



St Louis
Nursing Home

CEO Report

Dear Residents, friends and families of St Louis Care.

Autumn is here, and it is nice to welcome some cooler days. It has been a hot, dry summer and, during this time, we have said goodbye to some members of our family. While this makes us pause and reflect, we also welcome new residents and families. Thank you for choosing St Louis – we look forward to sharing many special moments together.

This year, St Louis is proudly celebrating 80 years of trusted care. We are planning a special cake to celebrate and will send an invitation in May. It will be a wonderful opportunity to come together, reflect on our history and celebrate the people who make our community so special.



What do you think of the finished courtyard? Completed in December, we celebrated its opening with bubbles and a wonderful selection of food generously supplied by the team at FORM Constructions. The new vergola provides pleasant shade and can be opened slightly to let hot air escape. The plants are becoming well established, and we thank our residents who helped plant the flowers now brightening the garden beds.

Thank you for your patience while the new flooring was installed in the link area. It was certainly noisy, but the result looks fantastic. You will also see we are changing the flooring in our café and bistro areas.

We have recently completed an extension of our laundry, creating much-needed additional space. We thank Tasha for her coordination and dedication in keeping services running smoothly.

Izzy, my eldest, finished Year 12 in 2025 and has been accepted into university. In the meantime, her business “Mobility Matters” has begun seated Pilates classes twice a week here. It’s a lovely way to practise gentle movement and support wellbeing. Pilates can improve muscle tone, balance, flexibility and circulation—so why not give it a try?

During the summer holidays, my daughters and I travelled to Canada to enjoy the snow. Skiing has always been something we love, though with the girls now more independent, they often explore on their own—which keeps me wondering where they are! We also visited New York, discovering wonderful bakeries and shops. I even brought back some great prints from the Phillip Williams Poster Museum, which we look forward to displaying soon.

Thank you for your ongoing support. I regularly hear wonderful feedback about our team and the smooth operation of our home. Your presence and feedback continue to make our home one of comfort, respect and connection.

Maris – CEO

Nursing Home Manager’s Report



Hello to all our residents, families and friends. Firstly, welcome to our newest residents and their supportive families. We hope you quickly feel at home, discover new friendships, and enjoy the care and support from our committed team.

In previous newsletters we have advised about the changes to the Aged Care Act. What particularly changes for us is our Extra Service Status, as this has been replaced with what is called under the Act a new Higher Everyday Living Fee or (HELFF). If you joined us after the 1 November 2025, then you will have already been transitioned to this new way of invoicing. For our residents who have been here from before the 1 November, then you will transition on 1 November 2026. We will talk to you in person about this later in the year so you are aware of the enhanced services we are offering.

At St Louis, our bundles for HELFF are called ‘distinguished living bundles’ allowing residents choice to access enhanced services beyond the standard care covered by the Basic Daily Fee set by the Department.

St Louis has and will always be committed to delivering a high standard of personalised care, which is why we provide you options through our Distinguished Living bundles. These are essential for our continued service quality and sustainability.

Remember, we welcome your feedback, either by email, or through our consumer rep, Jann Longbottom or by speaking with Annie or I. Jann has feedback forms located in our café area for you to fill in and pass on.

I also wish to congratulate Ali Palada on her new position within St Louis Care as our Quality and Training Manager and congratulate Annie Xu who is now our Clinical Nurse. These two are part of the backbone of St Louis, and I have appreciated having them by my side.

Ken, Nursing Home Manager



St Louis
Nursing Home

New Gym

We're pleased to share that our new supervised gym is now open and already being well enjoyed by residents. A highlight is the new recumbent bike, which has been especially popular for its comfort and ease of use. If you'd like to try out our gym equipment and be part of the active living program, speak to Jen our Physio. She has already seen improvements for some with mobility, strength and function.

Business Hub Available

We also now have a Business Hub desk available for residents to use. This space provides access to the internet for research, for you to log into your accounts, and has printing facilities. Speak to Jasmine at reception if you need assistance with accessing this.

Both the gym and Business Hub are open on Monday, Wednesday and Friday.



