

Aligning THE STARS

MARCH 2024



Hear from
CEO Esteban Cox

Recognition for
Our Staff



Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

MARCH 2024

Southern Cross Care (Tasmania) Inc.

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Front cover image:

Brian Kemp with the glasses he won as a lucky door prize at Fairway Rise St Patrick's Day lunch

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Update from the CEO,

Esteban Cox

Welcome to this month's edition of *Aligning the Stars*.

It has been just over a month since I came back and hit the ground running. There is lots of exciting stuff happening.

During this time, I have been focussing on:

1. Learning key areas of concerns and setting priorities.
2. Organisation structure design. This important project focuses on how we can be better organized to face future challenges. Watch this space!
3. Ongoing culture transformation project. Read the detailed update on page 4.
4. The Executive and Managers are busy working on the new financial year budget. This is not an easy task considering the challenges the age care sector is facing with so many regulatory changes.
5. Stakeholder engagement. We met with His Grace Archbishop Julian Porteous, Independent MP Andrew Wilkie and the Shadow Minister for Health, Ms Anita Dow.



Representing Southern Cross Care Tasmania, my wife and I attended the funeral for Fr Terry Yard in Deloraine on March 8, 2024. Fr Terry Yard was a wonderful human being who devoted most of life helping those in need and the community. The church was packed with people from all over Tasmania accompanying Fr Terry in his last journey.

My appreciation goes to the Fairway Rise staff who provided the care that Fr. Terry needed.



Update from Esteban, continued

During mass His Grace, the Archbishop Julian Porteous also thanked those who cared for Fr Terry in his final years. Read the tribute to Fr Terry on page 15.

I would like to use this space to mention about Safety Culture. I cannot stress enough the importance of safety. We are all safety leaders, and as such, we are all responsible to make sure we foster a safe environment. Safety is a journey and as I see, it is a non-negotiable core value.

Just a reflection on a personal experience. Back in 2021 in the heat of Darwin, I used to cycle to work almost every day, about 44 kilometres round trip. Just before Easter I was halfway to work, and I noticed that I had forgotten my helmet. I was in a hurry so just carried on, until it happened! I crashed the bike and ended up in hospital with a nasty wound to my head, a fractured skull and dislocated shoulder.

A great safety lesson learned! Do not think you can avoid an unexpected incident or ignore safety precautions. Think SAFETY first always! The safety choices we make can have far-reaching consequences, affecting not only us but also the people who rely on us to care for them - our families, our co-workers, and our residents.

I wish you all Happy Easter and have fun - with safety in mind.

Esteban Cox

Our Response to Food Rating Report

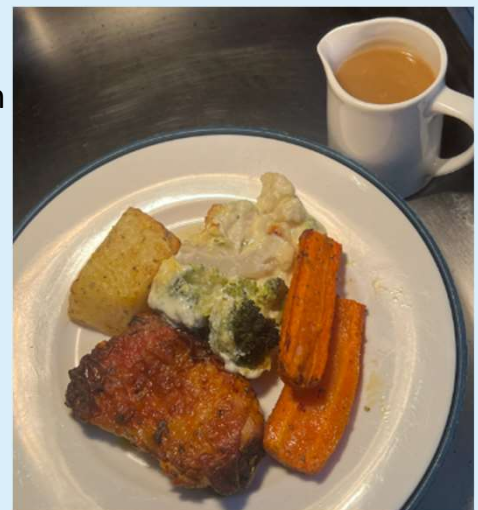
You might have seen an article about Southern Cross Care in The Mercury on 16 March 2024, when it was reported that our Rivulet and Mount Esk homes had the lowest star ratings in the State when it comes to food.

We know that meals matter to our residents. Food affects their health, wellbeing and quality of life. This is why we take feedback seriously and run regular food focus groups.

Since the ratings survey was conducted some 12 months ago, we have taken action to improve residents' dining experience at all Southern Cross Care homes.

We have upgraded the kitchen in the Court building at Rivulet and changed the way meals are delivered to residents in the building.

Mount Esk will continue to be serviced by a kitchen at Glenara Lakes, only 10 minutes away. Freshly cooked meals are transported to Mount Esk where they are plated and served to residents. Some meals, for example fried foods, are finished at Mount Esk. There are plans to appropriately staff the kitchen so more of the cooking can be completed at Mount Esk, and we are in the process of recruiting a chef.



