

Aligning THE STARS

MAY 2024

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Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

MAY 2024

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Front cover image:

Mother's Day at
Yaraandoo with
resident Stella
Hawthorne and
Krystal Davey,
Leisure and Lifestyle
Officer.

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Update from the CEO,

Esteban Cox

Five months into 2024, where
has it gone! I guess, when we
are busy, time isn't enough.

The great news is that we are
progressing.

I would like to give you a
summary of what is going on.



1. Culture transformation project. At the beginning of May, the extended leadership team participated in a workshop for a day and a half. We discussed how we are organised and expectations, clarification around centralised and decentralised functions, roles and reporting lines. Also, setting key priorities and actions required. The participation of all involved was great and very collaborative with plenty of positive energy. I'd like to thank Claudia Butler, Culture Transformation Lead, for preparing and facilitating the workshop.
2. The draft budget for the next financial year is ready and will be further discussed prior final approval during next Board meeting.
3. On 24 May 2024 we are hosting a lunch for the Aged & Community Care Providers Association (ACCPA) at Glenara Lakes, with the presence of Hon. Guy Barnett, Minister for Health.
4. We are advancing well with the Voluntary Enforceable Undertaking with the support of ACQSC's Team. We are at the stage of starting to implement the continuous improvements action points.



Update from Esteban, continued

I met with our Home and Community Care Teams at staff meetings in Penguin and Launceston, and it was a great joy to assist and hear their feedback face to face.

Change to our Executive Team. As you are aware, Mr. Jara Dean our CFO has tendered his resignation and will be with us until the first week of July. I would like to recognise Jara's contribution, commitment and hard work, especially during the last 8 months. I wish Jara all the very best for his future endeavours.

We have started with the recruitment process for the CFO and GM for Quality Risk and Governance roles.

Safety Reminder

As always, the safety and well-being of our residents and staff remain our top priority. Please remember to adhere to all safety protocols, including proper hand hygiene, infection control measures, and the use of personal protective equipment (PPE).

Yes We Can!

Your CEO, Esteban Cox

Farewell to Jara Dean

It is with a heavy heart that we will say goodbye to Jara Dean who will be leaving Southern Cross Care in early July.



Jara joined Southern Cross Care in January 2021 and shortly after that stepped into the role of Chief Financial Officer. Most recently, Jara took on the role of Interim CEO after the resignation of the former CEO in August last year. During that time, Jara worked closely with the former Chair Judith Fishlock and the Interim Deputy CEO Charlotte Bai to steady the organisation during a challenging time.

"Within a short space of time, we were able to create a stable environment amidst the sudden leadership change, reconnect with residents and staff and rebuilt critical relationships" Jara said when reflecting on the listening tours the leadership team did during September.

The time has come for Jara to try something new. When asked what will be his legacy, Jara was quick to point out the employee recognition program which the team overhauled in time for Southern Cross Care Week in October.

"Involving staff and residents and introducing value-based awards, ensured that achievements and actions were acknowledged and celebrated."

"It was a privilege to work with so many people committed to caring for others and to meet our residents and their families and hopefully making a small difference in their lives."

The search has already begun for a new CFO.



Know your Rights 'Complaints about aged care home services – Insights for people receiving care'

The Aged Care Quality and Safety Commission has released its latest complaints report where you can read about key insights, data and learnings informed by the complaints received by the Commission about home services. The first part of the report provides an overview of:

- home services
- the Commission's role
- the rights of people receiving care and what they can expect.

Information is also provided on the complaints received and the common issues in home services.

The second part of the report covers how people receiving care can get help and raise concerns, as well as how the Commission



resolves complaints. This report aims to help people understand what they can expect from both their provider and the Commission to enable them to experience great aged care. Click to download the **'Complaints about aged care home services – Insights for people receiving care report – July to December 2023'**

Know your Rights

Our obligation to provide information to you

As a resident of our aged care home, you are entitled, and we are obligated to provide you with prudential information about refundable deposits and accommodation bonds and their use within 7 days of a request. In addition, within 4 months after the end of each financial year, we must provide you, if you paid a refundable accommodation deposit, an accommodation bond or an entry contribution, with a statement from our accommodation deposit register for the year and a written statement that we will provide you the information and documents on request within 7 days.

