

Aligning THE STARS

JUNE 2024

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HOBART

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Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

JUNE 2024

Southern Cross Care (Tasmania) Inc.

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Front cover image:

The Fairway Rise
Lifestyle Village
residents interview
panel, left to right;
ABC host Leon
Compton with Terry
Kay, Mike Price, Julie
Wiltshire, Jenny
Whitty

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Update from the CEO,

Esteban Cox

Winter has arrived and we
reached the halfway point of the
year. I want to take a moment to
reflect on our achievements,
acknowledge the challenges we
have faced, and outline our
focus for the remaining months.



I am immensely proud of the
progress we have made so far.

Our dedication to providing high-quality care and
enhancing the well-being of our residents has been
evident in numerous ways:

- **Quality of Care:** We have successfully implemented several new initiatives aimed at improving resident care, this is aligned with the Voluntary Enforceable Undertaking, our improvement commitment with the ACQSC. This is evidenced by a significant reduction in number of external complaints during last 6 months.
- **Improved Reputation:** We are attracting positive media comments, including positive feedback received from the Hon Mr Guy Barnett (MP and Minister of Health).
- **Culture Transformation:** Staff satisfaction is increasing with a significant reduction on staff turnover and high interest from candidates when jobs are advertised.
- **Accreditations and Compliance:** Our commitment to maintaining high standards has been recognised through successful audits and accreditations. Great achievements to name a few - Home and Community, Rosary Gardens accreditation and ad hoc audits at different levels. Well Done, Team!
- **Continuous improvement:** We are progressing with positive feedback from the ACQSC on our progress under the Voluntary Enforceable Undertaking (VEU).

Challenges

Despite our successes, we have encountered some
challenges that require our attention:



Update from Esteban, continued

- **Staffing:** Like many providers in the aged care sector, we are facing staffing shortages, mainly Nurses. We are actively working on recruitment and retention strategies to ensure we have the skilled and compassionate team needed to provide excellent care.
- **Culture:** Changing the organisation culture takes time, we are progressing and receiving positive feedback, with still plenty of ground to cover.
- **Operational Efficiencies:** We need to continue to streamline our operations to manage costs effectively while still delivering top-quality services.
- **Regulatory Changes:** Keeping up with regulatory changes is always a challenge. Higher care minutes from October, and the new Age Care Act and Standards expected to be in place by mid 2025, whilst there remains uncertainty around funding levels, yet to be announced.

Next Six Months

As we look ahead, here are the key areas we will focus on:

- **Resident-Centred Care:** We will continue to prioritise each individual's needs and preferences, ensuring that our residents are at the heart of our services.
- **Financial Sustainability:** We will continue creating a balanced approach that ensures high-quality care for residents while maintaining a financially viable operation. Funding is a challenge, thus we need to run a lean operation, making sure waste and inefficiencies are minimised.
- **Staff Development:** Investing in our staff is crucial. We will enhance our training programs and provide more opportunities for professional growth to retain our talented team.
- **Culture transformation:** Continue with culture transformation plan.
- **Community Engagement:** Strengthening our ties with the community is vital.
- **Deliver VEU:** Progress on the delivery of VEU, a commitment for continuous improvement of our care delivery.

Welcome Mr Steve Gibson, our new CFO into the Executive Team. A few days into the job and Steve is already adding value.

I want to express my gratitude to each of you for your hard work, dedication, and living our Values. Your commitment to our residents and to each other makes our organisation a special place. Let us continue to work together, supporting, collaborating with one another, and striving for excellence in all that we do.

Thank you for your ongoing efforts, and let's make the second half of the year a success. Yes We Can!

Your CEO, Esteban Cox



Esteban Cox with Paula Bourne at the Fairway Rise Great Gatsby Ball



Meet our new CFO, Steve Gibson

Steve Gibson has joined us from the big smoke on the mainland, relocating to Hobart to join the Southern Cross Care team as our CFO.



development and implementation of strategy and driving transformation to achieve long term financial sustainability with a focus on improving the delivery of social outcomes. He is excited to bring this experience to Southern Cross Care.

