

Under the Stars

SOUTHERN CROSS CARE TASMANIA COMMUNITY & LIFESTYLE MAGAZINE - EDITION 3, 2020

Open & Blessed

The official opening and blessing of Springhaven Lifestyle Village



**PASSION, DRIVE,
AND COMPASSION**

Ebony Richards talks about
her Southern Cross Care career



Southern Cross Care
(Tas.) Inc.

Feel right at home.

Southern Cross Care is Tasmania's largest not-for-profit aged care provider dedicated to delivering flexible health and lifestyle services to suit you and the people you love.

Lifestyle Villages



Supporting independent living across Tasmania with lifestyle village communities, perfectly designed for those who want to get the maximum out of life, with the minimum of worries.

Home & Community Care



Helping people to stay independent at home by providing personal and clinical services, and helping you to remain connected to your community with transport and social outing assistance.

Residential Care



Providing Residential Care in a safe and nurturing environment with a professional care team including 24/7 on-site nurses, professional chefs, allied health staff and activity coordinators.

We tailor your care to suit your individual needs and budget. Talk to us today to find out more about one or a combination of services designed to suit you.

Welcome to the Under
the Stars magazine.

Our goal is to showcase
the people, both
residents and team
members, of Southern
Cross Care Tasmania.

We hope you enjoy it!

Editor & Designer

Sarah Molnar

Feature contributors

Amanda Bates

Ian Wisby

Sarah Molnar

Circulation

Melissa Coad

Printer

Foot and Playsted

Contents

Cover story - Springhaven Opened & Blessed	4
Lifestyle Villages	6
Yaraandoo	8
Knights of the Southern Cross	11
Sandown Apartments	12
Rosary Gardens	14
Mount Esk	18
Guilford Young Grove	20
Mary's Grange	22
Ainslie Nursing Home and Hostel	24
Fairway Rise Aged Care Home	27
Glenara Lakes	30
Cover story - Ebony Richards	32
Health & Wellness	33
Home Care & Community Care	35
Southern Cross Care Week 2020	36
Crossword	37
In the kitchen with Ronald Maben	38
Technology	40
Upcoming events	42

The official opening and blessing of Springhaven Lifestyle Village.

On Thursday, 29 October, Southern Cross Care celebrated the official opening and blessing of Springhaven Lifestyle Village.

The Chair of the Southern Cross Care Board Mr Stephen Shirley and Minister Michael Ferguson officially opened the Village. The Most Reverend Julian C Porteous DD, Archbishop of Hobart, completed the blessing.

Springhaven residents past and present, Southern Cross Care Board Members, Mrs Jacquie Petrusma, Father Fedelious, local Council members and key stakeholders who contributed to the development,

gathered at the Springhaven Community Centre for the official opening and blessing.

Hobart turned on a spectacular day to celebrate the development and significant event in Southern Cross Care history.

The development, located in Lindisfarne on Hobart's eastern shore, took two years to complete and comprises 84 Independent Living Units. The village offers a mix of standalone 2-bedroom villas and 2- and 3-bedroom townhouses, each with its own balcony or courtyard for outdoor living, and Community Centre.





Above, clockwise from top left- the Springhaven Lifestyle Village plaque on display; the Most Rev Julian C Porteous DD addresses the audience; guests watch on as the Most Rev Julian C Porteous DD completes the blessing; a string quartet serenade the audience after formalities; Mr Nic Waldron, Mayor Doug Chipman, the Most Rev Julian C Porteous DD, Mr Shirley, Mrs Petrusma and Minister Ferguson in front of the Springhaven Community Centre. Left page, Minister Ferguson, Mr Shirley and the Most Rev Julian C Porteous DD reveal the official plaque.
 Images: Fairbrothers Pty Ltd & Paul Redding

Glenara Lakes Lifestyle Village resident Peggy Greig celebrates her 100th Birthday.



Above, Peggy celebrates her 100th Birthday with Southern Cross Care team members Mat Smith, Mandy Turner, Lee-Ann Patterson, Cameron Keegan and Rob Clarke.

Lee-Ann Patterson wins national runner up Retirement Village Manager of the year.

On Thursday, 15 October 2020, Lee-Ann Patterson, Village Manager of Glenara Lakes Independent Living Village in Launceston, was announced runner up Retirement Village Manager of the Year by Leading Aged Services Australia (LASA).

The LASA Retirement Village Manager of the Year award

celebrates the achievement and passion of individuals working within the retirement village industry, and promotes the critical role they play in providing housing and community services for senior Australians.

Lee-Ann was one of five national finalists for the LASA Retirement Village Manager of the Year award. The excellence of her work across the industries' dynamic fields stood out from a record number of award nominations.

Due to the caliber of nominations this year, the judges created a highly commended award to recognise Lee-Ann's significant efforts.

Lee-Ann has worked with Southern Cross Care for two and a half years. LASA is the national association for all providers of age services, covering residential care, home care and retirement living.



Residential Care

*Supporting
individuals*

Providing Residential Care in a safe and nurturing environment with a professional care team including 24/7 on-site nurses, professional chefs, allied health staff and activity coordinators.

Visit www.scctas.org.au, email enquiries@scctas.org.au or call 6146 1800 to learn more.



Southern Cross Care
(Tas.) Inc.



Situated in the North West of Tasmania at Somerset, Yaraandoo bears the local Aboriginal name for the Southern Cross constellation. And there have certainly been many stars at the Home over the last few months.

With tighter lockdown protocols enforced because of the local outbreak in North West Tasmania, everyone has had to step up and play their part in keeping COVID-19 at bay.

Judy Hoskins, Facility Manager at Yaraandoo, tells us that the residents deserve a special mention for their efforts and attitudes. She says it hasn't been an easy few months, but they've been amazing.

'It's a big thing not to be able to sit next to your friends and play cards any more ... and they need some recognition for that.'

Adapting to their new normal, many residents had questions and concerns around lockdown. But with patience and understanding, staff and residents at Yaraandoo have come together as a family to get through this trying time. Judy says that the

word "family" gets thrown around a lot, but that at Yaraandoo, they really are a family. With only 81 beds, the tight-knit community has banded together and are now coming through the other side. Once again they are able to enjoy having coffee dates together, playing eightball and socialising with their friends.

It sounds like they might be a pretty competitive family though;



I am **Danny Gunn**, Yaraandoo is my home and this is my story.

Not content to become a King Island farmer like his father before him, Danny Gunn has always harboured a love of the ocean. He longed to travel the seas, and at age 15 his wish was granted when he was accepted into a Navigation school in Southampton, England.

On his first trip across the oceans, he was booked on a working ship and assigned a Junior Officers cabin. Danny quickly fell into the daily life of the apprentices around him. He didn't shy away from hard work and became accustomed to the everyday slog that lasted the journey to England. Danny completed school and reached his dream of becoming part of the maritime world.

After he meet and married his 'beautiful Welsh girl' they had three children. Danny's wife then encouraged him to take on a new project; the build of a 34-foot boat. This boat would then go on to become the family's home as the children grew and the family adventured across the world.

Danny says he quite happily ended up back in North West Tasmania and calling Yaraandoo home. And of course, he has his binoculars on hand to keep an eye on the ocean.

‘The word family gets thrown around a lot, but at Yaraandoo, they really are a family.’

we're told there are daily eightball competitions to be won, and that the Leisure and Lifestyle Officers have also been running a formal tournament. Even the staff have gotten involved in the tournament, much to residents' delight.

Yaraandoo has recently seen some changes in staffing; with new staff coming on board and some movement between roles. A particular move that has been well received by residents is the appointment of Sylvia Smith to Pastoral Carer. Having moved from the position of Leisure and Lifestyle Officer, residents are particularly fond of her already and Judy says it's

been great to see them embrace the change.

Yaraandoo has also been hiding another star amongst their midst. This particular star was recently revealed to the whole of North West Tasmania, thanks to local radio station Sea FM.

Dave Ogden, one of Yaraandoo's fabulous Carers, was nominated for "most hard-working and best carer I know" as part of the station's National Carers Week promotion.

Congratulations Dave! We hope that you treat yourself to something special with your gift voucher.

Staff spotlight:
Judy Hoskins
Facility Manager,
Yaraandoo.



Judy Hoskins has had a varied and exciting career. Before joining Yaraandoo as Facility Manager, she held roles predominately in management and clinical care, both acute care and primary health care, in remote Australian communities, community nursing, and correctional services.

Judy has also worked in education which has included the training of staff who provide direct age care. When Head of Nursing and Indigenous Health at TAFE North Queensland, she was twice named Vocational Teacher of the Year Far North Queensland.

Some of her most valued assignments however, have been working with indigenous communities both in Canada and Australia.

Judy is passionate about increasing and maintaining her professional knowledge base. She has a variety of accreditations, multiple graduate diplomas, graduate certificates and nursing certifications.

Judy's experience in community and primary health care, coupled with her expectations for high care standards, motivated her to join the aged care industry. She is eager to share her extensive experience and learnings and bring strength and stability to Yaraandoo.

She loves the bush, sitting around a campfire with friends and family, and is impartial to a good biography. It was a holiday that drew Judy to Tasmania initially. But the promise of four seasons, no cyclones, and the friendly people have kept her here.

