



Annual Report

2020-2021



Southern Cross Care
(Tas.) Inc.





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Our Mission

To demonstrate the love of Christ by providing a range of aged care services which meet the needs of people in our Tasmanian community.

Our Vision

To be recognised as a leading provider of aged care services and an employer of choice in Tasmania.

Our Values

In the Spirit of Christ and in the tradition of the Catholic Faith, we value:



Integrity. We look for the good in all people and recognise the contribution of individuals as we work together. We demonstrate honesty and trustworthiness in all that we do. We are conscientious and ethical in our decision making and take responsibility for our own actions.



Respect. We believe in the sanctity of life and that each life is unique and has special individual worth and dignity. We recognise and respect individuality and diversity. We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances. We manage our resources wisely to minimise the impact on the environment.



Compassion. We respond willingly and positively to help meet the needs of those around us. We promote a sense of belonging and community. We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community.



Our Services

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.

We are a wholly Tasmanian provider and one of the state's largest employers with over 1,400 full and part time employees. Our range of services are designed to make you feel right at home.



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 Services

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.

Our Board



Stephen Shirley
Chairman



Helen McArdle
Deputy Chairman



Maryanne Ingram
Treasurer



John Shelverton
Director



Alex MacAskill
Director

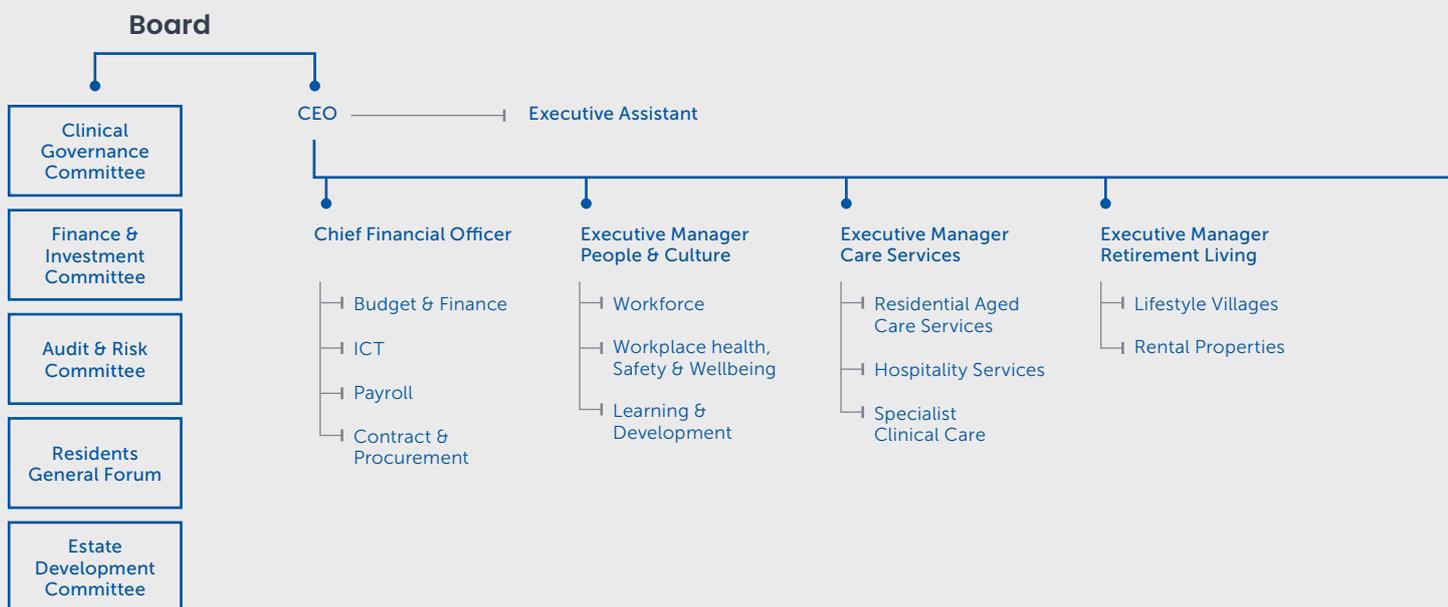


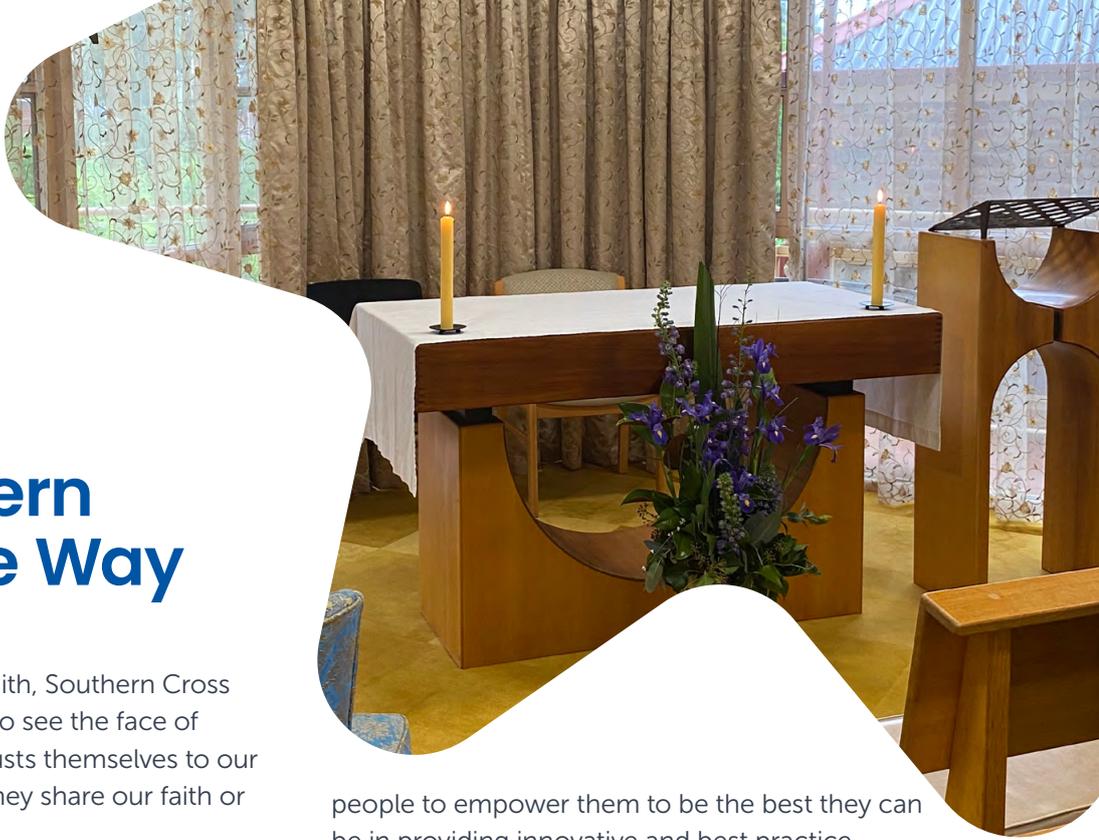
Damian Griffin
Director



Christopher Jones
Director

Organisational Structure





The Southern Cross Care Way

Influenced by the Catholic faith, Southern Cross Care (SCC) challenges itself to see the face of Christ in everyone who entrusts themselves to our care regardless of whether they share our faith or world view.

We will be respectful of every person for whom we care while remaining faithful to ourselves.

We do this through everyone who works for SCC whether paid or voluntarily.

