated unspent HCP funds.

Incontinence can impact your confidence, health, wellbeing and skin integrity, and may even limit your involvement in social activities. So please talk to us if you have any concerns, and we will arrange the necessary approvals for you to direct your funding where it is most needed.



**Continence
Funding
Changes**

Concerns about families or supporters cancelling essential care due to out-of-pocket costs

Under the Support at Home program, participants assessed as eligible for government-subsidised funding after 12 September 2024 are now required to make personal financial contributions towards their care. For many people, especially those unaccustomed to paying for such supports, these new costs may seem daunting.

And while we understand the financial strain the new contributions may cause, we are also mindful that declining or cancelling these services can place participants at risk by limiting their access to care and services that have been professionally deemed necessary for their safety, comfort, and independence.

A particular concern arises when family members, often acting with good intentions, discourage or even cancel essential care services for their ageing parents due to the requirement for making out-of-pocket payments. While it is understandable to want to safeguard their loved one's savings or prevent financial strain, this can potentially lead to serious and unintended consequences for their health and well-being.

It is important for family members to recognise that the rights of participants are protected under the Aged Care Act (2024), which states that older people must be fully involved in any decisions affecting their care. Open communication between families, participants, and care providers is essential to ensure that financial concerns are addressed without compromising the quality or continuity of care.

If family members or supporters contact us to cancel essential services on behalf of a participant, we as the registered provider, are obligated to assess the potential impact on the participant's well-being and to ensure that the participant's preferences and voice are being heard throughout the process.

Please contact us if you have concerns about government co-contributions so we can work through the issues together with you and the participant.

Can my funding pay for Telehealth services?

New technologies such as Telehealth can make a big difference to how older people access healthcare and allied health services nowadays, and you don't have to be a tech expert to use it!

Telehealth lets you access healthcare from home via phone calls, video chats, secure messaging, or remote monitoring devices, so you don't have to worry about travelling or waiting in busy clinics. It is especially valuable if you need to connect with medical practitioners, specialists or allied health professionals with the comfort and convenience of being at home.

Whilst Support at Home funding cannot cover Medicare or out-of-pocket private health insurance fees, there are aspects of telehealth that can be paid for with your quarterly budget if you have an assessed need and pre-approval for a range of services and supports.

What's covered: Support at Home funding generally includes telehealth consultations for allied health and other therapeutic services. These are detailed in the Support at Home Service List, so please chat with your Care Partner about your eligibility.

Your quarterly budget can also cover training or help to improve your digital literacy, ensuring you feel confident using technology for telehealth and other online activities (like paying bills or joining digital social programs).

What's not covered: Buying a mobile phone, laptop, or payment of internet or phone bills is excluded, unless a person is at risk of homelessness and needs connectivity for staying in touch with us as their Registered Provider.

We welcome and encourage you to use telehealth where possible to support your access to relevant services to meet your health and wellbeing needs.



Support Plan Review process

Everyone receiving funding under the Support at Home program will be familiar with the formal Assessment Service process that took place when they were first approved for the funding level they now receive.

At an individual level, we can usually adjust your care and services within your current funding level allocation to meet your changing needs, but sometimes, a person's funding is not sufficient, or they may need formal approval to use a different service type. In these circumstances, a formal Support Plan Review by the Single Assessment Service is required.

A Support Plan Review outcome may lead to a new approved funding classification, priority category, and/or changes to the specific services you can access from the Support at Home service list. Other outcomes may include approvals for specific short-term pathways, such as the Assistive Technology and Home Modifications (AT-HM) scheme, the Restorative Care Pathway, or the End-of-Life Pathway.

Because the process of requesting a Support Plan Review can be lengthy and complex, we recommend working closely with your care partner who can guide you through the process and help you prepare.

There are currently tens of thousands of older people on the national waiting list to be assessed by the government assessment agencies, so if you need to increase or vary your approved care and services, it is important to know there is likely to be a waiting period before you are reviewed and another wait until your new funding becomes available to you.

While you wait for your Support Plan Review, we will work with you to adjust and reorganise the way you are using your available funding to ensure your most essential needs are prioritised.

Our regular care management activities are designed to identify risks and changes as early as possible. Please let us know if your care needs or circumstances are changing so we can be proactive in referring you for a Support Plan Review if required.



Packing a hospital 'Go Bag'

We are frequently informed that one of our participants has unexpectedly been taken to hospital due to an urgent medical event. For planned admissions, there is time to get your belongings together, but for sudden trips, a pre-packed hospital Go Bag can make all the difference during such a stressful time.

If an ambulance is in attendance, paramedics will ensure your medications are taken with you, so having your hospital Go Bag in an accessible place will mean you have everything at your disposal in case you are admitted to hospital.

When packing your hospital Go Bag, focus on essentials and leave jewellery and other valuables at home for safe keeping.