*Supporting
Communities*



Knights of the Southern Cross Tasmania

Christian deeds and service guided by the strength and shield of our Catholic faith and fraternity



Our Original Inspiration

Brother Glen McNamara 16 August, 2020

Southern Cross Care is an initiative of the Knights of the Southern Cross, a Catholic men's fraternal order. It is affiliated with the International Alliance of Catholic Knights which consists of national orders of Knights that were founded and are still run independently. The Alliance was formed to enable the national orders to co-operate in their respective goals of advancing a Christian way of life from which their charitable works flow. They are patterned on the Knights of Columbus, the first order of Catholic knights founded in modern times.

In 1882, a young parish priest in New Haven, Connecticut, USA was concerned about unfair

discrimination in employment and the dangerous working conditions suffered by his parishioners working in the local factories. Catholics were a minority, mainly immigrant Irish. In the factories, unsafe working conditions resulted in crippling and fatal injuries. Their widows and children were often left in precarious circumstances. All the workers and their families were at risk of this. There were a number of secret societies whose members benefited from the mutual support provided to those in difficulty. They were generally hostile to the Catholic church.

That young priest was Father Michael J. McGivney. He saw the need for a mutual support

organisation that answered the particular needs of Catholics. He responded by founding the Knights of Columbus which began as a small fraternal service group which has since grown into a worldwide charitable organisation. Such was Father McGivney's zeal for serving his parishioners that he died at the age of 38 from pneumonia in the epidemic of 1890. He was remarkable for his holiness to the extent that Pope Francis has approved, after rigorous investigation, his beatification which will occur on 31st October. He will henceforth be known as Blessed Michael McGivney. A new pilgrimage centre bearing his name has recently been opened in New Haven.



Overlooking the picturesque Derwent River and just a stone's throw away from Sandy Bay beach, Sandown Apartments offer a fabulous village atmosphere and lifestyle opportunity.

There have been some special milestones reached at Sandown Apartments over the last few months. Multiple staff have been recognised for their years of service, some with 20 plus years at the Home! They've also been busy recruiting and conducting interviews for new staff to come on board. It's an exciting time at Sandown Apartments, with lots of changes around the corner.

With families and friends kept away during COVID-19 restrictions, the staff at Sandown have been taking

extra care to keep everyone's spirits high. It has been a difficult time for some residents, but they've had the full support of a generous and caring team and a few visits from families and loved ones from outside the doors.

A lot of residents at Sandown Apartments love their exercise classes. With the introduction of strict social distancing protocols, the Leisure and Lifestyle team has been extra creative with developing new and novel ways to keep these classes going for

residents. A few pieces of exercise equipment that were regularly used have been shelved in a bid to reduce touch surfaces. This has meant the introduction of strength-style exercise classes that utilise less shared equipment. And with exercise being a proven way to help reduce stress, these classes have been valuable for everyone during the restrictions.

Staff have played a significant role in supporting mental health over throughout this period by connecting more with the residents

whenever they can. Care staff have gone the extra mile to discover what their residents really enjoy, and have even uncovered a few of their hidden talents. Who knew there were so many fabulous singers hiding behind closed doors at Sandown?

Looking forward to the future, Christmas is a big deal at Sandown and everyone is starting to feel a little more hopeful about seeing family and friends over the festive season. With bright and colourful decorations to come, and a new sense of hope, the team are sure to be setting up for one of their most bright and cheerful silly seasons yet.

‘Care staff have gone the extra mile to discover what their residents really enjoy, and have even uncovered a few of their hidden talents. Who knew there were so many fabulous singers hiding behind closed doors at Sandown?’



I am **Irene Martin**, Sandown Apartments is my home and this is my story.

“Buddy” the bird may be a relatively new addition to Irene Martin’s life, but with his gorgeous yellow feathers, he’s certainly right at home amongst her lovely little garden and array of paintings. Irene loves to decorate “her place”, and it truly is something special.

Her garden has been grown mainly from cuttings, and she has even planted some beautiful geraniums to brighten up the pathways for visitors. The garden area definitely brings a lot of joy, not only to Irene but to residents and staff alike, who never say no to cuttings. Irene says that she may have too many hobbies, but it’s clear that she likes a challenge and to put a smile on people’s faces. Irene has also been a painter for all of her life. She finds great joy in creating her artworks, and many are themed after her love of the wilderness. She can’t wait for bus trips to resume so she can get back out and into nature.

For now though, she’s enjoying heading to the beach and along the Sandy Bay waterfront in her mobility chair.

‘It’s a friendly place where everyone greets you. I can’t believe my luck!’

Staff spotlight: **Greg Gray** Rostering Clerk, Sandown Apartments.



There’s not always a traditional path of employment within Aged Care, and Sandown’s current Roster Clerk, Greg Gray, can certainly attest to that.

After leaving school, Greg headed off to join the Navy. He completed an impressive 23 years of service before departing in 2002. As luck would have it, he was advised by a friend about an opportunity as Executive Chef at Mary’s Grange,

and it was here that Greg started his Southern Cross Care career.

He tells us that there are lots of long-term career opportunities across Aged Care, and you can always branch out into different areas as he has. And with other roles like Continuous Improvement Coordinator and Safety Officer also under his belt, we’re sure Greg knows what he’s talking about!

We asked Greg what his favourite memories across his career were, and while he tells us that there are too many to list, he speaks fondly of the 50th Anniversary of Mary’s Grange while he was working there as Executive Chef. Greg was responsible for catering all the food and cake for the event. It was a mighty celebration, with current and former staff, residents and residents’ families all invited along. Greg’s role was instrumental to the event’s success.



Rosary Gardens residents embrace virtual Mass. Back row, from left- Rosary gardens Facility Manager Ann Bingham and Pastoral Carer Moana Muller. Front row from left- Georgina Gordon, Norma Russell, and Mary Howard. Photo: Mark Franklin.

In what has been a challenging year for everyone, Ann Bingham, Facility Manager at Rosary Gardens, is looking forward to the festive season and adding a little more light and joy back into everyone's lives.

The staff at Rosary Gardens are being encouraged to rest and refresh after what has been a challenging first half of the year. Their dedication to work through the COVID-19 restrictions hasn't gone unnoticed. When looking back at the last few months, it's been a challenging and high-pressure environment at Rosary Gardens, but Ann says she really admires the resilience of both residents and staff.

She says that the entire team worked incredible hard throughout the lockdown period.

'People were dedicated to their work ... we had situations where our staff were going home and sleeping in a different part of the house to the rest of the family, because they didn't want to risk taking anything into their household, or bringing anything back to the workplace.'

She says that residents were calm during this period and took on board all of the restrictions with relative ease.

Another thing residents have adapted to with ease, has been the use of new technologies and

the change in their entertainment schedules. Skype and Youtube have become popular choices at the Home.

With no entertainers visiting over the lockdown period, residents were still able to enjoy their music days even without entertainers being there in the physical space. The lounge room was set up with the big screen and residents requested their favourite songs to be played on YouTube.

Another favourite was the introduction of "Joke days" where



Rosary residents tune in to Mass

Since March, residents at Rosary Gardens, New Town, (run by Southern Cross Care) have had visiting disrupted by COVID-19 – including chaplains who usually offer a weekly Mass for the Catholics resident there.

Acting pastoral carer Moana Muller took this as an opportunity to replay the Sunday's livestreamed Mass on YouTube, to the residents, and they have been meeting every week since May 5.

Setting up the chapel with candles, sacred music, and a large projector screen, each Tuesday Moana tunes into the replay of 10:30am Mass offered in St Mary's Cathedral, Hobart, offered by Archbishop Jullian.

"It is just beautiful," said Moana. "With it, you are entering into prayer. It is a very warm and sacred space and there is also the mystical and spiritual dimension," she said.

The Masses draw between 7-11 people, depending on ability. The livestream recording has allowed residents to experience Mass, complete with sung chants, hymns and cathedral sights that many remember from childhood.

"Singing along to the Kyrie eleison, it recaptures their childhood faith. Some of them are local and are familiar with



Rosary Garden residents watch a livestreamed Mass service. Photo: Mark Franklin.

the mother church in Hobart, and so it brings them back to their local faith," said Moana.

In some ways, the livestream has made the mysteries of the faith more present.

"You are focusing more on the Mass, you see the readers, you see the Archbishop consecrating," she said.

"I had one lady say to me: 'It's so beautiful it feels like you are present there at the Mass.'"

The Mass has not only drawn Catholics but non-Catholic residents.

Ann Bingham, Facility Manager, said that the reaction to the initiative "has been really positive".

"It was a lovely thing and it was a good thing that our

residents didn't have to give up something so important to them," she said.

When asked if the team at Rosary Gardens would access livestreamed masses beyond COVID-19, both Ann and Moana were positive.

"To be able to have a priest attend is still going to be important, but we can put in some additional resources and services in the in-between times," Ann said.

Masses at the residential care home are expected to resume in August. In the meantime, the new 'livestream' community of Rosary Gardens continues to meet, and pray with and for each other.



‘The livestream recording has allowed residents to experience Mass, complete with sung chants, hymns and cathedral sights that many remember from childhood.’

they watched comedians, skits and funny videos online. These days are now included regularly in Rosary Garden's calendar of events because residents loved them so much. Also continuing due to popular demand is "Virtual Mass". The livestream recording has allowed residents to experience Mass, complete with sung chants, hymns and cathedral sights that many remember from childhood. The *Catholic Standard* wrote an article on the popularity of the Virtual Mass earlier this year.

