

Aligning THE STARS

SEPTEMBER 2024

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From Chef Tarak

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*Rivulet goes
to Vegas*
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Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

SEPTEMBER
2024

Front cover image:

Vegas Night at Rivulet,
Julianne Allen
(Montessori Lead) and
Susan (Sue) Folkman

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Update from the CEO, Esteban Cox



Happy Spring! We are now
less than three months to
Xmas. Fascinating how the
days go by.

Just a reflection, I am martial
artist practitioner of
Jin Sei Ryu Karate Do. One of
our katas (pre-arranged forms with synchronised
movements) is called "One Day, One Lifetime - Ichigo
Ichie", meaning live each day to the fullest. Focus to live
the present to the fullest with a sense of purpose and
urgency making the most of every moment. Happens to
me that some time we worry too much for things of little
value in our lives and forget to focus on what matter most.
Just a thought!

As usual, I would like to give you an update of what is
going on at SCC Tasmania:

1. Together with our Chair, we visited all sites, talking to residents, families and staff. A wonderful and insightful experience.
2. Culture framework. The framework has been presented and discussed with the Board. Next step is to launch the framework throughout the organization. The P&C Team is working on the delivery of the framework at all sites.
3. The finance team is working hard to close the last financial year, and recasting our Budget for 2025 based on recent changes announced by the Government.
4. We are progressing well with the Voluntary Enforceable Undertaking. Next deliverable will be the 31 of October 2024. Anchor Excellence (external provider) will audit compliance with the new policies and procedure to make sure the continuous improvement action are effective. Looking forward to the results.



CEO Update, *continued*

5. On the 6th of September we had our Consumer Advisory Body (CAB) meeting. My appreciations for the feedback from residents.
6. To improve our operations and service delivery, we are searching for a Chief Operating Officer to join the Executive Team.

I would like to give special recognition to our staff at Mt Esk. At the beginning of September, the roof of one wing at the Mt Esk facility was blown off by the wind. Terrifying moments for our residents and staff in the middle of the night. The crisis was very well handled by our staff who relocated 10 residents to safety. A very well done job!!!

Yes We Can!

Your CEO, Esteban Cox

Update on our **Culture Improvement**

We are continuing to make progress with our Culture Improvement Project. The draft Culture Framework is with the Board for their review and approval.

We have also just closed a staff Culture and Experience Assessment Survey conducted our independent partners at HENRY REED, who also conducted last year's Culture Audit. The purpose of this new assessment is to monitor the progress and development of our workplace culture. We are looking forward to sharing the results with you all.

Farewell, **Charlotte Bai**



Charlotte and her son James at the
Fairway Rise Great Gatsby Dinner

This month saw Charlotte Bai resign from her role as Executive Manager Integrated Services. Charlotte has been a valued member of the SCCT Executive Team since September 2022, and in September 2023, she stepped up to the role of Acting Deputy CEO to support Jara Dean who was Interim CEO at that time.

During her tenure, Charlotte contributed to the stability of SCCT through challenging times for the organisation. On behalf of the Board and the organisation, we thank Charlotte for her commitment and dedication and wish her all the best in her future endeavours.



A Major Month for Mt Esk

First a Storm Emergency...

During the night of 1-2 September, the roof of the Larmerier wing at Mount Esk was damaged by severe winds. There were 10 residents in the wing who were reaccommodated to other rooms in the facility.

We acknowledge and thank the employees who worked urgently and effectively to keep the residents safe and secure. They were very calm and organised in a challenging environment.

These are the staff who were working that night and did an amazing job ensuring a safe outcome.

John Nandom, ECA

Abiskar Shretha, ECA

Ilaisaane Vaka, Agency RN

CEO Esteban Cox said, "We have a great team at Mt Esk. Great work! This is an example of delivering on our values."



John Nandom being thanked by CEO Esteban Cox and Mt Esk People & Culture Business Partner Rebecca Weinreich

With the damaged and impacted areas and utilities now secure and isolated, the insurance claim is in progress. Most of the work now revolves around demolition of the interior and replacement of the roof.



... then a new kitchen for Mt Esk

After months of planning, preparation and a lot of hard work, we are excited to announce that we now have a fully functional kitchen at Mount Esk!

Previously meals were made at Glenara Lakes and shipped across to Mt Esk. Not anymore! With a full-time chef on board, all meals will be prepared in-house, enhancing the dining experience for our residents.

The new team is led by senior head chef Luke Fisher, Mt Esk Chef Suvam Khadka, Kathy Lynett and Tammy Dudman.