He said, "With the speed that I packed up my car in Sydney and drove down here, you could have sworn I was running from the landlord! That wasn't the case, I was just keen to join the team to make a difference."

Steve is a seasoned finance professional. For the last 10 years he has supported the for-purpose sector in aged care, home care, NDIS, childcare and community programs. Prior to this, he has worked in commercial enterprises and consulting services, including his own business. Steve brings his experience in senior executive roles, leading

"I look forward to hopefully meeting you all in the coming months. I truly believe Southern Cross Care makes an important difference in people's lives. We are blessed to have the elderly in our care, and I look forward to supporting all of you, whether in the facilities or in state office, be able to provide better and sustainable outcomes."

"In my spare time, I enjoy trail running and the outdoors, but I struggled last week to get outside in the Tassie winter." We are sure he is looking forward to being out in the Tasmanian wilderness. Welcome Steve!

New Board Directors Appointed



Pictured at the first meeting of the new Board, left to right Caroline Wells, Kellie Dean, Alexandra MacAskill, Leonie Fowke, Dr Jane Sargison, Kelly Walker, Alayne Baker - Deputy Chair, Sonya Beyers – Chair, Esteban Cox – CEO.

Meet the two new Directors appointed to the Board of Southern Cross Care Tasmania.

Leonie Fowke is an accomplished and trusted transformational executive leader, with over 20 years' experience in Health, Disability and Aged Care Sectors.

Caroline Wells is an authentic and values driven leader with extensive experience in senior and executive leadership roles in the healthcare sector including CEO, private hospital executive and national advisory roles.



Farewell to Jara Dean

The whole team at our New Town Head Office gathered for a morning tea to farewell Jara Dean, who has left his role of CFO at Southern Cross Care Tasmania.

CEO Esteban Cox paid tribute to Jara's outstanding contributions to the organisation, and Jara reflected on the achievements of his time with SCCT. He was presented with a card crammed full of well wishes from as many of the staff that could fit a message inside the card.



Jara revealed his new position, which is taking him to the Northern Territory to serve as the new Auditor-General. We are extremely proud of Jara, and wish him all the best in the future.



We also said good-bye and good luck to our Receptionist Acsah Abraham. Acsah (centre below) is taking the next step on her professional journey with a role working in a law office, which is perfectly suited to her degree studying Justice.



Independent Living Residents Forum

The second Independent Living Unit Forum (ILU) was held at Glenara Lakes Village on Wednesday 19 June. These meetings function as a forum to discuss state-wide issues relating to services provided within the Lifestyle Villages, and to promote open communication between the governing body and the residents. Residents were encouraged to provide questions 'on notice' or from the floor live at the meeting.

There were 30 residents in attendance at Glenara Lakes and 5 residents joined via Teams platform. Thank you to those online participants who persevered through some technical difficulties which these days seem to be an all-too-common occurrence for business meetings.

Kellie Dean, Board Director and Chair of the ILU Forum attended the meeting along with fellow Board Directors Alex MacAskill and Caroline Wells. CEO Esteban Cox was also there, and updated the residents with what has been happening since the first meeting held on 21 February. The feedback which Esteban received after the meeting was extremely positive and enlightening'.

Hosting the Minister for Health at Glenara Lakes

The ACCPA CEO and Directors luncheon was brilliantly hosted at Glenara Lakes. The Hon Guy Barnett, Minister for Health attended, and participated in discussions regarding the interface between aged care and state health.

Janine Healey provided great insight on the topic of governance and the new Executive Director of CBOS also spoke about retirement living in Tasmania.



The ACCPA team with Guy Barnett



Minister Guy Barnett



Esteban Cox

A huge shout out to the SCC team (pictured below right) Gehan, Mandy, Luke, Marina, Mehul, Roma and Simon (not pictured), who put all their effort into delivering a successful event with professional quality food catering, table settings and service.



