

# Aligning THE STARS

NOVEMBER 2024

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Honoured  
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Southern Cross Care  
(Tasmania) Inc.

**Feel right at home.**

# Aligning THE STARS

November  
2024

## Front cover image:

Sr Frances McShane MSS  
showing her Guilford  
Young Medal

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Southern Cross Care  
acknowledges the  
Tasmanian Aboriginal  
Community as the  
traditional owners and  
continuing custodians of  
lutruwita (Tasmania) and  
pay our Respect to their  
Elders past and present.

## Update from the CEO, Esteban Cox



As we embrace the spirit of  
Christmas, I want to take a  
moment to extend my warmest  
wishes to each of you and reflect  
on the year we've shared.

On that note, what a busy year with so many  
challenging changes. I am truly proud of our dedicated  
and incredible Staff. Thank you for your commitment,  
kindness, tireless care, and the warmth you bring to our  
Older Peoples' lives every single day. Your tireless  
efforts and care make a meaningful difference.

To our Older People and Families, you are at the heart  
of everything we do. It is our privilege to support you,  
hear your stories, and share in your moments of joy.  
Let's celebrate love and connections, and I hope this  
season brings you happiness, comfort, and  
togetherness. I encourage you to embrace the joy of  
the season and to cherish the moments spent with  
loved ones and friends.

Let us also spare a thought for those who may be  
missing someone special this year and extend kindness  
wherever we can.

I would like this opportunity to remind us all, to please  
be safe during the festive season.

On behalf of the entire leadership team at SCC Tas, I  
wish you a very Merry Christmas and a healthy, happy,  
and prosperous New Year. May this festive season bring  
peace, health and love.

MERRY CHRISTMAS!

*Esteban*







## Advent Wreath and Candles

Here is the story behind the Advent Wreath and Candles that you may have seen around our facilities, by Yennie Hughes, Pastoral Carer at Rosary Gardens.

The four candles represent the four weeks of Advent.

The 1st Sunday symbolises Hope with the “Prophet’s Candle” reminding us that Jesus is coming.

The 2nd Sunday symbolises Faith with “Bethlehem Candle” reminding us of Mary and Joseph’s Journey to Bethlehem.

The 3rd Sunday symbolises Joy with “Shepherd’s Candle ” reminding us of the Joy the world experienced at the coming birth of Jesus.

The 4th Sunday symbolises Peace with “Angel’s Candle” reminding us of the message of the angels; “Peace on Earth, Good Will Toward Men.”

The fifth candle is white and is illuminated on Christmas Eve or Christmas Day. It represents Christ's purity and love.

## Key Gathering

The Southern Cross Care Tasmania Annual General Meeting (AGM) was held at State Office on 18 November 2024. In attendance were the Knights of the Southern Cross, the SCCT Board and the Executive Team, and Archbishop Julian Porteous of the Archdiocese of Hobart.



L-R CEO Esteban Cox, Leonie Fowke, Michael Kerschbaum, Deputy Chair Alayne Baker, Caroline Wells, Alex MacAskill, Chair Sonya Beyers, Kellie Dean, Kelly Walker, Jane Sargison, Archbishop Julian Porteous.

At the AGM, the Financial Statements for Financial Year 2023-2024 were accepted. The Knights of the Southern Cross reappointed the Board of Directors, with the exception of Alex MacAskill who retired after an incredible 18 years of service. Alex was acknowledged with a beautiful orchid as a thank you gift and farewelled by all present. Michael Kerschbaum was appointed as a new Director.

We are grateful to the Archbishop for leading a dedicated service and blessing the organisation.

The FY23-24 Financial Statements are now available on the [Publications Page](#) on our website.



The Australian Government passed the Aged Care Bill 2024 on 25 November 2024 and will become the new Aged Care Act from 1 July 2025. The Bill includes the new **Strengthened Aged Care Standards**. Over the coming months, SCC will undertake significant work to ensure that we are well prepared for the new standards and will provide a brief overview of the new standards each month.



