

NEWSLETTER

June 2026



Welcome to the Month of June 2026

Hello and welcome to June!

The months certainly seem to be flying by, and there is plenty happening around the Facility at the moment.

Our Lifestyle Team recently organised a lovely afternoon tea for our volunteers as part of National Volunteer Week, held on the 20th of May. It was a wonderful opportunity to say thank you and acknowledge the valuable contribution our volunteers make here at St Anna's. Our volunteers give so generously of their time to support others, and we are truly grateful for their dedication, kindness, and ongoing hard work.

This month we also celebrate Croatian Statehood Day, which is a timely reminder of the importance of recognising and celebrating the many cultures that make up our St Anna's community. Embracing and valuing our diversity is something very special, and it continues to enrich the lives of everyone within our community.

The last month we welcomed our new Finance Manager Cruise to the Team here and Kylie our new Nurse Manager – they both bring a wealth of knowledge and experience within their respective fields.

I hope you are all staying warm and healthy! Enjoy the month of June.

Amanda CEO



St Anna's Socials!



St Anna's Website



St Anna's Facebook



St Anna's Instagram



Scan the barcode using your phone!

Resident Survey

Nail Bar Interest Survey

We'd love your feedback about nail bar services and activities!

Please tick or write your preferences below.

1. Which nail services would you enjoy?

- ☐ Manicure ☐ Pedicure ☐ Nail painting ☐ Hand massage ☐ Clear
polish only ☐ Bright colours ☐ Neutral/natural colours
☐ Other: _____

2. Have you tried or would you like to try any of these nail services?

- ☐ Shellac ☐ Acrylic ☐ BIAB (Builder Gel in a Bottle) ☐ SNS
☐ Press-on nails ☐ I have not tried any of these ☐ I would like to try these
services

3. How often would you like nail bar sessions?

- ☐ Weekly ☐ Fortnightly ☐ Monthly ☐ Special occasions only

4. What type of nail bar experience would you prefer?

- ☐ Relaxing and quiet ☐ Social and chatty ☐ Music while having nails done ☐
Group sessions with friends

5. What colours do you enjoy most?

6. What day or time suits you best?

- ☐ Morning ☐ Afternoon ☐ Mon- Thurs

7. Any other ideas or suggestions for the nail bar

Thank you for your feedback! Please return to the Lifestyle team.

Resident Survey

Resident Bus Outing Survey

We'd love your ideas for future bus outings!
Please tick or write what interests you most.

1. What types of outings would you enjoy?

- ☐ Café or coffee outings
- ☐ Scenic drives
- ☐ Beach visits
- ☐ Parks or gardens
- ☐ Shopping trips
- ☐ Markets
- ☐ Pub lunch / restaurant outings

☐ Other: _____

2. If you enjoy café outings, where would you like to go?

3. If you enjoy scenic drives, what areas would you like to visit?

- ☐ Coast/beach drives
- ☐ Sightseeing your neighbourhood

☐ Other: _____

Preferred locations:

6. Any other outing ideas or suggestions?

Thank you for your feedback!



**JOIN US FOR THE
KING'S BIRTHDAY!**

SHARED LUNCH IN PK ROOM

12:30pm

JUNE 4TH



**Join us for St Anna's fundraiser for
Australia's biggest morning tea, hosted
by Cancer Council.**



Gold Coin Donation.

JUNE 18TH IN PK ROOM FROM 10:30AM

**Where you can donate:
Front Reception, Lifestyle Team, Biggest
morning tea fundraiser in PK Room**

“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

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.



FOOD Committee Meeting

1:30p • June 2nd • PK Room
(Before Resident Meeting)

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

St Annas *Cafe*

— • INTRODUCING THE • —
**NEW WEEKEND
HOURS!**

This will begin
**SATURDAY 13TH AND
SUNDAY 14TH OF JUNE**



— • CAFE WILL BE OPEN • —
- 10AM - 1PM -

We can't wait to see you! ♥

GOOD COFFEE. GOOD COMPANY. LOVE LOCAL. ♥

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:

Main Calendar - St Anna's Aged Care

	Mon 01/06	Tue 02/06	Wed 03/06	Thu 04/06	Fri 05/06	Sat 06/06	Sun 07/06
AM	10:30 - 11:00 Music and Movement chair exercise	09:30 - 12:00 Hairdresser	10:00 - 11:30 Croatian Morning Tea	10:30 - 11:30 Polish Cultural Video	10:30 - 11:00 Music and Movement		11:00 - 12:00 Songs of Praise on ABC
	11:30 - 12:00 Croatian Cultural Video	10:30 - 11:00 Balloon Tennis / Tapping	10:30 - 11:00 Group Exercise		11:30 - 12:00 Prayer Group		
		11:30 - 12:00 Ukrainian Cultural Video - Iris	10:30 - 11:30 Iris				
PM	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	12:30 - 13:30 Kings Birthday	13:30 - 15:00 Ukrainian Memories - Maria D	14:00 - 15:00 Bingo	13:45 - 14:15 Ukrainian Orthodox Church Service
	13:30 - 15:00 Movie Screening	14:30 - 15:30 Consumer Resident Meeting	14:30 - 15:30 Movie Afternoon	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening		
	14:00 - 15:30 Cooking HRH ea -		14:30 - 15:30 Bocce	14:30 - 15:30 Quiz	14:30 - 14:30 Bingo		

Main Calendar - St Anna's Aged Care

	Mon 08/06	Tue 09/06	Wed 10/06	Thu 11/06	Fri 12/06	Sat 13/06	Sun 14/06
AM	09:00 - 17:00 Kings Birthday	09:30 Coles Online Shopping	10:30 Douglas the doodle	10:30 - 11:30 Bocce	10:30 - 11:00 Active Games		11:00 - 12:00 Songs of Praise on ABC
		09:30 - 12:00 Hairdresser	10:30 - 11:00 Chi Ball	10:30 - 11:30 Ukrainian Music / Dance DVD	10:30 - 12:00 Individual Prayer Group Room Visit		
		10:30 - 14:00 Croatian Club Lunch	10:30 - 11:00 Group Exercise		11:15 - 12:15 Netflix		
		11:15 - 12:00 Ukrainian Cultural Video					
PM		13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	14:00 - 15:00 Bingo	
			14:30 - 15:30 Sing Along	14:30 - 15:30 Virtual Quiz	14:30 - 15:30 Bingo		
			14:30-15:30 Movie Afternoon				

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

Main Calendar - St Anna's Aged Care



	Mon 15/06	Tue 16/06	Wed 17/06	Thu 18/06	Fri 19/06	Sat 20/06	Sun 21/06
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 Dance / Music DVD	10:30 - 11:30 Active Games		11:00 - 12:00 Songs of Praise on ABC
	10:30 - 11:30 Bus Trip	10:30 - 14:00 Croatian Club Lunch	10:30 - 11:00 Group Exercise	10:30 - 11:30 Biggest Morning Tea	10:30 - 12:00 Individual Room Prayer Readings		
	11:30 - 12:00 Croatian Cultural Video	11:30 - 12:00 Ukrainian Cultural Video	10:30 - 11:15 Walking Group				
			10:30 - 11:15 Ukrainian Catholic Service				
PM	13:30 - 14:30 Movie Screening	13:30 - 14:30 Movie Screening	13:30 - 14:30 Movie Screening	13:30 - 14:30 Movie Screening	13:30 - 14:30 Movie Screening	14:00 - 15:00 Bingo	
	14:00 - 15:30 Cooking	14:30 - 15:30 Bingo	14:30 - 15:30 Pamper Group	14:30 - 15:30 Mens Group	14:00 - 15:00 Movie Afternoon		
					14:30 - 15:30 Bingo		

Main Calendar - St Anna's Aged Care

	Mon 22/06	Tue 23/06	Wed 24/06	Thu 25/06	Fri 26/06	Sat 27/06	Sun 28/06
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 - 11:00 Balloon Tapping / Quoits		11:00 - 12:00 Songs of Praise on ABC
	10:30 - 11:30 Playgroup	10:30 - 11:15 Roman Catholic Service	10:30 - 11:00 Balloon Tennis	11:30 - 12:00 Iris	10:30 - 12:00 Prayer Group		
	10:30 - 11:30 Croatian Cultural Video	10:30 - 12:30 Coles Online	10:30 - 11:00 Group Exercise				
		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 Craft	14:30 - 15:30 Bingo	13:30 - 15:00 Movie Screening	14:30 - 15:30 Netflix -Movie	14:30 - 15:30 Bingo		
				14:30 - 15:30 Fun Quiz			