To view the full prudential information statement which contains a list of all the information you are entitled to request, visit our website Publications page, or **click this link**.

For further information, email finance@scctas.org.au, call on 6146 1800, or talk to your Facility Manager or one of our Customer Liaison Officers.

Culture Transformation Update

The Big Team Meeting

Thank you to everyone who supported the leadership group to gather for the 2-day workshop in Hobart on 2-3 May.

It was a very successful meeting. It was agreed that collaborating face-to-face improves the quality of the discussion and the outcomes, and it was decided that the leadership group will continue to have this kind of workshop every 6 months.

The workshop connected the location-based services (our facilities and villages) with the centralised services, such as Finance, IT, People and Culture, and Quality and Compliance. A lot of progress was made in identifying issues, setting priorities, and discussing solutions. The managers agreed to schedule regular meetings with the leaders of each service so improvements will continue to progress.

The leaders heard from the Exec team about the three priority areas that the organisation is focussing on right now.

The next step is for our organisation to define our own standards in the way we operate, and all staff will be consulted on any proposed future changes or improvements before anything is finalised. Watch this space!

The priorities are:

1. **The New Aged Care Standards** – preparing our policies and procedures for when the strengthened Standards come into effect to ensure compliance and continuity of excellent client services. The proposed new standards (draft) were published in the April *Aligning the Stars*.
2. **Financial Sustainability** – looking at ways that we can all play a role to help this business operate efficiently within our funding model. For example, increasing occupancy in our residential homes will have a positive impact.
3. **Culture Transformation** – continuing to build a new culture framework that underpins our client services with excellence in our employee experience, quality processes, and sound financial management.



Editor's Note

I have included this graphic because I was so engaged in the workshop activities, I forgot to take any real photos! I will do my best to remember for the next meeting.



Some of the nurses at Fairway Rise with Facility Manager Samantha Wall, far left.

International Nurses Day

The essence of International Nurses Day is recognising the profound impact nurses have on the lives of people in care, their families and their communities. In aged care, the skill, experience and love that nurses provide every day is invaluable. We acknowledge the essential contribution that nurses make to our organisation and thank you all.

Retention Bonus For Registered Nurses

Last year, the Government introduced a program to reward clinical skills and leadership for registered nurses in aged care. Each year, eligible registered nurses can receive a bonus of up to \$3,700, with an additional \$2,300 for nurses who work in remote locations (Yaraandoo or Low Head), hold eligible post-graduate qualifications, or take on additional training responsibilities.

We submitted our application for the retention bonus in December last year, and it has just been approved! Eligible registered nurses will be paid the bonus as part of their pay on 29 May 2024. Please direct any questions about the bonus to our payroll team via email payrollhelp@scctas.org.au

Spot the Socks Competition!

For International Nurses Day, we gave our nurses these fun socks to thank them.



We are running a photo competition so you can join the fun! All you have to do is SPOT THE SOCKS being worn, take a photo (with consent) and send us the picture.

The best submission wins a pair of nurse socks for yourself! Competition closes on 30 June 2024.

Text your photo to Nerida at 0456 770 245 or email marketing@scctas.org.au



Celebrating Anne's Excellence Award Win

The whole team at Yaraandoo gathered to celebrate Anne Thorburn, who won the Aged Care Excellence Award at the Tasmanian Aged Care Conference on 9 May 2024.

Anne joined SCCT in late 2021 as a Care Manager, moving to work at Yaraandoo 12 months ago. Since she arrived, Anne has been quietly and humbly improving the quality care outcomes for residents. She is a great communicator and has gained the respect of her team members, the residents and their families.

Bec Eiszele, General Manager Quality and Compliance said, "Anne's commitment to improving the lives of older persons is to be commended. Her role modelling of respectful, quality care should be

celebrated and her mentorship to staff both existing and new should be highlighted as one of the most important aspects of ensuring the ongoing existence of a caring and compassionate workforce."