**This month**

## Standard 1: The Person

Outcomes and key concepts for this Standard are:

**1.1 Person-Centred Care** (cultural safe care, diversity, trauma aware and healing informed care, autonomy, professional and trusting relationships, partnership)

**1.2 Dignity, Respect and Privacy** (choice, personal privacy, older people's rights)

**1.3 Choice, Independence and quality of life** (overcoming communication barriers, advocacy, quality of life, goals of care, informed consent, positive risk taking, dignity of risk, decision making, supported decision making, substitute decision makers)

**1.4 Transparency and agreements** (care and services agreements, open disclosure, autonomy)

Standard 1 underpins the way that providers and workers are expected to treat older people and is relevant to all

standards. It reflects important concepts about dignity and respect, older person individuality and diversity, independence, choice and control, culturally safe care and dignity of risk. These concepts are all important in fostering a sense of safety, autonomy, inclusion and quality of life for older people.

Standard 1 focuses on the understanding that older people are valuable members of society, with rich and varied histories, characteristics, identities, interests and life experiences. It recognises that older people can come from a diverse range of backgrounds and groups. It ensures that providers recognise and embrace each person's diversity and who they are holistically as a person, and that this drives how providers and workers engage with older people and deliver their care and services.

If SCC is achieving the outcomes of this standard, we should hear from our older people that:

*"I have the right to be treated with dignity and respect and to live free from any form of discrimination. I make decisions about my care and services, with support when I want or need it. My identity, culture and diversity are valued and supported, and I have the right to live the life I choose. My provider understands who I am and what is important to me, and this determines the way my care and services are delivered"*





# Montessori Principles

## Centre The Person

**Our Memory Support Units are a great example of Aged Care Standard 1 – The Person - in action.**

They use Montessori methods which focus on the person, embracing each person's abilities and interests. It's a compassionate way to support individuals with dementia in a way that respects their dignity and individuality. The Montessori approach helps older people feel valued, reduces frustration, and improves quality of life.

Here are some of the principles of Montessori Care:

- 1. Focus on strengths, not weaknesses:** Instead of pointing out what someone can't do, this method emphasises what they can do. Tasks are adapted to fit their abilities.
- 2. Use familiar activities:** Activities are designed to reflect real-life tasks, like folding clothes, setting the table, or gardening. These tasks are meaningful and give a sense of purpose.
- 3. Engage the senses:** The method often uses activities that involve touch, smell, sound, or sight to help spark memories and emotions.
- 4. Create a calm, structured environment:** The surroundings are set up to minimise confusion and support success. For example, items are clearly labelled, and clutter is kept to a minimum.

### This is St Andrews' Halloween Afternoon Tea



Fairway Rise residents in St Andrews celebrated Halloween in the true Montessori model of care style.

The older people were not catered for, they were a part of every process of making it a celebration event happening in their home.

Residents mixed, baked, and decorated their own afternoon tea. They made headbands and helped set up tables and decorations.



# In Loving Memory

## Remembering those who have passed



Fr Shammi presents the Memorial Liturgy

***Our memories of them will never grow old. They are locked in our hearts in letters of gold. Death cannot part us, nor distance divide. Each day of our lives they walk by our side.***



Candles and roses at Sandown Apartments



Chrissie Divona speaking at Mount Esk's memorial



The month of November is traditionally a time when the Catholic community remembers those who have passed away. It is a time to remember and pray for the loved ones who have gone before us.

Thank you to the Pastoral Carers of SCCT for sharing these stories.

At Sandown Apartments Father Shammi conducted a prayerful Memorial Liturgy. Family members, residents, and staff gathered to the celebration and participated carrying flowers and lighting candles for the residents that passed away.

The Memorial Service at Rivulet was attended by staff, volunteers, families, friends, and residents. For the

commemoration of the departed, the names of the departed were read, nice pictures of departed were presented, and a candle was lit as each name was read.

At Mt Esk the family and friends of the deceased residents were invited to light a candle for each of our deceased residents, and each of the families took the candle and a red rose home to keep in memory.

Rosary Gardens residents, staff and family members got together to remember the residents, friends, family members and staff that they lost this year. They lit candles in memory, giving thanks for their loved ones and praying for comfort in their loss and grief. Photos next page >





# Outstanding Service Award For Rosary Gardens' Sr Frances



Archbishop Julian Porteous presented Sr Frances with the Guilford Young Medal

Sr Frances McShane MSS received the Guilford Young Medal for outstanding service to the Archdiocese of Hobart. The Guilford Young Medal is awarded to those who have substantially contributed to the Church in Tasmania, and Sr Frances was one of six Tasmanians honoured in a ceremony at St Mary's Cathedral on Tuesday 19 November.

Sr Frances was born in Tasmania and grew up in the Catholic parish of Pontville/

Brighton. She entered the novitiate for the Missionary Sisters of Service in 1961. In 1975, she returned to Hobart from Whyalla South Australia and assumed the management of the Catholic Centre Bookshop in Macquarie Street where she served for 28 years.

