

Under the Stars

SOUTHERN CROSS CARE TASMANIA COMMUNITY & LIFESTYLE MAGAZINE

EDITION 3 DECEMBER 2021

Living our values
of compassion,
integrity and respect



Our Lady of the Southern Cross Chapel Consecration

New COVID safety measures



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.



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.



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.



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.

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!



Southern Cross Care
(Tas.) Inc.

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Welcome to the last edition of Under the Stars for 2021



As I look back on the last 12 months and the many challenges we have faced, I am reminded of why we all work in this industry.

Caring for the older generation is such a privilege. Our team will tell you it is our clients and residents that bring them the most joy. Bonds are formed, jokes are shared and stories told. Our residents show their gratitude and love for their 'second family' every day.

I am proud of our staff and the positive impact they have on the lives of those they care for.

The distractions of media platforms and other external influences cannot dilute our passion nor our aim of providing the very best service and care possible.

The sector is currently undergoing generational reform. We welcome these changes however the rapid rate of change can be testing for staff. We continue to support and nurture through continual improvement training and initiatives. Most importantly we all understand the positive outcomes they bring for older people, and that is why we are here.

I take this opportunity to wish you all a very Merry Christmas! May Jesus show us the way to true humanity, to see the beauty and dignity of each other and to give us his gift of peace.

Robyn Boyd

Chief Executive Officer

Consecration of Our Lady of the Southern Cross Chapel

Friday 29 October was a day of celebration for many residents and families of Rivulet.

His Excellency, Archbishop Porteous blessed the beautiful new chapel, located on the ground floor of The Lodge, at Rivulet in South Hobart.

Chairman Stephen Shirley said, "The chapel is dedicated to Our Lady of the Southern Cross, patron saint of the Knights of the Southern Cross who established Southern Cross Care.

The provision of a dedicated chapel continues Southern Cross Care's commitment to providing a blessed place in each of our facilities which is exclusively available to residents, their families and staff for their pastoral and spiritual needs.

From the moment you approach the chapel door it is evident that you are entering a sacred place. The chapel provides a serene and welcoming place for people of faith or no faith to find solace, to pray or simply to quietly contemplate. I was struck by a sense of peace when I first entered the chapel.

The chapel's furnishings and sacred items have come from Mary's Grange chapel and provide a continuing link to the spiritual and pastoral care provided to all of the residents of Mary's Grange."

Our Lady of the Southern Cross Chapel is a place of solace and mediation for all denominations and beliefs. It is open to all residents and regular services are scheduled.



Chairman Stephen Shirley, Archbishop Porteous, Robyn Boyd and Sister Chidi



Sister Chidi welcomes all to Our lady of the Southern Cross Chapel



Reflection, Celebration and Visioning

Respecting the work, commitment and contributions of deceased members of the Knights of the Southern Cross was brought clearly into focus at our annual Mass in November.



Christmas Dinner at the Rhododendron Gardens.

The evening Mass for Deceased Members of the Knights of the Southern Cross has been a historical event for the Burnie Somerset Wynyard Branch for many, many years. Last Thursday our special Mass was celebrated by Fr John Girdauskas who is our Parish Priest. In addition to current members of the Knights, we invited spouses and family members of the deceased to attend the Mass. It sustains and enriches that sense of community united in the mission and object of our Order, pursued by the living and those who have passed before us. The Mass is held in November as a follow on from All Souls Day.

After the Mass everyone was invited and encouraged to attend our Christmas dinner which was held this year at the magnificent

Rhododendron Gardens. There was a great atmosphere of joy stimulated by both the coming of Advent and the presence of each other's company.

Looking past this celebration and joy, there is a degree of sadness as each year there seems to be a reduction in number of our members. With the majority of membership currently in their 80s and 90s, the forecast for a thriving future looks somewhat bleak at present. Traditionally, we have looked at recruiting from the congregation at Mass. However, there again the numbers are diminishing and there is an absence of men in their 30s and 40s; the desirable age to recruit and take hold of the baton from those relentlessly serving for so long.

This dilemma presents new opportunities to be considered through lateral thinking. If the recruitment strategy is flipped and we cast our net to lapsed Catholic young men in our communities by engaging them in practical projects, we could bolster our membership as well as the Mass congregation. Let us pray that in these times of new challenges, that the Holy Spirit will guide our work and help us to do God's will here on earth as it is in heaven.

For inspiration we can look at the Apostles who were so few and now we have 1.34 billion Catholics world-wide through the work of the Holy Spirit.

Steve Coleman

Chairman of the Burnie, Somerset, Wynyard Branch, KOSC

Meet our CEO Robyn Boyd

I was born in Sydney and lived my early years in a suburb called Parramatta, which is in the west. My parents then moved to the Blue Mountains, even further west to a town called Faulconbridge. I was part of a large Catholic family, with four brothers and sisters and all my aunts and uncles who had at least five or more kids. After school finished, I went off and became a chef and eventually opened my own catering business in the Blue Mountains. I married and off we went to Port Macquarie on the north coast of NSW, another idyllic place to live. While were there I bought two cafes and worked long hours as well as starting to raise a family, so life was full on.

With two young children, life in the hospitality industry reached a tipping point and I decided to sell the cafes and focus on family.

When I was in my early thirties I looked after my Grandfather who eventually died from Vascular Dementia. My Grandparents lived with my parents at that time. I have also spent some years looking after my younger brother who had a terrible car accident when he was quite young and ended up with a serious acquired brain injury. That was 36 years ago and now my Mum looks after him, she is 80 and still is a carer. She is an amazing woman, she really is.

My key aim at Southern Cross Care is to get the organisation back on the public map as a good quality, caring aged care provider, one of the best if not the best. We have been serving the Tasmanian community for almost 50 years, and that says something



With years in the hospitality industry and a definite skill set, Robyn loves to cook and often produces exceptional dishes for her very lucky husband and children.

about commitment. The Knights made sure that care and accommodation was there for those that needed it, irrespective of an individual's means or belief, and to this day our mission remains the same.

As an organisation Southern Cross Care aspires to excellence, though as we have seen it is possible to make mistakes, as long as we learn from those mistakes. My role is to make sure that the learning process is thorough and that it sees the organisation and our staff flourish, and every resident and individual receiving care feeling confident and satisfied with their care.

Thank you to our Village Managers

In the broadest terms, the basic role of a village manager is to deliver, or facilitate the services promised under the operator's contract to residents living within their community. Gosh, if only it was that easy!