Award Winner,
Anne Thorburn

Back at Yaraandoo, she was presented with two framed A3 posters – one signed by staff, the other by our residents. She also received flowers, a cake and card.

Facility Manager Charmaine Knight said she is very proud of Anne, and another good thing happening for Yaraandoo. Anne is a private person, but she is happy, proud and humbled to receive this well-deserved award.



The Yaraandoo team all congratulate Anne, who is pictured in the red shirt with a bunch of flowers.



Peter Dane (Lenah Valley RSL Club), Captain Steven Davison (Australian Army Band- Tasmania), Bugler, Corporal Joshua Young (Australian Army Band- Tasmania), Cheryl Eickmeyer (RG facility manager), Don Ryan (Lenah Valley RSL Club), Lisa Robertson (Regional manager), Rev Marilyn King , Charlotte Bai (EISM) and our resident, SCC Knight Arnold Markham who is in the wheelchair.

Rosary Gardens - Representatives from Australian Army Band-Tasmania, Lenah Valley RSL club, residents, family members, volunteers, staff and managers came together for an ANZAC Day commemorative service. The wreath was laid by Arnold and Cheryl. Don Ryan from the Lenah Valley RSL club recited the ode of remembrance, Captain Steven Davison gave the commemorative address and Corporal Joshua Young performed the last post on the bugle. Resident presentative Frank Gough gave us the heartfelt words of remembrance and reflection. The service was concluded with the New Zealand and Australian national anthems followed by a barbeque and drinks.

Rivulet — Rivulet’s Anzac Day service featured poppies made by the residents.



St Canice – At the dawn service, Fr Terry Rush (pictured right) and Fr Chris Hope offered a prayer at the dawn service followed by breakfast.



Yaraandoo held an Anzac day ceremony two days before Anzac day. The hand-made wreath of the residents' hand prints was a beautiful gesture and laid with love.

Yaraandoo also took some residents to an Anzac day service at the local surf club on the actual day. The residents taken to the service had nothing but praise for all involved in their transportation and care to and from the service.



Springhaven Lifestyle Village hosted another beautiful ANZAC service this year. The Village has their own Anzac committee of ex-service men and volunteers.

The service was well attended by village residents, family and friends, CEO Esteban Cox and his wife Tamara. The service was followed by a scrumptious BBQ and drinks.

The Social Committee's raffle raised \$500 for Legacy.



Esteban and Tamara at the ceremony



Mother's Day 2024



Fairway Rise

A celebration for mums was acknowledged with a wonderful Mother's Day high tea on Wednesday the 8th of May. A lovely afternoon tea where residents can sip on tea and nibble on petite bites while engaging in conversations.

The lead up to Mother's Day residents assisted in creating some amazing Mother's Day cards to give out to all the mums in Fairway Rise.

On Sunday the residents came together for flower arranging with one of our leisure and lifestyle staff. A great therapeutic and sensory stimulation activity.



Yaraandoo

A Mother's Day High Tea was conducted on Sunday. The residents' families loved the opportunity to celebrate at the facility.





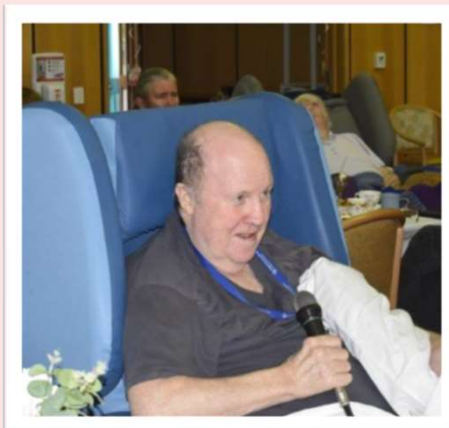
Ainslie Low Head

The Ladies Auxiliary did the rounds bringing smiles to all the mothers with prezzies of colourful hand-made tote bags, and cups full of lollies.