At age of 70, Sr Frances "retired" from the Bookshop to take up as pastoral leader in Beaconsfield on the West Tamar Catholic parish. After 10 years, Sr Frances retired to Claremont, becoming involved in the Glenorchy parish.

Now she lives at Rosary Gardens, she remains pastorally available, sitting with the sick. While Sr Frances has received several awards in relation to her service to her community and more than a few at the various local Flower Shows for her roses, camelias and other flowers, it is for her life dedicated to the gospel message in the Archdiocese of Hobart that we honour her here.

## More photos from the Memorial Services, page 6



The service at Rosary Gardens



Rivulet's ceremony



# Dipawali at Fairway Rise

Staff and older people at Fairway Rise celebrated Dipawali, the Festival of Lights, which is a Hindu festival observed annually in Nepal. Team members were dressed in their traditional clothing, known as kurtas and residents enjoyed a short video presentation to understand the event's significance.

On a table, staff crafted a Rangoli, an artistic display created with seven vibrant colors. The Rangoli symbolizes the joy, positivity, and liveliness of a home.

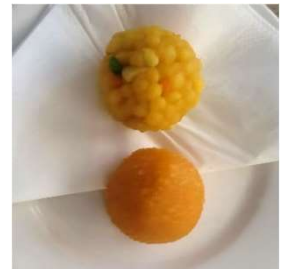
The celebration continued with lively dancing and singing to Deusi Bhailo songs, along with a delightful taste of Laddu - a Nepalese dessert.



Staff and residents dancing behind the Rangoli



The staff honouring the goddess of wealth, also known as Laxmi.



Laddu



## Lifestyle Villages Meal Deliveries

Independent Living Residents were recently informed about changes to the meal delivery service. After listening to feedback, we made some further adjustments. If you have any questions about the meal options available to you, please contact your Village Manager.

Glenara Lakes and Ainslie Launceston and Westbury, St Canice, Guilford Young Grove - Jenine van Egdom, 0447 326 372.

Springhaven, Fairway Rise, AA Lord, Grange Villas, Sandown Village, Tarooma Villas – Paula Bourne 0487 341 765.





