

NEWSLETTER

May 2026





Welcome to the Month of May

As we enter May, we notice the cooler temperatures and the beautiful change of leaves, reminding us that winter is just around the corner.

May also brings with it the special celebration of Mother's Day, a time to honor and appreciate mothers and mother figures. Celebrated this year on Sunday, 10 May 2026, it is a day that recognises the important role and lasting influence of mothers in our lives and in society.

To all mothers and mother figures, we celebrate the sacrifices of the past, the nurturing presence of today, and the hope you inspire for future generations. Wishing you all a warm and happy Mother's Day. April passed by very quickly, and among the many activities, we held two important meetings: the Consumer Advisory Body and the Quality Advisory Body. These meetings form an integral part of our commitment to continuous improvement here at St Anna's. The outcomes and discussions from both meetings are invaluable to our ongoing mission — to continually seek better ways of doing things, to reflect on our performance, and to actively gather feedback on how we are going and where we can improve. I thank the residents who have been involved so far in 2026 for their ongoing contribution to these bodies.

I recently travelled to Singapore to attend the Aging Asia Eldercare Innovation Awards 2026, where St Anna's was proud to receive a Finalist Award for "Innovation with Heart: How Temi Robots are Transforming Resident Experience." This recognition highlights the organisation's commitment to exploring new ways to enhance care and improve the overall experience for residents.

I am incredibly proud of the team for embracing this technology and supporting its implementation. This innovative project has delivered meaningful benefits across the facility, enhancing the experience for residents while also supporting staff in their day-to-day work.

Have a great Month of May

Amanda CEO

Mother's Day Quote:
"If I know what love is, it is because of you."

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.

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

1. Resident Meeting – 5th May
2. Mother's Day Shared Lunch- 7th May
3. National Volunteer Afternoon Tea – 20th May
4. Croatian Statehood Day- 28th May



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



June 2nd



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

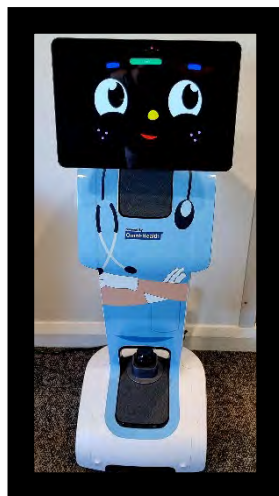
World Ageing Festival 2026

Amanda and I travelled to Singapore for the World Ageing Festival 2026, where they connected with leaders across the ageing and healthcare sectors. A key highlight was the 14th Asia Pacific Eldercare Innovation Awards gala.

St. Anna's were proud finalists for Facility of the Year—an outstanding international achievement. As part of the process, Amanda delivered a five-minute presentation on how the Temi robot supports care at St Anna's, enhancing resident engagement and staff efficiency.

We toured Lentor Health Nursing Home and a local pharmacy, gaining insights into innovative care and efficient medication systems. At Omni Health's Singapore office, we explored emerging technologies with potential for future use at St Anna's.

Overall, it was a fast-paced, culturally enriching and valuable experience. (Staff member – CNM Alica)



Resident Invitation



CROATIAN MORNING TEA

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

WHERE: PK ROOM

Main Calendar - St Anna's Aged Care

	Mon 04/05	Tue 05/05	Wed 06/05	Thu 07/05	Fri 08/05	Sat 09/05	Sun 10/05
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 - 11:30 Cultural Dance and Music DVD		11:00 - 12:00 Songs of Praise on ABC
	11:30 - 12:00 Croatian Cultural Video	11:30 - 12:00 Ukrainian Cultural Video - Iris	10:30 - 11:00 Group Exercise		11:30 - 12:00 Prayer Group		
			11:00 - 12:00 Cultural Dance Video				
PM	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening	12:30 - 13:30 Mother's Day Shared Lunch	13:30 - 15:00 Ukrainian Memories- Maria D. Volunteer	14:00 - 15:00 Bingo	13:45 - 14:15 Ukrainian Orthodox Church Service
	14:00 - 15:30 Cooking - Mother's Day Red Velvet Cupcakes	14:30 - 15:30 Consumer Resident Meeting	14:30 - 15:30 Sing Along	13:30 - 15:00 Movie Screening	13:30 - 15:00 Movie Screening		
			14:30 - 15:30 Movie - Afternoon	14:30 - 15:30 Scattergories	14:30 - 14:30 Bingo		