Jane Gartner, Director of Care, having fun in our new gym!



Physio Jen guiding a St Louis resident through a session on the recumbent bike.

BBQ Area

Autumn is a beautiful time of year to enjoy an outdoor BBQ here at St Louis. If you'd like to book this area, use the BBQ and have the umbrella set up for your event, please arrange this with Jasmine at reception at least a week in advance.

Doggie Visits to St Louis Nursing Home

We love animals visiting St Louis. We've had, horses, chickens, dogs, rabbits and guinea pigs over the years. As you know we do have two beautiful cats, Poppy (Female) and Percy (Male), they are brother and sister and have lived here since they were 6 weeks old. So please remember this is their home, and dogs particularly will cause them stress. **Therefore we ask, please keep your dog on it's lead at all times,** Thank you.



Visitor Sign-In & Sign-Out

If you are new to St Louis, you might not have noticed on arrival the **'Visitors Book'**. This is used for several purposes, but the most important is – in case of emergency. We also check to see who needs some extra one-on-one time as they haven't had a visitor during the past few days. **So please – on arrival, sign in and on exit, sign out.** Thank you.

Aged Care Reforms

The new Aged Care Act 2024 came into effect **1 November 2025**, introducing reforms to improve the quality, safety, and rights of older Australians receiving care in residential settings or at home. You can review the Statement of Rights here: [A new Aged Care Act for the rights of older people – A new law to protect the rights of older people who use aged care services](#) (attached also). Some residents are already under the new agreement and the remainder will transition later this year. We will discuss these changes with you personally **before 1st November 2026** to ensure you understand the new arrangements and have the opportunity to ask any questions.

We are committed to providing safe, high-quality care, and we want you to feel confident speaking up if you have concerns about care, safety, or any other practices. Our Whistleblowing Policy ensures that anyone including residents, families, or staff can raise concerns confidentially and without fear of reprisal. You can report concerns directly to management, via our dedicated feedback channels (feedback box, care staff, or Consumer Representative, Jann), or externally through the Aged Care Quality and Safety Commission.

Their phone number is 1800 951 822 or visit www.agedcarequality.gov.au/making-a-complaint.

All concerns are treated confidentially, and you are protected under Australian law from any retaliation. Remember, you have the right to be treated with respect, receive safe and high-quality care, and have your concerns heard.

If you have any questions or want to talk with us, please do.

Jane Gartner, Director of Care



Meet the Board morning tea

We recently invited you to join us for a Consumer Feedback Morning Tea on 3 March 2026 with our Board. This was a valuable opportunity to hear your thoughts on the care and services we provide and to discuss your experiences here at St Louis. During the session, we highlighted your Statement of Rights, shared updates on recent home upgrades and explored the ongoing impact of the Aged Care Act 2024 on our services. Thank you to all residents and family members who were able to attend and contribute their feedback – your input is essential in helping us maintain a home that is safe, comfortable, and responsive to your needs.

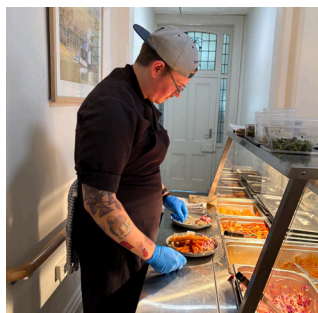
Laundry

If you bring in new clothing items for your loved one, we're happy to label them to help prevent lost property. If you have lost something, it may be amongst our lost property items. Please ask Jasmine or on the weekends, the RN to show you where we keep them. Any new items for labelling can be passed to Jasmine at reception. She can also arrange dry-cleaning pick-up and delivery, with the cost added to your invoice.

New Staff & Food Focus Group

We were delighted to welcome Isaiah, "Chef" as we affectionately call him! He joined St Louis towards the end of last year and brings fresh eyes and a lot of experience in the food industry. We always enjoy seeing what he might serve next. He attends our food focus group meeting which you are all welcome to attend, where we discuss ideas on meal options, feedback on food and your dining experience at St Louis. These are held monthly and posters around the home let you know when it is on next.