Culture Transformation Update

Consulting around the state

Organisational culture plays a big role in determining how successful we are as an aged care service provider now and into the future.

Transforming our organisational culture is a long-term project that requires input and participation from everyone. It's like in sport, everyone playing the same game, including rules of engagement. We can then all bring our individual strengths and skills to the game.

Our Culture Transformation Lead, Claudia Butler has been out on tour around the state, to gather people's input about our desired culture. She has asked questions on topics such as why we exist, the positive impacts that we are aiming to create, standards, behaviours, and driving forces such as mindsets, and core values.

Claudia has consulted with more than 270 employees across many different locations and job positions. What has become clear is that we all want the same things when it comes to the culture of our organisation.

We all care about keeping our clients at the centre of everything we do and making a positive difference in their lives.

We all agree that to deliver the best experience for our clients, we need to feel good about coming to work. Some identified ways of how to achieve this are positivity, client focused care, teamwork, learning and improving, good work ethics and a friendly inclusive environment.

The next step is to distil all the findings into a culture framework, and once approved by the board, to embed the culture standards into our ways of working.

Appreciation for our Volunteers

Volunteer Week was excellent opportunity to acknowledge the service of volunteers across the years and acknowledge their excellent contributions to the wellbeing of our residents.



Two of Glenara Lakes' longest serving volunteers, Christopher Sach (with Sonya Kaur), and Sue Cassidy



Rivulet certificates and gifts presentation for volunteers.



Sandown volunteer Marilyn supports residents in the relaxing activity of jigsaw puzzles



Glenara Lakes Morning Tea: John Cooper, Roz Duncan, Christopher Sach, Christine Anderson, Glynis Dalton and Marlene Farrell.





The Ukulele Group performed live on the ABC Radio broadcast with Leon Compton, right.

On 29 May 2024, ABC Radio Morning Show was broadcast from Fairway Rise Lifestyle Village, operated by Southern Cross Care. Leon Compton hosted the radio show, taking a comprehensive look at the benefits and challenges of retirement living. The discussions were interspersed with live entertainment from the ukulele group and two singing groups.



Leon spoke to several residents, including Bev, who shared her experience of moving to the retirement village. Bev advised others not to delay making the move to a retirement village, emphasising the benefits of joining such a community.

Jenny (above left), who brought her Lions hearing dog Ziggy, explained that the decision to move was due to the difficulty of managing their previous home's steep access. Julie, the Springhaven Resident Committee Chair, highlighted the social benefits of living in a retirement village, mentioning regular happy hours and community activities shared with Fairway Rise and the nearby Springhaven. Resident Mike described his active involvement in various committees, and activities such as gardening and playing indoor bowls. Terry, the chair of the Fairway Rise Residents Committee, shared insights on managing the village and the value of community support during difficult times.



Esteban Cox, CEO (right) of Southern Cross Care, talked about the integrated model of retirement living and residential aged care. He projected growth in this sector, particularly in Tasmania, and stressed the importance of providing a safe environment and quality care. He also mentioned the challenges in staffing, particularly in sourcing nurses.



There was a large crowd there to watch and listen, with a bit of crowd participation breaking out with a group sing-a-long to 'Sweet Caroline'.



The golf putting competition was fiercely competed, with Max, below, the winner of a cup and golf umbrella.



ABC Country Hour presenter Fiona Breen was interviewed with her mum, who lives at Fairway Rise.



A tasty morning tea with home-made scones, cakes and slices kept the energy levels up all morning.

Rosary Gardens “Our kitchen team is tops!”

Rosary Gardens says they are fortunate to have the most amazing team of kitchen staff. They work with passion and pride, and this is evident on every plate served to their residents. Most recently, their talent and skills resulted in an amazing outcome with a glowing report from the recent Accreditation assessment.