Main Calendar - St Anna's Aged Care



	Mon 29/06	Tue 30/06	Wed 01/07	Thu 02/07	Fri 03/07	Sat 04/07	Sun 05/07
AM	10:30 - 11:00 Music and Movement	09:30 - 12:00 Hairdresser	10:00 - 11:30 Croatian Morning Tea	10:30 - 11:00 Quoits	10:30 - 11:30 Ukrainian Dance / Music		01:45 - 02:14 Ukrainian Orthodox Church
	10:30 - 11:30 Bus Trip		10:30 - 11:00 Balloon Tennis	11:30 - 12:00 Iris	10:30 - 12:00 Room Prayer Readings		11:00 - 12:00 Songs of Praise on ABC
	11:30 - 12:00 Croatian Cultural Video	11:30 - 12:00 Ukrainian Cultural Video	10:30 - 11:30 Group Exercise				
			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	14:30 - 15:30 Bingo	13:30 - 15:00 Movie Screening	14:30 - 15:30 Fun Quiz	13:30 - 15:00 Ukrainian Memories		
				14:30 - 15:30 Netflix -Movie	14:30 - 15:30 Bingo		

Bus Trip info



Bus is in for a service for the
time being.

Bus trips to resume shortly!

Reminder - Winter is here!



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.



Gladys and Pearl's for June – Short Story

June brings with it cooler days and longer nights, inviting us to slow down and take comfort in the simple things. It's a lovely time to enjoy a warm drink, share a story, or sit quietly and reflect on cherished memories.

This season reminds us of the importance of connection. A friendly chat, a smile, or a gently hand can brighten someone's whole day. Never underestimate how much kindness means – it has a way of warming hearts, even on the coldest mornings.

It's also a time to be kind to ourselves. We all move at our own pace, and that is perfectly alright. Rest when you need to take things one step at a time, and know that every day holds its own special moments.

Let us welcome June with warmth in our hearts, gratitude for the little things and care for one another.

Sometimes the quietest days bring the greatest comfort. Why not spend some time this month sharing stories from the past? Whether it's favourite childhood memories, family traditions, or old recipes. Beautiful way to reminisce, and bring smiles to one another.



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

As winter begins,
may *June* ♥
bring warmth to our hearts,
kindness to our days,
and comfort in each other's company.



Trivia for the month of June

Did you know that June is named after Juno, the Roman goddess of marriage and family? She was believed to watch over women and bring blessings to marriages, which is why June has long been considered a lucky month for weddings.

Have a laugh!

“Why did the King bring a ladder to the party? Because he wanted to raise the royal standards!”

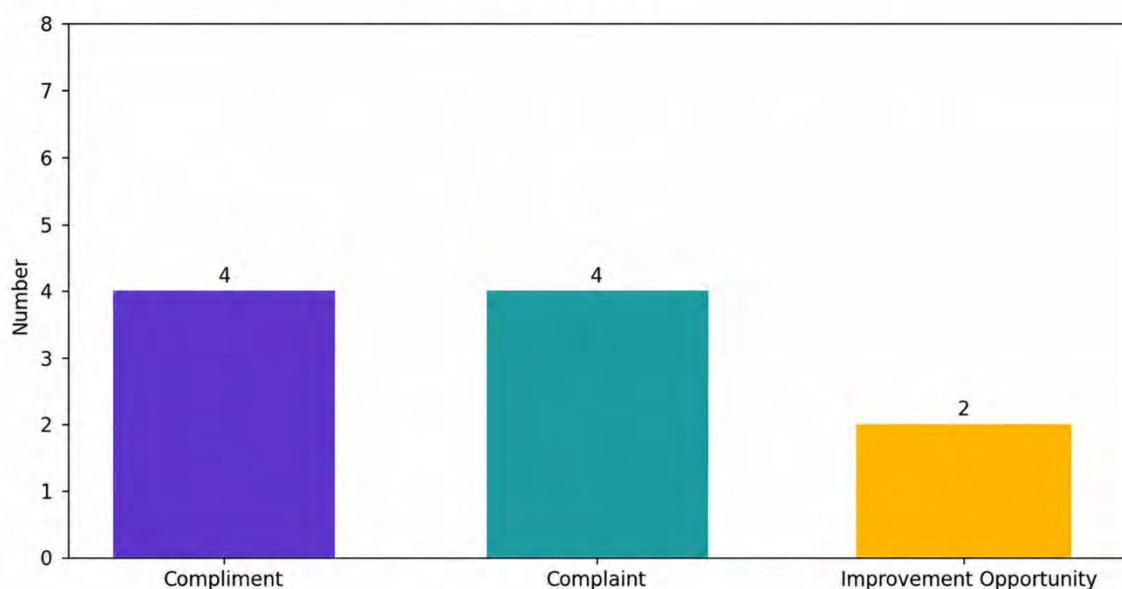
“The King’s Birthday is the perfect excuse for an extra cuppa and a slice of cake — very royal behaviour indeed!”