Lunch at Rivulet on Sunday 24 March 2024

Creating a Culture of Continuous Improvement

With Esteban getting down to work and Claudia Butler, Culture Transformation Lead, having interviewed over 60 people, it's time to share an update about the cultural improvement journey that Southern Cross Care Tasmania has embarked upon.

The Executive team have been out on listening tours. Talking to a lot of people has helped to identify many areas for improvement, as well as our common ground.

- We all want to support our older Tasmanians to live a good and meaningful life.
- We care about our residents and our employees having good experiences with this organisation.
- We want to rebuild the excellent reputation that Southern Cross Care Tasmania once had.

It has become clear that we all agree on two main objectives for the next 12 months.

- Firstly, to stabilise the organization. This means getting the basics right and setting the right foundations.
- Secondly, to put our service centres - independent, home & community and residential living - at the centre of our thinking.

No major decisions have been made yet. Consultation takes time and it is also unsettling, but please be assured that we will continue to engage stakeholders and consult with employees at every stage of this journey.

The Executive team is in the process of working with leaders on three main areas.

- 1. Organisational design.** How we function better and work together more effectively by defining where everyone belongs and who they report to, who is responsible for what, and filling any gaps.
- 2. Identifying our priorities.** Help to cut through the feeling of overwhelm by focussing our efforts on the activities that will have the biggest impact.
- 3. Building a cultural framework.** This will set the expectations for how we want our work culture to be.

When we have a clearer picture to share, we will bring the proposed changes to a big staff meeting for input and feedback. The meeting will include leaders and employees representing all functions across the organisation. We are aiming for this happen in the near future.

Inaugural Meeting of the Consumer Advisory Group

In the last edition of *Aligning The Stars*, we introduced the new Consumer Advisory Group. The Group had its inaugural meeting on 8 March. It was attended by 11 residents and family members. In fact, we had 15 applications for membership. What a phenomenal response to this new initiative and thank you to everyone who nominated.

The members discussed the purpose of the Group, which is to provide feedback to the Board about the quality of care.

The Group received two presentations: on the Star Ratings system to consider how it could use the ratings to inform areas of focus and on organisational culture and the importance of balancing four important components of an organisation: residents/clients; employees; quality processes; and finances as part of improving our culture. The Group agreed that there is a link between culture and quality care and that having a good organisational culture will eventually lead to better outcomes for residents.

They commented on the importance of leadership at all levels to ensure that the expectations around good quality care are understood and met.

The Group then focused on how engaging in lifestyle activities can impact residents'



The members of the Consumer Advisory Group met in person and online.

overall health and wellbeing. They asked that activities be better coordinated between homes, be more meaningful and appropriately staffed.

The Group commended the Montessori method of care in memory support units and asked if aspects of the Montessori method could be brought into other aged care homes. It was suggested that residents could choose to take part in everyday activities like cooking, gardening, laundry or cleaning. It was also raised that some residents could take on the role of volunteers, working alongside other volunteer to assist leisure and lifestyle staff.

Appreciating our kind and compassionate staff

Feedback in aged care is an important driver for quality and safety outcomes. We encourage our residents and their families to talk to us when things go wrong or are not up to their expectations.

It is equally important to hear about positive experiences from residents and their families. It supports our staff, Southern Cross Care and the aged care sector more broadly.

We were delighted to receive a letter from a wife of a resident who recently passed away. In the letter, she said that she will never forget the kindness showed by our staff. We cannot tell you how pleased we were to read those words. After all, we want Southern Cross Care to be “a community of kindness and compassion” where our people are the kindest and most compassionate carers.

Vicki Graham (Receptionist) and Deryl Vernon (Maintenance Officer) from Rosary Gardens

“The reason for this letter is to give you some feedback about my husband’s end of life care. Your staff have been amazing in their support for my daughter and myself. But, of course, there are always people who go above and beyond their job. I would like to specifically mention the following people:

Vicki (Reception), Marie (Leisure and Lifestyle), Petra and Gynette (Carers), Kim (Cleaner), Clare and Leanne (Nursing) and Nicole (Kitchen).

I am sure there are others I have forgotten to mention but these are the staff who have provided myself and my husband with love and support over the last five years. I will never forget their kindness. Especially touching was the line of honour as my husband was leaving Rosary Gardens after his passing.”