Head chef Rob Heddle has been with SCC for the past 28 years, starting out at Rosary Gardens, and then onto Sandown and Fairway Rise, but returned to Rosary Gardens where he felt he was back home.

Rob cannot be a great chef without the right team. Luckily Rob has the best team,



Some of the meals served at Rosary Gardens

consisting of Hith Thapa (Chef), Amber Bellbin (Chefs Assistant), Rodney Campbell (Chefs Assistant), Nicole Quinn (Traineeship as Level 4 Cookery). Served Staff - Lisa Kievit, Cindy Snell, Debroah Holmes, Lee Rompa, Rajesh Thapa, Raheena Maharjan, Anisha Gale, Krishna Parajuli, Pam Warring and Teana Roach. All overseen by Hotel Services Manager, Gehan Wadigasinghe.

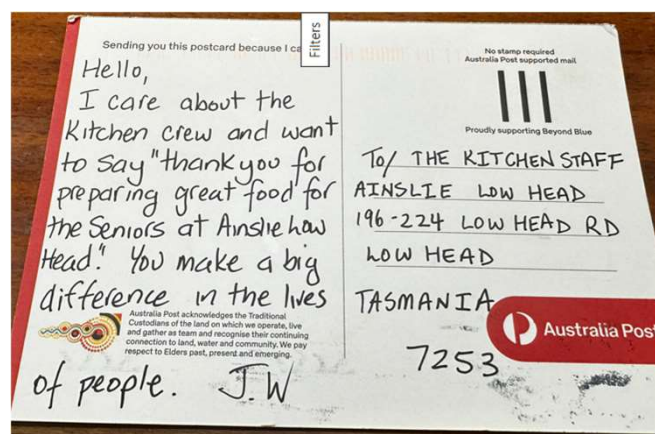
Put them all together and you have the number one team!



Thank you, Ainslie Low Head Kitchen Staff

“You make a big difference in the lives of people”. JW

The kitchen team at Ainslie Low Head were



very touched to receive this card of appreciation from one of their residents, who sent this beautiful thank you from the hospital before she passed away. JW wanted to thank them for preparing great food for the seniors at Ainslie Low Head.

We know that the kitchen teams in all our homes work so hard to prepare and serve delicious meals, and it is wonderful to see their hard work and care acknowledged.

Congratulations everyone, keep up the good work.

“Life is important” at Glenara Lakes

These remarkable words of thanks from Peter Doddy can serve to remind us why we are all here. This letter of appreciation was published in The Examiner Launceston on Friday 28 June. We thank The Examiner for publishing Peter’s letter, and are reproducing it here in full.

Bless you, Glenara Lakes staff

SOMETIMES life does not go like you planned or expected, and not in my wildest dreams did I ever imagine that I would be such a burden on so many people you love or strangers that you meet through necessity. To give my wonderful carer some well earned respite, I was accepted into Glenara Lakes Home for the Elderly. And Oh! What a blessing, it is like a home away from home, and to think it is actually here in Launceston. Every day Glenara Lakes, whether it's cloudy or not, gives it a feeling of sunshine. Every health care worker and nurse finds it extremely hard to hide their "angel wings".

Every day they try to elevate you to the best you can possibly be. Every one of them deserves to be added to the King's honour list. I came in with such reservations, and doubts and I was so, so, wrong and would you believe even the food is of restaurant standard. I struggle with the loss of my responsibility, mobility, and dignity, but Glenara Lakes so gently lifts that burden, they elevate you into a feeling of being special and important.

"Thank you" feels so inadequate for these talented people who go out of their way to make you feel life is important. Bless you, Glenara Lakes, nurses, and health care workers, at the present I feel like a surfer who has caught a three metre wave, which is an over the top exudation.

