



Home Care News / Spring 2026

CEO Report

Welcome to spring from St Louis Home Care.



This year, St Louis is proudly celebrating 80 years of caring for our community. From our beginnings in Parkside in 1946 to the growing range of services we provide today, our commitment has remained the same — supporting people to live with dignity, choice and confidence, surrounded by care they can trust.

As we celebrate this remarkable milestone, St Louis Home Care is also embracing an exciting new chapter. We're settling into our new Adelaide Home Care Office located at 25 King William Road Unley. We welcome new clients and new team members, as we continue to grow our services across Adelaide and beyond.

Thank you to our clients, families and supporters for your patience, understanding and feedback as we navigate the changes introduced by the Aged Care Act 2024. Your feedback helps us listen, learn and continue to improve the way we support you.

Across St Louis, there are plenty of exciting things happening. We are expanding our Supported Independent Living homes, with two more homes opening by the end of this year and another planned for early next year. These beautiful homes provide specialised support for people living with dementia, and offer private respite also.

In March we commenced our fortnightly Fly-In Fly-Out service to the Eyre Peninsula, where our St Louis Allied Health team is supporting older clients in partnership with West Coast Home Care.

The State Government is supporting St Louis Nursing Home, having declared our planned 28 bed Blyth Street extension as essential infrastructure. This will provide increased options for respite and permanent residential aged care to our Home Care clients and community.

There may be a few new chapters unfolding across St Louis, but one thing remains unchanged — we are still family, and we will always be alongside you in your care.

Maris Naish
CEO, St Louis Care



A New Office for Home Care

We're excited to welcome you to the new home of our St Louis Home Care team at 25 King William Road, Unley, and our St Louis Allied Health team are next door at 23 King William Road Unley.

Our new office gives us a dedicated space starting in November, to work together and meet with clients and families, conduct client group sessions, while continuing to provide the personal service and familiar faces you know and trust.

Pop in and say hello — we'd love to show you our new home, and have coffee.

St Louis Social Program at Victor Harbor

My name is Brooke, and I would like to warmly welcome you to our Social Program — a friendly way to meet others, enjoy outings and activities, and stay connected within the community.

Monthly calendars are sent by post or email and include details of upcoming activities. If you have any questions, would like to book an outing, or have an idea for something you would like the program to offer, I'd love to hear from you.

Please call me on Wednesday afternoons between 2:00pm and 4:30pm on 8552 1481.

Brooke Rawlins
Social Program Coordinator, Victor Harbor



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From our Home Care Manager – Ro

Support at Home Update



Hello. Let me update you on a Support at Home change. From 1 October 2026, personal care will move from the 'independence' category to the 'clinical supports' category under Support at Home.

This change means participants who have the personal care service type approved in their support plan, and have available Support at Home funding, can receive personal care services with no out of pocket cost.

Personal care services include help with tasks such as:

- showering
- dressing
- non clinical continence management.

This change recognises personal care as an essential service that supports the health, dignity and wellbeing of older people.

By removing out of pocket costs, this reform helps older people maintain personal hygiene and remain independent at home without adding financial pressure for them, their families or carers.

The change **starts on 1 October 2026**. It does not apply to services delivered before this date.

This reform delivers on the government's commitment to ensure older people receive high quality, accessible care under Australia's in home aged care system.

Roanne Blacker
St Louis Home Care Manager

Your Voice Matters

November is an important month for St Louis Home Care, with our upcoming Aged Care Quality and Safety Commission audit taking place from 2–4 November.

The audit is an opportunity for the Commission to look at how we deliver our services and hear directly from the people we support. This may include speaking with clients, families and representatives about their experience with St Louis Home Care.

Your voice is an important part of the audit process and helps the Commission understand the quality and safety of the services we provide, as well as where we can continue to improve. If you are contacted, we encourage you to be open and honest and to share your experience, feedback or suggestions.

The 'Notice of Collection' and the 'Notice of Visit' will be sent to you in the next couple of weeks with further information about the audit and feedback process.

We thank you for your continued trust, support and feedback as we work to provide care that respects your choices, supports your independence and helps you live life on your terms.

Ali Palada
Quality and Training Manager

Information Session Invitation

Getting the Best from Your Support at Home Package

Following our Support at Home (SAH) Consumer Advisory and information sessions in 2025 in Adelaide and Victor Harbor, we're pleased to once again invite you to join us for an informative afternoon focused on getting the most from your SAH package.

Following excellent feedback from 2025 these sessions will be presented by our Business Operations Manager, Kai Schmidt. The session will provide practical information about how your package works, including funding utilisation and why making use of your allocated funding is important. We'll also explain how this can support your ongoing eligibility for higher levels of care if your needs change in the future.

Like last year, our CEO and Senior Management will attend. There will be an opportunity to ask questions, share feedback and chat with the St Louis team over afternoon tea.

Giving feedback is one of the important roles of the Consumer Advisory Body which is considered by our Board to improve services to you.

Please come along and save the date in your diary for the session most convenient for you:

Wednesday 4 November

Encounter Bay Bowling Club
47 Armstrong Road, Victor Harbor
Time: 2.00pm

Friday 6 November

Toorak Burnside Bowling Club
25 Giles Street, Toorak Gardens
Time 2.00pm

We look forward to seeing you!