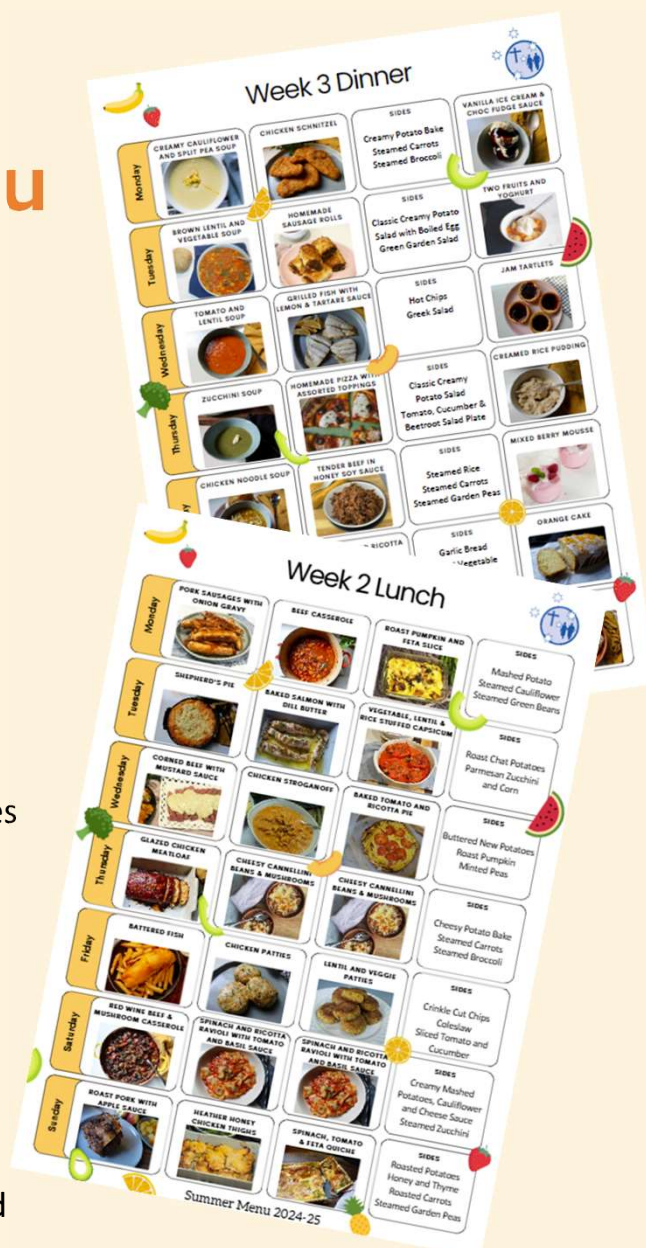
# Introducing our NEW Summer Menu

It gives us great pleasure to announce the launch of our new Summer menu, which will be served from 16 December 2024.

This menu has been carefully crafted in collaboration with our staff, dietitians, and, most importantly, our older people. It's designed to be both tasty and nutritious, featuring many classic favourites as well as new dishes chosen by you.

We're committed to ensuring our catering services meet expectations while staying compliant with the necessary requirements. Over the next few weeks, we'll work closely with the head chefs to gather feedback through food focus groups and surveys. Your input will help us identify what's working well and address any issues quickly.

We look forward to rolling out this new menu and working together to create a great dining experience for everyone.



Our new Menu books have pictures so you can see what's on offer.



Roast Lamb (almost) everyone's favourite is always on the menu.



The dining experience at Sandown



## Manual Handling Training

Home and Community NorthWest successfully completed Manual Handling Training at the Penguin Surf Club on Tuesday 12 November. The event saw a strong turnout with 40 workers involved, all of whom took part in this important training aimed at enhancing safety and care practices within Home and Community Aged Care.

The training was very interactive, and everyone participated with enthusiasm. The training covered essential techniques and guidelines for safe manual handling, which are critical in preventing injuries for both workers and older people. By participating in the course, the attendees gained and enhanced valuable

skills to improve their daily tasks whilst ensuring the continued well-being of the older people receiving visits. Working within Home and Community it is imperative that all workers are up to date with all required training so they can safely manage tasks within the home of the older person.



The training session in Penguin

## Safety Leadership Training

**Safety Leadership is not about simply leading safety; it is about leading the business safely.**

Safety Leadership is defined as "The process of defining the desired state, setting up the team to succeed, and engaging in the discretionary efforts that drive the safety value, which broadly boils down to "engaging in and maintaining behaviours that help others achieve our safety goals".

With the above in mind the Executive recently attending training which focused on roles and responsibilities, due diligence, and risk management.

Further training is planned for Managers, Supervisors and Workers in 2025.



## From the WHS Team

As Christmas and the holiday season approaches it is a time for celebration spending time with family and friends and for some a time to travel both locally and abroad.

Unfortunately for some Christmas can be a difficult period that brings a range of emotions. However, if you are aware of anyone who may be struggling, I would encourage you to reach out and offer support.

Amongst all the activities it is important that we all remain vigilant and to remember that safety does not take a holiday.

This season take the time to look for hazards around the home. If you are driving, plan ahead, watch out for fatigue and remember that you are sharing the road.

By staying safe you will protect the most important person to your family and friends, YOU!

Stay safe and enjoy the season.

*Take the gift of SAFETY home.*

## Practice safety every day as safety has no holiday

The Southern Cross Care Safety Tree provides useful tips for the festive season.

Use our safety guide to ensure a safe and happy holiday period for you and your family.



# Sustainability

## Caring for the environment, caring about the future

As an aged care provider, we are committed to not only caring for older persons but also for the community and the world around us. Every small action we take today contributes to a brighter, more sustainable future. Together, we can make meaningful changes that support the environment and reduce waste while maintaining our high standards of care.



### Why It Matters

Sustainability is about leaving the world in a better place for future generations. We invite everyone—older people, workers, and families—to join us in these efforts. By working together, we can create an environment that reflects the care and respect we show each other every day. Thank you for helping us make a positive impact!

### Simple Changes You Can Make

- **Towel Usage:** Did you know washing towels unnecessarily uses a significant amount of water and energy? We encourage everyone to only replace towels when needed.
- **Think Before You Print:** By switching to digital communication and printing only when absolutely necessary, we can save paper and reduce waste to conserve natural resources and lower emissions.
- **Reduce Food Waste:** Let's be mindful of portion sizes and storage practices. Wasting food impacts our budget and adds to environmental harm.
- **Energy Conservation:** Become an advocate for eco-friendly practices like turning off lights and unplugging devices.
- **Recycling Crafts:** Organise craft sessions using recyclable materials for fun and creative engagement.
- **Sustainable Celebrations:** Use decorations made from recyclable or natural materials for events.
- **Community Partnerships:** Partner with local schools or other community groups for joint gardening or environmental sustainability efforts such as recycling or reuse programs, and clean-up days.