Peter Doddy, Trevallyn

The Examiner Letters to the Editor, 28 June

28/6
How lovely it was to read in today's Examiner – the praise from Mr Peter Doddy of the Aged Care Home – Glenara Lakes of which he has just become a resident!!
Geoff (92) & I (91) have been residents of Ainslie House Aged Care Low Head now for 4 years – where we also receive first class care from the smiling staff – nurses – carers – and from the kitchen staff who provide us with tasty and varied meals.
Thank you – Thank you – to these wonderful young and not so young people for your loving care and patience with often crabby old residents.
What would we do without you? God Bless
Margaret Head

Margaret's note



Ainslie Low Head Lunch, 19 June

Ainslie Appreciation, part 2

Thank you to resident Margaret Head who also took time to respond with praise for the Ainslie Low Head team.

“How lovely it was to read in today’s Examiner (28/6) – the praise from Mr Peter Doddy of the Aged Care Home Glenara Lakes of which he has just become a resident.

Geoff (92) and I (91) have been residents of Ainslie House Aged Care Low Head now for 4 years – where we also receive first class care from the smiling staff, nurses, carers - and from the kitchen staff who provide us with tasty food and varied meals.

Thank You to these wonderful young and not so young people for your loving care and patience with often crabby old residents. What would we do without you? God Bless.”



Young@Art



Pictured from Left to right of June Percy, Jenette Robertson, Annie Roberts, Radha Bradley, Sydney Ketcham and Chris Bruce.

The MAC, Moonah Arts Centre recently hosted an exhibition by the Young@Art group at AA Lord. Village residents and staff attended the opening night which included speeches from Glenorchy Council and their very own, super creative Radha Bradley. Radha spoke about the history of the group, and paid tribute to Alfred, known as Freddy. It was Freddy's dream to have an exhibition at the MAC but he was unable to attend on the night.

The Young@Art group have been meeting every Monday at the AA Lord Community Hall for the last 10 years. The group encourage new members and have recently introduced pottery.

The Artists displayed photography, decoupage, paintings and pottery, and sold some of their work. They look forward to another exhibition in 2025.



Art Show at Yaraandoo

Yaraandoo's first art show was presented by request from our artistic residents. There was a wide variety of artworks on displays set up around the facility.

It was a smash hit, with the residents loving showing off their work and talking about their muses and inspiration.



Intergenerational Programs Then & Now



Ainslie Low Head have been running an intergenerational program with South George Town Primary school called "Then & Now". Residents went to the school to get interviewed by grade 1 & 2 students. The kids asked questions about chores, technology, and even asked if they had inside toilets back in the olden days!

On the last day of the 4-week program, the kids went to visit the residents. It was a big (loud) afternoon! There were paper planes flying around, kids with icing all over their faces and lots of laughter and smiles. The kitchen did an amazing job with the catering with silly face cupcakes, pop tops and lots of little pies and sausage rolls. All the staff were fantastic helping where they could. Everyone had a ball and said they will be delighted to continue working with the schools in the future.



Yaraandoo is another aged care home that enjoys inter-generational programs. Here they pictured below sharing story-time with some little visitors from a local day care.



Great Gatsby Gala

Fairway Rise knows how to throw a party! Their recent Great Gatsby Gala was a smash hit. Guests were welcomed with a path of gold glitter, leading to the main room full of beautifully set tables featured gold and black decorations.

There was entertainment throughout the evening with special guest dancers who performed dances with several costume changes, and led group dancing for the guests.

Alongside residents and employees, there were guests from Lifestyle Villages Fairway Rise and Springhaven, and the SCCT Executive Team.



This is resident Raymond Anderson who was glittering in more gold than anyone else at the gala. It wasn't just his jacket, but the 2 paralympic gold medals that he was wearing! Raymond won gold in the wheelchair lawn bowls at the Rio and Tokyo Games. He had to sell his gold medals a few years ago due to family medical expenses, but was absolutely thrilled when the Olympic committee recently contacted him to return his medals. They arrived back only 2 weeks ago. Congratulations Raymond!