In reality, every day Village Managers are balancing residents needs and expectations against legislative and contractual agreements, sometimes in the absence of clear parameters.

And as a result, Village Managers often find themselves in positions where they have to make decisions – and big ones.

Our wonderful Village Managers attended the DCM Institute Summit in November and a montage of 'thank yous' from around Australia was played to Tina Turners 'You're Simply the Best' to recognise their value and show appreciation for those in the profession.



Our Village Managers at the Summit
L-R Mandy Turner Northern Villages Manager, Lisa Potter Eastern Shore and AA Lord Village Manager, Lee-Anne Patterson, Executive Manager Retirement Living, Paula Bourne, Western Shore Village Manager



Here are the Executive team at SCC Tas with their contribution to the video montage

Mount Saint Canice

Cheers to that!

It started off as drinks between two neighbors, and now it's in the facility calendar! Every Thursday afternoon the boys of St Canice head to the gazebo (weather dependent) or indoors, for a refreshing ale and a chin wag. If only the walls could talk... Village Manager Paula snuck in to find out the gossip. (She left none the wiser!)



Mt St Canice men's group



A spot of gardening

It's a scientific fact gardening makes you happy. Scientists have discovered that the mycobacterium found in soil can improve brain functions while boosting moods. The mycobacterium vaccae found in the soil increases serotonin produced in the brain (also known as the "happy" chemical). By getting your hands dirty, you're also making your brain happy! And here's some happy Mt St Canice residents to prove it.

Melbourne Cup fun

Everyone was out in style at this year's St Canice Melbourne Cup! \$2, \$5 and \$10 sweeps, best hat (Christine Strickland) best dressed lady (Carol Sice) and best dressed man (Neville Behrens) went home winners for the day.



Glenara Lakes

A bazaar Christmas

On Saturday, 20 November 2021 the Gordon Dell Auditorium in the Glenara Lakes Retirement Village simply buzzed. The Glenara Lakes Apartments Auxiliary, which is attached to the Aged Care Facility, held their annual Christmas Bazaar for the first time since the outbreak of COVID-19.

Residents from the Aged Care Facility were able to attend prior to opening for the Village residents and friends. There was a huge bric-a-brac stall, a craft stall, a very popular cake and produce stall and a jewellery stall.



Trading in coffee

The Lakes Coffee Shop run by the Auxiliary also set up in the Hall, and did a roaring trade selling mixed plates with coffee or teas. Patrons were also able to buy tickets in the Auxiliary's Christmas Raffle, first prize being a large Christmas Hamper. The Bazaar ran from 11.00am. to 2.00pm.

The event raised just over \$4,500 which will be used to finance improvements for the residents in the Aged Care Facility.



Springhaven

Springhaven sure knows how to party

Feeling blessed that Tasmania was luckier than our mainland counterparts during COVID we celebrated Spring with a Spring Chicks Fashion Parade. Poses were practiced, frocks ironed, and the parade was on! The food was sensational and we all had a great time. So much fun and such a giggle. Thanks to all the 'parade chicks', you knocked it out of the park!



The chicks on parade!



Margaret Sharpen on the catwalk



Fashion parade refreshments



The gorgeous Christmassy colours of the spectacular proteas on display

Ainslie House Village

A spot of high-tea!

Ainslie House Village Launceston has enjoyed some great gatherings over the year. Our second high-tea in November was very successful and enjoyed by many of our residents. Happy Hours have been a wonderful way of residents getting to know each other in a very relaxed atmosphere.

Wishing all a very Happy Christmas and exciting New year!



Happy faces at the Christmas themed happy hour.



Social Committee President Anne Harding and resident John MacGuigan know what elf hats at Christmas are for....Wearing!



High times at Ainslie's high-tea. High time we had another one!

Grange Villas

A week at Grange Villas Taroona

We, who live in the Grange Villas, would like to share part of our week with you. We are a very caring group of people and enjoy the company of one another. Our activity groups are not all that large, but we make up for that with encouragement and friendship. We begin our week with a small group under the guidance of Rev. Erna (who lives in one of the apartments). As an ecumenical group, we take a few minutes to pray for any member /members of our village, who may need special care, and then for our community in general and for the world. We enjoy playing Scrabble and Mahjong which keeps the mind ticking over.

Our Art and Craft groups encourage our creative gifts. Those who meet have many beautiful tasks to begin and, hopefully, to finish. Friendly chatter, of course, is also part of this creative time week at Grange Villas.



Scrabble is always good for a laugh, especially when you make up words!



A sample of incredible craftsmanship and creativity.

We enjoy discussing a book each month. The books are loaned to each member by the Hobart Public Library. The discussion is often quite light and humorous but at times it can become very serious as we try to solve the problems of the world!

We try to keep fit with an exercise class once a week and we enjoy listening to music together and sharing poems with interested members.

In general, we are a happy group of people who, once a month, gather together for drinks and nibbles and plenty of talk.

Sandown

My story: **Resident, Hope James**

This is Hope James, Sandown Lifestyle Village is her home, and this is her story.

Hope was born in Melbourne, with early education at Camberwell and Melbourne Girls Grammar Schools. And then in 1939-40 as a Boarder at Roedean School in the UK. Following the family's return to Australia, Hope's penchant for service to the community was demonstrated very early by her enlistment at age 18 in the Australian Women's Army Service where she served in the Transport Section, including driving ambulances, in Victoria and WA between 1942-46.

In 1947 Hope married Bill Mason-Cox. They happily produced four children, before moving to Hobart in 1954 when Bill was appointed Headmaster of Hutchins School.

Following Bill's untimely death in 1958, Hope worked for the next 14 years as the School Secretary at St. Michael's Collegiate.

In 1971 Hope married Geoff James a prominent Hobart Chartered Accountant. They firstly lived in Fisher Ave, until moving to Churchill Avenue in 1986, that home being only a short walk to Sandown.

In 1997 the new Sandown Village was under construction. Hope and Geoff purchased 1 O'Donnell Crt 'off the plan', and subsequently took up residence in October of that year. Along with good friend and neighbour June Phillips, who passed in October 2018, they were the first to do

so. The Independent Living Units (ILU) were progressively sold, before the opening of the Apartments Building in September 1998.

The first Sandown ILU Resident's Committee was convened that year under the watch of Bob Mather as President, Max Windsor as Vice President, and Hope as Secretary, a position she occupied until 2005. She also served as Treasurer 2014-16.