**You are
invited**



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Meet the Team

Behind every St Louis client is a team of people working together to make sure your care and support is personal, coordinated and responsive. Over the coming newsletters, we will introduce you to some of the familiar faces behind Home Care and share a little more about the people who support our clients every day.

Ali Palada - Quality and Training Manager



Many in the St Louis Nursing Home community will already know Ali, who has been part of the St Louis family for more than 15 years as our Clinical Nurse. Ali has now taken on a new role across St Louis Care as our Quality and Training Manager.

As our services continue to grow, Ali will play an important role in strengthening our quality, training and continuous improvement processes, supporting our teams to meet the requirements of the Aged Care Act 2024 and ensuring we continue to learn from best practice.

We're delighted to have Ali bringing her experience, knowledge and understanding of our clients and community to this important new role.



Kate McGowan – Clinical Services Lead St Louis Home Care

We welcome Kate as our Clinical Services Lead, overseeing our clinical and allied health services. She has been a registered nurse for 26 years and has had the privilege of working across Australia and in several countries around the world in community, primary health

and acute care settings. (Fun fact: As an RN she accompanied a super yacht across the Atlantic!)

Kate says, *"What has remained constant throughout my career is my belief that great care is about more than treating a condition. It's about understanding what matters most to each person and helping them continue to live a meaningful, independent, and fulfilling life. I feel incredibly fortunate to work alongside people, families, and teams to make a positive difference every day".*

How to Make a Complaint or Feedback

Your feedback or complaint can be made by phoning us or to make an appointment:

Home Care Adelaide: (08) 8332 0950

Home Care Victor Harbor: (08) 8552 1481

Email all feedback to: feedback@stlouiscare.com.au

OR Post via mail: ST LOUIS HOME CARE REPLY PAID 86549, UNLEY SA 5061

We provide services to a diverse range of people, some may need an alternative way of making a complaint, and we will facilitate the best method.

We welcome you to join our Consumer Advisory Body

We invite clients, family members and representatives to attend our St Louis Home Care Consumer Advisory Body meetings. We always value suggestions and feedback from our Client Rep, socials group at Victor Harbor and Adelaide's social group "The Rustic Ramblers".

We meet every six months with lunch provided. The group has an opportunity to share anything, from experiences, ideas and feedback on what we do well and where we can improve.

Feedback is shared directly with our governing body to help inform decisions and strengthen the quality of our care and services. A guide with more information on this is attached, called The Consumer Advisory Body Guide.

Most importantly, it ensures the voices of our clients and families are heard.

You will also meet Jann Longbottom, a retired RN, who is our St Louis Care Client Representative and a resident of St Louis Nursing Home. Jann attends our monthly Consumer Advisory Meetings, Food Focus Groups and Quality Care and Safety Advisory Committee meetings.

Jann also attended our St Louis Home Care Consumer Advisory Body meeting earlier this month. She enjoys being involved in the client experience process and helping to ensure the consumer voice is represented across St Louis.



Jann Longbottom



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Hands in Motion: Weekly Hand Therapy Group Coming Soon

Do stiff, sore, or weak hands make everyday tasks more challenging?

We're excited to be planning a new weekly Hand Therapy Group, facilitated by our Occupational Therapists, at the **St Louis Care Unley Hub**. The group is designed for clients experiencing hand pain, stiffness, reduced strength, or difficulty with everyday activities due to conditions such as arthritis, Parkinson's disease, stroke, and other conditions affecting hand function.

Whether you're finding it harder to open jars, button a shirt, write, use cutlery, enjoy hobbies, or play cards, this group may be for you.

Sessions will include:

- Gentle warm hand treatment to help ease stiffness
- Light hand exercises to improve strength and movement
- Fun activities to improve coordination and dexterity
- Practical tips to make everyday tasks easier

You'll also have the opportunity to connect with others, share experiences, and enjoy a friendly chat over tea or coffee in a welcoming environment.

Interested in joining? Speak with your Care Partner Team to register your interest and receive further information when commencement dates and enrolment details become available.

We look forward to helping you keep your hands active, strong, and doing the things you enjoy.

We're Here to Listen

At St Louis, we believe good care starts with listening. Your feedback helps us understand what we are doing well and where we can improve.

If you have a compliment, suggestion, concern or simply an idea you would like to share, please let us know.

You can speak with your Care Manager or contact the St Louis Home Care team directly.

Thank you for trusting St Louis to be part of your life.

We look forward to continuing to support you, your family and your community.

St Louis Home Care

Trust our family to take care of you

Adelaide Office

25 King William Road, Unley SA 5061 • (08) 8332 0950

Victor Harbor Office

27 Ocean Street, Victor Harbor SA 5211 • (08) 8552 1481

homecare@stlouisagedcare.com.au

Move Well. Feel Strong.

Introducing our neighbour; Mobility Matters Pilates



Opening in November, next door at 23 King William Road, Unley will be a new Pilates Studio which focuses on mobility through Pilates.

Movement plays an important role in maintaining strength, balance, flexibility and confidence as we age. The Pilates sessions are designed to support movement and wellbeing at a pace that is comfortable for each individual.

Why not join in for a seated Pilates class?

Speak with your Care Partner Team to register your interest and receive further information when commencement dates and enrolment details become available.

Whether you're looking to improve mobility, build strength, support your balance or simply keep moving, we'd love to welcome you.



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