Such a lot of care, effort, hard work and planning went into this event. Well done to Samantha Wall and the whole Fairway Rise team for your preparation and your attentive service on the night.



Special shout out to the kitchen staff, who outdid themselves with a gourmet three-course meal, featuring the classic prawn cocktail entrée pictured below.



Adventures and activities



Rivulet

Rivulet residents gather for Gentle Tai Chi every Wednesday followed by a relaxing nature visualization and song choice. The soothing, synchronous movements promoting emotional wellbeing and balance.

The residents also love cooking together. They recently made scones and whipped cream from scratch, and enjoyed eating them for morning tea afterwards.



Armchair travels to South Africa

There was a wonderful cultural afternoon spent celebrating South Africa. The special afternoon tea featured South African donuts "Koeksisters" made by chef Dylan, with Rooibos tea to drink.

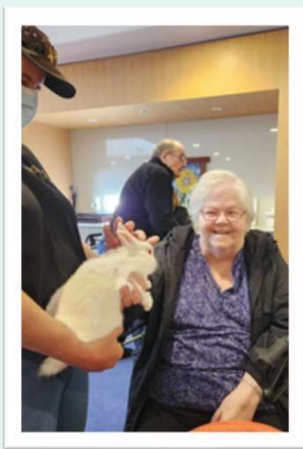


They shared trivia, a quiz, enjoyed South African traditional music and a scenic tour of South Africa and a Kruger safari. Residents who were born in South Africa or who had visited shared their memories and highlights of their time there.

Adventures and activities

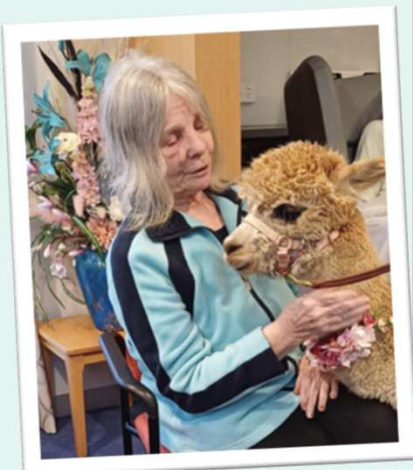
Rosary Gardens

More baking at Rosary Gardens with residents making coconut balls. They also had "Everything Chocolate Day" where they had a variety of chocolate. They also enjoyed a visit from Cricklewood Farm with 2 therapy dogs and a rabbit.



Looks like the residents wore out the little puppy

The residents at Rosary Gardens were delighted to see Abigail the Alpaca come in for a visit wearing her finest flower necklace. Abigail made herself at home strutting throughout the facility and into the residents' rooms to make sure she got as many pats in as possible. You can tell by the smiles on these faces how much the residents love having the physical interaction with animals. More pats please!



Adventures and activities



Sandown

A fantastic trip to the Botanical Gardens to see the amazing changes from autumn to winter. (left)



Glenara Lakes

In royal garb for the Kings Birthday celebrations on 10 June. (right)



Guilford Young Grove

Morning tea with the residents up at Mt Nelson Signal Station on the foggiest day they had ever seen up there. The scones were the voted by the experts as the best in Hobart. (above)



Yaraandoo

Out on a weekly walk with weekly walks with Physio Anna (left) and Amelia, one of the ECAs, performing in traditional dress for Philippines Independence Day. (right)



Terrapin Puppet Theatre



The Terrapin Puppet Theatre has been travelling around to perform for our residents. They did live puppet shows for large groups of residents and their family members, as well individual room visits.

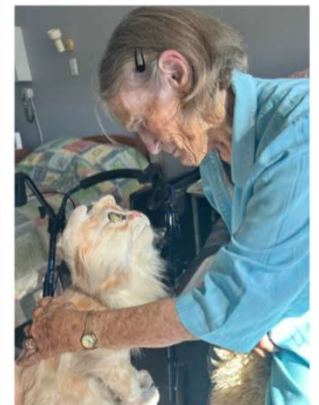
The performers were wonderful and made everyone smile. It was very touching to witness the residents' faces light up, and everyone enjoyed the experience.