In 1998, with the assistance of residents and friends, Hope managed a kiosk for 3-4 years adjacent to the Apartments Reception Office. That space has since been lost to storage, but Hope has noted that the original trolley, with all manner of 'goodies' for purchase, still remains.

Hope was instrumental in the establishment of the Library in the Apartments Building for the use of both those in care and also ILU Residents. This was officially opened in 2007 with the financial support of SCC through the then Facility Manager, Rebecca Chard, and Rebecca's allocation of a Lounge in the Peter Patmore Wing for this purpose. Unfortunately, Geoff James, who had assisted Hope greatly in the setting up of the Library, passed away in 2013.

Over all of her 24 wonderful years of residency at Sandown ('I would not want to be anywhere else'), Hope has been a tower of strength to the Sandown community, not only to the Lifestyle Village, but also in the support she has given to the Aged Care Facility where she continues to manage the Library with great devotion. And during that time, Hope also served as a volunteer at the RHH.



In 2010 Hope was one of the first ladies to join the previous 'Male Only' Sandown Indoor Bowls Club. Having since seen first-hand Hope's ability (and also that of our other Ladies) at this activity, it is no surprise that back in the day, the Male fraternity deemed it best that females not be involved. Such is progress. And it is also of no surprise that Hope served as co-ordinator of this activity over a long period.

It has been a great pleasure to have worked with Hope on the Committee back in the day, and to marvel at her now destructive prowess 'on the mat'. All current bowlers are very, very happy when the current co-ordinator, Bob Brewster, announces them as part of Hope's team. Always nice to go home happy.

Written by Peter Williams, Sandown Resident.

Ainslie Low Head

Sharing cultures

So much entertainment at Ainslie Low Head over the past few months! Spring Hoe Down, Arty Party, Wear it Pink Day (in support of breast Cancer awareness) and any other memorable activities. One in particular we all enjoyed was the Nepalese Cultural Day, celebrating all things Nepalese. The Nepalese staff performed traditional dance and singing – in traditional, beautifully coloured dress. They all made a traditional dish and created a banquet for staff over lunch – it was amazing!!



Warm and wonderful sharing of tradition



Making connections on Nepalese Cultural day

My story:

Resident, Angela Johnson

Angela was born in London, England and grew up there, she left when she was 20 in 1966. She met her husband in unusual circumstances "I went ice skating once and someone pushed me from behind and I landed on a poor soul who I later married!"

After they married Angela and her husband went to Malta for 9 months to visit his family. They arrived in Australia in 1967. They were married for 13 years and had 3 children – 1 girl and 2 boys, Stephanie, Michael and Anthony. Angela has 6 grandchildren who all live in NSW.

Angela has lived at Ainslie Low Head for 3 years come March and loves to participate in art, quiz / trivia, book club, origami, concerts and outings.

She likes to keep busy and fits in reading, doing crosswords, online quiz and tarot cards to her busy schedule.

"Our Leisure & Lifestyle Officers on the whole are fun people to have around as are our nursing staff.

I have some wonderful friends amongst the residents here at Ainslie. Also some lovely friendships amongst the staff as well. My favourite place to relax is in my room, surrounded by all my things. I do love my room here – it's my home now."



Angela Johnson with Ava

STAFF SPOTLIGHT



Melissa Stagg AKA 'Shaggy' Services

I was born in Launceston and grew up in George Town.

I loved animals and always wanted to be a vet. I have been working at Ainslie Low Head for 2 years now, and I really love engaging with the residents and hearing their interesting stories.

I have 4 children ages 22, 21, 16 and 11 and they keep me busy but when I have spare time I do like to spend it with family and friends.

What's my favourite movie?

Pretty Woman

Which 3 people in the history of the world would I invite to dinner? The Queen, Tom Cruise and Pink. Sounds like an interesting mix doesn't it!

Fairway Rise

My story:

Resident, Jenny Askey

I am Jenny Askey; Fairway Rise is my home and this is my story. Born in Hobart and lived in Hobart all of my life. I had three sisters and one brother and two wonderful parents. When I left school I worked in a bank. I met Ray, we married, and I left work at the bank to have my family, two girls and a boy. When I was younger I loved dancing, swimming, gardening and walking on beaches and in the bush.

Ray and I travelled around Tasmania, Australia and New Zealand. I have been at Fairway Rise for nearly two years, and I enjoy living here.

I participate in crafts, bingo, knitting, and all the entertainment. I watch TV I like using my iPad and chatting on the phone. All the carers and Leisure & Lifestyle Officers and nursing staff are wonderful to me. I have many good friends amongst the residents. My room here is great, the view is fantastic looking down the River Derwent. When days are warm I like to spend some time out in the sun.



Jenny receiving Belle of the Spring Ball award by Charmaine Carter.

STAFF SPOTLIGHT



Natalie Bailey

Servery Assistant

I was born in Hobart in the early 1980's. I grew up on the Eastern Shore near Bellerive Beach, when I was young I wanted to be a Hairdresser, my first job aged 16 was in a Salon where I went on to become a Beauty Therapist, I have been working for SCC for 3 years this December, my favourite part of this job is interacting with the residents, they all think I am so strange with my look. I have an 11 year old daughter and love to spend time with her.

In my spare time I like to: party and watch TV.

My favourite movie: Wizard of Oz.

The six people in the history of the world I would invite to dinner? Edgar Allan Poe, Roald Dahl, William Butler Yeats, Maya Angelou, Freddie Mercury and David Bowie. Now that's an interesting night.

Guilford Young Grove

The race that stops a nation

Melbourne Cup was celebrated at Guilford Young Grove with a high-tea, hat parade, best dressed and sweeps. Winners of the Hat Parade was Judy Evans and Anne Tracey, the best dressed was Phyllis Lambert and the most elegant, Wanda Sheehan.



Judy Evans



Phyllis Lambert

Springing good time

On the 8 of November Guilford Young Grove held its annual Spring Ball. It was a wonderful event with the Tassie rocker's dancing the afternoon away, showing their impressive moves and fashion. The best dressed male was Jim Hughes and the most elegant female was awarded to Eileen Auchincloss.



Best dressed male Jim Hughes looking dapper



Having a ball, Betty Lam and Val Colbourn

Rivulet

My story:

Resident, David Davidson

I was born in Campbelltown, Tasmania, one of eight children, 3 brothers and 4 sisters. My father was a farmer and provided firewood supplies to the community.