The feedback has been overwhelmingly positive, and residents are thrilled with this update. Thank you to everyone who contributed to making this a reality!

We're proud to share that all nine residential aged care facilities within Southern Cross Care now have their own operational kitchens.



Gehan Wadigasinghe, General Manager Hospitality celebrates with Tammy Dudman, Kathy Lynett and Mt Esk Chef Suvam Khadka.



The team at work



Chef Suvam in the new kitchen



The finished meal, fish poached in butter sauce

Southern Cross Care Week 2024



The State Office team at SCC Week 2023

Southern Cross Care Week will be here from 21-25 October, with events and ceremonies being held across the state to celebrate our awards for:

- Years of Service
- Spirit of the Southern Cross Awards
- Hesta Impact Awards

We warmly invite all staff and residents to attend their local ceremony, which will be

followed by an opportunity to connect over some food (morning, or afternoon tea or lunch depending on the time of day). See the next page for the schedule of events.

We are working locally to ensure that our staff are reminded all week how much we value them, with a range of fun surprises happening throughout the week.



“There is nothing more fulfilling than helping another person overcome seemingly impossible obstacles.”

Yennie Hughes, Pastoral Carer at Rosary Gardens

Yennie Hughes received the Ken Lowrie Award in 2023, which gives financial support towards

learning and development opportunities.

Yennie enrolled in a Diploma of Counselling.

Yennie said, “It has been a challenge to balance work, young family life and study, but I am halfway through this course and absolutely loving it. This course enhances the pastoral care I provide to our residents. It also enhances my knowledge

and skills to help residents overcome their challenges. The formal counselling skills assist me as I explore with residents the difficulties and issues they may be facing, help them to see things more clearly and from a different perspective, and assist them to make positive changes in response to their issues. I could imagine now, after the course, I could assist them through any situations that arise and assist to relieve their emotional pain, give them hope for the future and assist them to build their self-esteem.”





COME AND JOIN US FOR

Southern Cross Care (Tasmania)

Week

21ST TO 25TH OCTOBER

STATE-WIDE CEREMONY EVENTS

Monday 21st Oct



9.00am

Opening Mass

St Canice

11.00am

SCC Guilford Young
Grove, Western Villages

2.30pm

SCC Sandown

Tuesday 22nd Oct

10.00am

SCC Fairway Rise,
Eastern Villages

1.00pm

SCC Rivulet

4.00pm

HCC South,
SCC House

Wednesday 23rd Oct

9.00am

SCC Rosary Gardens

4.00pm

SCC Glenara Lakes, Villages, HCC

Thursday 24th Oct

9.30am

SCC Ainslie Low Head

12.30pm

SCC Mt Esk

4.30pm

HCC NW
Penguin Surf Club

Friday 25th Oct

12.30pm

SCC Yaraandoo



2.00pm

Closing Mass, SCC Yaraandoo



St Canice Craft Group Raffle and Fundraising Stall



The two waitresses with the so-very-fresh morning tea.

The St Canice Craft Group has a proud history of providing warmth to those in need through donations of beanies, scarves, gloves, mittens and rugs. This year, the group has given to three Women's shelters as well as City Mission, Ronald McDonald House, Bethlehem House and Centacare Evolve Housing Centre in Bridgewater. At the same time colourful knitted blankets have been gifted to former St Canice residents, who are now in residential aged care.

The Craft Group held a Morning Tea Fundraiser and Raffle to raise funds for the purchase of more yarn for their creations.

Tarak, the Chef at Guilford Young Grove, provided the scones, jam and cream for morning tea. The scones were so fresh that they were still warm on delivery.

The residents of St Canice passed on their thanks for the lovely scones, jam and cream that Chef Tarak made for their morning tea. They enjoyed them very much that some wanted the recipe.

By popular demand, Chef Tarak has shared his scone recipe for everyone to enjoy.

Get the full recipe on Page 9 →



The sales ladies at work.



The delighted winner of the first prize in the raffle..



Tarak's Scone Recipe



The simplest of all baked goods in the world, the humble scone, which surely conjures up fond memories for every Aussie. Gatherings with family and friends, school bake sales, fundraising morning teas or your grandmother's kitchen.