We also welcome our new RNs and maintenance team, Doug and Paul.



Chef Isaiah in the kitchen



Doug (left) and Paul (right)

Quarterly Surveys

For your convenience, surveys will be sent out online to families. We encourage you to complete these, as your feedback is valuable in helping us improve Quality of Life and the Quality of Care Experience.

Sponsoring the Double Blues!

As sponsors of the Sturt Football Club, we're proud to back a local team that brings so much spirit and pride to our community. Last year was a fantastic season, and we wish them luck this year from all our residents here. Lorna our amazing resident at 109 years has supported them since her early 20s!



St Louis resident Lorna wearing the Sturt team's colours.

Chinese New Year at St Louis Care

St Louis Care is proud to be a truly multicultural community. We recently celebrated Chinese New Year with our staff and residents, enjoying an afternoon tea with a vibrant Lion Dance and sharing the joy together. Such fun!





Social Program News

We all love singing the old songs here... but this summer, one kept coming to mind: "Here comes the sun, and I say – it's alright!" I was lucky enough to spend Christmas and a couple of weeks in the UK visiting my family, polishing up my accent and cooling off, as it were. I hope you all made many beautiful memories over the break.

Since the last newsletter, here are some highlights:

Rock and Roll Dancers got us bopping! Some of us couldn't help but join in.

St Raphael's Year 2 children have begun visiting us again. This year we have a very adventurous and friendly group who put a smile on everyone's face. The last time we saw them was at their School Carols event, where we were treated like family with festive food.

Caring Choir – A large group blessed us with their Christmas songs, and we often joined in. Not sure if we were meant to, but it was a fun!

A new activity has started since Chef Isaiah arrived: **Cooking Classes**. Our first class was cake decorating. Many different toppings were used, but the favourites were fresh petals, chocolate sprinkles, and fresh cream. Yum!

Thank you for your donations to Food Bank over December. We were advised that we helped make 50 meals for those in need.

We loved **Indian Cultural Day**. Who doesn't love a good curry! Next time we hope the dancing group can join. Cultural Days are a lovely highlight each month, so come along if you can.

And you wouldn't think a renovation project could be so interesting, but we enjoyed watching the **courtyard demolition and reconstruction**. We tried not to be a distraction to the workmen, but a wave and smile was always shared.

The cooler weather means we can get outside more for **gardening**. We've planted some pretty flowers, added herbs to the sensory garden and portable garden bed, and have some bulbs ready to go. We also enjoyed fruit from our plum, peach, and apple trees.

Finally, Easter is almost here, and as has been our tradition, we've enjoyed **watching chickens hatch from the incubator** supplied by Happy Hen Hatchery. Hearing the chirps and seeing the joy it brings to our residents when they hold a chick is such a highlight.

Keep safe over the Easter break!

Wendy – Social Programs Coordinator



Green thumbs in action – our expert gardeners at work



Cuddles with the chicks



Cake decorating class

Call Bell average times:

January
Total: 16,268
Avg. time: 3 minutes
February –
Total: 14,955
Avg. time: 3 minutes
March –
Total: 14,058
Avg. time: 3 minutes

St Louis Nursing Home
Phone 8272 3344
21 Foster Street, Parkside SA 5063
Email: info@stlouisaagedcare.com.au

Other St Louis Care Services:
www.stlouishomes.com.au – Younger Onset Dementia (NDIS)
www.stlouishomecare.com.au – St Louis Home Care
www.stlouiscare.com.au – All St Louis Care services

www.stlouisaagedcare.com.au

AGED RIGHTS ADVOCACY SERVICE (Inc)
(08) 8232 5377
email: aras@agedrights.asn.au
AGED CARE QUALITY AND SAFETY COMMISSION
1800 951 822
www.agedcarequality.gov.au

Celebrating diversity

If you have any concerns or requests in regard to how services have been/are being provided by St Louis, please contact:

Jane Gartner (Director of Care) (08) 8272 3344

OR Complete a Feedback and Complaints Form which can be found in the brochures area of the Nursing Home and forward to:

St Louis Nursing Home, 21 Foster Street, Parkside SA 5063