



ST LOUIS HOME CARE  
LIVE WELL

18<sup>th</sup> December 2024

Dear Clients, Friends, and Family of St Louis Home Care,

On behalf of the St Louis Home Care team, we wish all clients a safe and joyous festive season with family and friends. At this special time of the year, I take this opportunity to thank all our clients for your support over 2024. We have thoroughly enjoyed working in partnership with you, your family, and carers to deliver personalised home care services.



In the lead-up to Christmas and the New Year, we wish to remind you of the upcoming **Public Holidays**. The St Louis Home Care Office will be closed on the following days.

- **Christmas Day, 25<sup>th</sup> December 2024**
- **Boxing Day, 26<sup>th</sup> December 2024**
- **New Year's Day, 1<sup>st</sup> January 2025**
- **Australia Day, 27<sup>th</sup> January 2025**

Except for housekeeping (domestic cleaning) services, our home care services will continue to be provided over the Public Holidays, at applicable public holiday rates. If you wish to reschedule or cancel your service that falls on one or more of these Public Holidays, please contact the St Louis Home Care team at (08) 9385 3406, at your earliest convenience. Please note that you may not have your regular staff over the holiday season, as many of our team members will be taking a well-earned holiday.

**Cottesloe Office Now Open:** St Louis Home Care is delighted to share we have opened a second office located at 525 Stirling Hwy, Cottesloe. This second location aims to grow our service offerings to the broader, Western Suburbs community.

**Address:** 525 Stirling Highway, Cottesloe WA 6011

**Phone:** (08) 9385 3406

**Free parking is available.**

**Walk-ins welcome, 8.00 am – 3.00 pm, Monday to Friday.**

LIVE WELL





ST LOUIS HOME CARE  
LIVE WELL

**New Office Opening Hours:** St Louis Home Care Office hours will be 8.00 am – 3.00 pm, Monday to Friday, at both locations, St Louis Estate and Cottesloe. You can reach either Office on (08) 9385 3406, and walk-ins are welcome.

***New Office Opening Hours: Monday to Friday 8.00 am to 3.00 pm***

To reach St Louis Home Care out of hours (between 3.00 pm and 8.30 pm, Monday to Friday, Weekends & Public Holidays), please phone the Carer on Duty – Mobile 0411 632 310. Please note. this mobile service is not staffed 24 hrs/7 days a week. In the case of an emergency, please use your Blue Force alarm or personalised pendant for urgent assistance.

**Aged Care Reforms:** We encourage you and your family members to keep informed as the aged care industry enters further reforms with significant changes. A new Aged Care Act, Strengthened Aged Care Standards, and the Support at Home program will commence on 1<sup>st</sup> July 2025. New resources have been released (see below) by the Australian Government to keep you well informed.

Support at Home Booklet – for older people, families and carers

[Support at Home program – Booklet for older people, families and carers | Australian Government Department of Health and Aged Care](#)

Support at Home program – Question and Answer sheet

[Support at Home program – Booklet for older people, families and carers | Australian Government Department of Health and Aged Care](#)

A new Aged Care Act – Fact sheet for older people

[A new Aged Care Act - fact sheet for older people](#)

Strengthen Aged Care Standards – Fact sheet for older people

[strengthened-aged-care-quality-standards-poster.pdf](#)

St Louis Home Care plans to host an information session on the above-mentioned aged care reforms in early 2025 for clients, families, and representatives to attend.

LIVE WELL





ST LOUIS HOME CARE  
LIVE WELL

**Home Care Package Subsidy Increase:** A letter from the Department of Health and Aged Care was recently sent to all Home Care Package recipients advising of a subsidy increase. The Home Care Package subsidy increase will occur in two stages with a 0.93% increase starting from 1 January 2025 and an additional 0.44% increase from 1 October 2025. This is part of the Australian Government's investment to support an award wage increase for home care employees. Link to copy of Letter - [Care Recipient Letter – FWC Stage 3](#)

St Louis Home Care will pass on the full award pay increase to our home care employees. We do not intend to raise our Home Care Package fees or charges in January 2025. You will receive an updated copy of your Home Care Package budget with the increase in subsidy over January 2025.

**Are you taking leave from your Home Care Package?** There are leave provisions available within your home care package, if you wish to take time away. For example, if you go on holiday, visit a hospital or a respite care facility. We ask that you contact us with one week's notice in writing for planned leave to reschedule or suspend your services. However, if something unexpected occurs, such as, you go to hospital, then please call us (or have someone else call on your behalf), as soon as possible, so we can put your home care package on hold and suspend services until you return home. Your home care subsidy is still payable (at the full rate) for up to 28 consecutive days, in a financial year, for each leave occurrence. Please contact your Case Manager with any leave questions, on (08) 9385 3406.

**Shopping Bus Service:** Thursday's shopper bus service to and from Claremont Quarter leaves the Homestead at 1.00 pm and returns to St Louis Estate at 2.30 pm. This service will continue to operate until **Thursday, 19<sup>th</sup> of December 2024**, and will close over the week of the Christmas holidays. The Shopper bus will return to service on **Thursday, 2<sup>nd</sup> of January 2025**. The cost is \$15.00 per person, no bookings are required.

**Remedial Massage:** Mildred's remedial massage will continue to operate until **Thursday, 19<sup>th</sup> of December 2024**, and will close over the Christmas holiday. Remedial massage will recommence on **Thursday, 2<sup>nd</sup> of January 2025**. To book a remedial massage, please phone or email the Home Care Office, at (08) 9385 3406 or [homecare@stlouisestate.com.au](mailto:homecare@stlouisestate.com.au)





ST LOUIS HOME CARE  
LIVE WELL

**Physiotherapy Service:** Rahima's exercise classes and individual physiotherapy services will continue until **Thursday 19<sup>th</sup> December 2024**, and will then be closed over the Christmas and New Year holidays. Rahima will return from holiday on **Tuesday, 14<sup>th</sup> of January 2025**.

**Small Social Group Outings:** St Louis Home Care wishes to offer our clients a variety of small social group outings at local venues of their choice. Small social group outings can be designed by you and a small group of friends (maximum of 4 people).

Nicola Cross, St Louis Home Care Employee, is available each Wednesday between 1 and 3.30 pm to facilitate small social group outings at a local venue of your choice. A minimum of 3 people, per booking is required, with one week's notice to confirm the booking. The cost per person is \$55.00 for the social outing, including, transport and Nicola's assistance on the day (between 2 to 2.5 hrs). Any venue entry fees, refreshments, or meals will be at the participant's cost. Please book with Tanya on (08) 9385 3406.

Kind regards,  
Karena Sherriff  
Home Care Manager