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 11/05	Tue 12/05	Wed 13/05	Thu 14/05	Fri 15/05	Sat 16/05	Sun 17/05
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
	10:30 - 11:30 Playgroup	09:30 - 14:30 Coles Online	10:30 Douglas the doodle	10:30 - 11:15 Walking Group	11:30 - 12:00 Prayer Group		
	11:30 - 12:00 Croatian Cultural Video	10:30 - 14:00 Croatian Club Lunch	10:30 - 11:15 Ukrainian Catholic Service	11:30 - 12:00 Polish Dance /Music DVD			
		11:30 - 12:00 Ukrainian Cultural Video					
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 Craft	14:30 - 15:30 Bingo	13:30 - 14:30 Drumming Group - RSA	14:30 - 15:30 Virtual Quiz	13:30 - 15:00 Mosaics		
			14:30 - 15:30 Sing along		14:00 - 15:00 Movie Afternoon		
					14:30 - 15:30 Bingo		

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 18/05	Tue 19/05	Wed 20/05	Thu 21/05	Fri 22/05	Sat 23/05	Sun 24/05
AM	10:30 - 11:00 Music and Movement chair exercise	09:30 - 12:00 Hairdresser	10:00 - 11:00 Cultural Dance Video	10:00 - 11:00 Iris	10:30 - 11:30 Ukrainian Dance / Music		11:00 - 12:00 Songs of Praise on ABC
	10:30 - 11:30 Bus - Scenic Drive West Beach	10:30 - 11:15 Roman Catholic Service	10:30 - 11:00 Group Exercise	10:30 - 11:30 International Tea Day	11:30 - 12:00 Prayer Group		
	11:30 - 12:00 Croatian Cultural Video	11:30 - 12:00 Ukrainian Cultural 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 - The Green Book	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 - 15:00 Quilts	14:30 - 15:30 Bingo		
			14:30 - 15:30 National Volunteers Afternoon Tea	14:30 - 15:30 Netflix -Movie			

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 25/05	Tue 26/05	Wed 27/05	Thu 28/05	Fri 29/05	Sat 30/05	Sun 31/05
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
	10:30 - 11:30 Playgroup	10:00 Coles Online Shopping	10:30 - 11:00 Balloon Tennis	11:30 - 12:00 Iris	11:30 - 12:00 Prayer Group		
	11:30 - 12:00 Croatian Cultural Video	11:30 - 12:00 Ukrainian Cultural Video	10:30 - 11:00 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 Craft	14:30 - 15:30 Bingo	13:30 - 14:30 Drumming Group - RSA	14:30 - 15:30 Netflix -Movie	14:30 - 15:30 Bingo		
			13:30 - 15:00 Movie Screening	14:30 - 15:30 Croatian Statehood			
				Day			

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

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 were delighted to take our residents on a scenic bus trip through some of Adelaide's most beautiful coastal suburbs. Travelling from Brompton through Semaphore and Largs Bay, past the historic Port Adelaide and to Outer Harbour. Residents soaked up the fresh air, stunning views, and wonderful company. It was a joy to witness the smiles, laughter, and stories shared along the way. We are committed to creating meaningful outings like this that enrich the lives of the residents here at St Anna's and we look forward to many more adventures ahead.

On behalf of the Staff, Residents and Families of St Anna's we acknowledge all of the past and present Volunteers who have tirelessly and selflessly given their time, creativity and skills to the community here at St Anna's.

Volunteers have been the "lifeblood" of the facility and we acknowledge the volunteers who over the last 32 years have put others within our community first – we thank you all !

CEO Amanda Birkin



National 18-24 MAY 2026
Volunteer
YOUR YEAR TO VOLUNTEER **Week**

Gladys and Pearl's Mother's Day Morning

The dinning room smelled of fresh flowers and something warm from the kitchen.