But it's not just the residents who have been embracing new

technology. Staff have been preparing for both the iCare software program and Paincheck. The Paincheck application uses artificial intelligence and smartphone technology to give a voice to people who cannot verbalise their pain. Paincheck has been introduced at Rosary Gardens thanks to the help of a Federal Government grant.

Looking ahead, residents and staff are excited for the festive period, and to continue being reunited with family and friends.



I am **Ian Tilley**, Rosary Gardens is my home and this is my story.

"A chip off the old block", Ian Tilley has been following in his father's footsteps ever since he was allowed to ride on his dad's motorbike, at age three! A lifelong passion ensued that saw Ian working as a mechanic, taking over the family garage business, and then onto running his very own motorcycle dealership in Launceston.

Ian has ridden professionally and competed at various big circuits, like Bathurst, across the country. A born and bred, proud Tasmanian, he's also been awarded lifetime membership with the Tasmanian Motorcycle Club - which he's been a member of since he was only 17.

From the land to the sea, Ian has also been a keen yachtsman. Ian and his crew graduated from racing dinghies to racing yachts and even competed in the Sydney to Hobart Yacht Race. 'Life is what you make it,' he tells us.

He and wife Patty only recently moved into Rosary Gardens, but Ian is very thankful to be here.

'It's a wonderful place to live and I view this as home, the people are wonderful. I'm just really thankful for the opportunity to live here and to realise that our future is here and that I'm going to be cared for.'

Mulled wine and toasted marshmallows warm a mid-winter celebration.

On Wednesday, 22 July, residents at Rosary Gardens warmed their day with a mid-winter celebration. The courtyard was covered in yarn and after a 'Christmas-esque' style lunch everyone congregated around a fire in the courtyard. Residents wore colourful masques while drinking mulled wine and toasting marshmallows, while the sunshine made the mid-winter's day even warmer.



Rosary Garden's Father's Day Raffle for a fantastic cause.

For Father's Day 2020, a fantastic hamper was put together by Rosary Gardens Leisure and Lifestyle team members to raise funds to purchase supplies for resident activities. The prizes were donated by Leisure and Lifestyle staff, Pastoral Carer Moana, Di the hairdresser, volunteer Rod Marsh and Facility Manager Ann Bingham. Nicole Quinn, pictured above with Acting Care Coordinator Shirley Miller, was drawn as the winner. Congratulations Nicole!

Over \$400 was raised through the raffle. Leisure and Lifestyle staff at Rosary Gardens would like to thank everyone who bought a ticket and supported them.

Staff spotlight: **Puneet Verma** Registered Nurse, Rosary Gardens.

When Puneet Verma (AKA Goldy) first came to Tasmania with his family, he didn't have any family here to support him. But after starting at Guilford Young Grove in 2012 as a carer, then moving to Rosary Gardens, he says that the staff at Southern Cross Care have now become family. He says the staff understand and support him and have helped him immensely, especially while studying for his nursing degree.

Goldy started his career back home in India as a pharmacist, where he spent ten years running his own pharmacy. He's always had a passion for medicine but knew that he no longer wanted to be a pharmacist.



He now gets to be a bit more hands-on and is able to really support and care for his patients.

Goldy feels that being a carer first has helped define his path into nursing; it was those first years as a carer that gave him the practical knowledge of how to engage with residents and truly understand what they need.

Goldy says that every day there is a challenge. Still, he finds his work very rewarding. The most valuable aspect is the ability to listen to residents carefully and to be able to give them independence, choice and support.

Respite Care

*Supporting You
& Your Carer*

Respite care supports you and your carer by giving you both a break for a short period of time. It can help give you and your carer the time and space to do things independently.

You can access respite care for a few hours, a few days, or longer - depending on your needs, eligibility, and what services are available in the area. It can be accessed in your home, out in the community, or in an aged care home.

To find out more about respite care options, call Southern Cross Care on 6146 1800, or email enquiries@scctas.org.au



Southern Cross Care
(Tas.) Inc.



Staff and residents at Mount Esk were lucky to experience a once in a lifetime dusting of snow this year after cold weather brought unusual snowfall to the city of Launceston.

It was a wonderful but chilly surprise for residents to wake to. Now, as the blossoms are starting to bloom, and they look forward to the warmer months of spring, there are big plans to make changes to their outdoor area.

Plans are underway for developing a small memorial rose garden and seated area. They hope to invite the local fauna along too, with a new birdbath to be installed. This area will become a safe outdoor space, especially for residents with dementia, to be able to explore and enjoy on their own.

There are also developments in technology. The new iCare software is soon to be implemented which will see staff able to spend more time with residents and less time behind desks completing paperwork.

‘Plans are underway for developing a small memorial rose garden and seated area. They hope to invite the local fauna along too, with a new birdbath to be installed.’

Tablets have been a prominent feature at Mount Esk during lockdown. The team had to be a little innovative over this period, with WhatsApp being used by the Pastoral Carer on Tuesdays and Thursdays. A booking list has been key to making sure no one misses out.

Virtual postcards have also been used as a way to keep residents connected with families and friends. Families were encouraged to send updates and photos of their daily activities at home, while staff were busy printing and distributing these to residents. Families were also kept



Staff spotlight:
Matthew Balaza
Registered Nurse,
Mount Esk

Mathew Balaza started with Southern Cross Care in 2016 and loves his job at Mount Esk. Matthew graduated from nursing in November 2019, and says that starting as an Extended Care Assistant (ECA) ignited his ambitions to become a nurse. Starting as an ECA allowed him to get a feel for what residents need in terms of care, and gave him a real understanding of their care requirements.

He describes his job as fun and says that all staff at Mount Esk are incredibly friendly and supportive. He really enjoys the relationships

he's created with residents but notes his biggest challenge is not having enough time to complete his tasks.

Outside of work, Mathew is continuing his studies with a Graduate Certificate of Nursing and loves spending time with his three-year-old daughter.

When asked what Mathew would tell someone starting out in nursing or considering a role in Aged Care, he says it would be that it's a fulfilling sector to work in.

'The residents are always very grateful, even for the smallest of things. You lose that in a more acute setting because you treat the patient and then they leave, whereas in aged care you're a part of that person's life.'

up to date with group activities at Mount Esk via photos and email. In what was a particularly stressful time for everyone involved, Heather and her staff were determined to keep the lines of communication open for their tight-knit community.

Staff even set up their outdoor deck area, with chairs appropriately spaced, so that the families of residents were able to visit and chat

with their loved ones, albeit over the fence.

Once doors began reopening for in-person visits, the feedback from families was one of overwhelming gratefulness. Not only had Heather and her team kept everyone safe, but the gratitude for keeping everyone up-to-date and involved was immense.



I am **Nola Hodgetts**,
Mount Esk is my home
and this is my story.

As the textile industry in Tasmania began to boom, a young Nola Hodgetts left behind her life on the Dunedin Farm in St Leonards (a "small" property of nearly 6000 hectares) and set off to Launceston to work in the famous Patons and Baldwins Mill.

Nola met her husband Terry while she was working in Launceston. Terry was a builder by trade, and after the pair were married, they bought a house in the picturesque town of Legana in which to raise their children. Nola's daughter, Lisa, describes her as the matriarch of the family who has always had the role of caring for everyone else. Now at Mount Esk, she's able to let others do the caring for her.

At 96 years young, Nola is happy to still be her "own boss" and "do her own thing" but has also made many new friends since arriving at Mount Esk. It seems quite fitting that the farmland she loved as a girl is not far away.

If you come to visit, you'll more than likely find Nola relaxing outside on the verandah, soaking up the views.

'It's a nice spot to be and people don't realise just how nice it is.'



The view over the roof of Guilford Young Grove which boasts unobstructed views over the Derwent River.

New life has been brought to Guilford Young Grove over the past few months, with several of the staff having babies, bringing joy to residents.

Although the past few months with COVID-19 restrictions have brought challenges for the Leisure and Lifestyle team at Guilford Young Grove, due to the limited space they have to work with, they haven't stopped keeping residents happy and entertained. Using their skills and experience, the team are running the same activities twice. Residents have been supportive and understanding of this and take it in turns to participate in activities.

With the news of borders reopening to some parts of the mainland, residents are looking forward seeing their families. Some families booked their tickets well in advance!

Staff at Guilford Young Grove have

taken on an extra layer of leadership in their current positions as there's been a change of management across Guilford Young Grove and Mary's Grange. Rebecca Eiszele, General Manager Business-Residential, said that staff have delivered great team-work during the transition.

'The Guilford Young Grove team have done a marvellous job over the last few weeks ... a number of them have had to step up to the plate with a little bit more leadership in their role, so that's been really good.'

Lauretta Stace is the new Facility Manager at Guilford Young Grove, and she is excited to be part of the team. Rebecca Eiszele says it will be a

completely different space within the next six to eight months.

Guilford Young Grove are set to see the implementation of ionMy software. The software is designed to streamline and simplify the management system and aims to reduce the compliance burden on management. They will also see installation of the new iCare system. This will allow staff to have their documents and resident assessments all in the one place, enabling them to update and refine information quickly and easily.

