



**St Louis**  
Home Care

## Home Care News

September 2023

### CEO News

I have not provided a newsletter update for some time as we have been very busy with some new projects!

As part of our strategic plan, we have outgrown our Victor Harbor office at 31 Victoria Street and will be moving in September to **27B Ocean Street**, main street frontage in the heart of Victor Harbor (the previous Westpac Bank site). If you are passing by, please stop in for a coffee. Our old office will be retained, and we are seeking Council approval to upgrade the fit out for overnight respite stays as demand for such is high in the area. Once approved, we will start renovations in November, and this new facility will be called St Louis on Victoria.

Construction has been delayed for the new St Louis home at Aldinga due to high building costs. With a slight redesign to meet budget, we hope to begin the 11 month build in September. This home is based on the St Louis on Sea philosophy. I'll have more information regarding additional St Louis Home options in Adelaide later this year.

Finally, our board is changing. The new governance requirements specify a majority of independent non-executive directors of aged care providers from 1 December 2023. In September 2023, St Louis directors of 50 years, Tony and Rane Naish, will be stepping down and Carol Whelan and Warwick Koster will take positions on the St Louis board with myself as Chair of the Board. We thank Tony and Rane for their direction and involvement over the years. New governance rules also require our clients or client representatives be given the option of forming a Consumer Advisory Committee to provide feedback on quality of service and care provided. This committee would convene quarterly. Should this be of interest to you, please contact me on 8272 3344. All the best. **Maris Naish, CEO**



**Comments and Complaints:** If you have any concerns or requests in regards to how services have been/are being provided by St Louis, please contact: Kathryn Broadbent, Community Care Services Manager  
Phone: 8332 0950 / Email: [kathryn.broadbent@stlouisagedcare.com.au](mailto:kathryn.broadbent@stlouisagedcare.com.au) or your Home Care Coordinator.

### Staff Recognition



We would like to congratulate Leah Pfeiffer (Enrolled Nurse at Victor Harbor) on her recognition award as a Qualified Aged Care Support Worker from 'WE Care' and

Workforce Australia presented to her 6th of June at the Workforce luncheon. Leah was nominated by St Louis for her commitment, flexibility, and professional approach to the Fleurieu Home Care clients.

### Thank you Jane, wishing you a happy retirement!

Jane Mackinnon has been employed as a Care Worker with St Louis since the 21st of February 2001. Jane has seen many changes during her time with Home Care and has been an integral part of the St Louis team, providing in home services to our clients over the past 22 years. We would like to thank Jane for her commitment and dedication to the role and wish her all the very best for her well-deserved retirement.

**Trea Schache, Care Staff Manager**



### Aged Care Employees Day

August the 7th marked the National Aged Care Worker Day. This day is a heartfelt salute to all the wonderful team members that contribute to the well-being and care of our seniors. Their dedication, compassion and empathy helps make a difference in the lives of our clients every day. To acknowledge the fabulous work that our staff do, we held a morning tea in all St Louis offices and enjoyed a block of chocolate each!



Morning Tea - Victor Harbor Office



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### Home Care Package Information

**Gardening Services:** The Home Care Package Program Manual outlines eligible services, including "light gardening" and "reasonably required" home maintenance for functional safety and security. Light gardening involves minor tasks the person was previously able to carry out but can no longer do safely, for example, maintaining access paths, mowing lawns, weeding, and essential pruning. Extensive gardening remains the homeowner's responsibility.

**Contractors:** St Louis have asked all contractors and external services providers to comply with our Terms and Conditions and sign a Statutory Declaration that they will meet all Aged Care compliance requirements. We can now only engage providers who meet this condition. This is to ensure the best quality services, and to maintain the safety and wellbeing of all our clients. Unfortunately, contractors who have chosen not to sign the T&C Statutory Declaration, will no longer be funded through the Home Care Package. If this affects any of your services, your coordinator will be in contact with you. You may privately arrange these services at your own expense, however reimbursement will not be available through the Home Care Package.

**Beauty & Hair:** All hairdressing and beauty therapies (ie manicures, pedicures, waxing) are not able to be funded by the Home Care Package as outlined in the Home Care Package Program Manual. Our Personal Care Services with one of our Care Workers could assist with fingernail cutting and hair washing, alternatively, a podiatrist can assist with toenail cutting. Otherwise, you may privately arrange beauty therapies or hairdressing, but these cannot be reimbursed by the Home Care Package Funds.

**Reimbursements:** As outlined in the Home Care Agreement, St Louis doesn't provide reimbursements for items purchased or services received, via the Home Care Package. Please contact your coordinator for assistance with ordering goods and equipment through your Package. External service providers must be compliant with our Terms and Conditions before these can go ahead. Please ask your coordinator for assistance in finding and booking providers in Adelaide and the Fleurieu areas.

**On Call Services:** St Louis has an afterhours service for urgent needs like staff call-ins or hospital trips, to ensure all services go ahead. Please contact our office during business hours (Monday-Friday 9am-5pm) for other inquiries. Using afterhours services for non-urgent matters during business hours will result in Coordination time charges to your Home Care Package. Remember, for personal health emergencies, contact SA Ambulance services (000) or Health direct (1800 022 222) for phone advice.

**Roster Changes:** We endeavour to call clients about worker or significant service time changes. However, you will not receive a call if

the service time changes are under 15 minutes. Although we try to allow for contingencies, hold ups, often due to traffic delays, are sometimes unavoidable.

**Respecting Staff:** We would like to remind you that it is a responsibility for all clients and their representatives to treat our staff with respect and curtesy. The Home Care Agreement outlines that all St Louis staff must be treated without exploitation, abuse, discrimination, or harassment. While we understand sometimes decisions or requirements can be frustrating, we ask for respectful communication with all staff, including coordinators and office personnel. If you would like to provide feedback, please speak with your coordinator, or complete the client feedback form in your Home Folder. We value all feedback which allows us to improve our services.

**Smoking:** We would like to remind all clients that it is a requirement of St Louis Home Care that you do not smoke while a staff member, or contractor is present at your home. We prioritise the safety and wellbeing of our staff, and your cooperation contributes to create a safe working environment.

**Kathryn Broadbent,**  
Community Care Services Manager

### Lifestyles

Even though we had plenty of rain this winter we still had fun times out and about. The Railway Museum in Port Adelaide was very enjoyable as we got to sit and chat in the old carriages and reminisce. We found some sun up in Mannum, where we took the ferry across the river and then enjoyed a lovely lunch at the Pretoria Hotel which overlooked the water.

**Deb Hearnden, Lifestyle Assistant**



**St Louis Home Care Adelaide Metro and Hills**  
11 Dudley Road, Marryatville SA 5068 (08) 8332 0950

**St Louis Home Care Victor Harbor and Fleurieu**  
31 Victoria Street, Victor Harbor SA 5211 (08) 8552 1481

**OUR NEW VICTOR HARBOR ADDRESS:**  
27b Ocean Street, Victor Harbor

**AGED RIGHTS ADVOCACY SERVICE (Inc)**  
(08) 8232 5377 email: aras@agedrights.asn.au

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