Gladys straightened her brooch. "something special is happened today."

Pearl smiled. "I can hear the teacups."

A cheerful arragement of pink roses and carnations sat at the centre of every table. Cards in small envelops were tucked beside each setting, some with wobbly handwriting, some with crayon drawings from granchild near and far.

The staff arrived with trays of warm scones , jam, and cream. A gentle melody played softly in the background as residents gathered, some dressed in their finest cardigans, others wearing the corsages their families had brought that morning.

Pearl held her card close and read it slowly. Her eyes glistened. "Fifty years of memories," she whispered, "and they still remember the little things.'

Gladys reached across and squeezed her hand. "That's what mothers do – They pour love in quietly, and it stays forever."

Laughter and conversation filled the room as families arrived, hug were exchanged, and stories from long ago were told all over again.

Outside, the autumn sun warmed the garden where a few residents walked arm in arm with their daughters.

It was a morning of gratitude, gentleness, and the quiet, enduring power of a mother's love.

Happy Mother's Day to all our wonderful residents



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



*May is where autumn
lingers and gratitude*

TRIVIA

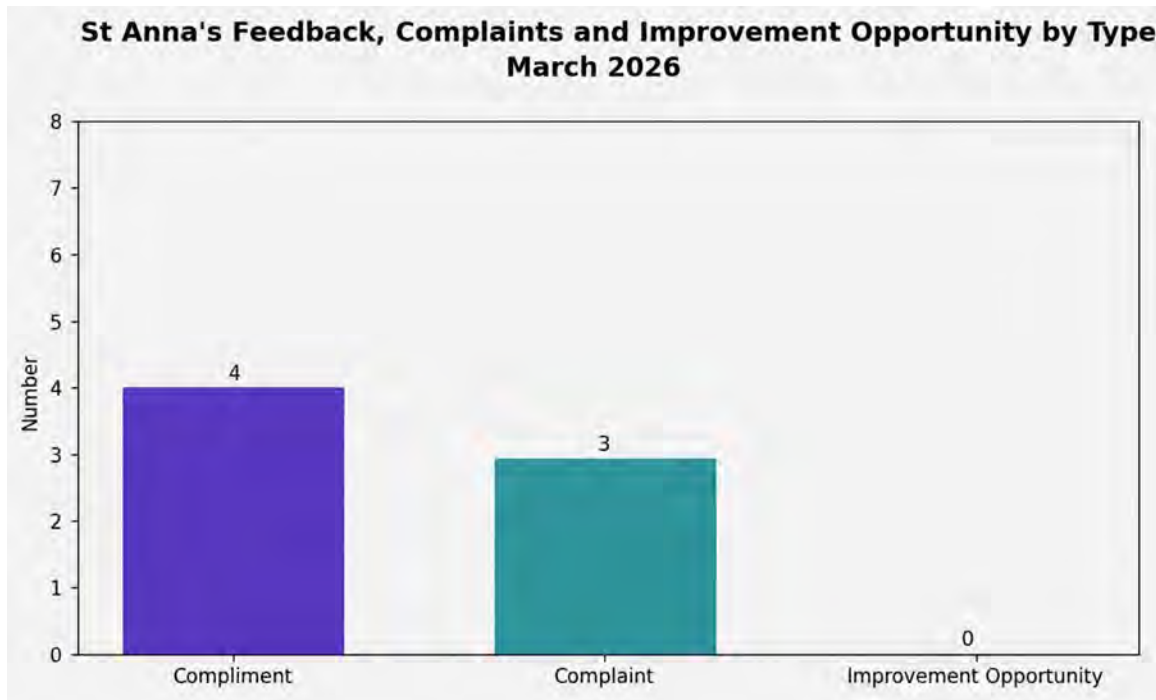
Did you know that May is named after Maia, the Roman goddess of growth and fertility? She was associated with the earth's renewal and was honoured each year as nature flourished around her. In Australia, May marks the heart of autumn, bringing cooler temperatures, shorter days, and the cosy feeling of winter drawing near. It's a beautiful time of year when golden and amber leaves carpet the streets and parks, and Australians begin reaching for warmer clothes and hearty meals. May is also a meaningful month on the calendar, with Mother's Day celebrated on the second Sunday, honouring the love and dedication of mothers and carers everywhere. Towards the end of the month, National Sorry Day on the 26th and the beginning of National Reconciliation Week on the 27th invite all Australians to reflect on shared history and walk together toward a more respectful future.