Do you know someone who deserves to be recognised?

Those working in aged care do so out of love. In 2024, help us to recognise and celebrate excellence. If you know a care worker, enrolled nurse or registered nurse providing exceptional care for elderly Tasmanians, nominate them for the Nurses & Midwives Health Tasmanian Aged Care Excellence Awards.

Beyond the reward that comes from simply being recognised, three winners will receive a \$200 cash prize awarded to them at the ANMF/HERC Aged Care Conference in Hobart on Wednesday 15 May 2024.

How to Nominate

All you need to do is write a nomination of 250 words or less, telling how this person:

- Shows excellence in their work, and/or;
- Makes a positive change in aged care either for residents, staff, facilities, or even as an advocate!

Nominations close Midday Friday 19 April 2024. Access the [form here](#)

If you need help with your nomination, or would like to get a copy of the nomination form sent to you, please call Nerida Hornshaw on 0456 770 245 or email nerida.hornshaw@scctas.org.au



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**excellence
awards**
2024

ANMF Australian Nursing & Midwifery Federation Tasmania

HERC HEALTH EDUCATION

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anmftas.org.au

f i X

Painting the town green

St Patrick's Day

It seems a lot of our residents are "Irish-at-heart" when it comes to finding a good reason to get together for a party.



Fairway Rise

The Fairway Rise Social Committee hosted a wonderful St Patricks Day Event at the Clubhouse on 17th March.

The Event was well attended by 81 including Chair of the Board - Judith Fishlock (centre in above picture), Executive Support - Lynn Ayers (3rd from right in above picture) and Village Manager - Paula Bourne.

Guinness Stew was served, then green pannacotta for dessert, followed by Irish Coffee. \$335.00 was raised from Raffles on the night and donated to Legacy.



St Patrick's Day

Guilford Young Grove

A selection of sweet desserts and green cupcakes were on the menu at Guilford Young Grove.



Mount Esk

Mount Esk might be the party people of the month. They celebrated St Patrick's Day in style...



... served a high tea to mark the Leap Year on Feb 29...

... and celebrated the Launceston Cup with their own horse race involving residents and staff.



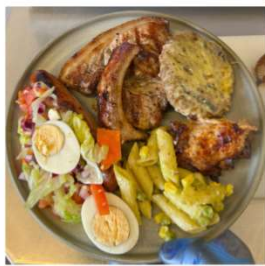
Yaraandoo's *best BBQ ever*



Margaret Stevenson, who made the very generous donation, standing in front of the BBQ in action



Mouthwatering burgers, pork ribs and a plate with salads.



After Peter, one of Yaraandoo's residents passed away late last year, his wife Margaret Stevenson made a direct donation of \$2,000 for something that would benefit staff and residents.

The choice was a good heavy duty 6 burner BBQ with extra gas element. It took 3 hours to put it together but it was worth every minute.

Yaraandoo hosted their first BBQ lunch with the new gift on 20 March.

The dining room was changed from the usual set up to 2 straight lines of communal tables. The dedicated chef Dilshan was outside in the cold wind cooking the bbq, while the kitchen staff did an outstanding job of everything else. The residents kept warm inside, and the predicted rain didn't dampen the mood.

Lunch was running half an hour late, but that didn't matter once the food arrived. Pork ribs, sausages and cutlets, beef burgers and chicken Maryland, and it all smelled and tasted amazing. Everyone enjoyed the change and loved the BBQ. commenting on how delicious the burgers were. There were even 4 residents out who don't normal come out for lunch, which was great to see.

"Charmaine, I have been here for 7 years and this is the best BBQ I have ever had."

Brian Halpan, resident of Yaraandoo



Thanking the women of Southern Cross Care Tasmania for their valued contribution to the organisation.

When Southern Cross Care Tasmania was founded 1972, it was two years before women were awarded the right to equal pay. And it took another 23 years for Tasmania to enact the Sex Discrimination Act in 1995.



Women's March on International Women's Day 1975.
Photo credit: Anne Roberts, courtesy of Mitchell Library.

Today, when women are still often under-represented in leadership roles and over-represented in lower-level roles, we can be very proud of our workforce composition at Southern Cross Care Tasmania. The recently published *Gender Equality Report* identifies that 81.6% of people in management roles are female, and 77.5% of the non-management workforce is female. Most remarkably, 100% of our Board of Directors are women.

