

Aligning THE STARS

APRIL 2025

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Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

April 2025

Front cover image:

The ANZAC Day Ceremony
at Yaraandoo. L- Damien
Stewart, William Taylor,
Trevor Duniam, Charmine
Knight, Alister on bagpipes.

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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 Elders
past and present.

Update from the CEO,

Esteban Cox

Personal Reflections on the Passing of Pope Francis.

Hope you all had a great
Easter Celebration. Easter
reminds me of renewed
hope with the resurrection
of Jesus Christ.



I took the Easter week to recharge. I went camping
with my wife to Strahan on the West Coast and we
had a great time despite the rain. Pope Francis
once said, we have no control over the weather,
but how we react to it! We were truly blessed
allowing time to reflect and enjoy quality time.

While in Strahan, we were hit by the sad news of
the Holy Father, Pope Francis's passing. Personally,
I feel truly sad because a friend that I feel
connected to has left this world. However, his
memory lives on!

I met Father Jorge Bergoglio, back then Monsignor
at the Church in San Telmo and Auxiliary Bishop of
Buenos Aires. We shared and watched soccer
supporting our team San Lorenzo. Pope Francis
was a fervent soccer supporter.

I recall the Holy Father as a humble, dedicated,
loving and honest human being, always concerned
for the poor and the vulnerable in society. Also
deeply concerned about the environment. He had
a great sense of humour too.

Reflecting on his leadership, the Holy Father
reminds us that true leadership is not defined by
position, wealth or control, but by serving with
open heart and compassion.



Personal Reflections from the CEO, *continued*

Listening to his message, he calls on leaders to place human dignity at the centre of decision-making, to walk alongside those we serve and to champion justice, inclusion, and care.

In aged care, our responsibilities supporting older people, protecting the vulnerable, leading teams are not just operational duties, but acts of purpose.

Reflecting our values, our ethics, and our commitment to ensuring that every person is seen, respected, and valued. Here are some of my personal life lessons that were inspired by Pope Francis:

- Live simply
- Serve others
- Be kind always
- Be merciful
- Respect life
- Love the Church
- Avoid gossip
- Protect the Earth
- Love your family
- Love Jesus

He always asked to pray for him, he asked me that more than once, so let us pray for Pope Francis' soul.

Amen.

Esteban



The Passing of Pope Francis

Southern Cross Care Tasmania joins with Catholics around the world in grieving the passing of our Holy Father and in praying for the repose of his soul.

From the time of his election in 2013, Pope Francis brought a warmth and joy to the papacy, and a desire to be close to people. He desired a Catholic Church where the faithful felt a sense of belonging and welcome, regardless of their geographical location or social status. Hence, his constant refrain about the need to reach out to those “on the peripheries” of human society, to offer them our love and to hear their voices.

Southern Cross Care Tasmani's missional activities continue in the spirit of Pope Francis's desire for all people to know how much they are loved by God and to draw close to the heart of Christ.



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**. SCC is undertaking significant work to ensure that we are well prepared for the new standards.



This month

Standard 5: Clinical Care

The Intent of Standard 5 - Clinical Care describes the responsibilities of SCC Tasmania to deliver safe and quality clinical care services to older people, ensuring a clinical governance framework is implemented and to monitor its effectiveness in supporting aged care workers to deliver quality clinical care services.

Clinical Care services provided by SCC Tasmania are person-centred, inclusive, safe, effective and coordinated, planned and delivered in partnership with the older person, their supporters and others in line with the older person's needs and preferences. Using contemporary, evidence-based care, in the use of Allied health professionals that have distinct roles in reablement and maintenance of an older person's functional capabilities.

Outcomes and Key concepts for this standard are:

Outcome 5.1- Clinical Governance:

Continuous Improvement, Clinical Governance & safety and quality of clinical care services.

Outcome 5.2- Preventing and Controlling infections in delivering Clinical Care

Services: Ensure that infection risks are minimised and, if they occur, are controlled effectively. And support to use antimicrobials appropriately to reduce risks of increasing resistance.

Outcome 5.3 – Safe & Quality use of

medicines: Safe administration of Medicines that maximises benefits and minimises the risks of harm.

Outcome 5.4- Comprehensive Care:

Clinical care delivered by the provider must encompass clinical assessment, prevention, planning, treatment, management and review to minimise harm and optimise quality of life, reablement and maintenance of function.

Outcome 5.5 – Safety of Clinical Care

Services: The provider must identify, monitor and manage high impact and high prevalence risks in the delivery of clinical care services to ensure the delivery of safe, quality clinical care services and to reduce the risk of harm to individuals.



Standard 5: Clinical Care *continued*

Outcome 5.6 Cognitive Impairment: The provider must ensure that individuals who experience cognitive impairment (whether acute, chronic or transitory) receive comprehensive clinical care services that optimise clinical outcomes and are aligned with their clinical needs, goals and preferences.