# Community Outreach and Fundraising

AA Lord held an afternoon tea for Get Online Week. Paul Turvey from the Neighbourhood Watch group kindly provided his time with a very informative afternoon on how to improve your knowledge with using your smart phone and computer, and on how to be smart as your grandkids!



Get Online Week with Paul Turvey

Also at AA Lord, the Coffee Club invited the Hobart CEO of the Cancer Council, Alison Lai to come along and discuss Ovarian Cancer. This was a very informative discussion with many questions asked and answered. The Coffee Club raised \$1,300 to donate the Cancer Council. This money will be used to support each cancer patient in many ways such as health nurse visits, transport to and from appointments, counselling support for the family, and much more.



Howard handing the cheque to Alison



The Zonta Club of Hobart

Springhaven shared the use of the Chalet facilities for the annual Zonta Birthing Kit Assembly Day on Saturday 23 November. The Zonta Club of Hobart Derwent were supported by Grace Winspear, a student from the Friends School who helped to raise the funds towards the purchase of Birthing Kit supplies. Seven Springhaven residents also joined in packing the kits. It was a wonderfully successful afternoon, with 200 Birthing Kits packed to be sent to a developing country in Africa.

## Share your story, share your good work

We love to see how our communities of older people connect with and support their local community groups. If you have a news story you would like to include in *Aligning the Stars*, please call Nerida on 0456 770 245 or email [nerida.hornshaw@scctas.org.au](mailto:nerida.hornshaw@scctas.org.au)



# Remembrance Day

It is a day to get together, to reflect and remember those who have given their lives for the freedom we enjoy today. It is a time to be thankful for peace and liberty and to recognise the sacrifices of those who have come before us. We also remember the men and women who have served their country in war and survived.



Rosary Gardens L-R: Frank Gough, Ingrid Fenger, Lisa Robertson, Pastoral Carer Yennie Hughes, Arnold Markham, CEO Esteban Cox, Rev Marilyn King, Operations Officer Major Gavin Cole, Facility Manager Natalie Seymour

## 11 November 2024

At Rosary Gardens the Remembrance Day wreath was laid by SCC Knight Arnold Markham and resident Frank Gough, who also shared heartfelt words of remembrance and reflection. Major Gavin Cole represented the Australian Army and gave the commemorative address, which added significance for those unable to attend services out in the community. Ingrid Fenger, one of the knitting group, croqueted



Ingrid Fenger with her poppies



Arnold Markham and Frank Gough lay the wreath

The service at Mount Esk was led By Pastoral Carer Chrissie Divona. David Stone read the Ode and Sharon, a cleaner at Mount Esk, played the trumpet (pictured below)



Yaraandoo's service was done by the Wynyard RSL. John Gibbs is an ex serving Airforce member, who had the honour of laying down the wreath.





# Halloween Fun



Everyone loves a costume!



Most of Mount Esk's Halloween was too scary to share! Sharon brought her whole collection of spooky decorations in and created an amazing display. The rest of the staff had fun in costumes.

Yaraandoo had a low key Halloween event. The older people didn't want to celebrate but loved to see the staff get dressed up.



A Coven of Witches descended on Rivulet to trick or treat and fly around on broomsticks. There were delicious cinnamon donuts then everyone joined in for a spooky group quiz, with the Pumpkins challenging the Ghosts. MSU Carer Darilyn went all out in the late afternoon trick or treating...with Home-baked goodies and treats galore, much to the delight of the residents.



Darilyn with the zombie trolley





# Leisurely Lifestyles Around the state



Mount Esk staff and residents both participated in an International Concert on 8 November. The celebration of song, dance, poetry, food, fun and laughter was a huge success and enjoyed by all.



Here's the wonderful team of Support Workers at Home & Community Services South. At their last staff meeting for the year, they received a thank you gift of a paper origami with a chocolate.



The Indoor Bowls tournament between Springhaven and Fairway Rise Villages was held at Springhaven. Fairway Rise came out the third time winners – a hat trick for the team. Paula Bourne presented the perpetual trophy to the Fairway Rise's Patsy Kropp.