♡ Colour for Mother's Day! ♡



♡ Happy Mother's Day! ♡

Month in Review



Complaints	Residential Facility- Family member re cleanliness of the room
	Residential Facility- Resident and the preference she has for cleaning in her room
	Home Care – NIL
Improvement Opportunity	Residential Facility – NIL
	Home Care - NIL
Compliments	Residential Facility – Family member compliment regarding the new admission of her loved one , the friendly staff and the lovely room.
	Residential Facility – Resident x 3 the enjoyable St Pats Day shared lunch
	Residential Facility – Resident regarding the activity " Virtual Tea House Tasting"
	Home Care - NIL

*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 MAY!

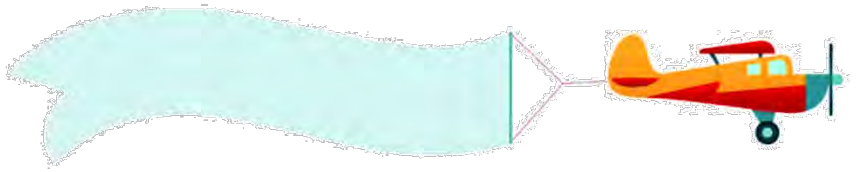
Dimitro Schabla

Ivo Bosatlija

Helen Burns

Iva Koljanin

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.**

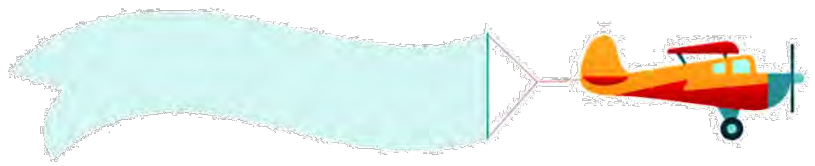
VOLUNTEERING

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

This month at St Anna's Residential Facility was filled with warmth, culture, and plenty of smiles. Residents enjoyed a delicious Easter shared lunch, got creative during our colouring arts and craft sessions, and brought great energy to our drumming group. We celebrated culture through food with a special cooking session, where residents baked traditional Croatian pancakes and enjoyed a warm cup of Croatian tea together. Residents also had the exciting opportunity to explore our VR sensory sessions, journeying to beautiful destinations. And the highlight of the month? A very special visit from Douglas the puppy, who melted every heart in the room! It has been a truly joyful and memorable month for everyone!

Activity Collage



Sudoku

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

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

Quiz for May

1. What season is May in Australia?

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

2. Which special day is celebrated on the second Sunday of May in Australia?

- a) Father's Day
- b) Valentine's Day
- c) Mother's Day
- d) Easter

3. What is a traditional gift given to mums on Mother's Day in Australia?

- a) Pumpkins
- b) Chocolates
- c) Flowers
- d) Christmas pudding

4. Which National Day of Reflection is observed on 26th May in Australia?

- a) Australia Day
- b) ANZAC Day
- c) National Sorry Day
- d) Reconciliation Day

5. What week begins on 27th May each year in Australia to promote respect between Aboriginal and non-Aboriginal Australians?

- a) Cultural Awareness Week
- b) National Reconciliation Week
- c) Indigenous Arts Week
- d) Harmony Week

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

Word Search

WORD SEARCH

MOTHER'S DAY

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

FLOWERS
CANDLE
ROSES
MAY

HARVEST
GOLDEN
LOVE
MUM

AUTUMN
BILBY
COSY

MOTHER
SORRY
WARM

CARING
SCONE
LEAF

ANSWERS



SUDOKU ANSWERS

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

APRIL QUIZ ANSWERS

- 1.b) Autumn
- 2.c) Mother's Day
- 3.c) Flowers
- 4.c) National Sorry Day
- 5.b) National
Reconciliation Week

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!