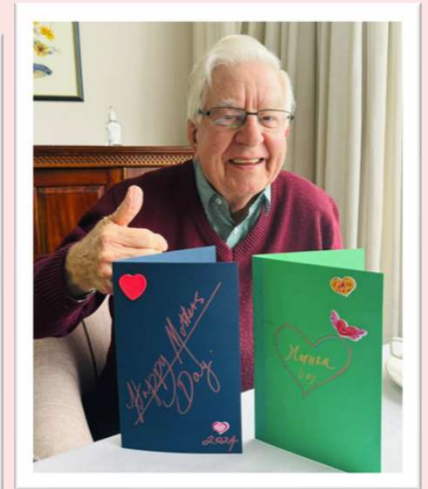
Mount Esk

Mount Esk sent out personal invitations to residents' families to invite them to a celebration on 10th May. Family members shared their beautiful memories with their mums. One of the resident Terence Fahey sang a beautiful song and everyone had teary eyes. Lots of positive feedback was received for the day.



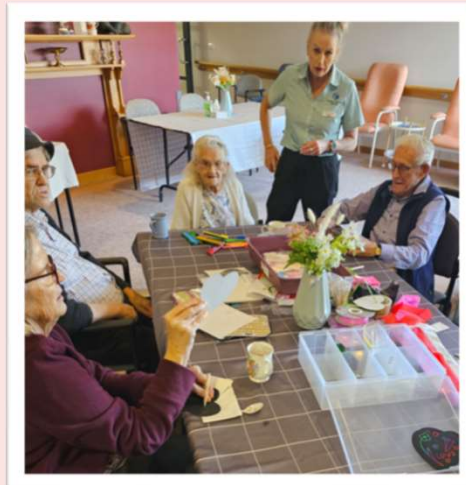
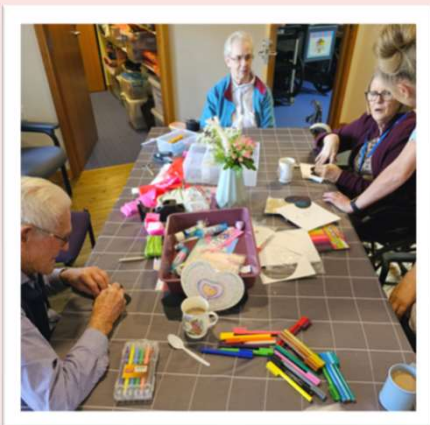
Sandown

Residents enjoyed getting crafty, and made colourful Mother's Day cards with Monna.



Glenara Lakes

There was even more Mother's Day Craft for the residents at Glenara Lakes, who were hard at work creating beautiful table centrepieces and placemats for their special lunch. The Auxiliary provided gifts.





**National
Palliative Care
Week 19-25 May**





Discover the people at the heart of quality palliative care

NEW Winter Menu

After months of development, we are going live with our new winter menu at our residential care locations on 27 May 2024.

Gehan Wadigasinghe, General Manager Hospitality and Catering Services has been working in collaboration with chefs and catering staff, dietitians and most importantly, our residents. The new menu is both only tasty and nutritious. It features classic winter warmer dishes alongside selected new menu items.



Gehan has been working with the catering teams to improve food presentation when serving.



Volunteer Week

Volunteers are an essential part of the aged care system, and their contributions are highly valued. In celebration of Volunteer Week, 20-26 May 2024, we acknowledge and thank our volunteers. Our volunteers help older people to live meaningful lives, reduce social isolation and loneliness, connect with their community, and improve their physical and mental wellbeing.

We also invite people not currently volunteering to give it a go. It's not easy, but it is very rewarding. If you are passionate about assisting older people



2 out of 3 of Yaraandoo's volunteers receiving a certificate, with Facility Manager Charmaine Knight standing in for the one volunteer who doesn't like photos.

and have time to enhance the wellbeing and happiness of our residents, then email peopleandculture@scctas.org.au



Southern Cross Care (Tasmania) Inc.

Wellness Program

Pilot Results

Residents of our Fairway Rise and Springhaven Retirement Villages took part in a 6-week pilot study of the effects of structured exercise training on body composition, muscle strength, functional capacity and risk factors associated with other potential medical conditions.