Month in Review

Complaints	<i>Residential Facility- 1x re staff member and after hour / weekend access</i>
	<i>Residential Facility- 3 x resident food / meals complaints</i>
	<i>Home Care – NIL</i>
Suggestion	<i>Residential – 1x resident suggestion re selection of condiments</i>
Improvement Opportunity	<i>Residential Facility – Enhancing communication with multilingual Residents</i>
	<i>Residential Facility - Activity boards and menu digitalisation</i>
	<i>Home Care - NIL</i>
Compliments	<i>Residential Facility – 1x family member re excellent care given to resident</i>
	<i>Residential Facility – 1x family member complimenting the bus trips for residents</i>
	<i>Home Care - 1x compliment re care from new physiotherapist from Home Care client</i>
	<i>Home Care – 1 x compliment re all staff from a Home Care client</i>

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



*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.

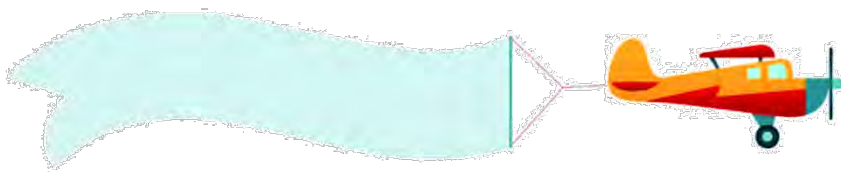


FOR THE MONTH OF JUNE!

Mychailo Bondaruk
Kata Jurkovic
Roza Turkalj
Tetiana Volchenko
Maria Karlicki
Bruce Clark
Ljuba Bosatlija



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.

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.

CULTURAL EVENTS

Croatian club and Ukrainian club lunches monthly

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

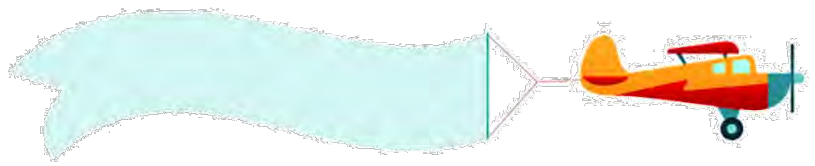
PLAYGROUP

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

MOSAICS CLASS

**Due to low participation,
unfortunately our mosaics class
has finished up currently.**

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.

May Activity Collage



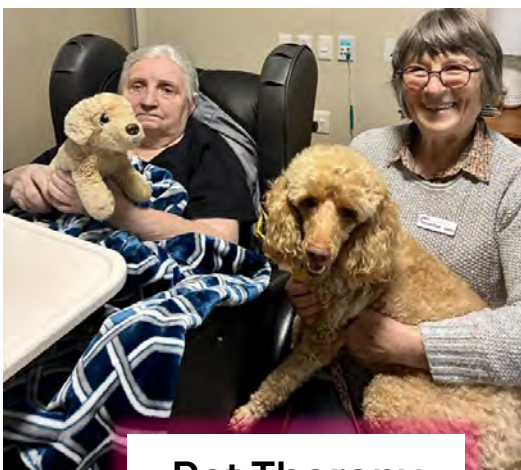
Volunteer Afternoon Tea
for Volunteer Week



Mother's Day Lunch



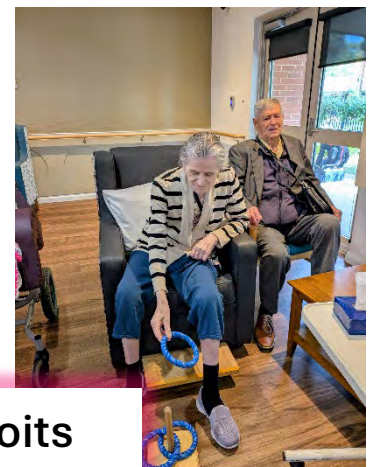
Cooking



Pet Therapy



Quoits



May Activities summed up!

May was a wonderful month filled with celebrations, activities, and special moments across St Anna's.

Residents enjoyed celebrating Croatian Statehood Day, Mother's Day, and our Volunteers Afternoon Tea in honour of Volunteer Week. We thank our amazing volunteers for their time, kindness, and support.