It is our people who give effect to our desire for each person in our care to live with dignity and respect and have the best quality of care and life.

We seek to provide leadership and direction to our

people to empower them to be the best they can be in providing innovative and best practice care to our residents and clients, and to have fulfilling and rewarding experiences through their employment lifecycle.

We seek to do all of this in a sustainable way that allows us to have the lightest possible effect on our environment and enables our organisation to provide a valuable contribution to the community and flourish, remaining viable and sustainable well into the future.

Executive Manager Estate Development

- Assets & Property Maintenance

Executive Manager Home & Community Services

- Service Coordination
- Service Delivery
- Day Respite Centres

General Manager Governance & Risk

- Internal Audit
- Quality Assurance

Media, Marketing & Communications Lead

- Sales & Customer Experience

Chairman's Report

Stephen Shirley

Chairman



I am pleased to present Southern Cross Care (Tas) Inc Annual Report for FY21 which outlines our progress and achievements for the year.

We are extremely proud that, at the end of the 2021 financial year, services can now be offered to over 1419 aged care and retirement living residents and home care clients throughout the whole of Tasmania.

Pivotal Collaborations

Southern Cross Care established a Resident General Forum (RGF), recognising the increasing importance of Board and Executive oversight of client needs, transparency and feedback.

The RGF members include those invited from Retirement Living Villages and Aged Care Facilities who meet with the Chair and Board Representatives, CEO and Executives to discuss matters relevant to their areas.

Our recent collaboration with Australian Palliative Care Outcomes is a positive addition and will enable clinical assessments to identify and manage pain and symptoms. We continue to seek opportunities to collaborate with others to deliver leading aged care services in Tasmania.

Growth, challenge and celebration

During 2020-21 we reviewed our Strategic Plan. Southern Cross Care took over ownership of the Rivulet home on December 1, 2020 which aligned with the

Strategic Plan and enables us to redevelop Mary's Grange over the next few years into a leading provider of integrated aged care services.