I learnt to drive farm machinery from 12 years of age. I left school when I was 16 and went to work in a grocery shop. In my spare time I like to do a bit of woodwork. In 1956 I married Ethel and we had 3 children and have 2 grandchildren who all live in Tasmania.

In 1963 I moved to Swansea and brought a milk bar. I was a keen footballer in my day and was the playing coach of Swansea Football Club. 11 years later we moved to Hobart and I brought a house for \$25,000. After working with Clennett's for a few years I purchased Topline Timbers, but sold it in 2003 due to family illness.

I have been at Rivulet for about 5 months now. I like to spend time in my room amongst my favourite things and do a



David Davidson

bit of reading. I believe the team here are very good, and I have already made good friends in Pamila and Darell, 2 other residents here.

Activities galore at Rivulet.

From Anzac Day to Cup Day, there is always plenty to do as the river flows by.



Mary & Dot



Melbourne Cup fun



Happy smiles and cheeky head wear from the team.



Making poppies for Anzac Day.



The Pom-Pom Girls, who made pom poms for a for a wall hanging but ending up wearing!

STAFF SPOTLIGHT



Julianne Allen (nee Green) Montessori Team Lead

I was born and raised in Hobart ,Tasmania. When I was a little girl I wanted to be famous, that didn't go so well! I have worked in Aged Care for 16 years, I started in 2005 with Vaucluse Gardens, Bupa South Hobart & currently Southern Cross Care. All in this facility!

My favourite thing about working here is obviously our residents, but also the opportunity to be involved in the Montessori program which in turn is giving our residents the dignity, independence and better quality of life that everybody deserves and wants. How fabulous is that!

I have been happily married to Peter Allen for almost 26 years (we met at Dominic College age 5) We have created 3 Awesome children (of course I'm biased) Shaniah 24, Kip 22 & Tom 20. If I could invite 6 people to dinner in the history of the World I would invite Jesus, Walt Disney, Elvis Presley, Jon Bon Jovi, Princess Di, & Maria Montessori... endless wine, fun, great music, kindness & knowledge!

Rosary Gardens

My story: Resident, Ingrid Fenger

I was born in Berlin, and grew up in Germany. I have 2 brothers and 1 sister, all have passed away sadly. I was a nurse before having children and have always liked to knit and crochet. I have been back to Germany but Tasmania is my home now.

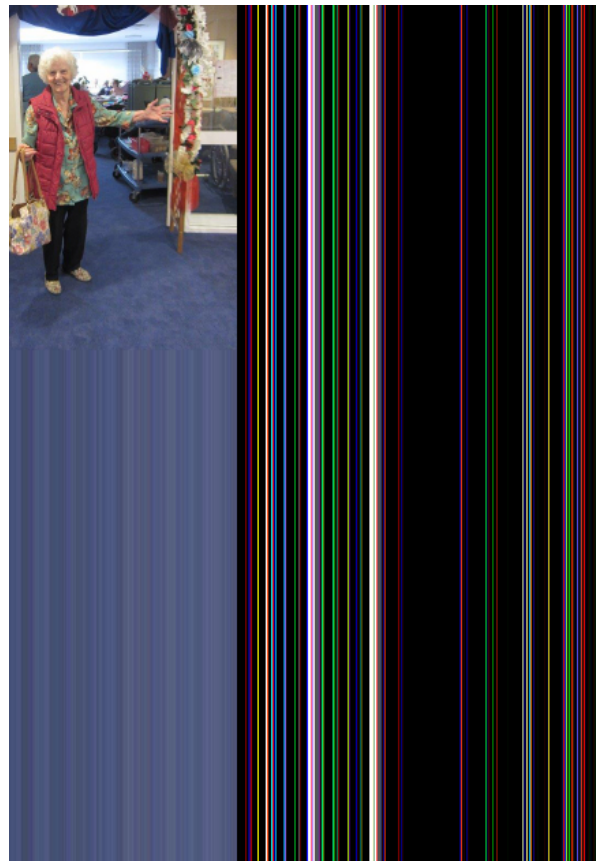
I have been married, I had four children Michelle, Tamara, Rainer and Jason and I adopted my niece Jackie when my sister died at 42. I have 8 grandchildren, most of them live in Tassie and I love when they come to visit.

I have lived at Rosary Gardens for 7 months and enjoy all the activities. I still like to knit and crochet and doing hand crafts and I am now Resident Representative which keeps me busy.

The staff are very happy and helpful here and I have lots of good friends amongst the residents. My favourite place to relax is the multipurpose room, I like to be around people, and doing activities.



Ingrid Fenger



Cheers to a Melbourne Cup get together



The residents bid a fond farewell to Acting Facility Manager Charmaine Carter and Aleena Ghimire, Acting Clinical Care Coordinator as they commenced new roles at Rivulet in November. Flowers and tears!



Polish resident Anna shared her favourite recipe of 'Polish Cookie Balls'. Everyone enjoyed making them and eating them! They make delightful dessert for holiday parties or great gifts for friends. Anna and friends made dozens and they shared them all with all the other residents in the facility.

STAFF SPOTLIGHT



Anne Thorburn
Clinical Care Coordinator

I was born in Papua New Guinea and grew up everywhere! ACT and QLD primarily, my parents liked to travel!

I started working for Southern Cross Care 2 months ago and love the fact we have some well designed platforms for monitoring and managing residential care.

I made a conscious decision to move into Residential Care about 15 years ago because I realised I get much more satisfaction in caring for the elderly. My motto is "A smile will get you a long way".

I have two adult daughters and in my spare time I like to garden, cook and hike. Not all at the same time though!

If I could invite anyone in the History of the word for dinner it would be:

Gandhi, Barack Obama, Florence Nightingale, Albert Einstein, Jerry Lewis

Glenara Lakes

The Bar

The Bar in Peter Comas Wing (memory support unit) – the idea was originally discussed and thrown around as we thought that it would be great to create a space for men that was more suited to the men in the unit.

The bar is a product of hard work and dedication by the Men's Shed in Youngtown. The Men have volunteered their time to create this bar for the residents.

The idea has grown and developed, and has wheels so that we can move it around the whole facility. The wood has been generously donated by Mackay Timber – it consists of blackwood and Tasmanian Oak.



