



ST LOUIS CARE  
AT HOME

CHC HOME AND AGED CARE PTY LTD

ABN 67 161 377 171

P (08) 9385 3406

E [homecare@stlouiscareathome.com.au](mailto:homecare@stlouiscareathome.com.au)

[stlouiscareathome.com.au](http://stlouiscareathome.com.au)

23<sup>rd</sup> of June 2025

Dear Clients, Friends, and Family,

Thank you for reading this newsletter and keeping up to date. Despite the government's decision to delay the release of the final new Aged Care Act (2024), Strengthened Aged Care Standards and the Support at Home (SaH) program, until November 1, 2025, St Louis Care at Home will continue to ensure we are all prepared for this new start date. Please find linked below the latest Support at Home Resources.

<https://www.health.gov.au/our-work/support-at-home/about>

Support at Home Letters: Frequently Asked Questions

<https://www.health.gov.au/resources/publications/support-at-home-letters-frequently-asked-questions-for-older-people?language=en>

Checklist for people transiting to Support at Home

<https://www.health.gov.au/resources/publications/checklist-for-hcp-care-recipients-transitioning-to-support-at-home?language=en>

Consumer protections for Support at Home prices

<https://www.health.gov.au/resources/publications/consumer-protections-for-support-at-home-prices-fact-sheet-for-participants?language=en>

Support at Home Program Booklet for people, families and carers

<https://www.health.gov.au/resources/publications/support-at-home-program-booklet-for-older-people-families-and-carers?language=en>

**All About Support at Home Care:** Thursday, 19<sup>th</sup> of June 2025, 11.00 am, Kingsmill Lounge. Join Karena Sherriff, Home Care Manager, for a free information session on how to access government-subsidised home care services as part of the new Support at Home program. Friends and family are





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welcome. To book your place today, phone Tanya on 9385 3406 or email [homecare@stlouisestate.com.au](mailto:homecare@stlouisestate.com.au).

### **New Home Care Fees: Commencing 1<sup>st</sup> July 2025**

St Louis Care at Home wishes to advise all home care clients that a new Home Care Fee schedule (see enclosed), will come into effect from the 1<sup>st</sup> of July 2025. This new schedule includes Consumer Price Index (CPI) changes to employee wages.

If you have any questions about the new fee schedule, please contact your Care Partner, Emma, Ashlyn or Gabbie, as soon as possible, on (08) 9385 3406 or email [homecare@stlouisestate.com.au](mailto:homecare@stlouisestate.com.au)

**Staffing update:** Over July 2025, you will see some changes on our St Louis Care at Home, Care Management team. Sadly, we will farewell Ashlyn Hastings, RN/Care Manager on the 11<sup>th</sup> of July 2025. Ash is returning to the USA with her husband to be closer to family. We will dearly miss Ash with her gentle and caring approach to coordinating home care.

To fill Ash's role, we warmly welcome Amanda Troy to the Care Management team from the 7<sup>th</sup> of July 2025. Amanda has been working with St Louis Care at Home, as a Home Care Worker, part-time since May 2023. Amanda's consciousness, kind and committed approach to her work steads well for this new and exciting role.

Your St Louis Care Managers include:

- Emma Jenkin RN/Care Manager – [ejenkin@stlouisestate.com.au](mailto:ejenkin@stlouisestate.com.au)
- Gabbie Jones, Care Manager – [gjones@stlouisestate.com.au](mailto:gjones@stlouisestate.com.au)
- Amanda Troy, Care Manager – [atroy@stlouisestate.com.au](mailto:atroy@stlouisestate.com.au)

Phone: Office Hours (08) 9385 3406 & After Hours: 0411 632 310





**Remedial Massage** is returning to KIORA. From Thursday, 26<sup>th</sup> of June 2025, remedial massage will be offered again from the KIORA Wellness Centre. In partnership with Soul Bodywork, our new massage therapist will be Anna or Guitar (both female therapist). To book your 30 min, 45 min or 60 min massage, please phone Kristina on (08) 9385 1420. A hicap terminal is available to accommodate your private health cover.

**Physiotherapy** led exercise and aqua classes continue to be offered on a Tuesday, Wednesday, and Thursday, with Edward, Jack, and Ash, at St Louis Estate and KIORA. All classes cost \$20.00 per person, per class. New members welcome.

Tuesday, 11.15 am Light Exercise – KIORA Wellness Centre

Wednesday, 9.00 am Aqua Class – St Louis Estate Pool

Thursday, 11.15 am Light Exercise – KIORA Wellness Centre

**Cab Charge:** when using your cab charge, please request a receipt for proof of purchase from your taxi driver. This will assist St Louis Care at Home with any disputes over cab fares in future.

**Shopping Bus Service:** St Louis Care at Home offers a Thursday shopper bus service to all residents of St Louis Estate. The service leaves the Homestead at 1.00 pm, each Thursday, and returns to St Louis Estate at 2.30 pm, with Nicola Cross. The Shopper bus service fee is \$15.00 per person. No bookings are required.

**New St Louis Care at Home Website:** please visit and share your feedback on our new website - [www.stlouiscareathome.com.au](http://www.stlouiscareathome.com.au). Please share your feedback with Karena Sherriff on (08) 9385 3406.

**Assistance out of Office Hours:** St Louis Care at Home's Office Hours are Monday to Friday, 8.00 am to 3.00 pm. On occasion, we understand that you may need to reach our team after-hours to keep us informed of any changes to your home care services, for example, to cancel services following an unplanned hospital admission.





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If this is the case, please contact our **Carer on duty**, who is available **Monday to Sunday between 6.30 am and 8.00 pm on mobile 0411 632 310**. We ask that you leave a message if our carer is busy with another client. Our Carer on duty will return your call as soon as possible.

Please note, the carer's mobile number is not to be used in the case of a medical emergency. In a **Medical Emergency**, please phone **000 for an Ambulance** or use your **Blue Force** pendant (for residents of St Louis Estate) or contact **Health Direct on 1800 022 222** for medical advice.

For non-urgent St Louis Care at Home service changes or inquiries, please phone (08) 9385 3406 and leave a message, or email [homecare@stlouiscareathome.com.au](mailto:homecare@stlouiscareathome.com.au), and we will be in contact on the next available business day.

Warm regards,  
Karena Sherriff,  
Home Care Manager