Ingredients

3 cups / 450g self-raising flour
80 g / 3 oz cold salted butter
1 cup / 250 ml milk, fridge cold
Extra flour , for dusting
Extra milk , for brushing

For Serving

Strawberry jam (or other of choice)
250 ml / 1 cup whipping cream
1 tbsp white sugar
1/2 tsp vanilla extract

Instructions

Preheat oven to 180C for 15 to 20 mins.
Place flour in food processor, then butter.
Blitz on high for 8 seconds until it resembles breadcrumbs.
Pour milk all over the flour (don't pour in one place). Blitz for 6 to 8 seconds on high until the crumbs turn into ball(s).
Transfer dough onto work surface, scrape out residual bits in the food processor.
Knead lightly no more than 10 times just to bring the dough together into one smooth ball, then pat down into a 2 cm / 4/5" thick disc. Dust with extra flour if necessary (I don't need it).
Optional: Lightly roll across the top with a rolling pin to smooth the top.
Using a 5 cm / 2" round cutter dipped into Extra Flour, plunge the cutter straight down and back out into dough - do not

twist. Repeat all over the disc of dough.
Remove excess dough from around scones, then carefully transfer scones onto baking tray, taking care not to smear / press the cut sides.
Gently gather dough scraps and repeat.
Brush tops lightly with milk. (Optional)
Bake for 10 to 12 minutes until the top is golden and it sounds hollow when tapped.

Make the Cream

While scones are baking, whip cream, sugar and vanilla until soft peaks form. Makes 2 cups of whipped cream.
Remove scones from oven, then transfer onto clean tea towel and wrap loosely (makes the top soft) and allow to cool for 10 - 15 minutes to serve warm.

Tarak's Serving Suggestion

The tradition is to split the scone with hands (no knife!), slather with jam and dollop on cream.



Strengthening the Aged Care Standards

In recent years, aged care has seen significant changes aimed at improving the quality of care for older Australians. A key part of this is the strengthened Aged Care Quality Standards, introduced as part of the proposed new Aged Care Act and regulatory model. The updated standards set clear expectations for aged care providers, emphasising several key areas:

- **Enhanced consumer rights and choice:** Greater focus on empowering older persons to make informed decisions about their care.
- **Dignity and respect:** Increased emphasis on treating the older person receiving services with kindness, compassion and understanding.
- **Improved governance and accountability:** SCCT must have robust governance systems, including effective management practices, clear

lines of responsibility and a continuous improvement process.

- **Strengthened clinical care:** More personalized care plans, focusing on health, well-being, and independence.
- **Food, nutrition, and the residential community:** Enhanced attention to the dining experience and nutritional requirements, as well as fostering a rich community experience.

For older persons and their families, these standards offer reassurance that they will receive high-quality, person-centred care that respects their dignity, autonomy, and preferences. By prioritising transparency and accountability, the new regulations aim to improve the overall aged care experience.

For further details, visit the [Aged Care Quality and Safety Commission website](#).



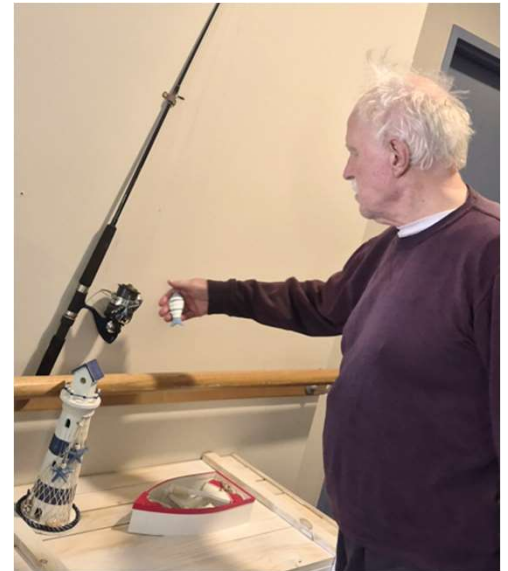
St Andrews Creates Montessori Environments

St Andrews, the Memory Support Unit at Fairway Rise is moving forward with the Montessori model of care. Montessori is about getting to know the residents - who they were before dementia and who they are now. It's about making sure their life has meaning and purpose. This is through activities that are meaningful to who they are now, and reconnecting to what they enjoyed doing earlier in their life. It might be cooking, cleaning, or something more person specific, like a builder or seamstress related activities.

They are also in the process of making sensory and interactive corridors. They are developing a garden/flower corridor, a café themed corridor and a nautical/fishing/ water themed corridor.



This is the latest corridor they've been working on. The fish tank, fishing rods and fishing net were donated. The treasure chests were built by St Andrew's staff. There is a music player that plays ocean and seagull sounds, which can help reduce stress and calm the residents.