The successful relocation of residents from Mary's Grange is testament to all concerned. Not only were residents taken on tour to personally experience the alternative accommodation facilities, but they were also able to choose their new premises. 100% of Mary's Grange residents were happily and successfully reaccommodated in Southern Cross Care. All employees of Mary's Grange were retained, many of whom chose to follow the residents they had formed a close bond with.

The aged care environment is now one of greater scrutiny from regulators and one in which complete and continuing compliance with the Aged Care Standards will be harder to achieve. We fully support an environment which provides consistent high quality care to our residents and clients.

Management has implemented many processes to review the quality of our services and learn from the regulator's visits. Most importantly we challenge ourselves to implement improvements in one home across all of our homes to regularly deliver high quality care. Continuous improvement in care outcomes is a key pillar of our Strategic Plan as we have in place dedicated teams to resolve compliance issues and actively report on measures and training benchmarks.

COVID-19 requires us to be vigilant and agile in how we best care for those in our care. The management and all of our staff have risen to this challenge and shown great resilience in meeting every challenge often on short notice.

From a people perspective, the organisation also continued to invest in the induction, education and training of our staff. Induction explains how we at Southern Cross Care seek to care for our residents and clients using a specific Catholic ethos. The education and training delivered by a range of e-learning and face to face methods delivers both mandatory and elective options to ensure that our staff are equipped with the right skills to deliver high quality care.

Together with a strengthening of our management team, we are well placed to deliver an improved business performance over the period ahead.

Retirement

I wish to pay particular thanks to Dr Helen McArdle who has decided to retire from Southern Cross Care after 25 years of dedicated service. Helen joined the Board on 26 July 1996 and has been Deputy Chair since October 2007. Helen has been Chair of the Board sub-committee responsible for clinical oversight of operations since January 2006.

Helen has brought a calm and thoughtful presence to the Board and will be greatly missed at Southern Cross Care.

We all wish Helen a most enjoyable next phase in life.

Thank you

I would like to thank my fellow Directors, the Executive team and the many committed employees of Southern Cross Care (Tas) for their contribution throughout the year.

In particular, I give special acknowledgement to our CEO Robyn Boyd for the high level of leadership and initiative she has shown. It has not been an easy year; however, Robyn has maintained a steady demeanour and met all challenges head on.

Amongst Robyn's many achievements for the year are:

- The roll out of significant marketing and ICT infrastructure for all care service offerings
- Adaptation of the Montessori philosophy of care program
- Promotion of the safe, quality use of medicines and medication management including a focus on polypharmacy exposure, particularly with our residents who have dementia.

Finally, I would also like to thank and acknowledge all our volunteers, who help in so many wonderful ways, and our thoughtful donors who help us provide additional support and programs to our residents and clients.



Stephen Shirley, Chairman

CEO's Report

Robyn Boyd

CEO



Southern Cross Care strives every day for our residents and clients to live well and realise their wellbeing goals across Tasmania.

We support those goals with retirement living, residential care, home care, respite care and day programs delivered by our 1,100 strong work force.

Our Strategic Plan continues to focus on what is important to our residents, employees, clients and their loved ones.

Our combined goal to improve outcomes and quality of life with quality of care can be reflected in the following initiatives:

A clinical consultant pharmacist has joined the team, to support best practice models such as deprescribing of psychotropic medications (where appropriate) particularly when prescribed for people living with dementia as an intervention in managing behavioural and psychological symptoms of dementia; support anti-microbial stewardship and poly pharmacy.

In addition to the reduction in the use of psychotropic medications, SCC have adopted **Montessori Internationale** at our Rivulet care home, implementing the Montessori philosophy of care which focuses on supportive environments, meaningful activities and roles for residents to have a meaningful life, and meaningful life, and contributing to the community in which they live. SCC staff have been trained

in the Montessori Methods for aged care and are actively engaged in the transformation that has occurred since the implementation. SCC intend to roll the Montessori Model of care out across all nine of its residential care homes over the coming year.

In partnership with Australian Palliative Care Outcomes Collaboration (PCOC) and End of Life Directions for Aged Care (ELDAC) we are improving palliative pathways and outcomes in residential care. SCC successfully acquired a Commonwealth grant of \$20,000. This grant supports the training and education of staff to improve uptake of advanced care plans, through Palliative Care Needs Rounds and End of Life Pathways.

Through the specialist skills of our Nurse Practitioner, Hazel Bucher, SCC have developed a **nurse graduate program** "Care Our Way", supporting 1st year nurses to increase their professional practice in clinical care, clinical assessment and care planning and clinical practice. This initiative will position SCC to meet head on the future challenges faced by the sector in clinical workforce shortages.

