



ST LOUIS HOME CARE
LIVE WELL

25th November 2024

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

Welcome to Birak, the Whadjuk Nyoongar season for December-January. Birak marks the hot and dry season when the warm days are cooled by the afternoon sea breezes. The start of this season sees the vibrant flowering of *Nuytsia Floribunda* (pictured below), also known as the Western Australian Christmas Tree. These stunning bright orange flowers indicate Christmas is on its way.

In the lead-up to Christmas and New Year, we wish to remind you of the upcoming **Public Holidays**. The St Louis Home Care Office will be closed **Christmas Day 25th, Boxing Day 26th December, and New Years Day, 1st January 2024**.



Except for housekeeping (domestic cleaning) services, our home care services will continue to be provided over the Christmas and New Year 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.

New Office Space: St Louis Home Care is delighted to share that in addition to our offices at Unit 57-58, St Louis Estate, we will be opening a second office located at the Cottesloe Medical Centre, at 525 Stirling Hwy, Cottesloe. This second location will enable St Louis Home Care to house our expanding team and continue to grow our service offerings to the broader, Western Suburbs community with a locally accessible office. The new office space will officially open in early December 2024. We would love for you to visit us at Cottesloe.

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New Computer Software: The St Louis Home Care team has been busy working behind the scenes preparing for our new software system called Sandwai. St Louis Home Care commenced using Sandwai on November 1st, 2024. Your weekly schedule will now be sent from a Sandwai email address. Please look out for this email with your schedule attached for the week in advance. If you don't receive a copy of your schedule via email, please contact Dom, at (08) 9385 3406 or email dcharles@stlouisestate.com.au to request one.



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. You may need to continue to pay your income-tested fee while on leave (if applicable).

Aged Care Reforms: We encourage our clients and 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. The Department of Health and Aged Care released the following webinar for clients, family members, and representatives to keep informed https://youtu.be/lfde8EO5_BM

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.

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Are you making the most of your Home Care Package? With the anticipated aged care reform changes pending from July 2025, St Louis Home Care is offering an information session to explore your home care service options, as part of your Home Care Package. You're invited to join Karena Sherriff and Emma Jenkin to discuss what service items and products may be included in your Home Care Package.

Date: Wednesday, 27th November 2024,

Time: 11.00 am – 12.00 pm

Venue: Kingsmill Lounge, St Louis Estate Homestead

Please register your interest to attend, with Tanya Birnie at (08) 9385 3406 or email homecare@stlouisestate.com.au.

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) or you're welcome to join in to meet new friends from St Louis Estate.

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.

We welcome you to join one or more of the following small social group outings taking place over November 2024. Please book with Tanya on (08) 9385 3406.

Date: Wednesday, 4th December 2024

Venue: Point Walter Café

Time: 1.00 pm – 3.30 pm

Minimum number of people: 3 (maximum number of 4 people)

RSVP: Wednesday 27th November 2024

Cost: \$55.00 per person, meal and drinks at your cost.



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Date: Wednesday, 11th December 2024

Venue: Fremantle Arts Centre, Exhibition, Shop and Garden Cafe

Time: 1.00 pm – 3.30 pm

Minimum number of people: 3 (maximum number of 4 people)

RSVP: Wednesday 4th December 2024

Cost: \$55.00 per person, free entry, meal and drinks at your cost.



New Men's Small Group Outing: Simon Burke welcomes you to join him for a Christmas lunch and refreshments at the historic Albion Hotel.

Date: Thursday, 12th of December 2024

Venue: Albion Hotel, Cottesloe.

Minimum number of people: 3 (maximum number of 4 people)

RSVP: Wednesday 4th December 2024

Cost: \$55.00 per person, lunch at participants cost.

Shopping Bus Service: Thursday's shopper bus service to and from Claremont Quarter leaves the Homestead at 1.00 pm and returns from 2.30 pm. This service will continue to operate until Thursday, 19th of December 2024, and will close over the week of the Christmas holidays. The Shopper bus will return to service on Thursday, 2nd 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, 19th of December 2024, and will close over the Christmas holiday. Remedial massage will recommence on Thursday, 2nd 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

Physiotherapy Service: Rahima's exercise classes and individual physiotherapy services will continue until Thursday 19th December 2024, and will then be closed over the Christmas and New Year holidays. Rahima will return from holiday on Wednesday 8th of January 2025.

Kind regards, Karena Sherriff, Home Care manager

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