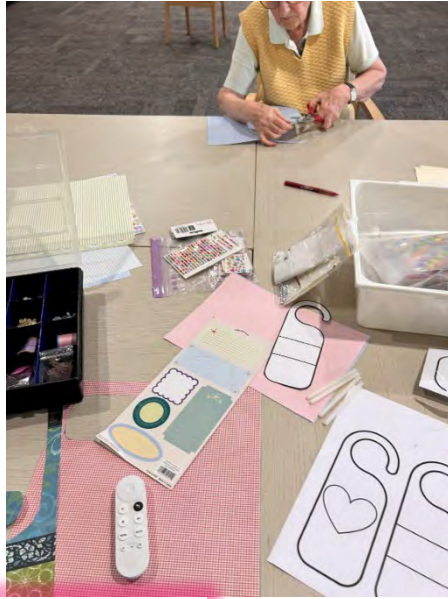
Throughout the month, residents participated in fun activities including cooking, quoits, and pet therapy visits, bringing plenty of smiles and laughter.

A special thank you to our kitchen staff for providing delicious food for all our May events, and to our care staff for their ongoing support and dedication every day.

Information for the month of June:

1. Resident Meeting – 2nd June
2. King's Birthday Lunch - 4th June
3. Biggest Morning Tea 10:30am – 18th June

May Activity Collage



Craft Activity



Afternoon Tea in Celebration
of Croatian Statehood Day



Sudoku

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

*Answers on page 32- No peeking

Quiz for May

1. What is the official public holiday called in Australia for the King's Birthday?

- A) Royal Day B) King's Birthday C) Commonwealth Day
D) Crown Celebration

2. Who is the current King of the United Kingdom and Commonwealth?

- A) King Charles III B) King George VI C) Prince William
D) King Henry VIII

3. In Australia, when is the King's Birthday usually celebrated in most states (including South Australia)?

- A) January B) June C) October D) December

4. What is one common tradition during the King's Birthday holiday?

- A) Fireworks everywhere B) Honours and awards list
C) Halloween costumes D) National sports day

5. The King's Birthday honours list recognises people for what?

- A) Winning sports only B) Contributions to community and service
C) Being related to the King D) Best cooking skills only



***Answers on page 32- No peeking**

Word Search



British Monarchy



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

Queen Elizabeth
Prince William
Windsor
Wales
Kate

British Empire
Scotland
throne
crown

Prince Charles
England
corgis
royal



Answers Page

SUDOKU ANSWERS

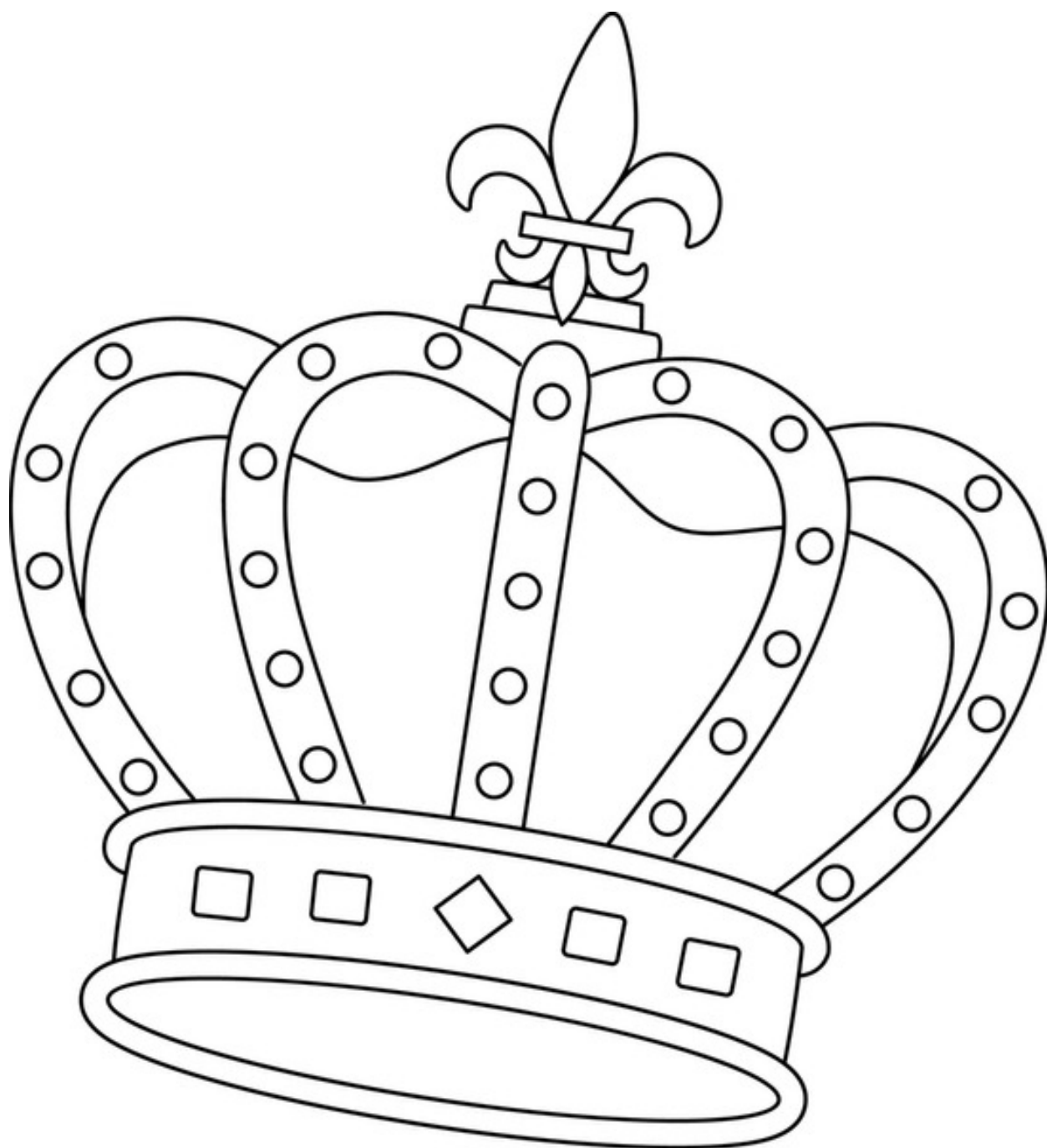
	1		18			41	33	34
	8		9			10	11	2
3				4			12	13
25	35	42		47	19	36		43
	26	37		27		38	28	
39		44	14	45		29	40	46
20	21			5				15
30	31	32			22		6	
23	16	24			17		7	