Ainslie Low Head



Glenara Lakes



Guilford Young Grove



Yaraandoo





Southern Cross Care (Tasmania) Inc.



Whistleblower Hotline



1800 434 136



scctaswhistleblower@pkf.com.au



www.pkftalkintegrity.com/?scct



Our new Whistleblower Hotline is an independent and anonymous reporting service that you can use to raise concerns about unethical, illegal, corrupt, or fraudulent conduct.

This is a safe, secure and confidential way to speak up without fear of reprisal or victimisation.

WHAT IS A WHISTLEBLOWER?

A whistleblower is someone who passes on information concerning wrongdoing that may have occurred within an organisation.

WHY DO WE NEED A WHISTLEBLOWER HOTLINE?

SCCTas wants everyone to feel safe to speak up when they feel something isn't right.

The law gives you the right to be protected against any reprisal or mistreatment after raising a concern.

The Whistleblower Hotline is operated by PKF Integrity, an independent organisation with experience in handling reports of misconduct, and who will ensure the law is applied to protect you.

HOW DO I REPORT?

When you call or email the Whistleblower Hotline, you can choose to provide your personal details, or you can choose to remain anonymous.

You will engage with one of PKF Integrity's specialists, who can act as a conduit between you and SCCTas.

Support services will be offered to ensure your mental health and wellbeing are supported during the process.

WHO CAN MAKE A REPORT?

The hotline is available to all our employees, our residents, clients and their family members, and our suppliers and contractors.

MORE INFORMATION

For further questions about the Whistleblower Hotline or other reporting options, please reach out to Kate Beven, Chief People Officer on 0473 214 788.

Reporting Hazards

Safety is everyone's responsibility at Southern Cross Care Tasmania, so if you see something that is a hazard then you should report it.

What is a hazard?

A hazard is anything that has the potential to cause harm. A hazard can be a thing or a situation, a condition, practice, or behaviour, and harm can include injury, disease, death, environmental, property and equipment damage. A hazard is the source of risk to an employee, a client, the public, or to the organisation itself.

Types of hazards

Refer to the table below for some example of the types of hazards to be aware of.



What is my responsibility?

Please ensure that you report any hazards as soon as you become aware of them. Failing to do so may place you, your colleagues, or clients at risk.

How do I report?

You can report a hazard to the Facility Manager or Manager, Team Leader, Health and Safety Representative or the Work Health and Safety Department.

When in doubt

When in doubt report, report, report!
That way we can look after each other.

Physical	Biological	Ergonomic	Chemical	Psychological
Manual Handling	Viruses	Workstation design	Gases	Pace of Work
Wet Floors	Bacteria	Repetitive Work	Cleaning Products	Working Alone
Falling Objects	Infections	Layout	Flammable Substances	Discrimination
Lighting	Body Fluids	Furniture Design	Oils and Fuels	Work Overload
Vehicles	Sharps	Tools & Equipment	Vapours	Bullying

Professional Photos and new videos

We will be upgrading the way we present our facilities on our website, and show what life is like in all our Residential Aged Care Facilities. All residents and staff are invited to be included in the new professional photos and videos, however please do not feel that you have to agree to be in a photo when asked - your participation is completely up to you.



New drone technology enables aerial photography to highlight our spectacular locations.

New Club Chairs for Sandown Village

The independent living residents at Sandown Village were full of thanks when SCCT agreed to buy new stackable club chairs with arms for Sandown's Harold Gregg Centre. The residents had reported that chairs without arms are increasingly uncomfortable and difficult to rise from. The residents were delighted to hear that 30 new club chairs are being procured from a reputable aged care furniture supplier, adding to the 10 secondhand chairs that resident Peter Williams had already purchased.



