

13<sup>th</sup> January 2026

Dear Clients, Friends, and Family,

On behalf of the St Louis Care at Home team, we wish all clients a safe, healthy, and happy New Year. We look forward to continuing our working partnership with you, and your family or representative over 2026.



The St Louis Home Care Offices will be closed on the **Australia Day, Public Holiday, Monday, 26th January 2025**. Except for housekeeping (domestic cleaning) services, our home care services will continue to be provided on Public Holidays, at applicable public holiday rates. If you wish to reschedule or cancel your service that falls on this Public Holiday, please contact the St Louis Home Care team at (08) 9385 3406, at your earliest convenience.

**Support at Home Agreements:** we request your assistance with signing and returning your November 1, 2025, Support at Home agreement with St Louis Care at Home. If you haven't returned your signed copy to date, please do so prior to the 31<sup>st</sup> of January 2026 to Unit 57, 10 Albert Street, Claremont WA 6010.

If you have any questions about the Support at Home agreement or new budget plan, please contact, your Care Partner or Karena Sherriff on (08) 9385 3406 or email [homecare@stlouiscareathome.com.au](mailto:homecare@stlouiscareathome.com.au). We thank you in advance for returning a signed copy of your agreement.





## Support at Home - November and December Budget Closure:

***Please Note. St Louis Care at Home must receive and claim for all Support at Home expenses incurred over your November and December budget within 60 days of 31<sup>st</sup> of December 2025.***

***Please ensure all invoices and receipts for reimbursement have been submitted to Misa our Accounts Officer, prior to 31<sup>st</sup> of January 2026.***

***Misa - [account@chcgroup.com.au](mailto:account@chcgroup.com.au)***

**Support at Home Information Booklet:** to keep abreast of the Support at Home changes that came into effect from November 1, 2025, please read over the latest information booklet released in October 2025 by the Department of Health, Disability and Ageing. <https://www.health.gov.au/sites/default/files/2025-10/support-at-home-program-booklet-for-older-people-families-and-carers.pdf>

**Support at Home Common Pricing:** Under the new Aged Care Act (2024), providers must list their common price for each service during standard business hours on the My Aged Care website. Between 1 and 30 January, providers will be required to update their common price for each service as calculated over the previous 2-month (November and December 2025) reporting period. St Louis Care at Home will update our common pricing on the My Aged Care, prior to 30<sup>th</sup> of January 2026.

**New Statement of Rights:** The older persons Advocacy Network (OPAN) has released a new fact sheet on 'How your rights are protected under the new Aged Care Act (2024).' The Statement of Rights provide clarity about how older people must be treated when they are seeking or receiving aged care and the rights they are entitled to. The Statement of Rights clearly identifies what the right of care looks like.





For more information on the Statement of Rights, please visit the OPAN website –

[www.opan.org.au](http://www.opan.org.au)

## The Statement of Rights: overview

Under the Statement of Rights, an older person's rights are grouped into 6 key areas:



### Autonomy and freedom of choice

I have the right to make my own choices – about my care, relationships, lifestyle and taking risks – with support if I want it.



### Equitable access

I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions, such as dementia, respected.



### Safe, quality care

I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.



### Privacy and confidentiality

I must have my privacy respected and my personal information kept confidential, and be in control of who this information is shared with.



### Communication and complaints

I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.



### Support and social connections

I can stay connected to important people, pets and culture including independent advocates. As an Aboriginal or Torres Strait Islander I can stay





ST LOUIS CARE  
AT HOME

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### Introducing your St Louis Care at Home Management Team:

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

**5 Steps to Accessing Support at Home Care:** Join Karena Sherriff, CEO, St Louis Care at Home, on Wednesday, 18<sup>th</sup> February 2026, at 11.00 am at St Louis Estate Homestead (10 Albert St, Claremont) for a free Home Care information session. Karena will be presenting 5 steps to accessing the government-subsidised Support at Home program. To book your place today, phone Freya on 9385 3406 or email [homecare@stlouiscareathome.com.au](mailto:homecare@stlouiscareathome.com.au)

**Physiotherapy:** Jack Gangemi, Physiotherapist, is undertaking our exercise and aqua classes on a Tuesday, Wednesday, and Thursday. 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

Warm regards,

Karena Sherriff, Chief Executive Officer