From the initial 16 residents who signed up for the program there were 8 residents who completed the program. This dropout rate is consistent with all physical training programs. There were many contributing factors, including that the location was too far from the village.

The residents who persisted have done exceptionally well. We had three female enthusiasts in their early seventies whose results were off the charts. They exercised 3 times a week and all increased their leg, chest and back muscle strength.

In fact, their leg strength improved by 50 kgs on average. And this is what the pilot was about!

Recent studies have shown that the most effective interventions for preventing falls are based on balance training and lower limb muscle strengthening. The latter is considered essential for improving mobility and overall functionality.

The concept of having similar strength training easily accessible in retirement villages and aged care homes is an exciting prospect which would no doubt be beneficial for all our residents.

Big thanks to everyone who took part in the pilot, trainers at MedeSana and Dr Richard Ralph and Dan Lowry for partnering with us.

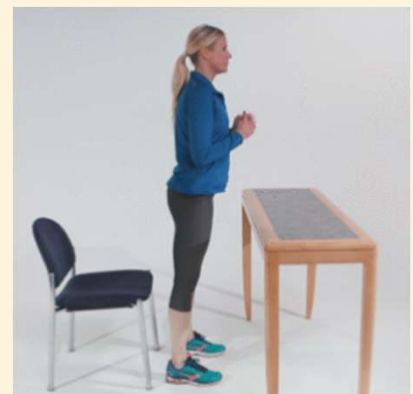
Sit-to-Stand Exercise



1. Start by sitting on a sturdy chair of standard height with your feet flat on the ground. Have a sturdy support surface in front of you. Position your buttocks at the front of the seat.



2. Lean your chest forward over your toes, shifting your body weight forward. Squeeze your gluteal muscles and slowly rise to a stable standing position.



3. Slowly sit back down to the starting position and repeat 10 times. Use your hand to push off to help stand and sit if necessary. The goal is to not use your hands at all.



Cyber-Safety Beware of 'Phishing'

'Phishing' is a way cyber criminals trick you into giving them your personal information. They send fake emails or text messages pretending to be from large organisations you know or trust. They may try to steal your online banking logins, credit card details or passwords.



Phishing can result in the loss of information, money or identity theft.

Warning signs

- You receive an email, text or phone call claiming to be from a bank, telecommunications provider or other business you regularly deal with, asking you to update or verify your details.
- The email or text message does not address you by your proper name and may contain typing errors and grammatical mistakes.

- The website address does not look like the address you usually use and is requesting details the legitimate site does not normally ask for.
- You notice new icons on your computer screen, or your computer is not as fast as it normally is.

Protect yourself

- Do not click on any links or open attachments from emails claiming to be from your bank or another trusted organisation and asking you to update or verify your details – just press delete.
- Do an internet search using the names or exact wording of the email or message to check for any references to a scam – many scams can be identified this way.
- Never provide your personal, credit card or online account details if you receive a call claiming to be from your bank or any other organisation. Instead, ask for their name and contact number and make an independent check with the organisation in question before calling back.

Have you been scammed?

If you think you have provided your account details to a scammer, contact your bank or financial institution immediately.

The eSafety Commissioner has plenty of information on how to protect your privacy online, including podcasts and videos on their website at:
www.beconnected.esafety.gov.au

Glenara Lakes

20th Anniversary

Congratulations to our residential aged care facility Glenara Lakes, who reached the milestone of 20 years on the 18th of May 2024.

The team held their 20th Anniversary celebrations on Friday the 17th of May.

There were albums with old photos of residents and staff on display, along with photos of the building being built and the opening day. Glenara was blessed by the then Archbishop of Hobart, Rev. Adrian L. Doyle and officially opened by the Hon Julie Bishop, MP, Minister for Ageing on 18th May 2004.

Staff and residents were treated to a wonderful afternoon tea with festive decorations and musical entertainment from Dennis. Some staff were given appreciation gifts.

It was a great afternoon with plenty of chatter about the past and the present among staff and some residents.

Everyone enjoyed the day.



Facility Manager Sonya Kaur makes the staff presentations.