At the Glenara Lakes Melbourne Cup Day, the Ladies and Gentlemen started with a pamper Morning before getting ready for the Fashions of the Field. They had races outside with a miniature trophy for the winner and medals for the place getters, then inside for the Cup. Lucky door prizes and best dressed were recognised.





# Leisurely Lifestyles around the state



Yaraandoo have had a very busy month, with lots of visiting performers to entertain the older people. They also took a trip to Bunnings (above) and held Melbourne Cup Day (below). After making fascinators, they had a red-carpet runway followed by Yaraandoo's horse race. The Hodges were on a winning streak. Marlene Hodge won best fascinator that she made herself and Desmond Hodge won the horse racing.



Rivulet held a seated country line dance at the Lodge. Resident Sue (right) helped to choreograph a line dance with Rachel.

Amanda showed off her line dancing moves before everyone participated in a country quiz and chair-based line dancing. Resident Greg assisted with the country playlist of favourite songs suggested by everyone to singalong to. It was a fun and sensory afternoon filled with movement and music.



Every month Ainslie Low Head run an activity called Happy Feet. Not the movie, it's a 10 min foot spa and a 5 min foot rub. They play relaxing music and try not to fall asleep. And don't they love it! Looks like they got carried away with the bubbles this month.



# Measuring our Culture Transformation

You might remember that we recently conducted a follow up survey to the Culture Assessment in 2023 that was the start of our Culture Transformation. Both surveys were done by HENRY REED, an independent assessor.

HENRY REED has shared the results of the 2024 Culture and Experience Assessment. It shows that our workplace culture has improved since the previous survey. The positive trends are better communication, stronger teamwork, and a sense of unity.

**“It feels like we are in this together.”**

The survey highlights that leadership changes are making the biggest impact. Employees appreciate the new CEO’s efforts to be present in the business, show genuine care, and communicate better.

**“The CEO change has been amazing; great to see changes happening.”**

Workers described the workplace culture more positively than in 2023, and every area of culture has improved, especially compliance, productivity, respect, and accountability.

The least amount of change was in being team or individually focused, unhealthy conflict, and being reactive rather than

proactive. At the same time, employees are concerned about how fast changes are happening and what the future holds.



Overall, the survey gives clear priorities for how to make our workplace even better, how to address concerns, and what it will take to build a positive, inclusive culture. It identified that the top areas for desired culture changes are:

- Respect and equality
- Better communication
- Inclusivity and diversity
- Supportive management
- Teamwork and collaboration
- Recognising employees

The insights show that while positive culture changes have been observed and experienced, there is still more to be done. The Board and Executive will continue to use these insights to develop the right tools, projects, processes, training and development to build the desired workplace culture and create a bright future for the workers at SCCT.





## Culture Working Groups Dates Extended

We've extended the nomination dates for our new employee ICARE culture working groups, now open until **Thursday 19 December**.

If you know someone who cares about:

- The quality of the care and services we provide;
- Having positive work relationships and working as a team; and
- The future of our organisation

Then you should nominate them – or yourself!

These are the factors that our new ICARE Framework is built on and we need employee champions to help bring our desired organisational culture to life.

### Nominate Culture Champions Now

To make your nomination go to <https://forms.office.com/r/AJ7UsuKt0b>

### Learn More

To find out more about the ICARE culture working groups go to [bit.ly/3ZG2Sr5](https://bit.ly/3ZG2Sr5)

Key Points:

- 11 groups across all facilities and services, each with 3 members.
- Members will help plan and communicate our desired organisational culture.
- Monthly 1-hour meetings during paid work time, with occasional input between.

Help us to make your desired workplace culture a reality – and ensure our older people receive the care experience they deserve!

## Southern Cross Care Week 2024 Employee Feedback

The People & Culture (P&C) team extend a big thank you to everyone who completed the survey/feedback for Southern Cross Week 2024. There was a good representation of team members. Overall ratings for the week were: 81% Good to Excellent, 13% Fair, 6% Poor. It's a good result but still room for improvement.

We plan to make next year even better thanks to your suggestions.

- Better coordination of dates and times of the ceremonies and events.
- Better collaboration across the business units.
- Communicate events more thoroughly to everyone.
- Organise fun games, entertainment & team activities.
- Your choice of food selections.
- Ensure night and afternoon shifts are included.
- Ensure older people are included.
- More cultural diversity.