International Women's Day

CEO Esteban Cox said, "It is a privilege to work with talented people. Throughout my career I have worked with teams where the majority are women, and I am a father of four daughters. I know it takes courage to be true to your own beliefs, and to raise your voice to be heard. I truly believe that women are an inspiration in a world that struggles to find gender equality."

International Women's Day is about taking time to celebrate the social, economic, cultural, and political achievements of women, and continuing to strive for a future that is free from discrimination, where difference is valued and celebrated.



Home & Community Services – North West team

A newsletter for you

Aligning the Stars goes out to the extended community of Southern Cross Care Tasmania. This includes our residents, their families and loved ones, our employees and their families and loved ones, and our stakeholders. It is also available on our website to anyone in the broader community interested in engaging with the organisation and finding out more about what we do.

If you have any suggestions, feedback, or would like to submit a story or photos, please contact Nerida Hornshaw, Communications and Marketing. Phone 0456 770 245 or email nerida.hornshaw@scctas.org.au

Safety Solutions

Manual Handling

Did you know? The most common workplace injuries across Tasmania are the result of hazardous manual tasks.

Manual handling is crucial in aged care facilities as it helps maintain the safety and well-being of both caregivers and elderly residents. Proper manual handling techniques reduce the risk of musculoskeletal injuries for caregivers and promote comfort and dignity for residents during their daily activities. Effective manual handling practices contribute to a positive caregiving environment and minimise accidents or incidents.

These types of injuries can be reduced or prevented with the consistent application of safe manual handling techniques. These include:

- Assessing the task and resident's capabilities before initiating any manual handling activity.
- Using ergonomic principles and body mechanics to minimise body strain.

- Seeking assistance or utilising assistive devices when handling or moving residents.
- Taking breaks and pacing activities to prevent fatigue and maintain concentration.
- Reporting any incidents, near misses, or hazards related to manual handling for prompt resolution and improvement.



Our Commitment to Safety

Southern Cross Care (Tasmania) Inc. believes that the wellbeing of people employed at work or affected by our work is a priority and must be considered during all work performed on our behalf.

Our commitment to Work Health and Safety (WHS) is more than an obligation: it is a manifestation of our deeply engrained values of integrity, respect, and compassion. As such we strive to ensure that every person in our workplace is given the highest level of protection and care.

On the following page you can read the full Work Health and Safety Policy Statement recently signed off by CEO Esteban Cox. This statement is the cornerstone of our work health and safety management system, and supports the work being undertaken on our cultural transformation journey.

Work Health and Safety Policy Statement

Through our values of integrity, respect and compassion, we recognise our duty of care to all people in the workplace and we are committed to:

- Demonstrating leadership and commitment through the Board, Executives and Managers to achieve the highest standards of Work Health and Safety (WHS).
- Providing and maintaining a safe and healthy work environment in which physical and psychological risks are eliminated or mitigated, as far as reasonably practicable.
- Complying with all relevant health and safety legislation, regulations and codes of practice including the Work Health and Safety Act 2012 (the Act) and the Work Health and Safety Regulations (the Regulations) as a minimum.
- Establishing measurable objectives and targets to guide continuous improvement in safety performance.
- Identifying and managing health and safety risks through the systematic identification of hazards, evaluation of risks and implementation of effective controls.
- Engaging in meaningful consultation with workers and their representatives on WHS matters that may affect their health, safety, and wellbeing.

We will demonstrate this commitment through:

- Effectively implementing the Work Health and Safety Management System (WHSMS) across all directorates within Southern Cross Care (Tasmania) Inc.
- Fostering a culture that empowers everyone to be responsible and accountable for health and safety.
- Applying risk management processes to identify and control safety hazards.
- Ensuring appropriate processes are in place to report and investigate incidents in accordance with legal and policy requirements.
- Providing health and safety training and support resources to ensure workers are aware of, and able to fulfill their obligations and responsibilities.
- Providing appropriate facilities to support the health, safety, and wellbeing of workers.

Staff Spotlight

**Kate Mapeu is the
Mount Esk Clinical Care
Coordinator.**



Originally from Botswana, Kate came to Australia in 2015 to study Nursing. Kate is now a registered nurse and has been working in Victoria in hospitals and aged care.