Independent Living Units For Sale

Our Independent Living Units for sale have had their presentation improved recently with professional styling and photography. This has created an uplift in interest from buyers, with the refurbished villa at Glenara Lakes and the stunning 3-bedroom Apartment 10 at St Canice both recently selling quickly with multiple offers received.

There are more independent living properties coming to market soon in several locations. To register your interest please contact the Village Manager. For Grange Villas Tarooma and Sandown Village Sandy Bay call Jenine van Egdom 0447 326 372. Fairway Rise Apartments – Paula Bourne 0487 341 765. Glenara Lakes and northern villages - Mandy Turner 0436 004 372.

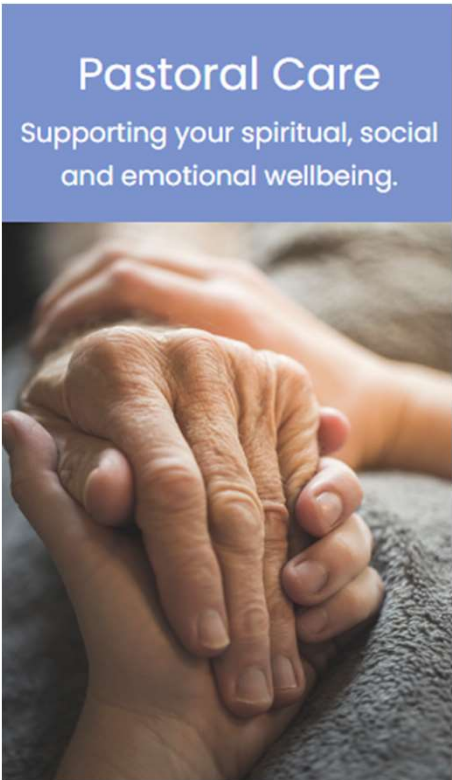


6 Foot Court, Glenara Lakes Youngtown



Heritage Apartment 10, Saint Canice Sandy Bay

Pastoral Care Spiritual Care Australia Conference



Annie Young, Pastoral Carer from Fairway Rise, took part in the Spiritual Care Australia Conference in Hobart on 13-14 May. Spiritual Care is a growing and vital part of many people-focussed organisations, with Chaplains engaged across a variety of industry sectors such as prisons, hospitals, army, aged care, palliative, even airports.

There were Pastoral carers from all over Australia and Annie said it was uplifting and engaging to meet such a diverse group doing spiritual care and emotional support in

their selected areas. Annie spoke at the conference to share a snapshot of what pastoral care looks like in aged care and highlighting some of the work we do.

The group enjoyed an evening reception at Government House with an address by the Governor of Tasmania on the importance of Pastoral Care across a broad range of health care services.

Southern Cross appreciates the the valuable service that Annie and our other pastoral carers bring to our organisation.



Annie Young



Health Expo Latrobe



Latrobe Community Shed hosted a Health Morning on Saturday 11th May, which was attended by Leah Morrow representing our Home and Community Services North-West. We made some good connections with the public who came to the expo, as well as the other attendees on the day. There were 19 stalls and many of the services on the NorthWest Coast were represented. It was a great day for all, with people from across the coast mingling with service providers and a relevant presentation from Dementia Australia.



**Home &
Community
Services**

Delivering a full range of services so our clients stay independent, safe and happy in their own home for as long as possible.

- Personal care • Housekeeping • Exercise
- Nursing and nurse practitioner services
- Companionship • Social outings
- Transport • Hobbies and passions
- Physiotherapy and Clinical consultants •
- Gardening • Shopping • Meal prep
- Day Centres in Hobart and Devonport

Praise for our Hobart Day Centre

We were so pleased to receive this wonderful feedback from Fiona Peate, published here with her permission.

“For the last few weeks my husband has been attending the Creek Rd Day Centre. We had previously looked at various day centres & really didn’t like what we saw. John said he didn’t want to be involved in those groups & they appeared to me to be uninspiring.

In desperation I tried in home respite. John said he found that not very good either because the carers lacked initiative to do activities with him & he still didn’t have social contact.