JUNE QUIZ ANSWERS

1. B) King's Birthday
2. A) King Charles III
3. B) June
4. B) Honours and awards list
5. B) Contributions to Community and Service

Colouring 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.



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.



Monthly Reminders

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. This is a fun and engaging way to stay connected and challenge the mind. Check the monthly lifestyle calendar.



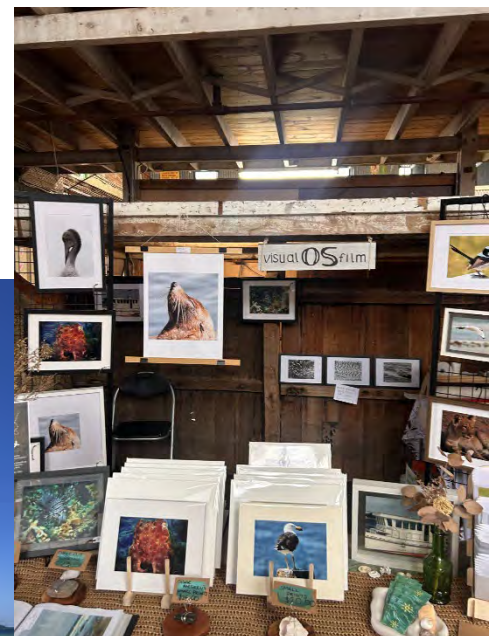
Welcome back Jordan!

We'd like to welcome back Jordan who has returned to St Anna's Lifestyle and Wellness team.

Hello everyone!

It is good to be back. I had a busy year of travelling parts of Australia, working in a few different jobs and even living in the country for a few months. I also launched my own photography business which I did some markets for over Christmas and worked with some businesses.

I'm excited to be back at St Anna's!



RESIDENT MEETING MINUTES

Monday 20th April 2026 at 2.30pm

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)

Athin Christou (Wellness and Technology)

Karla Telfer (Lifestyle)

Jock Malinowski (Ukrainian Interpreter and Board member)

Yenny Moncada (Wellness Carer/Lifestyle)

Welcome to country given by Joanne Ross

2. Present

As per attached sheet

3. Apologies

Jo Rendell (Quality Risk Manager) and as per attached sheet

Rand - Pharmacist working with St Anna's RCF was welcomed as the guest speaker for this month. Rand provided insight into her work at the Facility advising that she attends to the reviewing of Resident's medications and liaising with the relevant doctor regarding these medications.

