



# Our Commitment

We, the Board and Management acknowledge that the trust and confidence of staff, clients, residents and their families in Southern Cross Care Tasmania is not where we would like it to be. We are aware of the impact this may have on all our stakeholders, and we are committed to make a range of improvements. We are making these commitments to you and in a voluntary undertaking to the Aged Care Quality and Safety Commission.

## Complaints Management

*We are committed* to use our feedback and complaints system to build and maintain good relationships with consumers, our workforce and the community. To do this, we will complete an end-to-end review of our complaints management framework, involving a review of policies, documents and complaints; interviews with stakeholders; and an analysis of areas for improvement, to revise policies and identify any additional resources and training required.

## Staff Engagement and Culture

*We are committed* to a positive and harmonious work environment for all those employed at Southern Cross Care. We will engage with our employees to build a stronger workforce culture that supports delivery of outcomes for our clients and residents. We want to become a preferred employer and to that end, we will complete a comprehensive assessment of the current environment, behaviours, ways of working and frameworks that support effective leadership of culture including governance, strategy and risk to produce our new workforce engagement strategy.

## Incidents Management


Safety and wellbeing of Southern Cross Care clients, residents and employees is at the heart of our mission delivery. *We are committed* to implementing organisation wide systems that identify emerging consumer and workforce risks and support investment in continuous improvement activities.

To ensure that safety of our employees, clients and residents is sustained across our services, we will complete a detailed and extensive review of our incident management system and the operation of our process to comply with the serious incident response scheme obligations.

**Feel right at home.**



Southern Cross Care  
(Tasmania) Inc.



*“The undertakings made are designed to improve the processes and oversight of the organisation and help to restore the reputation of Southern Cross Care Tasmania.”*

## Inclusive Processes

We value the views of our stakeholders and have been actively seeking the views of our staff, clients, residents, their families and the community. In fulfilling our commitments, we will continue to actively seek their views to ensure that any improvements align with their expectations.

## Timelines

We will develop the actions for improvement in the above areas by 30 April 2024 and complete the implementation of the actions by 31 July 2024.

## Accountability

*We are committed* to submit a comprehensive and detailed assessment of the above undertakings to the Aged Care Quality and Safety Commission by 15 December 2024.

## Our Undertaking to the Commission

These undertakings were offered to and accepted by the Aged Care Quality and Safety Commission on a voluntary basis. Southern Cross Care Tasmania is the first aged care provider in the nation to enter into such an agreement. We made the decision to enter into the agreement to show our residents, staff and the Tasmanian community that we are genuine in our desire to provide quality care, improve workplace culture and strengthen governance.

If you have any questions, please email us to [ceo@scctas.org.au](mailto:ceo@scctas.org.au)

**Hobart, 19 December 2024**

**Feel right at home.**



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