John Schoenmaker



John is one of our residents in the Memory Support Unit and his wonderful wife Wendy has been a real mover and shaker in bringing the bar to fruition.

David and Tasman (Tas)



David and Tasman (Tas) are two of our residents who have struck up a wonderful friendship and are making our courtyard area into a real show piece, both men are avid gardeners and are often found together having a chat after they have watered and weeded. Our maintenance officer has taken David and Tas on a couple of shopping trips to Bunnings to purchase flowers for the garden.

STAFF SPOTLIGHT



Heather Robinson
Facility Manager

I am very passionate about caring for people living with dementia, my grandmother died with dementia. One of the biggest wake up calls for me was sitting at my grandmother's funeral listening to the minister talk about an extremely skilled piano teacher who had trained at the Royal London College of Music, a woman who had immigrated with her husband and children post World War II to establish life in another country on the other side of the world. This woman in question was my grandmother.

Through the progression of her dementia, I had forgotten who my grandmother really was. Dementia is different for everyone, for some it can be very tormenting for both the person diagnosed with dementia and the family living with them. My own mother died with dementia but in some ways, we were fortunate as my mum lived in her own little orbit around the planet Lois, but my watching my dad lose the love of his life was extremely hard.

From this I am a strong believer that we must never forget who our residents are, who they have been in their lives and most of all they have held a place in society. I believe that people living dementia should be supported as much as possible by managing their behaviours through meaningful and purposeful activity. Just because a person has a diagnosis of dementia does not mean that they cannot engage in activities suited to them, it's about knowing who they are.

With that in mind and knowing that Southern Cross Care are adopting the Montessori principles in their approach to care, we have been working hard to change the environment in our Memory Support Unit by making it a much better environment for our residents who live there.

Feel right at home.




Southern Cross Care
(Tas.) Inc.

 Home &
Community
Services

Day Centers

Our day centers located in Hobart and Devonport provide activities for older people designed to develop, maintain and support their ability to remain independent and socially active.

Join together with like-minded people to enjoy gardening activities, art & crafts, group outings, multicultural activities, plus much more in a warm, friendly and fun environment.

For more information call 1300 389 574

sccatas.org.au

Sandown Apartments

Rocking into summer

Sandown has hosted some wonderful events and outings for residents over the past 3 months.

To salute the end of Spring and welcome the summer season, we held our End-of-Spring Fling on 25 November 2021. It was a great event with music, dancing and lots of smiling, happy faces. The Day Star Duo performed some great musical hits from the 1940's through to the 1970's. Their duo dancing team demonstrated some wonderful dance moves including the foxtrot, tango, waltz, and cha-cha whilst also encouraging everyone to join in and have some fun.



Sandown staff and TAFE students join the fun with the special guest Day Star Duo dancers who displayed their dancing skills for the residents to enjoy.



Residents Elva Goodman and Janet French 'working-out' with Physiotherapist, Jessie Whittle.

Hydrotherapy Pool

Sandown started a new exercise class in the hydrotherapy pool this quarter. The class is led by Back in Motion Physiotherapists and involves strength and balance exercises in the pool each week.

Physiotherapists often use hydrotherapy (or exercising in water) to assist in the rehabilitation of musculoskeletal problems. The obvious benefit of hydrotherapy is the reduced effect of gravity on your body. When you stand in waist deep water you are only supporting 50% of your body weight. This means you can often perform exercises in water you can't do on land due to either pain or weakness. It is a great way to exercise weight-bearing joints such as your lower back, hips, knees, and ankles by allowing them to move freely. This in turn helps with any stiffness or limited movement you may have.

Water can also provide resistance. You can create resistance by forcing floatation devices into the water or using movement through the water to create resistance. This works muscles in a different way than they are worked on land and can greatly improve their strength.



Patricia McShane

My story:

Resident, Patricia McShane

Patricia McShane was born in Hobart and grew up in Tasmania. After finishing school, Patricia studied teaching and she was able to use these skills throughout her life and career. Patricia has travelled to Europe and lived for some time in Istanbul Turkey, teaching English. She also taught English to some German company directors so that they could expand their business interests. She especially enjoyed travelling through Scandinavia and visiting Copenhagen in Denmark.

Patricia loved to play sport in her younger days and is a keen piano player. Patricia is very community minded. She used to play the piano to elderly people in aged care and read to a blind person who was a neighbour and who became her friend.

Her mother is nearly 100 years old and lives in an aged care facility in Hobart. Patricia has three children – Guy, Rosie and Cameron and four grandchildren. Patricia loves the entertainment and activities, reading, music, art and craft.

STAFF SPOTLIGHT



Aashika Sapkota

Extended Care Assistant

Aashika grew up in Nepal and has been living and working in Australia for several years. When Aashika was in High School, she wanted to become a Nurse, but later changed her mind and undertook studies in Information Technology. Aashika has a Bachelor of Computer Application from the Oxford College of Engineering and Management, Nepal, a Master of Information Technology and has recently completed a Graduate Diploma of Accounting.

Aashika has been working in the aged care sector since 2017 and for Southern Cross Care (Tas) for almost two years. She enjoys caring for the elderly and building rapport with the residents. She also enjoys the camaraderie and teamwork at Sandown.

She enjoys playing badminton and likes reading historical novels.

Yaraandoo

Montessori update

Planning is underway for the launch of the Memory Support Unit utilising the Montessori Program in the beginning of the new year. Under guidance from the Montessori Director Anne Kelly, we will be renovating one wing comprising of 13 rooms. The goal of the Montessori program is to support older adults and people living with dementia by creating a prepared environment, filled with cues and memory supports, that enables individuals to care for themselves, others, and their community. The staff, residents and the community are excited to be a part of this new way of working with adults with dementia and cognitive impairment.

Remembrance day

A big turnout for Remembrance Day 2021 at Yaarandoo. The audience divided into those that braved the hot sun and those in the shade!



Puppy (daschaund) visit

Email to Facility Manager Mark Kerle from Leisure and Lifestyle Officer Lea....

"Dear Mark, our residents absolutely loved the visit from the borrowed mini dashie. Notice the joy and smiles! Can we please please, please have a puppy?"



My story: Resident, Jeal Campbell

I was born in New Norfolk and grew up in Westerway until I was 14, then moved to Zeehan. I grew up with one brother, Jack and one sister, Lorna.