Looking ahead, the team are excited to be working with their new Facility Manager Lauretta, and for the next chapter at Guilford Young Grove.

‘The Guilford Young Grove team have done a marvelous job over the last few weeks ... a number of them have had to step up to the plate with a little bit more leadership in their role so that’s been really good.’

Rebecca Eiszele
General Manager Business- Residential



I am **Phyllis Lambert**, Guilford Young Grove is my home and this is my story.

Phyllis has a love of gardening. So much so, she is growing an avocado tree in front of the Lemon Lounge at Guilford Young Grove.

Phyllis grew up in South Africa. As a teenager she wanted to be an interior decorator. But after working at her local print shop, she didn’t think it was for her. So, she went to college and began a full time job working as a credit controller. She was in this position for six months before being promoted to head of her department, where she held this role for the next ten years.

After meeting and marrying her husband they rented (and later bought) a Garage. The Garage grew into multiple businesses, ranging from a sports shop to a takeaway store. During this time Phyllis and her husband had a son and three daughters.

Phyllis’ son thought moving to Australia would be a good opportunity. She lived in an apartment in Sandy Bay until two years ago when she moved into Guilford Young Grove.

Phyllis says she’s enjoying her time here and likes participating in the Home’s various activities such as Tai-Chi, and indulging in the massage therapy services.

Staff spotlight - **Lauretta Stace** Facility Manager, Guilford Young Grove.

Lauretta has just commenced her role as Facility Manager at Guilford Young Grove and is excited to be part of the team. She is passionate about learning and has built a strong professional portfolio.

Having worked as the Chief Executive Officer at an Industry Association called Fitness Australia for ten years, Lauretta has always said, ‘if you can run an Industry Association, you can do anything.’ During her tenure at Fitness Australia, Lauretta worked with Uniting in New South Wales to improve the quality of life for older people. She said they were very interested in working with her to build on the healthy aging business. While working for Uniting, Lauretta built five gyms for seniors across New South Wales and the ACT.

The gyms are very successful and are helping the elderly to improve not only their physical fitness, but their overall health and social



wellbeing. She says it was a very rewarding experience.

Empathy and compassion is something Lauretta says is very important for anyone looking to start a career in Aged Care, not just academic qualifications. She also believes that in the future, business skills and being IT-savvy will be important for the industry.



‘Leisure and Lifestyle Officer Margaret, is again offering the incredibly popular ukulele sessions with residents.’

Camm Mochrie, far right, is a strong proponent of loud shirt Fridays. He is pictured here, from left to right, with Extended Care Assistant Racheal Hodge, Mary's Grange Maintenance worker Daryl Vernon, and resident Lorna Tabor.

It's been quite a time for staff and residents at Mary's Grange, with Heather Carrant, acting Facility Manager, taking the reins for three months before the new Facility Manager, Camm Mochrie, pictured above, took over in October.

Both Heather and Camm have been the talk of the town at Mary's Grange among staff and residents as they get to know everyone and make sure they're all being looked after.

With the recent news that Mary's Grange is starting phased closure over several months, Camm has been instrumental in assisting residents during this transition period.

While Mary's Grange has been a wonderful home for residents for many years, the building itself has come to the end of its life-cycle so the decision has been made to close the site.

Mary's Grange residents have been offered their choice of available accommodation across all of our Southern Cross Care homes. An ongoing extensive consultation process lead to a considered and phased approach to the closure, which commenced on 1 November.

Southern Cross Care are happy to confirm that we will retain all our team members within the organisation. Mary's Grange team members can choose which of the other Southern Cross Care sites they would like to work at. Staff are also taking an active role in helping residents to move.

While there are no confirmed plans in place for Mary's Grange as yet, the opportunities this site presents for developing future innovative and consumer-focused aged care services are very exciting.

Normal day to day activities are still happening at Mary's Grange. Now that COVID-19 restrictions are slightly lifted, small group activities are resuming again. Leisure and Lifestyle Officer Margaret is again offering the incredibly popular ukulele sessions with residents. Arts and craft sessions are also back up and running. Residents have been excited that these activities have resumed, as well as more visitors being allowed at the Home and social limitations being eased.

Staff at Mary's Grange have played an active role in educating residents about the risks surrounding COVID-19, and keeping them informed with updates about the situation in the community.



I am **Joy Goodman**, Mary's Grange is my home and this is my story.

Joy has made a big impact since moving into Mary's Grange a year ago. She is the Residents' Representative, and while she has only been in this role for a short period she has had many residents raising their queries or concerns with her. Joy's role as Representative sees her meeting with staff members and working with them to see if they can resolve any issues.

Joy says moving into Mary's Grange has made a big impact on her life, that but she has certainly enjoyed her time here. Joy thinks Tasmania is a beautiful place.

She grew up and lived in the Blue Mountains in New South Wales before moving to Mary's Grange. She was the principal of a school in the Blue Mountains and loved every minute of it.

She was the first lady to be introduced to the Lower Blue Mountains Rotary Club. With a happy laugh, Joy says the Club's Inspector told her they chose her because they didn't think she'd cause too much trouble.

Staff spotlight: **Camm Mochrie** Facility Manager, Mary's Grange.

Camm, the Facility Manager at Mary's Grange, manages a self-sufficient farm with his wife where they have a variety of livestock ranging from Black Angus Cattle to two breeds of sheep. They're also in the process of restoring a 1920's farmhouse.

Camm started out working in the hospitality industry, but after a while realised that it wasn't for him. His father and grandfather were cabinetmakers and Camm worked in the family business for some time. As it turned out, Camm and his father both agreed they worked better as father and son, so he started his own carpentry business.

Somewhere between hospitality and construction, Camm found himself working in Aged Care when a friend who worked in the industry asked for help. Camm says there are three things you need to have when coming to



work in the aged care industry; having a heart is the most important, empathy is second and the third is understanding that it's called Aged Care for a reason – if you don't care, then it's not the industry for you.

He believes he's jumped into the deep end of the pool but is excited for the challenge.



The lighthouse, which is located just down the road from Ainslie, is a familiar landmark in the area.

Located in George Town, many of the residents have been locals here their entire lives. Photos adorn the walls of Ainslie Nursing Home and Hostel, providing a great talking point for families and residents alike.

Acting Facility Manager Julie Sutton told us that Ainslie Nursing Home and Hostel is a very special place.

‘Coming to work every day and seeing the views is just like being on holiday’ Julie said.

Looking out across the Tamar River, it’s hard to imagine ever having a bad day at Ainslie. On the slow road back to “normal”, the staff at Ainslie have been doing their best to keep everyone bright and cheery. With so much uncertainty around COVID-19 restrictions and the stress involved

for residents, families, and carers, it hasn’t been an easy task, but one the staff have taken on enthusiastically.

‘Coming to work every day and seeing the views is just like being on holiday.’

The inclusion of theme days and dance days during lockdown gave residents something to smile about, and they were a great way to ease the boredom and isolation that had

been imposed upon them. Staff have all had fun dressing up and getting the residents involved.

Of special mention were the “Rocky Horror” theme days and a very special “Rainbow Day” where everyone was encouraged to wear their brightest best. It’s hard to be gloomy in a room that’s brighter than the sun and rainbows put together!

With restrictions easing, the home is seeing the return of volunteers and entertainers. Residents are also happy to have the return of their

Staff spotlight: **Shaira Khan**, Registered Nurse, Ainslie Nursing Home and Hostel.

From nursing in Nepal to studying in Sydney, the last few years have been quite the journey for Shaira Khan.

She has recently gained a Master's degree from the University of Wollongong and also completed a bridging course to move from International nursing. It's certainly been a long road to becoming a qualified nurse in Australia, but it only makes her feel more proud of what she's achieved.

Having joined the Ainslie team in January, Shaira is still acclimatising to the cooler weather in Tasmania but enjoys being away from the hustle and bustle of Sydney.

Although not a fan of the cold herself, her family doesn't mind it at all, and even she concedes that it's worth it to have the beach nearby and water views from her home.

Shaira credits the team at Ainslie and the support they provide, for the love she has for her job. The



balance of providing care and empathy, along with clinical care, is something she feels strongly about.

She wants to continue learning and gaining confidence as a Registered Nurse over the next few years, but isn't ready to stop looking into the future. Shaira has a keen interest in midwifery. Though the next set of goalposts may be a few years away, we're sure that Shaira's determination will get her there.



I am **George Reid**, Ainslie Nursing Home and Hostel is my home and this is my story.

George Reid originally hails from Glasgow, Scotland. After moving to Australia as a teen, he spent his early working life as a caterer on many different islands. He started out as an apprentice and worked his way up to Executive Chef, then joined the Salvation Army as a Christian Minister.

George says he used this time in the Christian Ministry to develop his poetry. George has written many poems across the years and is even a published author. One of his favourite pieces of work is the poem he wrote for his wife Barbara, in the lead up to their 30th wedding anniversary. A bit of a romantic, George credits their successful marriage to being proper kindred spirits and their ability to relate to each other.

He's even written some poetry for the staff at Ainslie to praise them for their efforts during the pandemic.