What to keep in your hospital Go Bag:

- . List of contact details (next-of-kin, emergency contacts & your care partner)
- . List of doctors and their contact details
- . Copies of Advance Health Directive or Powers of Attorney
- . Loose, comfortable clothing (e.g., button-up pyjamas, nightgown, dressing gown) and non-slip slippers or shoes
- . Underwear, warm socks and a light jacket or cardigan
- . Basic toiletries (toothbrush, toothpaste, hairbrush)
- . Specific care items (e.g., diabetes supplies, continence aids) if needed
- . Small amount of cash

Grab these when you are leaving for hospital:

- . Medications in original packaging or Dose Administration Aid (prescriptions, over-the-counter, supplements)
- . Purse or wallet containing your Medicare card, private health insurance and pension cards
- . Personal aids (glasses, hearing aids and spare batteries, dentures, walking aids)
- . Mobile phone and phone charger

Please remember to let us know as soon as possible if you are taken to hospital so we can suspend any services on your behalf



Cultural Events in April

8 April	Hana Matsuri (Flower Festival)	In Japan, Buddha's Birthday is celebrated on 8 April. The day features the display of flowers at temples and the viewing of cherry blossoms throughout the country.
9 Apr	Maundy Thursday (Holy Thursday) (Orthodox)	Maundy commemorates the washing of the feet (Maundy) and the Last Supper of Jesus Christ with the Apostles, as described in the Christian New Testament. In 2026, Protestant and Catholic Christians commemorate this on 2 April, while Orthodox Christians commemorate this on 9 April.
10 Apr	Good Friday (Orthodox)	Good Friday is a solemn Christian remembrance of the suffering and crucifixion of Jesus Christ. Many countries observe Good Friday as a national holiday on the Friday before Easter. In 2026, Protestant and Catholic Christians commemorate this on 3 April, while Orthodox Christians commemorate this on 10 April.
12 Apr	Easter Sunday (Orthodox)	Easter Sunday is regarded by Christians as the day of the resurrection of Jesus Christ. In 2026, Protestant and Catholic Christians commemorate this on 5 April, while Orthodox Christians commemorate this on 12 April.
13 Apr	Easter Monday (Orthodox)	Easter Monday is the day after Easter Sunday in Eastern or Western Christian traditions. The day marks the resurrection of Jesus Christ three days after his crucifixion. In 2026, Protestant and Catholic Christians commemorate this on 6 April, while Orthodox Christians commemorate this on 13 April.

23 Apr	St George's Day	St George is the patron saint of England and one of the most venerated saints in the Anglican church. This day is generally celebrated with parades, dancing and other celebratory activities.
25 Apr	ANZAC Day	ANZAC stands for Australian and New Zealand Army Corps. ANZAC Day is an anniversary of the day when Australian and New Zealand soldiers landed in Gallipoli in 1915 as part of the Allies' invasion. It is a public holiday to recognise the contribution and sacrifices of all those who have served Australia in time of war and in war like conflicts. The day is observed with the dawn service, marches and ceremonies across Australia and New Zealand.
26 Apr	Hung Vuong Festival	The Hung Kings' Temple Festival is a Vietnamese festival held from the eighth to the eleventh day of the third lunar month in honour of the Hung Vuong or Hung Kings. The Festival commemorates the contributions of the Hung dynasty, who were the traditional founders of the nation and the first emperors of Vietnam. Since 2007 this has been a national holiday in Vietnam.



Free online events for carers!



April 16th - Practical relaxation strategies for carers

If you've been feeling overwhelmed and could benefit from some well deserved 'me time', this interactive workshop will provide you with practical relaxation techniques to help you manage stress and restore balance.

April 30th - Navigating caring for someone with a life-limiting illness

The aim of this session is to provide a compassionate overview of palliative care and the end-of-life journey. It includes practical guidance that many carers wish they'd known earlier, and the opportunity to ask questions.

May 5th - Evening guided meditations for busy carers

Throughout this nurturing series, carers will be guided through a restorative meditation designed to quieten the mind and create deep stillness.

May 8th - Understanding the different types of dementia

This session provides an introduction to dementia including an overview of different types of dementia, diagnosis, planning ahead and how to support someone living with dementia.

June 3rd - Supporting people with dementia to stay at home longer

"It takes a village" is an online series designed to empower carers to support a person living with dementia to remain at home for as long as possible. With a strong focus on wellbeing and self-care, carers will be equipped to navigate some of the complexities and challenges of supporting the person they are caring for.

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

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

This Month in History

April 4 1923 - The **Country Womens Association** holds its first annual conference..

April 6 1895 - **Waltzing Matilda** is first performed at the North Gregory Hotel, Winton, Queensland.

April 8 1802 - **Explorer Matthew Flinders** meets the French explorer **Nicolas Baudin** at Encounter Bay.

April 13 1829 - Melbourne's first **post office** opens.

April 17 1935 - Australia's national airline, **Qantas**, operates its first overseas passenger flight, from Brisbane to Singapore. .

April 19 1984 - **Advance Australia Fair** is proclaimed as Australia's national anthem, and green and gold are proclaimed as Australia's national colours.

April 25 1927 - **Anzac Day** is uniformly observed in all Australian states for the first time.