When I left school, I worked at a Bakery and a Chemist and at a stocking factory called Prestige. I married Thomas Campbell when I was 19. We met through the church My friend at church told me I had to come and meet these young English men that were here. 6 months later we were married. I loved attending church and church socials. I sang at church and played the organ.



Jeal Campbell

I have travelled to England, Singapore, Hong Kong, New Delhi, France, Germany, and Scotland.

Thomas and I had 3 beautiful children together Colin, Jennifer, and Thomas. I have 13 grandchildren and 17 great grandchildren.

I have been living at Yaraandoo since August 2021. I had previously stayed here on respite and enjoyed my time here so much I didn't want to go home! I enjoy my time at Yaraandoo I enjoy the beautiful gardens and watching all the wildlife and birds that come and visit. We have 2 sheep, Sampson and Delilah, and some pet budgies.

I enjoy badminton and bingo and I like to be social and come out for a chat every day with the residents and staff. I enjoy playing scrabble.

I also love knitting and writing letters to my family and friends and I like photography.

The staff are very kind and caring and are always there to help and have a chat with me. I pray for them every night before I go to bed it's like a big extended family.

STAFF SPOTLIGHT



Lea Muldoon

Leisure & Lifestyle Coordinator

I was born in Wynyard, Tasmania but grew up in the Northern Territory until I was 11. Then we moved to Sydney where I lived until 2019.

As a small child I wanted to be a police officer but as I got to high school, I knew I wanted to work in health care and was naturally drawn to aged care. My friend and I use to go to the nursing home in western Sydney and sing for the residents. I started working with SCC Yaraandoo in June of 2020.

I enjoy working with the residents at Yaraandoo and my fellow staff. We have a great team, and we have a lot of caring and compassionate workers who go the extra mile for their clients. I am looking forward to the new Montessori MSO coming early next year. My favourite anecdote is live for today and hope for tomorrow.

I have 2 children and one granddaughter. In my spare time I like spend time at the beach and I enjoy reading and cooking.

Mt Esk

Merry Christmas from Mt Esk!

We like to keep busy and warm over Winter at Mt Esk so we hosted the Biggest Afternoon Tea and had a trip to Hogs Breath Café for some hefty steaks as part of the seasons' activities. One of the resident's favourites was a feline friendly visit from Just Cats. Just Cats Tasmania is a community-oriented organisation with a mission to advance the welfare of all cats and kittens by providing shelter, food, veterinary treatment, affection and security to rescued, abandoned or surrendered cats and kittens, facilitating adoptions and more. We were excited to welcome a visit from some fluffy Just Cats "representatives" in June, much to the delight of the residents.



Resident Jean Robertson shares cat cuddles.



The wonderful Christmas tree that greets visitors and family at Mt Esk.



Facility Manager Nicole Raj and Jolene Perry Executive Manager Care Services.



Antonio Ostini

My story:

Resident, Antonio Ostini

Antonio Romano Ostini was born in Roma, Italy on the 16 June 1935.

Antonio struggles with his lack of independence due to his failing eyesight. But states he loves being here at Mount Esk, we are family here. He has been here at Mount Esk about 3 months now and has developed meaningful relationships with other residents and staff. Antonio was only a child during the war and remembers assisting the soldier with the ammunition as a young boy of 8 years. The scariest thing he remembers is being up a Poplar tree to get long branches for a fire to cook food and he was in the firing line of an air raid; this was very close. Antonio came out to Australia at 23 years of age looking for work. Antonio loves to joke.

"I love that I am still able to go to the Italian Club once a week and speak my native language with my friends over a meal."

STAFF SPOTLIGHT



Chrissie Divona

Leisure and Lifestyle Officer and Pastoral Carer

I wear a couple of hats here at Mount Esk, in Leisure and Lifestyle and as Pastoral Carer

I'm now in my eighteenth year of work here at Mount Esk and love working with elderly people and their families. I feel privileged to do work that I love so much. I have always loved elderly people even as a very young child. I never know what my day will look like, especially in my role as Pastoral Carer. Being able to enrich the lives of those who are nearing the end of their lives is a wonderful privilege.

I am a mother of 4, 2 boys and 2 girls. I am awaiting the birth of my fifth grandchild, a little girl. In my spare time I love to sew, knit, listen to music and enjoy watching the birds in the tree just outside my back door with a cup of freshly brewed coffee.

Growing older at home

Many older people choose to live at home for as long as possible as there are many benefits that come with maintaining your independence for longer.

Our renewed focus on clinical care at Home & Community Services meant 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. Our carers and our clients often form wonderful bonds, which is a perfect outcome as our team steps in to help when extended family and friends can't.



Danielle Walker and Client Dulcie Williams.

STAFF SPOTLIGHT

Danielle Walker

Regional Lead, North-West

I am a mother of two beautiful girls they definitely keep me busy (lol), everything I do in life is for them. I have only been with SCC Tas since August starting out as a support worker and now I have been given the opportunity as our new Regional Lead for the North-West Coast. I absolutely love my job and the people I work with and our lovely clients I have met along the way.

Who would you want to be stranded with on a deserted island?

Mathew Conaughy

What's your favourite family tradition?

I don't really have one but just spending time with the ones I love whenever I can is special to me.

What's your favourite TV show?

Real life medical shows

Who inspires you the most?

It would have to be my mother. I've learnt everything I know from the best.

Describe yourself in 3 words:

honest, bubbly and caring!

Feel right at home.



Home &
Community
Services

Assisting you with daily living so you can maintain your independence, live at home and remain connected to your community.

Our services include: personal care, domestic assistance, transport, gardening, nursing & nurse practitioner services, day respite, podiatry, exercise, shopping, meal prep, social outings & companionship, physiotherapy and clinical consultants in pharmacy.

Call 1300 389 574 or email
hcs@scctas.org.au to find out more.



Southern Cross Care
(Tas.) Inc.

scctas.org.au

Food glorious food

A kitchen bench chat with Jason Turnbull, SCC Tas Hospitality Manager



Tell us a bit about yourself... I manage the teams that cook fresh food every day and encourage [the residents] to provide lots of feedback, to talk to us. Our staff share meals with them so we can experience what they're experiencing and try to work with them to deliver meals that they're enjoying. I have been 23 years in this industry.

I worked in the servery for the first 5 years while training to be a chef and so have witnessed the responses to a well cooked and presented meal. I have a soft spot for the older generation, our value of compassion is the one that resonates with me.

What dish is everyone's favourite?

