

17<sup>th</sup> February 2026

Dear Clients, Friends, and Family,

Welcome to 'Bunuru' noongar season. It is represented by the colour orange and is the hottest time of the year with little to no rain. Hot easterly winds continue with a cooling sea breeze most afternoons. Bunuru is also a time of the white flowers with lots of white flowering gums in full bloom, including jarrah, marri and ghost gums. Another striking flower to look out for is the female zamia (*Macrozamia riedlei* pictured).



We wish to remind all clients of the upcoming **Public Holiday, Labour Day, Monday, 2nd of March 2026**. The St Louis Care at Home Office will be closed on this day. Except for housekeeping (domestic cleaning) services, our home care services will continue to be provided on this Public Holiday, at applicable Public Holiday rates. If you wish to reschedule or cancel your service that falls on this day, please contact the St Louis Home Care team at (08) 9385 3406, or email [homecare@stlouisestate.com.au](mailto:homecare@stlouisestate.com.au) at your earliest convenience.

**Understanding Your Support at Home Statement:** 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, 25<sup>th</sup> March 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).



ST LOUIS CARE  
AT HOME

CHC HOME AND AGED CARE PTY LTD

ABN 67 161 377 171

P (08) 9385 3406

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**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>

**House Keeping Services:** to support our housekeeping team to clean your home most effectively, we request that all clients provide cleaning equipment in safe working order. This includes a vacuum and mop, (preferably a steam mop), cleaning cloths, and products. You can order from St Louis Home a package of cleaning products costing \$75.00. Replacement products can be provided by Home Care by phoning (08) 9385 3406. Thank you for your assistance in advance for supplying these items.

**Consumer Advisory Committee Meeting:** You're invited to attend our next Consumer Advisory Committee meeting. Please join us to contribute to the planning and evaluation of our home care services to improve our services to you and others. Please join us on **Wednesday, 11<sup>th</sup> March 2025, 11.00 am, at Kingsmill Lounge**. RSVP to Freya at 9385 3406 or email [homecare@stlouiscareathome.com.au](mailto:homecare@stlouiscareathome.com.au).





**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.

### 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





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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)**

Warm regards,

Karena Sherriff, Chief Executive Officer