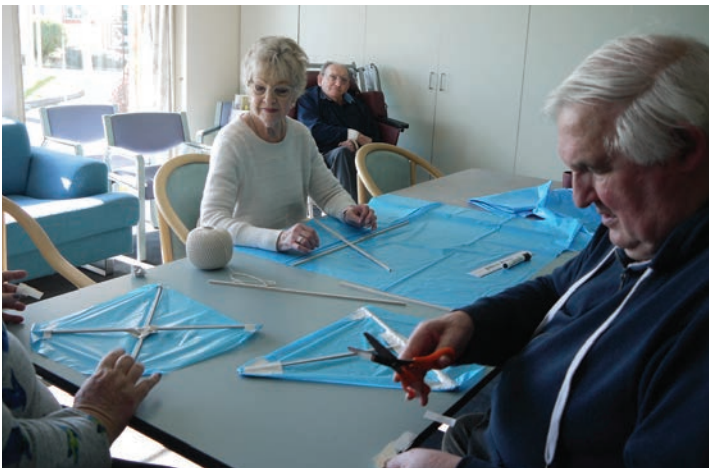
'The staff here have done a wonderful job, they've bought us through this thing alive and well, and that deserves recognition.'

bus trips, even if they are in a slightly different format. Instead of trips for ice-cream or afternoon tea, Ainslie is now offering "mystery" bus trips, where residents stay on the bus but still enjoy getting out and into the community. They've been a big hit, and seats on each bus trip are snapped up quickly.

Another important event that occurred over the last few months, was the retirement of Barbara Turner, Pastoral Carer at Ainslie Nursing Home and Hostel. We wish Barbara all the best during her retirement years.



Heather Current, Ainslie Low Head Facility Manager, on her return from her time as Acting Facility Manager at Mary's Grange.



Clockwise from top left- residents Kaye Whitehead and Gloria Sutherland with their cards and gifts made by primary school students at Star of the Sea in George Town; Max taking his kite to the skies; residents Janet Dyer, Norm Smith and Max Oysten make kites with the Leisure and Lifestyle team.

Wishing Barbara all the best on her retirement after 30 years at Southern Cross Care.

Barbara Turner, Ainslie Nursing Home and Hostel's Pastoral Carer, retired on Friday, 2 October.

Barbara had been with Southern Cross Care for 30 years and worked in a variety of roles. She started as Kitchen Hand then went on to become an Extended Care Assistant. She then worked as a Physiotherapy Assistant before joining the Leisure and Lifestyle team.

Barbara had been Pastoral Carer for some time now and is highly respected by staff and residents alike. She will be missed.

We wish Barbara all the best for her retirement years.



Above, front row from left- Angelina Brown, Barbara Turner, Sally Youd, Marie Smilie and Ushman Mir. Middle row from left- Maree Youl and Michelle Gee. Back row from left- Helen Watson, Mandy Bishop, Christine Westwood, Debbie Spencer, Laurence Head, Heather Currant and Julie Sutton.



Above from left- Prabhjot Sing, Grant Scott, Rebecca Eiszele, Mariessa Garnsey, Lesa Kerstan and Gagandeep Sidhu of Fairway Rise, completing their training in the new iCare software.

Fairway Rise Aged Care Home is in high spirits after being nominated for the second year in a row in the Aged Care Excellence Award, part of the Tasmanian Community Achievement Awards.

Fairway Rise made it through to the semi-finals. Nominations and semi-final placings were based on the culture at Fairway Rise, what the Home offers employees, and the diversity of its residents.

Visitor restrictions and limitations on group activities at Fairway Rise haven't stopped the ongoing fun and activities at Fairway Rise, with staff and residents keeping themselves entertained. Pyjama Day was a hit, where residents stayed in their pyjamas all day and loved seeing staff come to work in their unicorn pyjamas. Fairway Rise also took part in a Round of Applause for all

staff and residents. Staff, residents, and visitors joined in to give thanks and recognise the work it has taken to maintain Southern Cross Care's COVID-19 free status.

Unable to have many visitors during COVID-19 restrictions, residents have learned new skills and have embraced new technologies. They have been communicating with their families by using FaceTime and Skype; something that most had never done before.

Residents have also been making the most of the pen-pal program with students from Rokeby Primary

School, with students sending letters as well as gifts.

Fairway Rise recently participated in the creation of a virtual tour of the facility with Aged and Community Services Australia. The purpose of this project is to showcase the Aged Care Services industry to those who may be interested in working in the sector, and to highlight the diversity of job roles and career pathways available.

Both residents and staff are looking forward to spending the festive season with families, friends and loved ones.



Above, staff, residents, friends, and visitors take part in a Round of Applause to give thanks and recognise the work it has taken to maintain a COVID-19 free status. Left, a gift to Fairway Rise from their "buddies" at Rokeby Primary School.

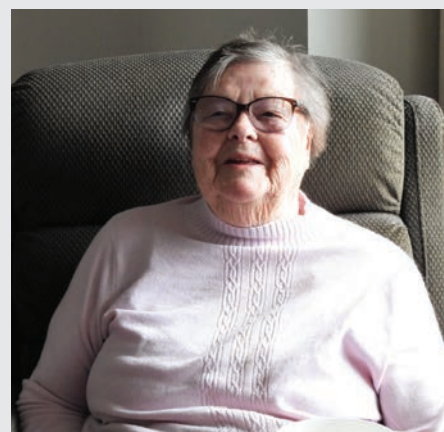
Staff spotlight - **Clare Lampkin**, Extended Care Assistant & Leisure and Lifestyle Officer, Fairway Rise.



After working in various administration roles and being made redundant several times, Clare became frustrated at the lack of job security in the industries she was working in, so she made the call to move into aged care. Starting as an Extended Care Assistant (ECA) two and a half years ago with Southern Cross Care at Fairway Rise Aged Care Home in Lindisfarne, Clare hasn't looked back since.

After six months as an ECA Clare decided she would like to move into the Leisure and Lifestyle Officer role. Recognising Clare's potential in the role, Southern Cross Care organised for Clare to undergo the training to complete a Certificate IV in Leisure and Health, which is a nationally recognised course.

Now working in both positions at Fairway Rise, Clare says this is a huge advantage when developing individualised care plans for residents. In her ECA role she witnesses residents' mobility and capability, and can then work these into Leisure and Lifestyle activities. Clare says working in the industry has completely changed the way she views older Australians and is always amazed by the stories and experiences she hears. And while her work certainly has its challenges, she says the positives by far outweigh the negatives.



I am **Pat Jobs**, Fairway Rise is my home and this is my story.

Pat Jobs spent a lifetime caring for others. Since the end of World War II Pat wanted to become a nurse. She was the deputy matron at the Queen Victoria Nursing Home in Adelaide for four years and wanted to become matron. However, because she recently had children, she couldn't live in and the hospital wanted a matron without children. Due to a bad back, Pat went to work instead in the radiology department at the Royal Adelaide Hospital.

Now residing at Fairway Rise, Pat has made many friends and she was nominated to be the Acting President of the Residents Committee. Though it wasn't a role she particularly wanted, she accepted the position because she's always had a firm finger on the pulse when it came to knowing "what is on the go."

She says she's very happy to be here as it's one place she's been keeping an eye on since she watched it being built. She wasn't surprised when coming into Fairway Rise because she knew what to expect. Other residents seem to turn their nose up at the food, but Pat loves it. Pat believes going into an Aged Care Home is your home. She says people need to be educated about nursing homes, that they're not a hospital and not a hotel, they're a home.

Mr Les Boon is presented with the Commemorative Medallion and Certificate of Commemoration.

On Wednesday, 26 August, Mr Les Boon, resident at Fairway Rise, was presented with the Commemorative Medallion and Certificate of Commemoration.

Acknowledging the significance of the 75th Anniversary of the end of the Second World War, Mr Boon was presented the medallion in recognition of his service and sacrifice. Mr Boon enlisted into the Royal Australian Airforce in 1943 when he was 18 years old and trained as a Wireless Operator Air Gunner. He was discharged from the RAAF in 1945 in the rank of Warrant Officer.

The Honorable Guy Barnett MP, Minister for Veterans' Affairs, presented Mr Boon with his award at Fairway Rise in front of his wife, Sheila, sons Andrew and Brendan, and daughter Mary.



Above, Mr Les Boon with his Commemorative Medallion and Certificate of Commemoration.



Above, from left- Brendan Boon, Mary McCallum, Les Boon, Hon Guy Barnett MP, Sheila Boon and Andrew Boon.



Glenara Lakes resident Chris Sach was honoured to show a sensory board he made for the Memory Support unit to Her Excellency Professor the Honourable Kate Warner, AC, Governor of Tasmania and husband Mr Richard Warner, AM, with Glenara Lakes Aged Care Home Facility Manager Louise Scambler. Picture: Paul Scambler

Residents and staff were delighted to be visited by Her Excellency Professor the Honourable Kate Warner, AC, Governor of Tasmania and Mr Richard Warner AM, who even stopped to enjoy some music by Greg Howe.

During the height of COVID-19 restrictions in May this year, Her Excellency the Governor gifted Glenara Lakes three boxes of flowers from her garden at Government House, and homemade shortbread to recognise the hard work and dedication of staff and residents. Facility Manager Louise Scambler said the gift was a ray of light for residents and staff during that time and lifted the spirits of all in the home.

‘We were so grateful to receive such a thoughtful gift and also the recognition of what both the

residents and staff were going through during the height of the pandemic,’ Louise said.

‘I extended an offer to visit Glenara Lakes when it was safe to do so and was utterly delighted when that offer was accepted.’