Rand spoke to the meeting on two topics:

1. Vaccinations and their benefit in preventing infections; and
2. Healthy vision and the benefit of receiving eye tests every twelve months

4. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 20th April 2026 were read. These Minutes were accepted by Joanne Ross; seconded by Doreen

All Residents were reminded that the Minutes of all Resident meetings are included in the Newsletter which is distributed throughout the facility for the information of all Residents/representatives/family members.

5. Outstanding business from previous Minutes

5.1. **Aboriginal Artwork** – this is ongoing.

5.2. **Sunflower Lounge/Theatre room** – this is now being used and feedback has been positive.

5.3. **Implementing QR codes** – this is ongoing to enable Resident feedback through a QR code in Resident rooms to be more accessible. This will be investigated further and discussed at the next meeting.

6. Ageing Asia Awards presentation

Photographs regarding these Awards can be seen in the newsletter.

7. Food and Menu/Hospitality/Maintenance

The winter menu is now being developed by the Chef. Any feedback from Residents would be appreciated.

The palm tree struck by lightning has now been removed. A landscape designer has been asked for ideas as to what can be installed in that area. Any feedback from Residents would be taken into consideration.

8. Feedback complaints and praise

A complaint was received regarding the cleaning of a Resident's room, a compliment received regarding the welcome given on admission and a number of compliments received regarding the Lifestyle activities.

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

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

9. Legislative changes

Nothing to report

10. Consumer Advisory Body meeting

Items that are on the Consumer Advisory Body Action Plan are:

- Individual gym classes. A physiotherapist has now been employed together with a further employee to assist with the gym classes.
- Robotics for the transporting of meals.
- Virtual train trip events.
- Bike view virtual trips.
- Competency training for staff regarding compression stockings.
- Minutes to be provided prior to meeting.

11. Clinical/Allied Health

Allied Health are currently updating their programs.

12. Lifestyle Programs

- A new additional activity of **music therapy** from Relationships Australia is being discussed to be commenced first week in July. Any Residents who are interested should contact Lifestyle.

One Resident brought positive feedback to the meeting regarding the individual counselling services with Relationships Australia and the Drumming session.

- **Easter shared luncheon** – all who attended enjoyed this luncheon. Feedback has been received that the hot cross buns should traditionally be provided on Easter Sunday morning.
- **Lunch** – positive feedback received on the Kransky sausages.

- **Bus outings** – the van is requiring a service and is therefore not available for bus outings at present. Road trip ideas will be asked for via a survey.
- **Gym exercises** – weekly in the gym area.

MAY EVENTS

- o **Mother's Day** – luncheon Thursday 7th May
- o **International Nurses Day** – Tuesday 12th May
- o **Volunteer Afternoon Tea** – Wednesday 20th May
- o **Croatian and Statehood Independence Day** – Thursday 28th May - entertainment will be provided by Demir in the Peter Kurko Room

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

Nail bar - nail/hand massage and manicure to be provided to Residents if interested. Survey to be provided to Residents to ascertain interest.

14. Education and Information

Nil.

15. Other business

A Resident brought to the meeting that she would like a door decal for her room door. This will be attended to.

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: June 2026

Meeting closed at 3.30pm

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Date: 05 / 06 /2026

Safe food for people at risk

Advice for vulnerable people

Some people are more vulnerable to food poisoning

Some people have a higher risk of getting sick because their immune system is weakened or still developing. This means it is easier for harmful microorganisms (bacteria and viruses) in food to make these vulnerable people ill. They are also more likely to develop serious complications from food poisoning compared with the general population.

It is important for everyone to enjoy a wide range of foods for good nutrition. However, extra care must be taken to be sure food for vulnerable people is safe.



MAKING SAFER FOOD CHOICES

Avoid consuming higher risk foods – the following tables list examples of higher risk foods and safer alternatives. It's best to eat freshly prepared food. More food safety information is at www.foodstandards.gov.au/consumer/

EXAMPLES OF HIGHER RISK FOODS TO AVOID

FOOD TYPE	EXAMPLES
Cold meats	Unpackaged and ready-to-eat from delicatessen counters, sandwich bars, etc. Packaged, sliced and ready-to-eat
Cold cooked chicken	Purchased ready-to-eat (whole, portions, or diced)
Pâté	Refrigerated pâté or meat spreads
Salads (fruit & vegetables)	Pre-prepared or pre-packaged including from buffets and salad bars
Chilled seafood	Raw (e.g. oysters, sashimi or sushi), smoked ready-to-eat seafood, ready-to-eat peeled prawns (cooked) e.g. in prawn cocktails, sandwich fillings, prawn salads
Cheese	Soft, semi soft and surface-ripened cheeses (pre-packaged and delicatessen) e.g. brie, camembert, ricotta, feta and blue – unless they are thoroughly cooked
Ice cream	Soft serve
Rock melon	All rock melons
Seed sprouts	Raw
Unpasteurised fruit juices	All types
Unpasteurised dairy products	e.g. raw milk
Eggs	Raw and lightly cooked e.g. milkshakes, lightly poached, aioli, mousse, egg custard
Enoki mushrooms	Raw or lightly cooked
Hummus, tahini, other sesame pastes	All types