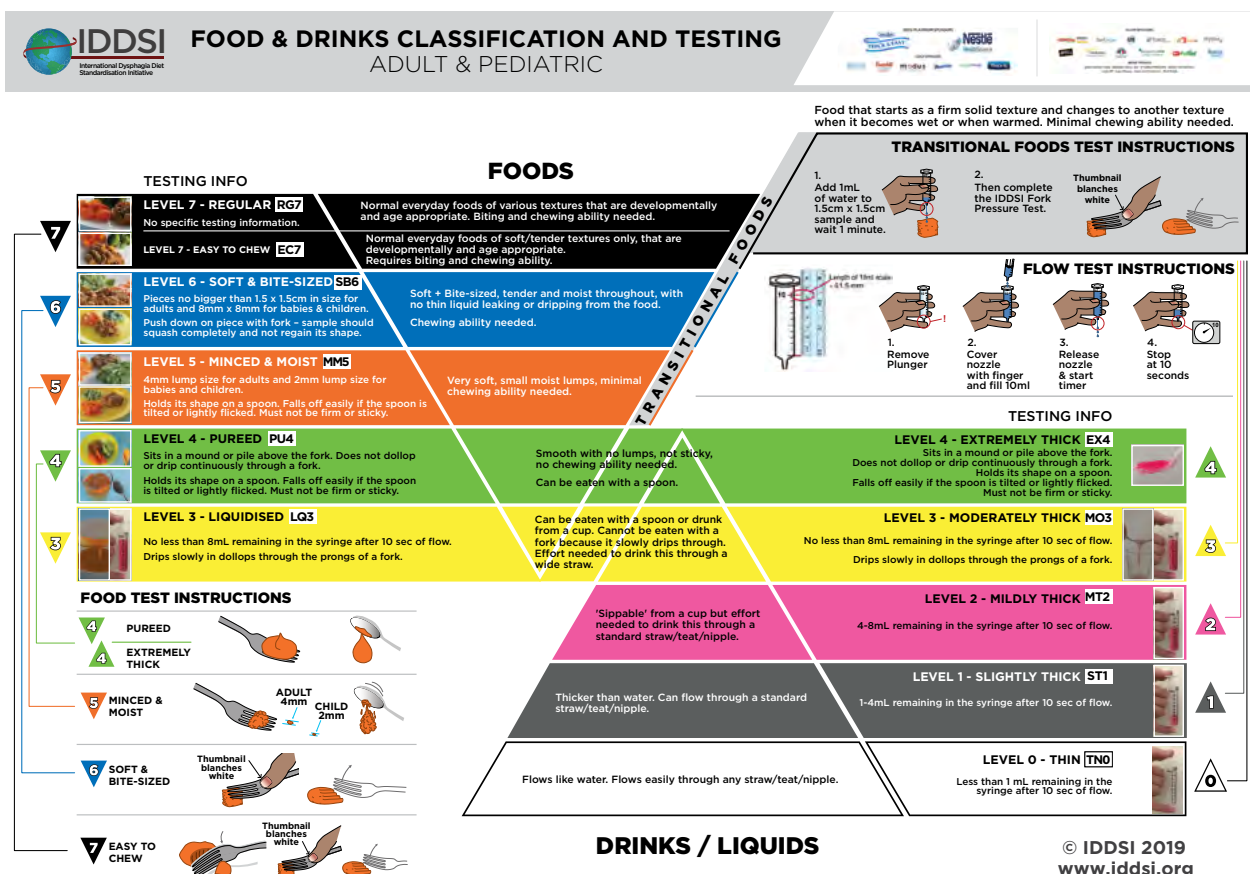
The favourite dish across all the facilities is the lamb cutlets – always a crowd pleaser. Always positive comments and never any wastage.

What is your favourite recipe? It's all about a taste and the best recipe here is an amazing light fruitcake. The recipe has not changed for well over 20 years and still loved by all. It is a staple in all facilities – residents and families love it for morning or afternoon tea.

Where you see future of catering within the aged care industry? I see us branching out from residential care facilities, more into the community – such as a meal to your door service and cafes.

There is a path to more choice, more variety. Demographics have different needs. For example, introducing the breakfast buffet has encouraged more residents to the dining room which is beneficial for well being as social engagement with eggs and bacon is a great start to the day! We have put much focus into ensuring the food quality and temperature are restaurant standard.

We always use local produce whenever we can and always engage local distributors.



What are IDDSI Standards?

There's more to cooking in aged care than just following a recipe. We have strict standards we must adhere to. Such as the IDDSI standards

IDDSI stands for International Dysphagia Diet Standardisation Initiative, and it represents every single residents ability to eat and drink.

Obviously there are challenges, but I am pleased to say we have created a level 6 soft and bite sight menu to match the IDDSI standards and it has been approved by the dieticians PLENA.

We are boosting awareness of the standards and wish to educate families and residents on what they mean and how important they are.

What are you looking forward to?

I am really looking forward to an exciting festive season. We missed out last year due to COVID.

The chefs and service team really want to make this year as special as it can be.

In a nutshell?

One of biggest joys in life is food. I want our food to nurture, excite and bring happiness.



Word search

JOY
SANTA
SHOPPING
PARTY
GIFT
BELLS
TREE
EVE
COCOA
PLAID
SNOW
FAMILY
WINTER

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

Word scramble

OENL _____
IWTRNE _____
ATSAN _____
GITF _____
CBMREEED _____
VAANTIOC _____

OCARSL _____
INETLS _____
EFPCEARIL _____
TEISLEOMT _____
OWNAMNS _____
DRSCA _____

Feel right at home.

Everyone deserves a break now and then.

Respite Care supports you and your carer by giving you both an opportunity to take a short break and the time and space to do things independently

Respite Care in a Southern Cross Care home is also a great way to get a feel for life in a home if you are considering moving into one in the future. While in Respite Care you will receive the same level of high-quality, individualised and tailored care that our residents receive from our professional care team. This includes access to 24/7 on-site nurses, professional chefs, allied health staff and leisure & lifestyle teams.

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 your area. It can be accessed in your home, out in the community, or in a residential care home.

Call Southern Cross Care on 6146 1800 for more information.



Southern Cross Care
(Tas.) Inc.

A celebration of our wonderful team at Southern Cross Care Week

After a couple of false starts due to COVID restrictions, finally we were able to celebrate employees achievements and the tireless contribution of volunteers.