Staff and residents at Glenara Lakes have been keeping themselves entertained these past few months. Activities like ArmChair Yoga in the lounge and Bingo have been incredibly popular, along with ArmChair Travel where residents are transported to their

favourite destinations, such as the beach, using a Smart TV. This was something staff thought would benefit residents to get them relaxed and enjoying each other’s company.

They’ve also been up to no good with Happy Hour where the Leisure and Lifestyle team go around room to room with cheese and wine for residents to enjoy. They also bust out a groove to the Boombox.

Facility Manager Louise is also soon to celebrate her one year anniversary working for Southern

Staff spotlight: **Michael Glover** Leisure and Lifestyle Officer, Glenara Lakes.

Michael Glover is the Leisure and Lifestyle Officer at Glenara Lakes Aged Care Home. He commenced the role in January 2020. He was previously the Coordinator at Japara Riverside Aged Care Home. Michael says he has always loved working with the elderly, and that he has thoroughly enjoyed working at Glenara Lakes so far.

Michael says that came to Glenara Lakes with a vision. It was his aim to improve the quality of life for residents at Glenara Lakes by organising programs to suit their needs. He wants to make sure residents are still able to enjoy the same kind of lifestyle they had before moving into the Home.

With an energetic personality, Michael has been able to use the skills and abilities he's learned in the past to get things going. He believes it's important to have a deep understanding of each residents' needs.

Before coming to work in the aged care industry, Michael was involved with fashion. He ran his own business designing knitwear, and had three boutiques in Melbourne. Music is a big part of his life and he runs the music program at Glenara Lakes.

He says that anyone coming to work in Aged Care should keep an open mind. He says it can be a tough gig, be prepared to give.



I am **Trudy Mitchel**,
Glenara Lakes is my
home and this is my
story.

Trudy Elizabeth Mitchell, a resident at Glenara Lakes, is happy in her new home. Growing up in countryside Bracknell, she went to school there before moving to Launceston for college where she decided to become a teacher. She obtained her Tasmanian Certificate of Education in Rosebery, where she later worked as a teacher.

Trudy moved into Glenara Lakes after being diagnosed with Parkinson's. Her husband Mitch, who was the Home's Representative, said it would be a great place for her. She said moving here was wonderful and all the staff are lovely. Her favourite activities are the mystery bus trips that the Leisure and Lifestyle team organise. These are ran frequently due to the COVID-19 restrictions and residents take turns on each trip.

Trudy is a mother of three boys and Grandmother of five grandchildren; three boys and two girls. She's currently making a jacket for her baby granddaughter who is coming down to see her soon. She has no complaints about Glenara Lakes, says she enjoys the food and that she's being spoilt rotten.

'I extended an offer to visit Glenara Lakes when its was safe to do so and was utterly delighted when that offer was accepted.'

Louise Scambler
Facility Manager, Glenara Lakes

Cross Care. Staff have thoroughly enjoyed working with Louise, who they say has made wonderful changes at the Home since she commenced in December 2018. Louise previously worked with St. Luke's Health in their preventative care program.

'It can be a wonderful beginning moving into our home here and [residents] will be supported through the stages of the rest of their lives,' Louise said.

'Here at Glenara Lakes, residents will be given the dignity and respect they deserve.'

Passion, drive and compassion. **Ebony Richards** talks about her Southern Cross Care career and how her studies are helping her to excel.



It is a cool winter's day in Hobart when we sit down with Ebony Richards, but with her warm personality, we can see why her Home Care clients love her.

Ebony was 21 years old when she started working as an Extended Care Assistant with Southern Cross Care Home Care three years ago. Within a month she had started a Certificate III in Individual Support for Residential and Home Care. With this under her belt, Ebony felt she could do more for her clients and wanted to pursue further studies.

Becoming a nurse had always been Ebony's ambition but it wasn't

until she became a Carer that she found the dedication to pursue this dream. A Carer at Mary's Grange told her about the Health Education & Research Centre's (HERC) courses. When the Diploma of Nursing became available, she applied immediately and was accepted.

While she understands that gaining her diploma will open lots of doors, Ebony knows that the aged care industry is where she wants to stay.

'When HERC asked me why I wanted to become a nurse I said it's because I know I have the potential to make a difference ... I want to make a difference.'

Ebony's Mother-in-Law encouraged her to choose a career in the aged care industry, knowing her kind and caring nature. And it is the opportunity to care for others that Ebony enjoys most about her work. In her 25 years, Ebony has had many life experiences, and she wants to share these to help others.

But it's not only the opportunity to care and make a difference that makes work so rewarding for Ebony; it is also the personal growth and development she has gained during her time with Southern Cross Care.

'When I first came into Home Care, I was a shy, not confident, little girl. After getting accepted to become a nurse, because I had that determination to keep going at it, I didn't give up because the reason why I want to do it is so strong ... that's just given myself so much confidence.'

'I used to be so anxious about talking to new people. But with what I have learned throughout the last three years, I've gained so much confidence.'

Ebony goes into HERC two days per week for her Diploma of Nursing and completes weekly tests online. She finds the course fits in easily around work and her personal life.

Ebony's drive, determination and leadership is admirable. It will be exciting to see Ebony's career progress and wish her all the best in her studies.

Health & Wellness

It's no secret that being physically active, eating healthy food and staying socially involved with others, play an important role in healthy ageing.

Regular physical activity can help you sleep better, improve your fitness, strength and balance, and may help reduce the risk of dementia, heart disease and falls.

The Australian Physical Activity Guidelines encourage older people to do 30 minutes of medium intensity exercise each day, through activities that support fitness, strength, balance and stability.

Southern Cross Care's Leisure and Lifestyle teams coordinate various activities to help residents at Aged Care Homes stay active and socially engaged. In addition, some fitness professionals visit the Homes to provide classes that are expertly designed for the mature age.

The Department of Health have some great online resources to assist with healthy ageing, you can find them here:
www.dhhs.tas.gov.au/healthyageing



Meet **Mandy Page**, Glenara Lakes' Fitness Professional.

Mandy Page has worked as a fitness professional for the past 26 years. She has studied Health Science at the University of Tasmania, holds a diploma in Clinical Rehabilitation Pilates, certification with Arthritis Australia, her Cert IV as a Fitness Professional and Cert IV in Massage Therapy. Mandy is also an Austswim Aqua Professional and specialises in gentle exercise for the mature age.

Mandy was teaching a Post Breast Cancer exercise program at Glenara Lakes when she was happily recruited to provide regular classes to residents. Currently, Mandy teaches Clinical Chair Pilates every Thursday at 10.00am in the lounge.

Outside of her time at Glenara Lakes, Mandy offers a number of other fitness services:

- Clinical Rehabilitation Pilates classes via Zoom, Monday and Wednesday at 8.00am
- a men's and a men's and ladies combined Clinical Matt Pilates class at the Newstead Tennis Centre in Olive Street
- personal one-on-one sessions for injury rehabilitation and general fitness.

Mandy is happy for you to contact her for more information about any

of her services. You can call Mandy on 0411 733 404, or contact her via email, manda_page@yahoo.com.au



*Supporting
Connection*



Home & Community Care

Helping you keep your health, your wellbeing, your lifestyle and your independence at home and in the community.

Visit www.scctas.org.au, email enquiries@scctas.org.au or call 6146 1800 to learn more.



Southern Cross Care
(Tas.) Inc.

Home & Community Care



The Home Care Team Day. Clockwise from top left, left to right- Linda Gangell, Helen Aitken, Sue Quarmby, Lyn Pettit, Liz Torma and Jill Breden; Jannette Browning, Chantal McMullen, Alison Wild and Nerelyn Whitehouse; Gillian Purser, Denise Daly, Lisa Chugg, Kylie Wood, Janice Parker, Ruth Ainslie and Robyn Karas.



There are busy and exciting times ahead for Home Care with the recent release of 23,000 new Home Care Packages by the Federal Government.

In addition, the Royal Commission has recommended that anyone on the Home Care Package waiting list should have a package by December 2021; that no one on the waiting list should wait more than one month for a package; and that the one month wait time should be implemented between January 2022 and July 2024.

New General Manager Business-Home Care, Mel Szczypka, recently joined us, bringing with her a wealth of knowledge and experience. Mel has spent almost 20 years leading care teams to deliver exceptional services in community settings.

As the service continues to grow throughout the state, we have

welcomed Chantal McMullen into a new position as Consumer Liaison Officer. Chantal assists with enquiries, the delivery of private services, and the Commonwealth Home Support Program.

We have also seen the relocation of our Southern team to Springhaven Lifestyle Village in Lindisfarne. The Home and Community Care team now get to enjoy working from the recently completed Springhaven Community Centre.

On 30 September, a “Southern Cross Care Home Care Team Day” was held for the first time. Home Care team members from across the state met at The Grange in Campbell Town for a learning and team-building day.

It was an exciting event, as it was the first opportunity many of the new team members have had to meet each other.

Topics discussed included the eight domains of wellness and how to consider these when developing holistic support plans for our care receivers, and the legal and compliance requirements of Home Care. The day was enjoyed by all who attended and was a great success.

If you would like to learn more about Southern Cross Care’s Home and Community Care services, visit www.scctas.org.au, email enquiries@scctas.org.au or call 6146 1800.