In our Hotel Services space, the team have worked on the **enhancement of the dining experience** within our residential care homes, providing hot and cold buffet selections every day and extended dining services, allowing our residents more choice in dining times, buffet selections and a more enjoyable and relaxed dining experience.

Our four strategic project areas of palliative care, dementia care, health & wellness and hospitality, continue to be key drivers.

In addition, the kitchen has developed fruit smoothies, using a high energy, high protein shake to provide residents with a whole food option to increase nutritional intake. The shakes are made using fresh fruit, ice cream, milk and cream, and the residents thoroughly enjoy them. Our four-week cyclic menu is changed with the seasons of summer and winter and are developed in direct collaboration of our residents, through Food Focus Groups held at each of the care homes with each menu development.

In these groups, residents participate in a restaurant style dining room service degustation, tasting sample plates of many dishes featuring on the newly developed menu, before making their selection of "what stays and what goes". All menus are reviewed and endorsed by our dietician prior to implementation. It is good to know that all our food is cooked either on site at the care home or in one of our production kitchens, using fresh ingredients prepared by our very own chefs.





Home and Community Services

Positive change

In early 2021 Home and Community Services went through a significant change process to realign our services to support the predicted future growth within the community sector. This initiative was based on the release of an additional 80,000 home care packages scheduled progressively across the next two financial years as outlined in the 2021 budget reforms.

These reforms will mean continual improvement in home care, to meet the needs of Australians as we move to a single system to assess, classify, and fund the needs of older people. Southern Cross Care are working with peak bodies and the sector more broadly to ensure we are well positioned to respond quickly and provide the best service and quality of care to all our clients.

The renewed focus on clinical care included appointing a team of enrolled and registered nurses offering dedicated and qualified clinical care and support to our community clients enabling them to remain in their homes.

The recruitment of Operations Managers to drive change and continuous improvement in team coordination and delivery streams has been a vital addition to the SCC Executive and Leadership Group.

We congratulate the team in the North West region, who consolidated the Devonport and Somerset offices into a modern and central location in the heart of Devonport providing easy access for clients to visit and seek assistance from Home and Community staff in relation to all their care needs.

SCC Home and Community Services are now positioned strongly to remain flexible and move with sector expectations and variations with an ability to successfully manage new initiatives and trends in a sector undergoing significant reform.



Program expansion

With the release of additional packages, Home and Community Services have extended our footprint and promoted our brand in spaces that have not been explored previously including, local newspapers and sporting clubs while also attending local exhibitions across the state, significantly increasing community awareness.

We are also supporting our existing Independent Living clients who currently have services with other providers to transfer to Southern Cross Care with a transfer bonus which provides them with incentives to transfer their services to us.

This combined with the opening of Day Centre's in the South and the North West with a focus on providing respite for families, opportunities for social interaction, outings and engaging activities for Home Care Package, Commonwealth Home Support Program and privately funded clients has extended our reach across the state.

In addition, we are working to extend our services and organisational footprint to King Island and are currently working with local community and Tasmanian Health Services to engage local contractors, provide education and employment opportunities for locals and most importantly provide high quality care to older residents of the small island community.

Increased brand awareness and promotion has seen an increase in client numbers across programs with Home Care Package's increasing by 14% overall, Commonwealth Home Support Program utilisation increasing by 30% and overall client numbers increasing by 20%.

Innovation & collaboration

To keep our clients, their families and our teams updated quickly and easily, communication platform Hayylo has been implemented, allowing provision of information directly to our clients and their loved ones about their care, in real time.

Our team has been working across the regions to establish several preferred providers to provide priority services to our clients. Along with ensuring current and consistent compliance obligations are met, this initiative also supports local businesses and encourages them to provide cost effective solutions.

We have worked on collaborations with other SCC business arms and now offer care assisted transport to facility residents across the state to assist those clients that are not physically able to transport themselves to medical or social outings.

Additionally, Home and Community Care Services are building a base of essential equipment to hire to community clients at a reduced cost to what other providers offer in the state.

In support of these activities, we are focused on the implementation of a software solution to provide a seamless, transparent, and user-friendly interface with clients and our workforce. Our goal is to provide high level workflow management with a focus on client care, reporting and information management while also supporting the Improved Payment Arrangements for home care and claiming arrangements with Services Australia.



Lifestyle Villages

Positive outcomes in times of challenge

The past 12 months in Retirement Living has realised change through the COVID-19 outbreak. Village Managers have worked with staff and residents to mitigate potential transmission risks and introduced limits around social engagement within our communal areas including establishing visitor protocols. Mindful of the impact that lack of contact can bring, a group of volunteers were auspiced to action 'wellness' calls to residents living alone. This was extremely successful in most villages and retained resident's mental health and wellbeing. The positive effect on morale during such a challenging time was a welcome silver lining.