The **WINNERS** of the \$50 gift cards are:

**Christine Smart**

(Yaraandoo)

**Tamara DeWeys**

(HCC North)

**Ashim Bhatta**

(Guilford Young Grove)



HCC NW Respect Award recipient Jahed Alam was blessed by Sharon and Leah Morrow.



# Exciting News: A Better Way of Working Is Coming!

Our employees do an amazing job with outdated systems and manual processes that make things complicated and time-consuming.

But we've found a way to make work life easier, more connected, and more efficient! We are implementing a new technology system that is a giant step toward building a better workplace for everyone and will ultimately help us provide even better care.



Get ready to simplify your workday, make communication easier, and give us all more time to focus on the things that matter most.

## The Challenges We're Tackling

- **Outdated systems** that rely on paper and manual processes slow us down and can cause errors.
- **Communication gaps** make it hard to stay in the loop
- **Building a Workplace Culture** where everyone feels connected, supported and valued.
- **Managing our Compliance risks** and meeting our requirements, like care minutes.

## Our Goal: A Better Workplace by 2025

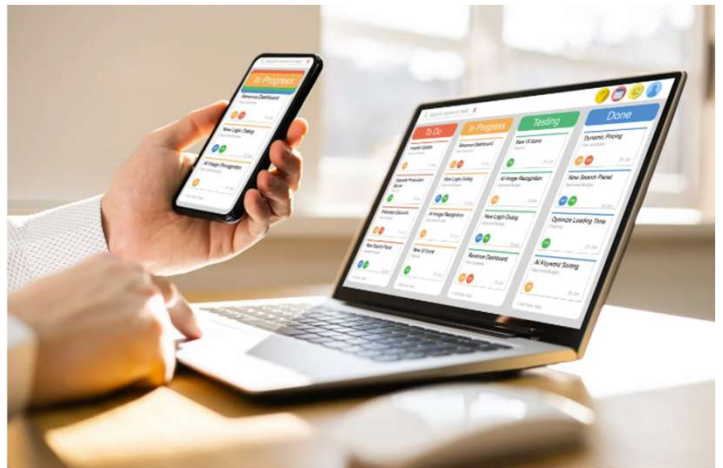
Here are the things that this new system will help us achieve:

- **Go digital** and streamline everything into an easy-to-use platform.
- **Boost productivity** by automating manual tasks.
- **Strengthen communication** with real-time updates, requests, recognition and feedback.
- **Provide better care** by freeing up time and resources.

## The Solution - A New Workforce Management Platform

We're excited to announce a new digital ecosystem designed to significantly improve how our employees interact with our processes, and with each other. The new technology will be like a one-stop-shop on your phone or computer. You'll be able to view your roster, request leave, check your payslips, update your details, access rewards, and give and receive recognition...and more! Managers will have better visibility of their teams and be able to share important updates on the go.

We'll be sharing updates as the project progresses, so stay tuned!





# Training News from Learning & Development

All workers participate in regular training. It's usually related to their area of work, but Aged Care Foundations is a mandatory unit for everyone. SCCT requires all staff to complete this training every 12 months.

After a big push for the last few months, we have achieved compliance across our organisation this week, taking into consideration the extended leave of those who will rejoin us in 2025.

These results reflect our commitment to excellence and would not have been possible without exceptional dedication, collaboration, and teamwork. Congratulations to all the teams who have achieved 100% Foundations compliance.



The Home & Community Care South team was surprised with a cake to celebrate their 100% compliance



Sam Loveridge led the first session in the new training room

On 14 November we opened the NEW Southern Training Room in the old Day Centre with a huge class of 40 Learners completing their Foundations training course. These sessions gather workers from across the state and across business units, so it is a wonderful opportunity to learn and get to know each other better.

The first session was one of many large classes of Foundations Training that have been run to make it possible for all staff to attend. Congratulations to the Learning and Development Team, whose monumental effort has been instrumental in achieving these outstanding results.

## Employee Assist



The Converge International Employee Assistance Program (EAP) can support you to build the skills you need to adapt to the changing world of work and to thrive in all areas of life.



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Southern Cross Care (Tasmania) Inc.

# Team Movements

*We warmly welcome all new starters who have joined SCC Tas in a variety of roles across the state this month, and thank the staff who are departing.*

This month we have seen some changes in key positions. These changes are designed to ensure we have the right people in the right roles to enhance our ability to deliver an excellent experience for the older persons receiving care, our employees and our community.