On Tuesday 7 December at Ainslie Low Head, residents, staff, the Board, Executives and volunteers were invited to a presentation and morning tea, followed by mass in the church and a barbeque lunch.

The celebration in the South on the 8 December, commenced with a chapel service at Mt St Canice followed by the Presentation of the Awards and lunch at Fairway Rise Clubhouse.

Thank you to all those who attended and ensured there was a fitting round of applause for our exceptional work colleagues.

Many awards were given for years of service, starting at 10 years and ending in an incredible 45 years of service (thank you Guy Miller!)



CEO Robyn Boyd congratulates the years of service award winners.

We also announced the recipients of the Ken Lowrie Bursary Awards in recognition of accomplishment and commitment.

We are looking forward to celebrating a special Southern Cross care Week in our 50th year of service next year. Stay tuned!



Facility Manager Mark Kerle surrounded by many of Yaraandoo's amazing volunteers.



Chairman Stephen Shirley officiates the Northern celebrations at Ainslee Low Head.

Our Values



Integrity



Respect



Compassion

Core values are important at Southern Cross Care Tas because they influence everything.

From how we behave to how we're held accountable. Core values offer a clear guide on how to do business with each other and our clients, families and residents. Our core values of Compassion, Integrity and Respect have been relaunched and celebrated at Southern Cross Care Week this December.

As part of the launch, we made a short video with 3 of our valued staff members who epitomised these values and live them every day. Daryl, Karen & Laree add their own take on what the values mean to them and the residents. This video will be embedded on our Intranet site and used for inductions and training.

Special thanks to Rosary Garden residents Muriel Jones and Ingrid Fenger who 'co-starred' in the video, a new career on the screen awaits!



Laree and Ingrid share an understanding of respect.



Daryl is a man of integrity and plenty of dad jokes, just ask Receptionist Vicki.



Karen and Muriel know what compassion is all about.



Karen and Muriel together with film producer Adam and video/photographer Jess.

Fairway Rise meets Rosary Gardens for a Spring Ball

A stormy afternoon did not dampen the spirits of the inaugural Fairway Rise & Rosary Garden Masquerade Spring Ball.

Fairway Rise opened its doors and welcomed residents from Rosary Gardens for a combined event. Three or more bus-loads of residents in their finery did not want to miss an evening of fun, entertainment, tasty treats and maybe a cocktail or two.

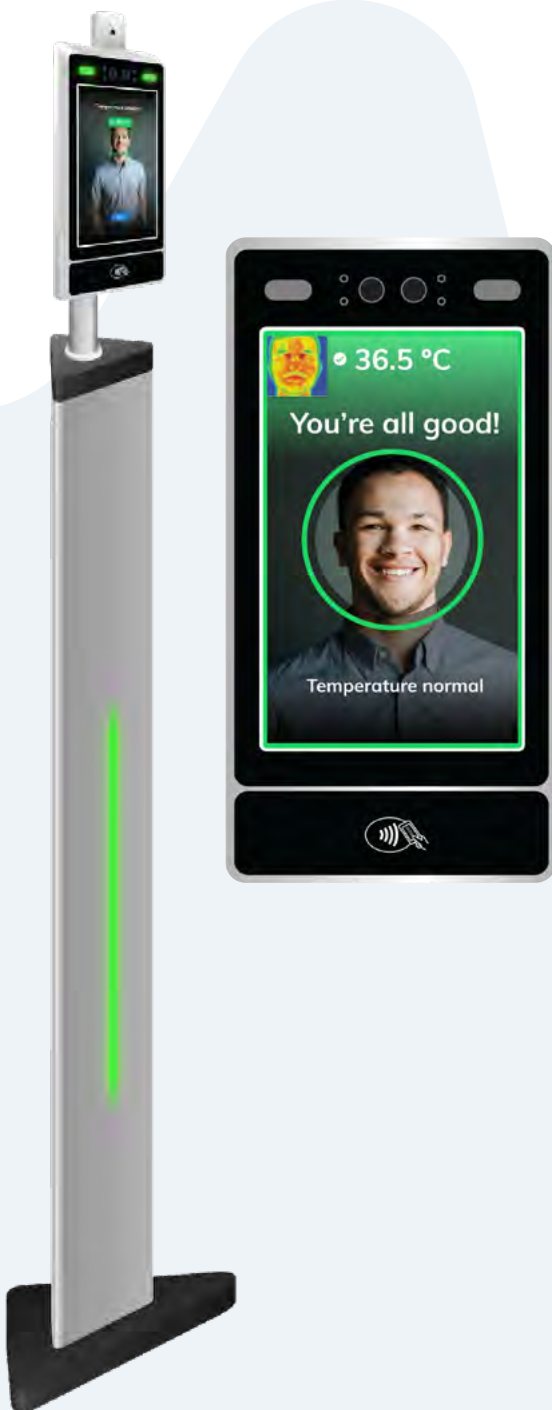
A ball room dancing display, Nepalese dancers, band and staff from both facilities ensured the Spring Ball was everything promised and subsequently announced a 'great success'.

Many residents made their own masks and an official photographer ensured happiness was captured and memories recorded. A special thank you to Monica (Fairway Rise Manager) and Charmain (former Rosary Gardens Manager) for colluding on this great idea, and the many volunteers who added magic to the event.





New digital check in for all facilities meets compliance and safety goals



To ensure the safety of our residents and staff members, Southern Cross Care (Tas) Inc is required to keep records of all visitors on site.

This requires an efficient management system to track visitors coming in and out of the sites and automatic temperature scanning.

We are excited to announce that Zipline facial recognition check in will be installed into each facility reception before the end of the year.

Zipline will provide Facility Managers with complete transparency around visitations and COVID check ins from not only family but vendors and contractors.

SCC Tas Sales and Customer Experience Manager Michael Wickham said, "We were searching for a system that addressed the ever-changing needs of the world today. That not only kept our residents, visitors, and staff safe, but also provided crucial information and record keeping in an efficient manner. This visitor management system governs the entire process.

This system removes the risk of staff and visitors self-scanning & recording their temp incorrectly and issues relating to touching and sharing the temperature gun and pens."

Southern Cross Care Locations

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

PUZZLE SOLUTIONS

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

NOEL
WINTER
SANTA
GIFT
DECEMBER
VACATION
CAROLS
TINSEL
FIREPLACE
MISTLETOE
SNOWMAN
CARDS



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.

scctas.org.au



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