Southern Cross Care Week

Southern Cross Care Week this year fell from 13 to 16 October. Southern Cross Care team members celebrated with a calendar of COVID-friendly events throughout the week.

MONDAY, 12 OCTOBER

Staff at Residential Aged Care Homes, Lifestyle Villages and Home Care offices across the state shared a slice of pizza with their work colleagues to celebrate their journey with Southern Cross Care.

A number of staff members throughout organisation celebrated a milestone year in 2020. With over seventy staff having worked with Southern Cross Care from 10 years right through to 40, we are sure that a story or two was shared.

TUESDAY, 13 OCTOBER

Staff across the state enjoyed a Southern Cross Care Week celebratory cupcake!

The COVID-friendly cupcakes were baked in-house by Southern Cross Care kitchen team members and were thoroughly enjoyed by all.

WEDNESDAY, 14 OCTOBER

Ronald Maben, Independent Living Unit Admin at Springhaven, gave a curry cooking demonstration at Fairway Rise. Starting at 9.30am and finishing up mid-afternoon, Ronald's delicious curry and infectious smile were certainly a hit!

Ronald provided his recipes so that everyone could try them at home.

FRIDAY, 16 OCTOBER

Southern Cross Care celebrated long-serving staff and volunteers over two virtual award presentation ceremonies.

73 staff and 11 volunteers who have been with Southern Cross Care for between 10 and 40 years, were recognised for their dedication to the

organisation.

Chair of the Board, Mr Stephen Shirley, and Southern Cross Care CEO, Robyn Boyd, hosted the events via webcam. They were joined by award recipients, Facility Managers, and Home and Community Care Managers.

We would like to extend another huge congratulations to all award recipients, and thank them for their dedication to Southern Cross Care.

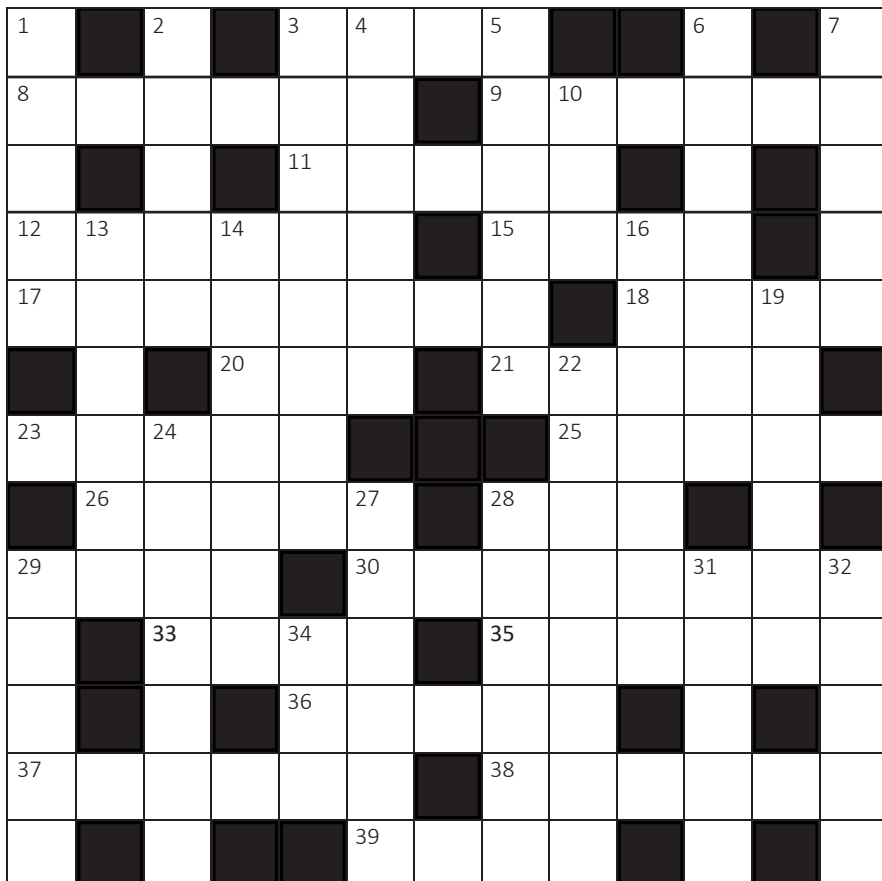


Above, Ronald Maben cooking up a storm during his Curry Bonanza at Fairway Rise. Left, Sandown Apartments staff (from left) Beli Gurung, Dilu Sharma, Marie Taylor, Samjhana, and Greg Gray enjoying their cupcakes.



Left- awards presentation hosts the Chair of the Board Mr Stephen Shirley and CEO Robyn Boyd congratulate award recipients at Mount Esk. Above, Mr Shirley congratulates award recipient Rebecca Eiszele with a COVID-friendly elbow tap at Southern Cross Care State Office.

Southern Cross Care Crossword - number 39



ACROSS

- 3 Female horse
- 8 Wanness
- 9 Lets down
- 11 Eastern couch
- 12 Worships
- 15 Nuisance
- 17 Arbitrators
- 18 Celtic tongue
- 20 Is able
- 21 Brilliance of success
- 23 Ancient linear unit
- 25 Become less tense
- 26 Entrances
- 28 Fabled monstrous bird
- 29 Festivity
- 30 Prickly plants
- 33 Former Russian ruler
- 35 Agreement
- 36 Means of communication
- 37 Certainty
- 38 Oppressive ruler
- 39 Footwear

DOWN

- 1 Weapon
- 2 Reserved
- 3 Not extreme
- 4 Got up
- 5 Slip by
- 6 Dominant
- 7 Indirect effort
- 10 United
- 13 Flood
- 14 Repeats from memory
- 16 Picks out
- 19 Pollen-bearing organ
- 22 Strabismus
- 24 Power source
- 27 Wanders off
- 28 District and island of Venice
- 29 New
- 31 Within the law
- 32 Condition
- 34 Perform

Try Ronald's recipes at home



Ronald's Curry Chicken

Ingredients

- 1 teaspoon black peppercorns
- 2 teaspoons coriander seeds
- 3 tablespoons ghee
- 1 bay leaf
- 4 medium onions, chopped
- 6 garlic cloves, minced
- 2-inch ginger, minced
- 1 Serrano pepper (or 1-2 Thai bird chilies) minced
- 2 teaspoons salt
- 1 teaspoon Kashmiri chili powder
- 1 teaspoon paprika
- 1 teaspoon turmeric powder
- 1 teaspoon garam masala
- 2 pounds skinless chicken thighs, cut into quarters
- 3 tomatoes, pureed in blender (3 cups fresh puree)

Instructions

Roast the whole spices: black peppercorns, coriander seeds and cumin seeds in a cast iron skillet over medium heat, until the spices are fragrant. Coarsely grind the spices in a spice or coffee grinder and set aside.

Add ghee, bay leaf, and onions to a Pan over medium heat and stir-fry for 15-20 minutes, or until the onions turn golden.

Then add garlic, ginger, Serrano pepper, freshly ground spices and the remaining spices to the pan. Stir-fry for a couple minutes then add the chicken.

Once the chicken is coated with spices, add the tomato puree. Cover and cook for 10 minutes.

Remove lid and raise the heat to high – then cook until the water from the tomato puree evaporates – another 25-30 minutes, stirring occasionally.

Ronald's Chicken Lollipop

Ingredients

500g chicken Wings (meat pulled up)
1/4 cup soy sauce
1 tablespoon vinegar
1 tablespoon tomato sauce
1 tablespoon red chilli powder
1 tablespoon garlic paste
1/4 teaspoon salt
1/4 cup cornflour
2 tablespoons all-purpose flour
2 tablespoons rice flour
1 egg
1 tablespoon ginger paste
Oil for frying

Instructions

Whisk together soy sauce, vinegar, tomato sauce, red chilli powder, garlic paste, and salt in a bowl and toss the chicken lollipops in it. Marinade for half an hour.

In the same bowl, add cornflour, all-purpose flour, rice flour, egg and ginger paste and mix well to create a thick batter and coat the lollipops in it.

Heat about two inches of oil in a pan to 350°F/176°C. Add the battered lollipops one by one to the oil in such a way that the meat is at the bottom and the bone is on top. Fry these on medium-high heat till golden brown- approx. 3-4 minutes.

Take these out and put on tissue paper to blot out any excess oil and serve hot with schezwan sauce.



Clockwise from top left - Ronald's Curry Chicken; Neha Neupane (Extended Care Assistant) and Veerjot Kaur (Enrolled Nurse) both of Fairway Rise watch Ronald and Clare Lampkin (Leisure and Lifestyle Officer at Fairway Rise) as they cook; Ronald's Chicken Lollipop.

COVID-19 has changed the way we spend time with our families, friends and loved ones. We have had to quickly adapt to using online tools for communication. Navigating these various tools can be tricky.

COTA Tasmania have compiled great step-by-step instructions on how to use Facebook Messenger. As always, your carers are happy to assist you if you need a hand.

How to set up a Facebook account so you can use Messenger.

All devices are different. Don't stress about what's on your screen, look for the icons and word commands we have **ringed in red**.