- Board Director Alex MacAskill has retired after 18 years. (pictured above with the Board)
- New Board Director Michael Kerschbaum
- New Chief Operating Officer (COO), Kelly Malmre commencing 10 January 2025.
- Culture Transformation Lead Claudia Butler role ending early at the end of January 2025.
- New Facility Manager at Rosary Gardens, Natalie Seymour, commenced 31 Oct 2024.
- New Facility Manager at Mount Esk, Prudence Hart commenced 6 December 2024.
- New Care Manager at Ainslie Low Head, Kate Mapeu (moving from Mount Esk)
- Sandown and Guilford Young Grove Facility Manager roles merged; Kelly Read appointed.
- Regional Manager South role made redundant; Lisa Robertson departed 13 November.
- New Role Created: Statewide Operation Manager (SOM) will oversee ILU and RACFs across the State. Neil Drummond will be Acting SOM until 31 March 2025.
- New General Manager Home Care, Andrea Duggan, commenced 25 November 2024.

## New Village Management Structure

Management of Lifestyle Villages has been reassigned following resignation of Mandy Turner.

- Glenara Lakes, Ainslie Launceston and Westbury will be managed by Jenine Van Egdom along with St Canice and Guilford Young Grove.
- Paula Bourne will be adding Sandown Village, the Grange and Tarroona Villas to her existing responsibilities at AA Lord, Fairway Rise and Springhaven.
- Charmaine Knight will manage the Yaraandoo Villas at Somerset
- Yolanda Muir will manage Ainslie Low Head.

## Contact Details

Jenine van Edgom

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## Worker Emails - Activate Yours Now

We now have the systems in place to ensure that every SCCT staff member will have their own work email address.

There are still some staff who have not activated their work email address. If you are one of them, please contact IT to activate your new work email account.

Email: [ithelp@scctas.org.au](mailto:ithelp@scctas.org.au) or call 03 6240 8900 (7:00am – 5:00pm)

Work emails are the preferred way to communicate with our employees and form the foundation of accessing our technology systems.

Our goal is to have 100% staff using their own accounts by March 2025.



## 5 Reasons why you need a work email

- **Teamwork.** Work email addresses are integrated with our collaboration tools (e.g., Microsoft Teams, Calendar, Intranet), making it easier to connect with team members, schedule meetings, and share information.
- **Single Log In.** Your work email and password will be the only login for all SCCT systems in the future, so no need to keep track of lots of different passwords.
- **Trust and Security.** Emails from verified company domains are more likely to reach the intended recipients, and our work email filters protect you from un-wanted spam and potential scams.
- **Backup and Recovery.** Our IT team can retrieve important emails or assist with technical issues, ensuring continuity even if you encounter problems.
- **Right to Disengage.** Keep your personal life and professional life separate.



**Whistleblower  
Hotline**



**1800 434 136**



[scctaswhistleblower@pkf.com.au](mailto:scctaswhistleblower@pkf.com.au)



[www.pkftalkintegrity.com/?scct](http://www.pkftalkintegrity.com/?scct)



Southern Cross Care (Tasmania) Inc.

# How to have a Peaceful Christmas



Although Christmas is a great time for celebration, the holidays can be frantic, pressurised and stressful. You can easily find yourself running around trying to get the shopping done, worrying about money or frantically organising a party.

If you're feeling the pressure, here are some ways to have a calmer Christmas.

## 5 WAYS TO A MORE MEANINGFUL CHRISTMAS

1. **Do less.** Whenever people get together, it's connectedness that matters most, not an overly ambitious menu.
2. **Watch how much you're drinking.** Alcohol can lift people's spirits, but only in small amounts. Too much and old resentments can re-emerge.
3. **Check your expectations.** Not just of other people, but also of yourself. Are they unreasonable? Sometimes we set ourselves up for disappointment by expecting the impossible.
4. **Focus on what's going well right now.** Or what's most uplifting. Forget the rest.
5. **Give thanks.** Be lavish in your gratitude that there are people in your life to care about. Give thanks, too, that you and yours have somewhere safe to sleep at night and food to share.

## 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](mailto:feedback@scctas.org.au)

03 6164 1823

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

**Advocacy Tasmania**

1800 005 131

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**Older Person Advocacy  
Network (OPAN)**

1800 700 600

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**Council on the Ageing**

03 6231 3265

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**Guardian and  
Administration Board  
Tasmania**

Free call 1800 955 772

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**Aged Care Quality & Safety  
Commission**

Free call 1800 951 822