



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)

20th March 2026

Dear Clients, Friends, and Family,

**January Statements Update:** I regret to inform you that due to further technical issues with the Department of Services Australia software (following the implementation of Support at Home, Nov 1, 2025), our software provider is not able to generate your January statements. These technical issues are being addressed, and we will get your January statement to you as soon as possible. We thank you for your understanding and patience with this matter. **Please Note.** we will reschedule the Understanding Your Support at Home Statement session to **Wednesday, 6<sup>th</sup> of May 2026**, due to this delay.

**Understanding Your Support at Home Statement: Re-Scheduled to Wednesday, 6<sup>th</sup> of May 2026.** When it comes to understanding your new Support at Home statement, we are here to assist you. Join Misa and Karena for a briefing session on how to interpret your statement, taking place on **Wednesday, 6<sup>th</sup> of May 2026, at 11.00 am, at St Louis Estate, Kingsmill Lounge.** Please register to attend at (08) 9385 3406 or email [homecare@stlouisestate.com.au](mailto:homecare@stlouisestate.com.au).

**Staff Leave:** With several of our key staff taking annual leave over March and the Easter long-weekend, we wanted to inform you that you're likely to have the pleasure of meeting new or different employees this month. We warmly welcome Pelden Pelden and Tshering Yangzom to St Louis Care at Home, as home care workers. We thank you in advance for your patience and understanding over the month of March and April 2026, with any changes to staffing and schedules to accommodate staff taking leave.





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)

**Public Holidays:** The St Louis Home Care Office will be closed on the following Public Holidays.

**Good Friday, 3<sup>rd</sup> April 2026**

**Easter Monday, 6<sup>th</sup> April 2026**

**ANZAC Day Monday, 27<sup>th</sup> April 2026**

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 these Public Holidays, please contact the St Louis Home Care team at (08) 9385 3406, at your earliest convenience.

**Direct Debits:** If you currently pay your invoices by Direct Debit. Please note, payments will now be made at the end of the month, rather than mid-month. This change will take effect from March 2026.

**Credit & Debit Card payments:** If you currently pay your invoices by Credit or Debit card, this facility will no longer be available at St Louis Care at Home from March 2026. We request that you pay your account by either Direct Debit, Cash, or Electronic Funds Transfer (EFT). We apologise in advance for any inconvenience this may cause. Please find enclosed a Direct Debit form, if you wish to return this to Misa Tagomori at [accounts@chcgroup.com.au](mailto:accounts@chcgroup.com.au)





**Assistive Technology and Home Modifications (AT&HM):** With the Support at Home changes from November 1, 2025, your Home Care Package carry forward funding into Support at Home, can be used towards the purchase of assistive equipment (i.e. a walker) and/or home modifications (i.e. rails installed). However, once your Home Care Package carry-forward funding is fully utilized, a new funding approval for Assistive Technology and Home Modifications (AT&HM) is required by an Aged Care Assessor. This is called a review of your support plan.

In this scenario, St Louis Care at Home requires your consent to request a review of your support plan by the Assessment agency. Depending on the aids, equipment or home modifications needed, an Occupational Therapist assessment may be required.

The AT & HM approval may result one of the following three tiers.

Low	Up to \$500
Medium	Up to \$2,000
High	Up to \$15,000 Additional amounts over \$15,000 for assistive technology can be accessed with evidence of need.

AT-HM items will attract a contribution from the client. The rate of contribution is equivalent to the independence category (5%-50% contribution). Prescription and wrap-around service costs (where required) fall under the clinical supports category with no participant contributions required.

Warm regards,

Karena Sherriff, Chief Executive Officer