Seeking Donations

Any donations that fit the themes would be greatly appreciated and loved by our residents. Please contact Fairway Rise Aged Care Facility if you would like to donate items to suit **Garden, Café, or Nautical** themes.



Las Vegas in South Hobart

With glitzy decorations, a dancing show, a live singer and a special Dinner, Las Vegas really came to life at Rivulet in September.

The lifestyle team kicked off the event with an amazing dance routine that they been secretly rehearsing, with beautiful winged costumes for dramatic effect. Rivulet is lucky to have Jack, a talented singer, working in the kitchen. Jack was happy to get out of the kitchen and into a snazzy outfit to play some songs for the audience, getting the mood started with a lively rendition of Viva Las Vegas.

Chef Dylan pulled out all the stops with a special 3 course menu just for the event, that just so happened to fall on Facility Manager Jospeh's birthday as well.



Adventures and Activities

Mt Esk

There was a beautiful afternoon of heavenly music, with a Harp Group performing a concert in the Hanbury Centre. The atmosphere where the concert was held was just amazing, and so much positive feedback was received from residents and their families.



The residents enjoyed an outing to the Princess Theatre to see a musical concert and then lunch out at a Café in the city.



All residents and lifestyle staff had a wonderful day out with a bus trip to JJ's Bakery at Longford, who make amazing pizzas. This photo is their Italian resident clearly enjoying his much-awaited pizza.



Mt Esk have been trialling a Portable Hug Doll. Some residents loved the huge hug and others were not at all interested. These are some of the residents enjoying their hug.

Congratulations to Mt Esk for getting on with having heaps of fun this month, despite losing their roof in a wild and windy start to the month.



Adventures and Activities

Rivulet

Rivulet have a regular Crafty Corner on Thursdays, where they have been having fun creating scrapbook style cards to give family and friends as gifts.



Ainslie Low Head

Making dads smile with Father's Day gifts around the facility. Special shout out to the Leisure and Lifestyle team at Ainslie Low Head who have been helping out in lots of different capacities this month. We appreciate your dedication.



Adventures and Activities



Glenara Lakes

Volunteer Roz does wonderful Craft days with the residents on Tuesdays. Check out this fantastic Spring diorama that the very talented residents made, and had a great afternoon doing so.



Glenara Lakes had a Sip and Paint afternoon with bubbles all round, a cheese and fruit platter, music and plenty of laughs and concentration. Everyone had a fun afternoon. Some replicated the balloon bouquet and others did their own design master-pieces. Their art will be on display at the home. The residents love the idea of their masterpieces being in an auction and going to new homes, so that might happen before Christmas.



Adventures and Activities

Yaraandoo

Dairy Dreamers donated their time at the facility, bringing two 2-week-old lambs and one 1 week old goat who got lots of cuddles and made everyone's day.



The Father's Day BBQ had the amazing Peter performing for residents and their families, and delicious food prepared by the chefs. Resident Marlene made some incredible flowers for the centrepieces and the Lions Club handed out gifts. One of the carers won the Father's Day raffle.



Bunnings come to visit with an activity where the residents built toolboxes. Then they had a decorating activity to decorate their creations!



The residents love their lolly shop, remembering their favourite lollies and trivia.



Adventures and Activities

Guilford Young Grove

A visit from Therapy Paws Tasmania was, as always, a huge hit for the residents. The dogs provide so much joy to the residents. They even got to watch one of the dogs play the piano and guitar. How clever!



A fun afternoon was spent painting rocks that will be put into the garden for decoration. The residents got very creative, painting flowers and insects onto the rocks. They turned out very well and look so colourful and bright!

Jack the Music Man is a performer who travels to Tasmania, via the Spirit of Tasmania, from Melbourne to perform at aged care facilities. Jack is so energetic and provides a fun entertaining concert for the residents to enjoy. Jack loves Tasmania, and we are so lucky that after doing so for 14 years, he still visits and performs every September!



All the Zero's



Village Manager Paula Bourne caught up with Keith and Betty Piers at their home in Fairway Rise Lifestyle Village. Keith and Betty met at the old Moonah Ice Skating Rink when they were 17 in 1951. They were engaged in 1952 and married 1954. Proud parents of 2 sons and a daughter with 6 grandchildren and 3 great grandchildren, Keith and Betty have been celebrating all the zero's.