Remarkable Resident Story

*"It seems strange that I find myself as **the oldest Salesian** in our Australia-Pacific Province."*



Robert Curmi (Fr Bob) was born into a Catholic family in December 1927, the second of 13 children.

A young Bob would accompany his mother to Mass twice a week. His decision to become a Salesian priest was influenced by a visit of the relics of the order's founder, St John Bosco (Don Bosco), to Malta in the 1930s. At age 15, Fr Bob pledged to his dying grandfather that he would become a priest. At 17, he left Malta to live at a Salesian college in Battersea, London, and then at 18, he moved to Australia where an uncle was Malta's High Commissioner. After various teaching and administration roles in Australia and Samoa, Fr Bob returned to Glenorchy in 1985 to teach at Dominic College through the week and carry out parish duties at weekends.

Fr Bob Curmi is regarded as a humble, thoughtful and devout man of prayer who has lived a life in loving service to the students of Dominic College and the wider Catholic community in Glenorchy, in the tradition of St John Bosco.

Fr Bob Curmi SDB, who has served the Glenorchy community for more than half of his priestly ministry, has marked the 67th anniversary of his ordination.

Spotlight on Jeff Baguio

Jeff is a gentle and humble person, but he also has a remarkable success story in his chosen career of Nursing. Jeff has worked his way up through the ranks in the last 8 years with Southern Cross Care, and is now the facility manager at Guilford Young Grove.



Jeff came to Australia in 2009 from the Philippines. In 2015 he completed a Bachelor of Nursing in Victoria. He moved to Tasmania and started with Southern Cross Care at Sandown in 2016.

Jeff has really done the hard yards, working night shifts for two years while juggling his family commitments and young children. SCC spotted that Jeff was a reliable and talented nurse, and he was able to transition into working day and afternoon shifts, then taking on the Clinical Care Coordinator (CCC) role.

With the support of SCC, he studied ACIPC infection control during the peak of COVID, and became the infection lead at Sandown.

Jeff moved to GYG and went back to doing night shifts, helping out CCC Goldy with assessments on the days that he needed support. Goldy continued to develop Jeff's career at GYG until he was offered the CCC role. He became the Facility Manager in 2024.

Jeff says he loves the continuity of care, and he loves working with vulnerable people. He is proud of the team at GYG. It's a small facility with a homely environment.

Next month Jeff and his whole family will be getting their Australian citizenship! We would like to congratulate Jeff and thank him for his contribution over the last 8 years.

Spot the Socks Competition WINNERS!



Rosary Gardens won our Fun Socks Photo Competition. Nurses Mark Ramos, Carmel Malone and Rahisha Maharjan took a moment out of their busy day to have a bit of fun showing off the Nurse's socks that they received on International Nurses Day. Congratulations to Vicki Graham for submitting these photos. You have your own pair of colourful socks to wear to work!



The Montessori Method *in action at Fairway Rise*

St Andrews Memory Support Unit at Fairway Rise is making all their corridors interactive and engaging.

Robin Reardon, Montessori Team Leader, built the Fruit Stand and Grocery shelves stocked with ingredients for when the residents want to bake as an activity.

The residents enjoy helping themselves to a variety of fruit that the staff cut up and put out several times a day.



Residents shopping for baking supplies and fruit

Social Club *for staff*

Benn Robertson, IT Helpdesk Officer, is the new President of the SCCT Social Club

Work can be stressful and isolating. Most staff only interact within their departments and not engage outside of that, for no reason other than their work doesn't take them to other areas. The work rhythm can also be very draining.

The idea of the social club is to create an environment where staff can be

themselves, take their minds off work and get to know one another outside of a work setting. It adds something fun to look forward to, a small event to break out of the usual routine.

"I always feel like I live life best when I do things that other people enjoy, rather than specifically focussing on myself. That's how I want the social club to run. I just want people to enjoy the time together, regardless of the event," said Benn.

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



Southern Cross Care (Tasmania) Inc.