Welcome Karla

A very warm welcome to Karla, our newest member of the Lifestyle Team! We are so excited to have her on board and look forward to all the joy and creativity she will bring to our residents. Welcome to the family, Karla!



Condolences



1. Welcome

1.1 Sound recording of the Resident Meeting

No objections

1.2 Welcome

Joanne Ross (Chairperson and Lifestyle)

Isabella Fazzalari (Hospitality and Environment Manager)

Priya Gover (Clinical Nurse Manager)

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

Amanda Birkin (CEO), Athin Christou (Wellness and Technology), Jo Rendell (Quality Risk Manager), Wayne Hatzenboer, Alicia Ford, Lois Potts (Resident) and as per attached sheet

Josh new Physiotherapist at St Anna's RCF was welcomed as the guest speaker for this month. Josh stated the Wellness team are intending to introduce restorative programs, maintenance programs and group exercises. The team is looking forward to meeting with everyone in the Facility. If there are any questions Residents are asked to either see Josh in the gym or contact Lifestyle. Positive feedback was given regarding the Physiotherapist team from a Resident.

Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 10th March 2026 were read. These Minutes were accepted by Joanne Ross, seconded by Teresa Dunn.

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.

Outstanding business from previous Minutes

- 3.1. Bus Trips – scenic drive trips are being planned to occur each week. Once finally established with a few rules and regulations it is planned to visit a café or go on a luncheon drive. A cost will be associated with these longer trips.
- 3.2. Sunflower Lounge/Theatre room – the new 100" television has been installed with movies playing daily in that area.

4. Ageing Asia Awards presentation

All were advised that Amanda Birkin (CEO) and Alicia Ford are currently in Singapore providing their presentation for the Ageing Asia Awards.

4. Food and Menu/Hospitality/Maintenance

Builders are currently at the Facility attending to the completion of the repairs required due to the recent power surge and fire as a result of lightning strikes. It is estimated that the cost of these power surge issues could total \$200,000. The health of the tree hit by the lightning strike is being monitored every few weeks. Testing and tagging of all electrical items is extremely important. Residents were reminded that if anything is broken or faulty they should alert staff.

5. Feedback complaints and praise

It was brought to the meeting that there have been a number of compliments given to the Facility by families of Residents who have recently passed.

Information received from surveys will also be provided in the Facility newsletter.

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.

6. Legislative changes

Nothing to report

7. Clinical/Technology

Priya advised that flu vaccinations will be attended to within the next few months.

8. Lifestyle Programs

Joanne Ross thanked Yenny, Harpreet and Siam for all their help over the past few weeks. Karla will be assisting Lifestyle from April 2026 in the Facility currently working four days a week. Karla enjoys cooking and yoga which she would like to introduce into the program.

- **Bus outing** – as mentioned earlier in the meeting a scenic drive in the site bus is to be planned once a week. It was brought to the meeting that anyone down the back of the bus can't hear the bus driver speaking. A discussion was had and it was thought that perhaps a Resident could interact and give information throughout the drive if appropriate. Positive feedback was given regarding the information provided by Pete the driver.

APRIL/MAY EVENTS

- o **Anzac Day** – 25 April
- o **Mother's Day** – menu will be advised shortly
- o **Croatian and Statehood Independence Day** – 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.

9. Continuous Improvement

Nail bar - nail/hand massage and manicure bar to be investigated to enable a permanent location for manicure equipment,

10. Education and Information

Nil.

11. Consumer Advisory Body Committee

The meeting of this Committee took place last week.

12. 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: 5th May 2026

Meeting closed at 3pm



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?

What outcome would you like to see?

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.

What happens next?

1. We will contact you to acknowledge receipt of your form (if your name and contact details have been provided)
2. Once we have received your form, the CEO and Management registers and actions all feedback, improvement, complaints and compliments via our secure and confidential online portal Ideagen CompliSpace. This ensures transparency and optimises the complaints, feedback, compliments and opportunity for improvement process, ensuring better outcomes and quality care that enhances the lives of all residents here at St Anna's.

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

