

16th December 2025

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

On behalf of the St Louis Care at Home, 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 2025. We have thoroughly enjoyed working in partnership with you, your family, and carers to deliver personalised home care services.



On reflection, 2025, has been a year of significant changes for our team, clients and the industry. Our Cottesloe Office opened with a new name 'St Louis Care at Home', branding and website. Following this, we prepared and embraced for the aged care reform changes, not once, by twice (July & November 2025). We have steadily expanded our home care service offerings across the lower Perth North Metropolitan area with 40% of our clients now residing outside of St Louis Estate. We have welcomed new staff and sadly farewellled other team members.

Public Holidays: We wish to remind you of the upcoming **Public Holidays**. Our Office will be closed on the following Public Holidays.

Christmas Day, 25th December 2025

New Year's Day, 1st January 2026

Boxing Day, 26th December 2025

Australia Day, 26th January 2026

Except for domestic cleaning services, your 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 team on (08) 9385 3406.





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.

Shopper Bus Service: The shopper bus will operate on the regular Thursday, leaving the Homestead, St Louis Estate, at 1.00 pm over December and January, excluding the Public Holidays (Christmas Day 25th December & New Years Day 1st January).

The shopper bus will operate on the following dates, in place of Christmas Day and New Years Day. No bookings are required. Shopper bus fee is \$15.00 per person.

Wednesday, 24th December 2025 (1.00 pm – 3.00 pm)

Wednesday, 31st December 2025 (1.00 pm – 3.00 pm)

Gentle Exercise and Aqua Aerobic Classes: will close over the holiday period. No classes will take place between 23rd December 2025 and 1st of January 2026. Classes will resume from 6th of January 2026.

Other key updates:

Service Cancellations: A 48-hour cancellation policy came into effect from November 1, 2025. We request a minimum of 48-hour business hours' notice prior to cancelling services on your schedule to avoid a full-service cancellation fee.

Changes to Schedules: If you wish to make ongoing changes to your home care schedule, (i.e. change of day, time, or member of staff), please provide the Home Care team with a minimum of 5 business days' notice, as our schedules are prepared one week in advance. We may not be able to accommodate your changes at short notice if the week's schedule in advance has already been published.

Flexibility Clause: A friendly reminder that our team do their utmost to keep to their schedule and ensure your home care is delivered on time. However, on occasions, unforeseen circumstances can cause service cancellations or delays for our team





ST LOUIS CARE
AT HOME

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members. For this reason, we have a 15-minute flexibility clause for our staff to arrive before or after your scheduled time. Our team will try to phone you in advance to notify you if they are running early or late.

Introducing your St Louis Care at Home Management Team:

- Emma Jenkin, RN Clinical Manager ejenkin@stlouisestate.com.au
- Gabbie Jones, Care Partner gjones@stlouisestate.com.au
- Amanda Troy, Care Partner atroy@stlouisestate.com.au
- Anmol Dhillon, Workforce Coordinator adhillon@stlouisestate.com.au
- Dom Charles, Workforce Coordinator dcharles@stlouisestate.com.au
- Freya Lagan, Administrative Officer flagan@stlouisestate.com.au
- Karena Sherriff, Chief Executive Officer ksherriff@stlouisestate.com.au

Phone: (08) 9385 3406 (Monday to Friday 8.00 am – 3.00 pm)

After Hours: 0411 632 310 (Carer on Duty)

Warm regards,

Karena Sherriff

Chief Executive Officer

