



ST LOUIS HOME CARE
LIVE WELL

14th January 2025

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, healthy, and happy New Year. We look forward to continuing our working partnership with you, and your family or carer over 2025.



The St Louis Home Care Offices will be closed on the **Australia Day, Public Holiday, 27th January 2025**. Except for housekeeping (domestic cleaning) services, our home care services will continue to be provided on Public Holidays, at applicable public holiday rates. If you wish to reschedule or cancel your service that falls on this Public Holiday, please contact the St Louis Home Care team at (08) 9385 3406, at your earliest convenience.

Cottesloe Office Now Open:



St Louis Home Care is delighted to share we have opened a second office to expand our service offerings across the Western Suburbs.

Address: 525 Stirling Highway, Cottesloe WA

Phone: (08) 9385 3406

Free parking is available.

Walk-ins welcome.

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.

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After-Hours Contact: 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 personal pendant for urgent assistance.

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 reclassification and wage increase for home care employees.

Link to copy of Letter - [Care Recipient Letter – FWC Stage 3](#)

New Home Care Fees - 1st February 2025: St Louis Home Care has prepared a new fee schedule with fee increases that come into effect from 1st of February 2025. This new schedule reflects changes in Fair Work Commission, Award re-classifications, and wage increases for home care employees. This comes at the same time the Australian Government has increased your Home Care Package subsidy, which means your service days and hours should not be affected.

Please find enclosed a revised copy of your Home Care Package Agreement with the new Home Care Fee Schedule (Feb 2025). Your Care Manager, Emma, Ashlyn, or Gabbie, will contact you over January 2025, to request your signed agreement to the new fees as part of your Home Care budget plan and Home Care Agreement.

Clinical Care Administration and Care Management: To deliver the highest level of clinical care to our clients and residents, St Louis Home Care has commenced providing and charging for Registered Nurse administration and care management time. This is billed at the clinical care hourly rate of \$128.66, or part thereof. Clinical administration and care management includes recording clinical notes, clinical assessment report writing, referrals to and from health professionals, and liaison with other medical officers.





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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, with Nicola, Home Care Employee. No bookings are required.

House Keeping Services: In support of our Housekeeping team, we request that all clients provide cleaning equipment in safe working order. This includes a vacuum and mop, (preferably a steam mop), cleaning clothes, and products. You can order from St Louis Home a package of cleaning products costing \$60.00. Replacement products can be provided by Home Care by phoning (08) 9385 3406. Thank you for your assistance in advance for supplying these items.

Chronic Care Australia Presentation on Friday, 14th February 2025: Join us from 10.30 am at St Louis Estate, Kingsmill Lounge to hear of the remarkable results found with participants of the Chronic Care Australia falls prevention program. Friends and family are welcome. Please book with St Louis Estate reception: (08) 9385 1420.



All About Home Care – Wednesday 26th February 2025: If you're interested in hearing about how government-subsidised home care services can assist you to live independently and safely at home for longer, please join Karena Sherriff, Home Care Manager, for a **Free** information session. Hosted by **St Louis Estate Home Care, Kingsmill Lounge, 11.00 am**. Friends and family are welcome. Bookings: (08) 9385 3406.

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 1st July 2025. New resources have been released (see below) by the Australian Government to keep you well informed.

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

Kind regards,
Karena Sherriff,
Home Care Manager

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