SAFER ALTERNATIVES

FOOD TYPE	SAFER	PRECAUTIONS
Cold meats	Home cooked	Store in fridge and use within a day of cooking.
Chicken	Home cooked	Ensure thorough cooking, use immediately, store leftovers in fridge and use within a day of cooking.
	Hot take-away chicken (whole portions)	Use immediately or store leftovers in fridge and use within a day of purchase.
Salads (fruit & vegetables)	Freshly prepared salads – home made	Wash all vegetables and fruit thoroughly. Store leftovers in fridge and use within a day.
Seafood	All freshly cooked seafood	Use immediately – store any leftovers in fridge and use within a day of cooking.
Cheese	Hard cheese (e.g. cheddar, tasty)	Purchase cheeses packaged by the manufacturer.
	Processed cheese, cheese spreads, plain cream cheese, plain cottage cheese	Store in fridge.
Other dairy products	Pasteurised products (e.g. pasteurised milk, yoghurt, custard, dairy dessert)	Store in fridge.
	Packaged frozen ice cream	Keep the ice cream frozen.
Canned and similarly packaged foods	All	Store unused portions in fridge in clean, sealed containers and use within a day.
Eggs, sprouts	Thoroughly cooked	Use immediately – store leftovers in fridge, use within a day.

WHO IS AT RISK?

People at higher risk of foodborne illness include:

- pregnant women, their unborn and newborn children
- older people (generally persons over 65–70 years)
- people whose immune systems have been weakened by disease or illness (e.g. cancer, AIDS, diabetes, organ disease), and organ transplant patients
- anyone on medication that suppresses the immune system (e.g. prednisone, cortisone, proton pump inhibitors).

WHAT ARE THE SYMPTOMS?

Symptoms depend on the type of foodborne illness. Salmonellosis can cause diarrhoea, nausea, vomiting, fever and abdominal cramps. Symptoms of listeriosis include fever, headache, tiredness and aches, while less common symptoms include diarrhoea, nausea and cramps. Symptoms may become more serious, such as meningitis and septicæmia. Listeriosis can be fatal. Symptoms in pregnant women may be mild, but listeriosis can result in miscarriage, premature birth or, in rare cases, stillbirth.

If you have any concerns about whether you are at risk, or about symptoms or illness, please consult your medical practitioner.

FOOD SAFETY BASICS

Take some simple food safety steps to reduce the risk of foodborne illness:

KEEP THINGS CLEAN



Thoroughly wash and dry your hands before preparing food.



Keep your refrigerator, kitchen benches and equipment clean. Wash or replace kitchen wipes often.

KEEP COLD FOOD COLD, HOT FOOD HOT



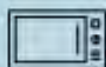
Keep cold food cold at 5°C or colder. Check your fridge is operating below 5°C.



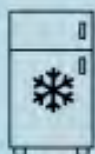
If you are buying hot food or keeping food hot, make sure it is steaming hot (60°C or hotter).



Reheat food until it is steaming hot all the way through.



Thaw ready-to-eat frozen food in the refrigerator or microwave – don't thaw it at room temperature.



Don't leave foods to cool on the bench or stove top. Put them in the refrigerator once they've stopped steaming.

KEEP THINGS SEPARATE



Use separate knives, cutting boards and plates for raw meat and cooked meat or other ready-to-eat foods.



Store raw meat separately from ready-to-eat food in the refrigerator. Store it below other foods so it will not drip meat juices onto them.



Keep stored foods covered.

EAT FRESH FOOD

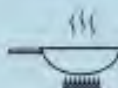


Eat food within its use-by date. Eat refrigerated leftovers within a day.

COOK FOOD PROPERLY



Follow any cooking instructions on packaged food.



Thoroughly cook all raw meat, chicken, seafood, sprouts and eggs.



Cook poultry and minced or rolled meat (e.g. sausages, burgers, rolled roast) to at least 75°C in the centre – check it with a food thermometer.



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?