Sudoku

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

Sudoku Answers:

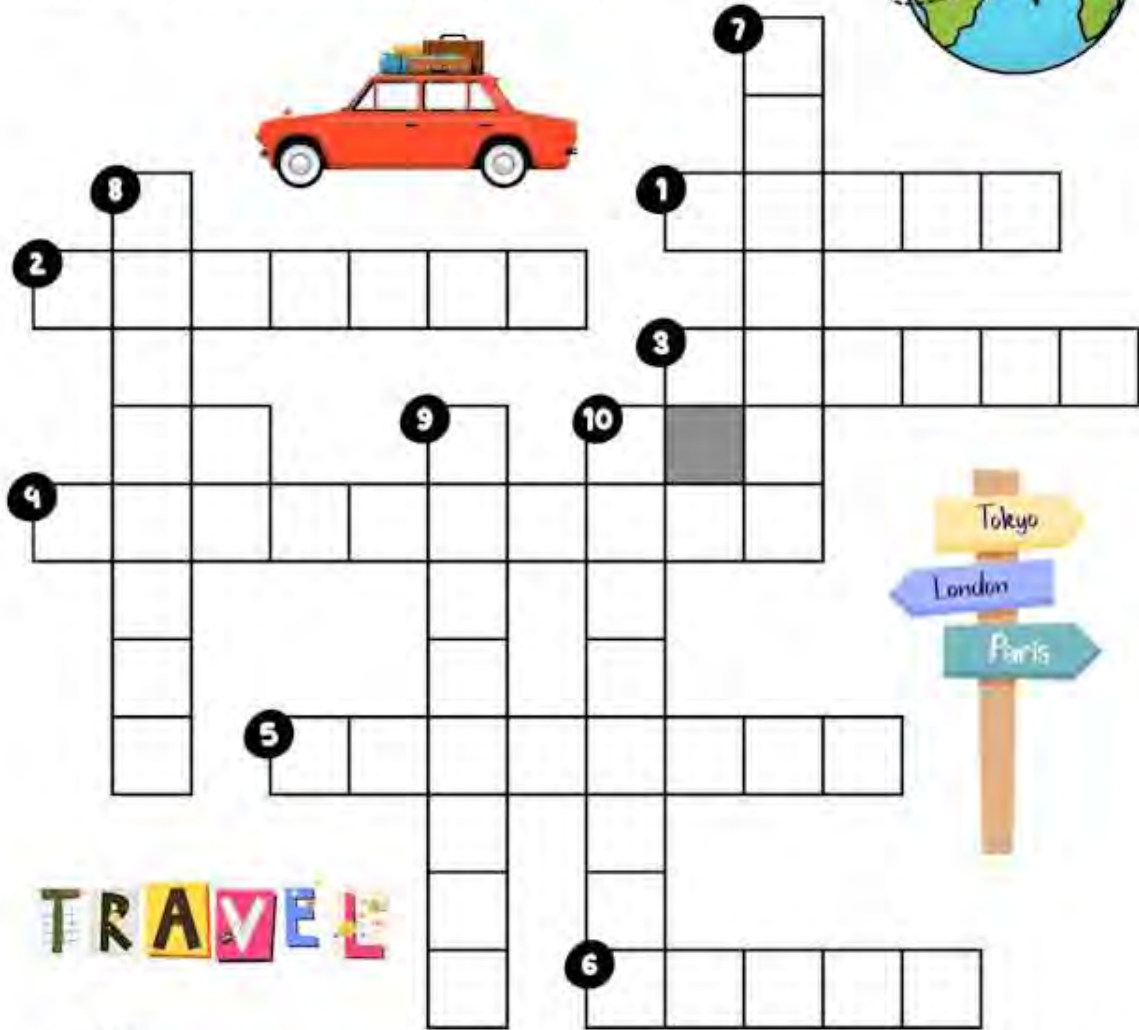
6	1	8	4	3	5	7	2	9
2	5	3	1	9	7	8	6	4
4	7	9	6	8	2	5	3	1
1	2	6	7	4	8	9	5	3
3	8	4	2	5	9	6	1	7
7	9	5	3	6	1	2	4	8
5	3	2	8	7	4	1	9	6
8	6	1	9	2	3	4	7	5
9	4	7	5	1	6	3	8	2



Crossword

TRAVEL FUN

COMPLETE THE CROSSWORD WITH WORDS RELATED TO TRAVEL.



TRAVEL

ACROSS

1. PERSON WHO SHOWS TOURISTS AROUND
2. DAY SET ASIDE TO CELEBRATE, RELAX, OR TRAVEL
3. PROVES PAID PERMISSION TO ENTER
4. WHERE CUSTOMERS DINE
5. POPULAR TRAVEL BAG
6. TO COACH OR TEACH



DOWN

7. SOMEONE VISITING FOR PLEASURE
8. SOMETHING PURCHASED TO REMEMBER A PLACE
9. CARRIES PERSONAL POSSESSIONS
10. CERTIFIES IDENTITY



St. Anna's
Home Care

Find a Word



IT'S A WILD, WILD WORLD

FIND THE WILD ANIMALS HIDDEN IN THE PUZZLE.



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

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WOLF



Maze

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A refill is needed. Can you help?



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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.