Spotlight on events

With the relaxation of restrictions within Tasmania, activities resumed for resident participation in different formats and limited numbers. Activities included: Anzac Day Ceremonies; Christmas in July; Winter Feasts; Musicals by Cinematography; AFL Grand Final evening and Coffee Clubs. These opportunities have brought villages back together and proven that human connection is the best medicine for resident's happiness and welfare.

Development and refurbishment works have been ongoing statewide and more recently Home and Community Services relocated their northern office onto the grounds at Glenara Lakes, Youngtown. This has been a tremendous success with Residents welcoming the additional supports offered by this division of Southern Cross Care.

Forward focused

Our focus this year, has been to evolve our approach to our residents and to focus on our services and relationships. We continue to seek conversations on how best to deliver on residents needs and further nurture those associations and requests. As part of this initiative, Southern Cross Care invited residents to form a Resident General Forum (RGF). The RGF members include those from Retirement Living Villages and Aged Care Facilities who meet with the Chair and Board Representatives, CEO and Executives to discuss matters relevant to their areas. This has proven to be a successful approach and allows for personal interaction with Southern Cross Care decision makers.

In line with this focus, Southern Cross Care has fulfilled their commitment of developing new amenities within our villages and community centres. For example a purpose-built bar area for Fairway Rise Lifestyle Village, completion of garden developments at Glenara Lakes Lifestyle Village and redevelopment of the Ainslie Low Head Village.



Our purpose is clear and remains completely centred on our core values of integrity, compassion and respect.

Summary

Our Executive and management team continues to work on our strategic priorities and are dedicated to delivery of high-quality care and service of the older community.

I am proud of our teams who have achieved significant improvements across key quality, safety and satisfaction indicators, and varied system and process improvements, which you will read through this annual report.

I thank each person for their extraordinary efforts in a year of change and challenges. I am looking forward to the coming year and continuing to improve our business across the key domains of clinical and personal care, customer experience, operational performance and financial performance.

Robyn Boyd
Chief Executive Officer

Treasurer's Report

Maryanne Ingram

Treasurer



The consolidated Financial Report for the financial year ended 30th June 2021 incorporates the results of the two entities of Southern Cross Care (Tas) Inc. and Mary's Grange Inc.

Achieving financial stability for the organisation continues to be a major challenge and will be a key driver for the Board when reviewing the Strategic plan for the group.

The Group's Net Deficit for the year of \$16.2M was well outside the budget deficit of \$5.0M. A number of factors contributed to worse than forecast result.

The purchase of the BUPA South Hobart facility in December 2020 resulted in the recognition of \$1.2M in transactional costs associated with the purchase. The operating result for the Rivulet facility (formerly BUPA South Hobart) was a deficit of \$0.9M for the 7 months to 30 June 2021. The subsequent closure of the Mary's Grange site necessitated the write down in the value of buildings at the site of \$2.4M, as the aged care facility building no longer had any economic value. These three items represent an unbudgeted cost of \$4.5M to the Group.

The industry has been subjected to no indexation on Government subsidies for the past four years. The average daily government subsidy for 2021 remained at the exact same level as achieved in 2020, resulting in an unfavourable variance to budget for the year.

The COVID19 pandemic continues to have a significant negative impact on the results of the Group. Additional staffing and compliance costs, together with the deferral of cost saving initiatives previously identified, have resulted in corresponding expenses exceeding budget by in excess of \$6m.

Yaraandoo and Mt Esk facilities have both struggled to achieve budgeted levels of occupancy throughout the year.

Consolidated Statement of Financial Position

The group's net assets at year-end amounted to \$109M compared to \$125M in 2020. This decrease in net assets of \$16M is as a result of the accounting loss incurred for the year. Revaluation of Land & Buildings occurs every three years, with the next revaluation due to occur in the financial year ending 30th June 2022. Asset revaluations are recorded in the group's financial statements and the group's asset revaluation reserve.

Consolidated Statement of Comprehensive Income

Southern Cross Care (Tas) Group has again had a very disappointing year returning a loss of \$16.2M. In the prior year the Group result was a loss of \$12.4M. The loss increment of \$3.8M over the past year is \$11.2M over the budget loss for the year of \$5.0M. Whilst total income for the year increased by \$6.8m, this gain was offset by increased wages of \$5.1M and administration expenses of \$2.5M. Additional depreciation and impairment of asset values resulted in additional costs over 2020 of \$4.4M.

The ongoing upward trend in average house selling prices resulted in a further increase in the capital appreciation provision on the group's balance sheet for independent living units. However, the increase in provision was less than required in 2020, the provision expense for the year totalled \$2.0M (2020 \$5.5M)

As was the case in 2020, our Ainslie facility was the only site to return a surplus for the year. The remaining residential facilities returned losses in total of \$19.1M (2020 \$8.2M).