- 10** years living in Fairway Rise Village
- 30** eldest grandson turned 30 in September
- 40** eldest granddaughter 40 in November
- 60** Their youngest son 60 in December
- 70** Keith and Betty's 70th wedding anniversary was on 25th September.
- 90** Keith turned 90 in February this year and Betty in March. The family celebrated at a joint 90th party at the Boathouse at Cornelian Bay.

Congratulations to Keith and Betty and all their wonderful zero's.

All that Jazz

The Cadence Jazz Group performed for both Springhaven and Fairway Rise Villages at the Fairway Rise Clubhouse on September 20th. This extremely popular event was brought about by the hard work of Mike Price, Janet Hegarty, Mike Reid and the Fairway Rise Social Committee members.



The Ladies in the kitchen and the wonderful Bartenders worked tirelessly throughout the event, ensuring the food and drink were enjoyed by all.



SISTERS Carolyn Lighton lives at Fairway Rise Village and Liz Woolley lives at Springhaven.



Springhaven Village thanks outgoing Chair, Julie Wiltshire



The Springhaven Resident Committee Incoming Chair farewells the outgoing Chair.

At the Springhaven Residents Committee AGM in August, Julie Wiltshire OAM was bid a heartwarming farewell by the incoming Chair Stewart Wardlaw.

During her tenure Julie played a big part in working with SCC to see the completion of outstanding works around the Village including safety fencing, bin enclosures and landscaping. The Village has been fortunate to have had such a sharing and caring Resident Committee under Julie's guidance and leadership.

As the new Springhaven Committee Chair, Stewart said his focus will be inclusivity and mutual respect between residents. Stewart says representing and advocating for the residents on all matters pertaining to the Village is paramount. Stewart looks forward to promoting networking opportunities, social activities and wellbeing. Above all, to help make Village life fun and fulfilling.

Retirement Living Units for Sale

St Canice Village

Coming Soon – sought after villa at the prestigious St Canice Lifestyle Village. Villa 75 – Modern terrace Villa, with amazing views of the River Derwent, 2 bedrooms, 2 bathrooms and garage.



Stunning views at St Canice Village

For more information or to register your interest, contact Village Manager Jenine van Egdom on 0447 326 372.

Sandown Village

Coming Soon – 3 Hanlon Court. Modern Villa with balcony, 3 bedrooms, 2 bathrooms and garage.



Unbeatable location at Sandown Village



Home and Community Services Survey

Enhancing Quality of Life for Older Adults

As Australia prepares for the the New Aged Care Standards take effect in 2025, the government has initiated a Quality of Life Survey for older people, designed to capture the experiences and satisfaction levels of older adults receiving Home Care Packages (HCP).

This survey aims to assess and enhance the well-being of seniors, ensuring that their needs and preferences are met and are at the forefront of aged care services. By obtaining relevant feedback from clients, the survey will provide insights into the effectiveness of current care services and highlight areas for improvement.

Objectives of the survey include

- Ensuring preferences and feedback reflect the shape of service older people receive.
- Establish a baseline for measuring the quality of Aged Care services and provide continuous improvement coordinated with the New Aged Care standards.
- Gather information to ensure funding allocations and resources are going where they are most needed.

Home Care clients of SCCT would have recently received a survey. We encourage of all our clients to participate. Your information and feedback will remain anonymous, and you are encouraged to be open and honest with your information.

As we approach the New Aged Care standards in 2025, participation in surveys will help shape a more supportive and effective framework for Aged Care. Our seniors can be assured that they will receive the dignity, respect and care they deserve to live a full and independent life.



Discover the upside of ageing

LiveUp is a free healthy ageing guide funded by the Australian Department of Health and Aged Care, designed to help you stay independent and socially connected as you get older.

The Live Up website is packed with impartial information and resources, helpful product suggestions, and local activities and groups to help you take control of how you're ageing.

liveup.org.au





R U OK? Day wrap up

To mark R U OK? Day, State Office (above) had a morning tea with a distinctly yellow dress code. Mt Esk (right) served a morning team for the morning crew and then supplied pizzas for the evening team. In huddles, they discussed our Employee Assistance Program (EPA), Converge International, and encouraged staff to utilise this confidential free service and discuss this option with their family members if in need.



Yaraandoo's staff got spoilt with lots of delicious food and a Coffee Van (right). The Lifestyle team at Ainslie Low Head put an amazing spread together (bottom right) for their staff to be shared over all shifts.



And of course there were cupcakes for everyone! Thanks, catering crew.