When we both attended your day centre to see for ourselves, we were very pleased with what we experienced.

John now looks forward to his Fridays & never forgets what he will be doing on that day – he’s up, dressed & ready to go.

The staff are all kind & very patient, drawing him into group activities & making him part of the group. The other attendees are a pleasant mix of people who John seems to feel comfortable around. They appear to be having fun & there is plenty of laughter.

I want to pass on my gratitude to you & SCC. I encourage you to continue with the quality of experiences for the participants. I now feel happy leaving John there which allows me precious time to myself/ shop/do business.”



Staff Movements

Welcome

Matt Woolf – Manager Business Performance

Rodney Blair – Maintenance Officer Mt Esk

Scott Adams – change of role to Manager Corporate Services

Farewell

Greg Gray – Roster Clerk, Rosary Gardens

Erica Ryan – Senior Payroll Officer

Lisa Wilson – P&C Business Partner

Irene Fremlin - Facility Manager, Ainslie Low Head. Neil Drummond, Regional Manager is looking after the Low Head team in the interim.

Erica Ramage - Home and Community Care Services Business Development Manager

Jara Dean – Chief Financial Officer

Acsah Abraham - Receptionist

Roles Currently Being Recruited

Registered Nurses – All locations
Chief Financial Officer

General Manager Risk, Quality and Governance

Executive Officer to the Executive Leadership Team

People and Culture Business Partner

Facility Manager – Ainslie Low Head
Care Manager - Glenara Lakes

View all current opportunities on our website.

<https://www.scctas.org.au/work-with-us/>



Introducing Nathan Payne

Last month we met Samantha Loveridge. Now it's time to meet another member of our Learning and Development Team, our Launceston-based

Non-Clinical Learning and Development Business Partner, Nathan Payne.

Nathan has always been drawn towards roles that work closely with others to grow and develop, and believes with the right support, people can achieve truly amazing things. Most recently he worked at Bunnings as the Learning and Development Advisor for Tasmania.

Outside of work, Nathan loves to learn new things and will try his hand at anything. He says learning doesn't have to be serious and boring and wants to bring his passion for creativity and making learning fun to his role at Southern Cross Care.

Improve patient & resident hand hygiene for

World Hand Hygiene Day

5 May 2024

Although healthcare workers' hand hygiene often takes the spotlight, research shows patient and resident hand hygiene also plays a role in preventing Healthcare Associated Infections (HAIs).

Hand hygiene is considered the most important means of preventing the spread of infection.

Empowering and providing residents with a means to wash their hands before and after key moments is a proven way to reduce the risk of HAIs.

• Soap and water • Hand sanitiser • Antibacterial hand wipes • Wall-mounted soap dispensers



Guilford Young Grove Garden Party

The residents' gardening group at Guilford Young Grove love helping out in the garden, keeping it neat and tidy. Thank you to Bunnings Glenorchy for supplying their hats, which are perfect for the job at hand!



Notice of Upcoming Independent Living Units Forum

The second Independent Living Units Forum for 2024 is scheduled to take place at **Glenara Lakes Village** on Wednesday 19 June between 1.00pm and 3.00pm.

The Forum allows for discussion of state-wide issues relating to retirement villages, promotes and assists open communication between the Board and residents, and provides a vehicle for residents' feedback.

Your Village Manager will distribute the 'notice of the meeting' that includes the agenda details the week commencing 3 June.

All ILU residents are invited to participate in this meeting. If you do not reside at or near Glenara Lakes Village, you will also be able to join Online. Please contact your Village Manager who will provide these details.

Your Feedback

Any issues or concerns can be discussed with Southern Cross Care Tasmania in the first instance.

**Southern Cross Care
(Tasmania) Inc.**

feedback@scctas.org.au

03 6164 1823

**There are also other options
available to you.**

Advocacy Tasmania

1800 005 131

**Older Person Advocacy
Network (OPAN)**

1800 700 600

Council on the Ageing

03 6231 3265

**Guardian and
Administration Board
Tasmania**

Free call 1800 955 772

**Aged Care Quality & Safety
Commission**

Free call 1800 951 822