- Open your phone, tablet or computer . It might be an iPhone, iPad, laptop, Google Pixel, Samsung Galaxy... it doesn't matter so long as it has an internet connection.
- You need to register with Facebook to get the Facebook Messenger app. Tap or click on one of these internet browsers:
- Type "Facebook" in the Search box and then click on "go" or press enter.
- This screen will come up: Facebook - Log In or Sign Up. Click on 'Facebook - Login or Sign Up'
- Some devices require you to select Create an Account first — or it may come up automatically. Create an Account
- Type in your:
 - First Name + Last Name
 - Phone Number
 - Password (write it down so you don't forget it)
 - Birthday (you can make this up also, they don't need this)
 - And select your Gender.
- Click on "Sign Up" or "OK". Sign Up
- Boxes requesting the following may appear.
 - Allow Notifications
 - Allow Siri
 - Save password
 Press 'Not Now' for all.
- Facebook will send a text message to the phone number you wrote in Step 4. It will contain a code.
- Type the code in here. Enter the code from the SMS message. 75994
- Click on "Continue". Continue
- An "Account Confirmed" message will appear. Click on "OK". Account Confirmed
- Click on "Next". Next
- When it gets to this page you have finished registering.
- Click on the small arrow on the top right of your screen – a drop-down box will appear. Click on "Log Out". Log Out
- You have now logged out – close the web browser and make a cup of tea!

As at 22 June 2020.

How to set up Messenger on your phone or tablet to video talk to your family, friends, and loved ones.

All devices are different. Don't stress about what's on your screen, look for the icons and word commands we have **ringed in red**.

- 1

Set up a Facebook account if you don't already have one.

For help, see our fact sheet: "Set up a Facebook account so you can use Messenger".
- 2

Open your phone or tablet.

It might be an iPhone, iPad, Google Pixel, Samsung Galaxy...it doesn't matter so long as it has an internet connection.
- 3

Find and click on "App Store" or "Google Play":
- 4

Type "Messenger" into the search box.
- 5

A list may appear. Select 'Messenger'.
- 6

Check you have the right icon — You Want: "Messenger: Text, audio and video calls"

Click on "GET" or "Install".
- 7

Apple may ask you to sign in with your Apple ID.
- 8

Click on 'Sign In' or 'Accept Conditions'.
- 9

A circle will appear which means that it is starting to download.
- 10

When it has finished downloading, the app will appear on your home screen (wherever there is space):

Time for another break — almost there!

Congratulations! You now have Facebook Messenger.

See our next fact sheet "How To use Messenger on your phone or tablet" for notes on how to use it!

As at 22 June 2020.

Upcoming events

2020 Southern Cross Care Christmas Giving Tree

Southern Cross Care is proud to be hosting a Christmas Giving Tree this year. Gifts will be donated to Bethlehem House and the Women's Shelter. Each organisation provide crisis accommodation and support to vulnerable and/or disadvantaged men and women within the community. We encourage all residents and consumers, and their families, friends and loved ones, to bring in a donation. There is a Giving Tree located in the reception area of each of our Aged Care Homes and State Office. There will also be donation points at each Lifestyle Village reception and Home Care office. Gifts must be received by Tuesday, 15 December.

Some gifts that the organisations are in need of this Christmas include:

- gift cards or gift vouchers for hair salons/beauticians, swim centres, or cinema tickets
 - items that offer meaningful use of time, for example arts and crafts
 - food packs of non-perishable items
 - men's clothing, including new t-shirts, track pants, or thongs.
-

Community events- November & December 2020

BURNIE COUNCIL

Burnie Farmer's Market, every first and third Saturday of each month.

Don't miss the Buss (Breastscreen Tasmania), 23 November - 18 December, Burnie Arts & Function Centre. To make an appointment phone 13 20 50.

Burnie Bite and Brew, New Year's Eve, the Burnie Beachfront.

CITY OF HOBART

Tasmania's Own Market, every Saturday, Salamanca Place.

Healthy Hobart - Croquet, 22 November, Sandy Bay Croquet Club, Sandy Bay.

Paint your own star workshop, 28 November, Salamanca Lawns.

Home Composting workshop, 6 December, Mathers House.

CLARENCE CITY COUNCIL

South Arm Community Market, first Sunday of each month, South Arm Community Centre.

Richmond Village Market, every Saturday, the Village Town Hall.

Bellerive Park Run, every Saturday, Bellerive Beach Park.

Christmas Concert, 5 December, Rosney Farm Arts Centre.

DEVONPORT CITY COUNCIL

Friends of Don Reserve, 24 November & 1 December, Don Reserve.

Come and try kayaking session for ages 55+, 28 November, Tasmanian Canoe Club.

Maion Sea Fair, every Saturday until 28 November, 8 Gloucester Avenue, Devonport.

Self-Care Workshop, 10 December, Devonport Community House.

A COVID Christmas Carol, 11-19 December, Town Hall Theatre.

LAUNCESTON CITY COUNCIL

Wold Street Eats, 22 November and 13 & 27 December, Civic Square.

QVMAG Morning Coffee Lecture Series, 25 November, QVMAG Inversek.

My Closet Market, 28 December, St Ailbes Hall.

Sci-Fi Film-Fest, every Sunday in

November, QVMAG Inversek.

Waverley Wallaby Christmas, 12 December.

Launceston Esk Market, every Sunday, Launceston Showground.

Harvest Market Launceston, every Saturday, 71 Cimitiere Street.

KINGBOROUGH COUNCIL

Introduction to permaculture for the small backyard, 21 November.

Bonsai for beginners, 26 November and 12 December, Bonsai by the Bay.

Introduction Retrosurbia, 30 November.

Kingston Beach Handmade Market, every Sunday, Kingston Beach.

Hobart Doll Club Doll Making, every Saturday, Kingston LINC.

WARATAH-WYNYARD COUNCIL

Wynyard Foreshore Markets, the first and third Saturday of every month, East Wynyard foreshore.

Wynyard Rodeo, 5 December, 161 Coopers Lane Wynyard.

Southern Cross Care Locations

SOUTHERN CROSS CARE HOUSE

Southern Cross Care (Tas.) Inc.
85 Creek Road, New Town

HOME & COMMUNITY CARE

South

1 Kirkham Drive, Lindisfarne

North

5 Waverney Street, Launceston
196-224 Low Head Rd, Low Head

North-West

29 Wragg Street Somerset
81A Gunn Street Devonport

RESIDENTIAL AGED CARE FACILITIES

Guilford Young Grove

13 St Canice Avenue, Sandy Bay

Sandown Apartments

Southerwood Drive, Lower Sandy Bay

Rosary Gardens

85 Creek Road, New Town

Glenara Lakes

390 Hobart Road, Youngtown

Ainslie – Low Head

196-244 Low Head Road, Low Head

Yaraandoo

1A Cardigan Street, Somerset

Mount Esk

38 Station Road, St Leonards

Fairway Rise

2 Toogood Drive, Lindisfarne

Mary's Grange

5 Grange Avenue, Tarooma

INDEPENDENT LIVING VILLAGES

AA Lord Lifestyle Village

131 Hill Street, West Hobart

Fairway Rise Lifestyle Village

1 Toogood Drive, Lindisfarne

Springhaven Lifestyle Village

1 Kirkham Drive, Lindisfarne

Sandown Lifestyle Village

Southerwood Drive, Lower Sandy Bay

St Canice Lifestyle Village

15 St Canice Avenue, Sandy Bay

Guilford Young Grove Village

13 St Canice Avenue, Sandy Bay

Grange Lifestyle Village

26 Channel Highway, Tarooma

Tarooma Villas

100 Channel Highway, Tarooma

Glenara Lakes Lifestyle Village

390 Hobart Road, Youngtown

Ainslie House and Chalet Lifestyle Village

5 Waverney Street, South Launceston

Ainslie House Westbury

87 Meander Valley Road, Westbury

Ainslie Low Head Lifestyle Village

165-255 Low Head Road, Low Head

Yaraandoo Lifestyle Village

27 Wragg Street, Somerset

Sign up to the Southern Cross Care mailing list for Under the Stars e-newsletters.

Electronic newsletters are one of the fastest ways to receive communication about important news, events and updates.

If you would like to sign up to the Southern Cross Care mailing list to receive e-newsletters, please email marketing@scctas.org.au

Solution:
Crossword
number 39

S		A		M	A	R	E			C		A
P	A	L	L	O	R		L	O	W	E	R	S
E		O		D	I	V	A	N		N		I
A	D	O	R	E	S		P	E	S	T		D
R	E	F	E	R	E	E	S		E	R	S	E
	L		C	A	N		E	C	L	A	T	
C	U	B	I	T				R	E	L	A	X
	G	A	T	E	S		R	O	C		M	
F	E	T	E		T	H	I	S	T	L	E	S
R		T	S	A	R		A	S	S	E	N	T
E		E		C	A	B	L	E		G		A
S	U	R	E	T	Y		T	Y	R	A	N	T
H		Y			S	H	O	E		L		E



*Supporting
Independence*

Lifestyle Villages

Southern Cross Care Lifestyle Village life is for those who want to maintain their independence and get the maximum out of life with the minimum of worries.

Enjoy low maintenance living in a safe and secure environment with a like-minded community.

We have a range of village options across Tasmania, visit www.scctas.org.au, email enquiries@scctas.org.au or call 6146 1800 to find out about our vacancies.



Southern Cross Care
(Tas.) Inc.