Pharmacy Transition

The rollout of new statewide pharmaceutical supply services has been successfully completed. After a five-year contract with Hobart Friendly Society, SCCT recently chose Epic Pharmacy through an open tender.

A transition plan was created to ensure a smooth change for residents and staff. The rollout was led by SCCT's Clinical Pharmacist, Dr. Mulugeta Angamo, working with regional managers, staff, and software providers.

Epic Pharmacy is now supplying medications to aged care facilities in Tasmania, with the south serviced from

New Town and the north from Kings Meadows. Wilkinson's TerryWhite Pharmacy will cover the northwest.

Dr Mulugeta sincerely thanked everyone for their involvement in the successful rollout of Epic Pharmacy into our Aged Care Facilities. The team's presence, enthusiasm, and dedication made a big difference, and their contributions had a positive impact on the project.

The time and effort put in to help smoothly complete the rollout is truly appreciated.

Well done, and thank you!

Spotlight on Dr. Mulugeta Angamo

Residents at Southern Cross Care Tasmania are in good hands with our Clinical Consultant Dr. Mulugeta Angamo, BPharm(MPS) MPharm PhD. Born in Ethiopia, Dr. Mulugeta has focused his career on improving health outcomes through evidence-based practices, training, and research on medication management.

While he was studying and tutoring at the University of Tasmania, Dr Mulugeta started working at SCCT as a casual extended care assistant. When SCCT discovered his qualifications, Dr Mulugeta began working as a Clinical Consultant and has been involved in several clinical and care services management processes.



Rebecca Eiszele, General Manager Care and Clinical Services, said, "Mulu is so quiet and humble in all that he does, but without his guidance things would not have gone anywhere near as smoothly!"



Staff Movements

Welcome

This month we welcomed a total of 21 new starters, including extended care assistants, registered nurses, service employees, a leisure and lifestyle officer, and an incident review coordinator. We welcome our new staff to multiple locations such as Fairway Rise, Glenara Lakes, Ainslie Low Head, Rosary Gardens, Home and Community South, Mt Esk and State Office.

Farewell

We said goodbye to Rosary Gardens Facility Manager, Cheryl Eickmeyer. Area Manager Lisa Robertson is acting manager while we recruit to fill the position. We also farewelled Charlotte Bai, Executive Manager Integrated Services. Several other staff members have departed, including Moira Saunderson, Customer Liaison Officer, registered nurses, personal carers and service employees.

Currently Recruiting

View all opportunities on our website.

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

Meet Our New Workers Compensation & Injury Management Business Partner

We are excited to introduce Quinton Newman. Prior to joining SCC, Quinton worked in a similar role across 26 homes in the greater Melbourne area.



Quinton Newman

Quinton says what he enjoys most about his work is being able to get out and visit the different sites, meet the residents, and assist the managers and workers with their Workplace Health and Safety (WHS) and Return to Work (RTW) concerns. "I love helping those on Work Cover return to work as soon and as safely as possible," he said.

Outside of work, Quinton is a proud father to two young sons, aged 6 and 4. He is also a passionate, one-eyed Geelong supporter and fitness enthusiast. With a background as a qualified Personal Trainer from his time in the Army, Quinton enjoys working out and maintaining a healthy lifestyle.

WGEA Reporting Completed

This means we have met the requirements set by the Workplace Gender Equality Agency (WGEA), an Australian government agency. Organisations with over 100 employees are required to submit reports annually on gender equality indicators, such as:

- Pay gaps between men and women
- Gender composition of the workforce
- Flexible working arrangements
- Policies supporting gender equality

The reporting helps promote workplace gender equality and can also affect an organisation's eligibility for government contracts and funding.



NEW Scam Alert

The Department of Health and Aged Care is aware of scammers who are targeting older people, their carers, and their families by impersonating aged care providers. Some scammers have been stealing Refundable Accommodation Deposit (RAD) payments by making contact to confirm bank details before making payments or to verify that a request was legitimate.



How to protect yourself from scams:

- Please be cautious of unfamiliar emails, texts, or phone calls.
- Always stop and check the person contacting them is legitimate before clicking on links, sharing personal details, or sending money.
- If unsure, call the company using the contact details from their official website.
- If something feels wrong, stop the transaction or conversation immediately.

If you think you've been scammed, act quickly. Report the scam to your bank immediately, as well as local police, [ScamWatch](#), and [ReportCyber](#). The [My Aged Care website](#) has further information about spotting, avoiding, and reporting scams.

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