



ST LOUIS HOME CARE
LIVE WELL

22nd of May 2025

Dear Clients, Friends, and Family,

Thank you for reading this newsletter and keeping up to date. We appreciate it is challenging to keep abreast of the multitude of changes in motion with the introduction of Support at Home from July 2025. To assist you with this, please find our upcoming Q&A sessions, plus links to resources available (below) to help you keep informed.

Support at Home Update: By now, you should have received a letter (linked below) from the Department of Health and Aged Care with further information on the changes to home care packages as we transition to the Support at Home program from July 1, 2025. To understand how these changes may affect you and your home care services, we invite you to attend one of our question-and-answer sessions on the following dates.

Q&A Session: Support at Home

<i>Wednesday 11th of June</i>	<i>4.30 – 5.30 pm</i>	<i>St Louis Estate</i>
<i>Thursday 12th of June</i>	<i>11.00 – 12.00 pm</i>	<i>Kingsmill Lounge</i> <i>10 Albert St Claremont</i>

Support at Home Resources:

Letter to Home Care Package recipients (before 12th of Sept 2024)

<https://www.health.gov.au/resources/publications/letter-to-older-people-approved-for-home-care-packages-before-12-september-2024?language=en>

Letter to Home Care Package recipients (after 12th of Sept 2024)

<https://www.health.gov.au/resources/publications/letter-to-older-people-approved-for-home-care-packages-after-12-september-2024?language=en>

Support at Home Letters: Frequently Asked Questions

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<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>

New Aged Care Act Resources:

Statement of Rights - The Aged Care Act 2024 (the new Act) has a Statement of Rights. The Statement of Rights will replace the current Charter of Aged Care Rights on 1 July 2025. They explain what rights older people have when accessing aged care services funded by the Australian Government. To find out more: [A new Aged Care Act for the rights of older people – A new law to protect the rights of older people who use aged care services](#)

Registered Support Decision Maker - Most representative relationships in My Aged Care will go through changes under the new Aged Care Act (2024). Regular and authorised representatives active in My Aged Care on 30 June 2025 will be known as ‘registered supporters’ from 1 July 2025. To find out more: [Supported decision-making under the new Aged Care Act | Australian Government Department of Health and Aged Care](#)

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Public Holiday: We wish to remind you that the St Louis Home Care Office will be closed on **WA Day, Public Holiday, taking place on Monday, 2nd of June 2025**. Except for housekeeping (domestic cleaning) services, your home care services will continue to be provided on this Public Holiday, at applicable Public Holiday rates. If you wish to make changes or cancel your services that fall on a Public Holiday, please contact the St Louis Home Care team at (08) 9385 3406 or email homecare@stlouisestate.com.au, at your earliest convenience.

Free Information Sessions:

Medication Awareness and Falls Prevention Information Session: Friday, 13th June 2025, 10.30 am – 12.00 pm, St Louis Estate, Kingsmill Lounge. Join us to hear from Monty Kanungo, (777 Pharmacy, Cottesloe) on the importance of medication awareness, medication reviews, packaging, and delivery, followed by Injury Matters with a guest speaker on the Stay on Your Feet program.

All About Support at Home Care: Thursday, 19th 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 welcome. To book your place today, phone Tanya on 9385 3406 or email homecare@stlouisestate.com.au.

New Home Care fees: Commencing 1st July 2025

St Louis Home Care wishes to advise all home care clients that our new fee schedule will be released next month and will come into effect from the 1st of July 2025. This new schedule reflects changes in how home care services are funded by the Australia Government with the introduction of Support at Home, Award wage increases, consumer price index (CPI), and rising operational costs.





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You will receive a letter or email before July 2025, accompanied by a new Support at Home agreement and fee schedule. Please sign and return this new agreement to St Louis Home Care, at your earliest convenience. If you have any questions about the new agreement and fee schedule, please contact your Care Partner, Emma, Ashlyn or Gabbie on (08) 9385 3406 or email homecare@stlouisestate.com.au

New St Louis Care at Home Website: please visit and share your feedback on our new website - www.stlouiscareathome.com.au.

Veteran Services: Do you know a Veteran who might benefit from Nursing or Personal Care? St Louis Care at Home is an approved Department of Veteran Affairs provider offering community nursing and personal care services to eligible veterans across the Western Suburbs of Perth. To enquire about our veteran services, please phone (08) 9385 3406 or email homecare@stlouisestate.com.au.

World Elder Abuse Awareness Day: 15th of June 2024

Each year, June 15 marks **World Elder Abuse Awareness Day**. On this day people are encouraged to make a united stand against all forms of abuse against older people in our global communities.

In WA, **Advocare** provides a free and confidential Elder Abuse Helpline, **1300 724 679**, to help you understand your rights, resolve any issues with aged and community care service provision, and access the right supports and protections available.





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Assistance out of Office Hours: St Louis Home Care'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.

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 Home Care service changes or inquiries, please phone (08) 9385 3406 and leave a message, or email homecare@stlouiscareathome.com.au, and we will be in contact on the next available business day.

Warm regards,
Karena Sherriff,
Home Care Manager