Kate moved her family to Tasmania specifically to take on the Clinical Care Coordinator role at Mount Esk. It's a big role, supervising all the nursing and care staff, liaising with medical professionals, addressing complaints and compliments from the residents and their families, and of course, lots and lots of paperwork.

Starting a new role is challenging, but also an opportunity to build a new way of doing things. There are lots of areas for improvements being requested and worked on, and Kate is committed to ongoing improvement.

Kate says her number 1 priority is making sure the residents are happy. Her favourite part of the job is going around to chat to people in the mornings, especially on Monday mornings, when she hears all the stories about what everyone got up to on the weekend.

On a personal note, Kate and her family are loving the stability of the Tassie lifestyle and the friendliness of the Tassie people, especially the Mount Esk community.

Aged Care Worker Survey

The Department of Health and Aged Care conducting its Aged Care Worker Survey. The survey assists the Department in making informed policy decisions to guide future reforms within the aged care sector.

The survey is open to all aged care workers who provide one-on-one care and will take about 20 minutes to complete.



Scan the QR code to complete online, or call (02) 4403 0640 to complete the survey over the phone. Survey is open until 30 April 2024.

Staff Movements

We welcomed 33 new starters this month across all sectors of the organisation, including nursing, carers and domestic service.

Chelsea Mcinerney has taken on the role of Administration Officer, Home & Community Services Statewide.

Albert Wisco is the new Head Chef at Fairway Rise.



Farewell to a Beloved Priest,

Fr Terry Yard

Fr Terry Yard, known as 'Fr Terry' will be remembered as a much-loved priest who generously shared his gifts during 57 years of priestly service.

Fr Terry was bid farewell on 8 March at a packed Holy Redeemer Catholic Church at Deloraine, the very church that he was baptised, and where he was ordained in 1966.

Emeritus Archbishop Adrian Doyle, who was the homilist at Fr Terry's funeral, said,

"This Mass of Christian Burial gives us the opportunity to give thanks to God for the life of this very special person, who shared his gifts and time so generously with us and with so many..."

"We commend him with great confidence to God, as a faithful priestly servant, and as a dear relative, valued friend and priestly brother for 57 years. May he rest in peace."



Fr Terry Yard was laid to rest at the Deloraine Lawn Cemetery.



Fr Terry passed away on 28 February 2024

Fr Terry served in the parishes of Invermay (1966-72), Bellerive (1972-77, 1992-94), New Town (1977-88), Devonport (1988-92), Launceston (1994-2001) and Meander Valley (2001-16).

Among many additional roles, Fr Terry served as chaplain at the Launceston General Hospital, was a regular visitor to Ashley Youth Detention Centre at Deloraine and he was instrumental in the formation of the L'Arche Community in Hobart.

He retired from fulltime parish ministry in January 2016 and became resident chaplain at Fairway Rise aged care facility, Lindisfarne.

**Vale Fr Terence (Terry) Gilbert Chisholm Yard
27 October 1939 – 28 February 2024**

Influenza and Covid Booster Vaccination Clinics

Residential Aged Care Facilities remain a high risk setting for transmission of respiratory illness. The influenza and covid vaccines reduce the risk of severe illness from either seasonal influenza and or Covid outbreaks including the need for hospitalisation.

We encourage all employees, residents, and visitors to Southern Cross Care (Tasmania) Inc. to be vaccinated, to keep our residents/clients safe and well.

SCCT are running vaccination clinics across the state, with options as outlined below.

Facilities	Option 1	Option 2
Rosary Garden & State Office	9 April 10.00am to 12.00pm	17 April 1.00pm to 3.00pm
Rivulet	9 April 2.00pm to 4.00pm	17 April 10.00am to 12.00pm
Fairway Rise	10 April 10.00am to 12.00pm	18 April 1.00pm to 3.00pm
Sandown	23 April 7.30am to 9.30am	2 May 1.00pm to 3.00pm
GYG	23 April 1.00pm to 3.00pm	2 May 10.00am to 12.00pm
Mount Esk	23 April 07.30am – 9.30am	12 April 2.00pm to 4.00pm
Glenara	24 April 7.30am – 9.30am	24 April 2.00pm to 4.00pm
Ainslie Low Head	GPs are doing	GPs are doing
Yaraandoo	11 April 2.00pm – 4.00pm	18 April 10.00am to 12.00pm

Bookings can be made by advising your facility administration officer.

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