Return on equity for the year was -14.8 % and in 2020 was -10.2%.

Total Income and Expenditure

Total income from the year increased from \$74.6M in 2020 to \$81.3M in 2021; a percentage increase of 9%. A significant portion of the increase is due to the Rivulet acquisition in December 2020.

Total expenditure for the year increased to \$97.5M from \$87.0M; a percentage increase of 12% to the prior year.

Residential Age Care Services

Residential Aged Care Services recorded a loss for the year of \$12.3M compared to the prior year's loss of \$8.6M. Whilst still generating losses in 2021 there were improved results for all sites other than Mt Esk and Fairway Rise.

The acquisition of Rivulet negatively impacted the result by \$0.9 M and the closure of the Mary's Grange aged care facility resulted in an increased loss of \$3.0M over 2020 for that site. For Mary's Grange, the impairment expense due to the fall in the economic value of the building contributed \$2.4M of the loss with the balance due to the higher costs incurred during the transition period as residents moved to new facilities.

Home & Community Services

Home & Community Services recorded a net surplus of \$109K for the year compared to \$738K in 2020. The North West of the state was the only region to return a surplus in 2021. New marketing strategies have been put in place to increase our share of this growing area. These include building our profile within our own retirement villages and an advertising campaign across the state.

Retirement Villages

Retirement Villages recorded a loss for the year of \$1.1M compared to the prior year loss of \$4.0M. The improvement in performance in 2021 is purely as a result of the lower Capital Refund provision expense of \$2.0M (2020 \$5.5M). The leasing of the final nine units at Springhaven in August 2020 contributed to the strong result for that site. No additional developments are underway as at 30 June 2021.

Property Plant and Equipment

Southern Cross Care (Tas) Group invest significantly in property, buildings, technology, furniture and equipment in support of our residents, clients and staff. The current value of Property, plant and equipment totals \$353.4M (2020 \$334.9M), with the acquisition of Rivulet contributing \$26.8M and the derecognition of the Mary's Grange facility reducing the value by \$2.4M.



Goodwill

The acquisition of the Rivulet facility resulted in the recognition of \$6.0M of goodwill on the purchase. Provisional values have been recognised under AASB 3 Business Combinations, with an independent valuation of land and buildings to be undertaken within 12 months of acquiring the property.

Other liabilities

Resident liabilities at 30th June 2021 totalled \$234.8M (2020 \$200.9M). This increase is principally due to the acquisition of Rivulet \$25.4M and the completion of the leasing of the final stage at Springhaven \$4.2M.

Borrowings

Borrowings total \$18.0M (2020 \$19.0M), which represents loan commitments to the Federal Government by Zero Real Interest Loans of \$13.1M being repaid over 20 years and a loan from the Catholic Development Fund of \$4.9M.

During 2021, principal repayments began on the \$5M loan from the Catholic Development Fund. Funds available at the 30th June 2021 of \$28.1M to meet immediate commitments include Cash at bank \$10.0M, Term Deposit \$17.0M and Shares in public companies \$1.1M. Further, a credit facility of \$18.5M from the Catholic Development Fund is available to meet financial obligations.

The Outlook

Following on from the Royal Commission into Aged Care, the industry is preparing for a significant change to the exiting funding model. A great deal of work is currently being undertaken to understand and prepare for the impact these changes will have. The group continues to work towards improving the financial position, however we acknowledge that this will take time. For 2022 the financial forecast is for a loss of \$6.6M, which would be a significant improvement over the 2021 result.

Income Statement

	2021	2020
RECURRENT INCOME		
Operating Income	\$77,839,335	\$73,086,213
Interest income	\$310,582	\$551,833
Total recurrent income	\$78,149,917	\$73,638,046
RECURRENT EXPENSES		
Salaries and employee benefits	\$64,229,458	\$60,151,630
Depreciation	\$8,843,178	\$7,264,343
Finance expenses	\$336,666	\$251,572
Other Expenses	\$17,376,884	\$19,214,709
Total recurrent expenses	\$90,786,186	\$86,882,254
UNDERLYING RESULT	(\$12,636,269)	(\$13,244,208)
NON-RECURRENT INCOME		
Donations, bequests and fundraising	\$33,009	\$28,832
Fair value gains on financial assets	\$191,668	\$0
Realised gains on disposal of assets	\$32,954	\$0
COVID-19 funding	\$2,942,062	\$932,764
Total non-recurrent income	\$3,199,693	\$961,596
NON-RECURRENT EXPENSES		
Fair value losses on financial assets	\$0	\$85,166
COVID-19 direct costs	\$2,578,913	\$45,015
Write-down of Mary's Grange Aged Care Home	\$2,370,974	\$0
Stamp duty and legal fees on purchase of Rivulet	\$1,241,222	\$0
Goodwill impairment	\$562,389	\$0
Total non-recurrent expenses	\$6,753,498	\$130,181
NET DEFICIT	(\$16,190,074)	(\$12,412,793)

