



14th November 2025

Dear Clients, Friends, and Family,

On behalf of the St Louis Care at Home Care team, we're delighted to share that the transition to the new Support at Home program, from November 1, 2025, has progressed relatively smoothly. We thank you sincerely for your assistance in providing consent to continue with St Louis Care at Home under the Support at Home program. Can we request your assistance with the following final steps?

Support at Home: Next Steps.

1. We request your assistance in returning a signed copy of your new Support at Home Agreement and Budget Plan. If you haven't already signed and returned copies of your agreement and budget plan to the Home Care Office (Unit 57, 10 Albert St, Claremont, WA 6010), please do so before December 1st, 2025.
2. A revised Support at Home Fee Schedule is enclosed for your reference. The changes to this new fee schedule include;

Shopping and Meal Preparation:

New service items for Shopping and Meal Preparation services have been included under the Everyday service classification, at applicable rates.

Shopping and Social Support Services:

Shopping and Social Support services now include a 5 km round trip allowance within the service rate, however, if you wish to travel beyond 5 km, please book this in advance with your Care Partner, as additional charges may apply.

Allied Health Services:

Direct and indirect time may be charged as part of your allied health services. For example, a Nursing visit may consist of both direct time (face to face time), and indirect time (clinical note or medical consultation), resulting in a charge for both 'direct' and 'indirect' time, at applicable rates.





3. In our eagerness to set up our new Care Management claiming on Sandwai (software system), we have in error invoiced you for additional Care Management services over October 2025. This error will be corrected and credited to your November 2025 statement, which you will receive in December 2025. We apologise in advance for this system error.

Other key updates:

Service Cancellations: A 48-hour cancellation policy will apply 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 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.

National Carers Week: We wish to thank our carers who participated in our Carer's Week morning tea on 16th October 2025. Hosted by St Louis Care at Home, we





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AT HOME

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enjoyed a morning meeting new friends and chatting with old friends, as part of recognising and celebrating the role of Carers across Australia.



In the lead-up to Christmas and the New Year, we wish to remind you of the upcoming **Public Holidays**. The St Louis Home Care Office will be closed on the following days.

- **Christmas Day, 25th December 2025**
- **Boxing Day, 26th December 2025**
- **New Year's Day, 1st January 2026**

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 adhillion@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