Financial Snapshot

Income



Residential Care

\$64M



Lifestyle Villages

\$11M

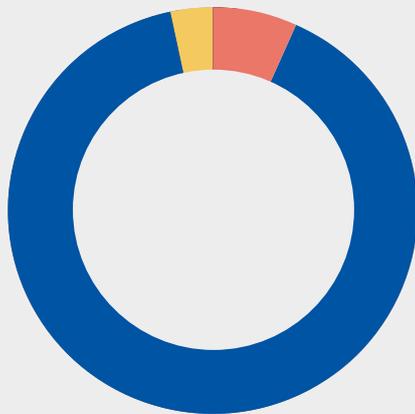


Home & Community Services

\$6M

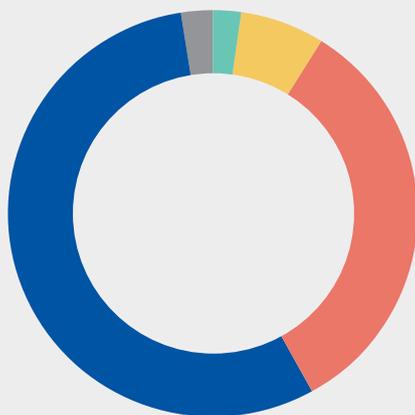


\$42M
Care employee costs



Assets as at 30 June 2021

- Cash \$27M
- Land and buildings \$350M
- Other assets \$13M



Liabilities as at 30 June 2021

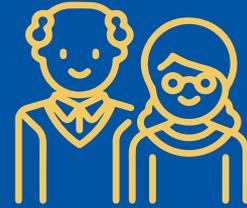
- Employee provisions \$7M
- Borrowings \$18M
- Accommodation deposits \$93M
- Independent living units \$156M
- Other liabilities \$7M



13
VILLAGES



690
VILLA'S



865
VILLAGE
RESIDENTS



9 AGED CARE HOMES
650 RESIDENTS



\$40M
LAND



\$293M
BUILDINGS



554
HOME CARE
CLIENTS STATE WIDE



Everyone loves a cuppa!

Last financial year we purchased

723,000 TEABAGS
200KG BISCUITS
6000KG COFFEE

Locations contact listing

SOUTHERN CROSS CARE HOUSE

Southern Cross Care (Tas.) Inc.
85 Creek Road, New Town
Phone: 03 6146 1800

RESIDENTIAL AGED CARE FACILITIES

Guilford Young Grove
13 St Canice Avenue, Sandy Bay
Phone: 03 6225 1025

Sandown Apartments
Southerwood Drive
Lower Sandy Bay
Phone: 03 6216 7100

Rivulet
4 Gore Street, South Hobart
Phone: 03 6221 2200

Rosary Gardens
85 Creek Road, New Town
Phone: 03 6144 5200

Glenara Lakes
390 Hobart Road, Youngtown
Phone: 03 6343 6777

Ainslie – Low Head
196-244 Low Head Road
Low Head
Phone: 03 6382 1477

Yaraandoo
1A Cardigan Street, Somerset
Phone: 03 6435 1010

Mount Esk
38 Station Road, St Leonards
Phone: 03 6339 1205

Fairway Rise
2 Toogood Drive, Lindisfarne
Phone: 03 6246 7200

HOME & COMMUNITY CARE

South
85 Creek Road, New Town

North
3 Pattisons Avenue, Youngtown

North-West
69 Best Street, Devonport

INDEPENDENT LIVING VILLAGES

AA Lord Lifestyle Village
131 Hill Street, West Hobart
Phone: 03 6282 5400

Fairway Rise Lifestyle Village
55 Gordons Hill Road
Lindisfarne
Phone: 03 6282 5400

Springhaven Lifestyle Village
1 Kirkham Drive, Lindisfarne
Phone: 03 6282 54101

Sandown Lifestyle Village
Southerwood Drive
Lower Sandy Bay
Phone: 03 6216 7100

St Canice Lifestyle Village
15 St Canice Avenue, Sandy Bay
Phone: 03 6216 7160

Guilford Young Grove Village
13 St Canice Avenue, Sandy Bay
Phone: 03 6216 7160

Grange Villas
26 Channel Highway, Tarooma
Phone: 03 6216 7160

Tarooma Villas
100 Channel Highway, Tarooma
Phone: 03 6216 7160

Glenara Lakes Lifestyle Village
390 Hobart Road, Youngtown
Phone: 03 6344 7911

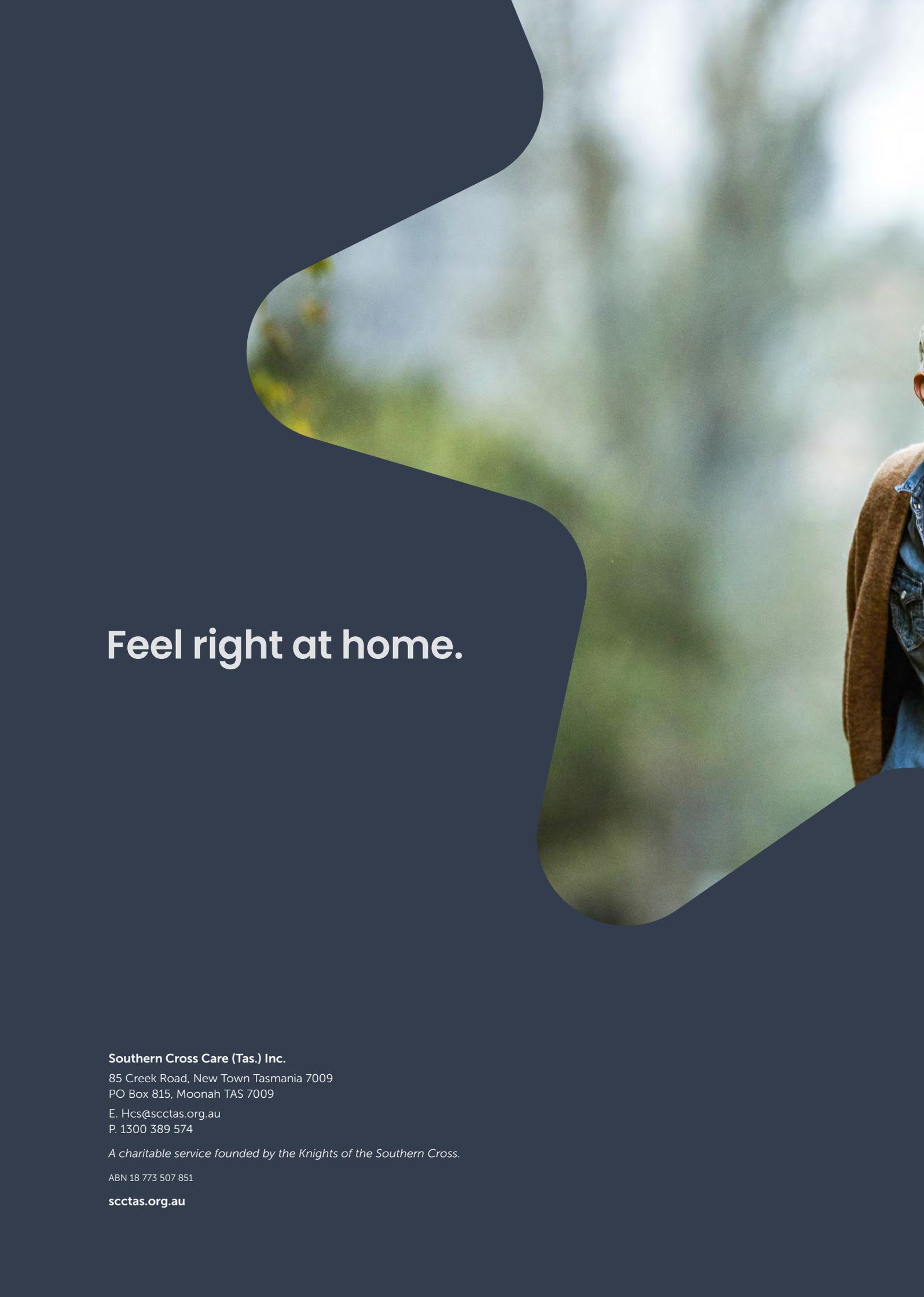
**Ainslie House and
Chalet Lifestyle Village**
5 Waveney Street
South Launceston
Phone: 03 6344 7911

Ainslie House Westbury
87 Meander Valley Road
Westbury
Phone: 03 6343 0240

**Ainslie Low Head
Lifestyle Village**
196-224 Low Head Road
Low Head
Phone: 03 6344 7911

Yaraandoo Lifestyle Village
1a Cardigan Street, Somerset
Phone: 03 6343 0240



A person wearing a brown jacket and a denim shirt is partially visible on the right side of the image. The background is a blurred green field, suggesting an outdoor setting. The overall image has a dark blue overlay on the left and bottom portions.

Feel right at home.

Southern Cross Care (Tas.) Inc.

85 Creek Road, New Town Tasmania 7009
PO Box 815, Moonah TAS 7009

E. Hcs@scctas.org.au
P. 1300 389 574

A charitable service founded by the Knights of the Southern Cross.

ABN 18 773 507 851

scctas.org.au