Outcome 5.7 – Palliative Care and end-of-life care: The provider must recognise and address the needs, goals and preferences of individuals for palliative care and end-of-life care and must preserve the dignity of individuals in those circumstances. That pain and symptoms of individuals are actively managed, with access to specialist palliative and end-of-life care when required.

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

“I receive person-centred, evidence-based, safe, effective, and coordinated clinical care services by health professionals and competent aged care workers that meets my changing clinical needs and is in line with my goals and preferences”.

Pictured right, the wreath at Springhaven and Clare Baker made the wreath for AA Lord Community Hall



Ashley Thomson has been the bugler for many ANZAC Day services - at Sandown

ANZAC Day

The Southern Cross Care community showed great reverence and respect in ceremonies across the state on ANZAC Day. It's a day to recall those who served in war and who did not return to receive grateful thanks of the nation. We remember those who still sleep where they were left – amid the holly scrub in the valleys and the ridges of Gallipoli – on the rocky and terraced hills of Palestine – and in the lovely cemeteries of France.



ANZAC Day Rosary Gardens



L-R Bugler Corporal Joshua Young, Captain Steven Davison, Rosary Gardens Facility Manager Natalie Seymour and Chief Operating Officer Kelly Malmre; Frank Gough



Rosary Gardens hosted another beautiful annual ANZAC Day commemorative service with representatives from Australian Army Band- Tasmania, Lenah Valley RSL, families, volunteers, executive support team, priest, residents and staff this year. The wreath was laid by residents Arnold Markham and Frank Gough. Don Ryan from the Lenah Valley RSL recited the *Ode of Remembrance*, Captain Steven Davison gave the commemorative address, and Corporal Joshua Young performed *The Last Post* on the bugle.

Resident Frank Gough (above) gave the heartfelt words of remembrance and reflection. The Service was concluded with the New Zealand and Australian national anthems followed by a scrumptious BBQ and drinks. For residents who are unable to attend services in the community, the opportunity to mark this special occasion with a representative of the Australian Army in attendance, in uniform, added significance to the service. Their interaction with residents was greatly appreciated.

Mount Esk



At Mount Esk, the ANZAC service was a moving and meaningful event. Service leaders Karen Baker and Rachel Jackson began with a warm welcome, followed by a reading from Micah 4:1–4 and The Lord's Prayer. This was followed by The Requiem, and resident Suzanne Greig laid the wreath.

The Last Post was beautifully performed by staff member Sharon Earnshaw, followed by a minute's silence. Sharon then played The Rouse, leading into the recitation of The Ode and "Lest we Forget, then ended with everyone present joining in to sing the National Anthem.



ANZAC Day *Glenara Lakes*

Glenara Lakes held an early ANZAC Service on April 24, with around 50 residents, family members, and villa residents in attendance. The event was a heartfelt and moving tribute to those who served. The service was MC'd by Terry Byrne and his wife Sonya. Guest speakers included Alf Hogan and Therese Binns, who was accompanied by her dog, Coco. Therese and Coco represented the courageous nurses of the Great War.

War widow Peggy Greig, who turns 105 this year, laid a wreath of flowers in honour of the fallen, including her late husband. There was strong representation of the armed forces present with war widow, Joyce Comber, proudly wearing her husband's medals, Terry and Alf, both Vietnam veterans, Sonya Byrne

and Beth Roantree, both Army veterans. A display of wartime memorabilia added depth to the commemoration. Among the items were medals belonging to Beth Roantree's grandfather, a prisoner of war at Changi Prison, along with a photo of a flag he had hidden from the Japanese—signed by fellow prisoners with their names and service numbers. Also featured were tributes to Beth's father, who served in the Army Reserve and Police, and her great uncle, who was killed in France during the Great War. His headstone was included in the display.

The service was very well received, and sincere thanks were extended to Terry, Sonya, Alf, and Therese for making the event so meaningful.



Yaraandoo

The Wynyard RSL and a serving Navy member conducted a beautiful ceremony at Yaraandoo, which was deeply appreciated by all. Afterwards there was time for a few rounds of the traditional game of "Two-Up".



April No Falls Month 2025 Wrap Up

April No Falls Month is an annual campaign to raise awareness about the impact of falls and to promote the latest best practice fall prevention strategies.

Throughout April, each facility participated in activities to help residents get active and improve balance for fall prevention. Thank you to Yaraandoo for sharing their activities:

1. Twice-Weekly Physio Exercise Classes

Holding these classes twice a week provides consistent opportunities for residents to build strength, improve balance, and enhance mobility.

2. Tai Chi - a gentle and flowing form of exercise, has proven to be highly effective in reducing the risk of falls among older adults in aged care settings. The slow, controlled

movements focus on balance, strength, and mindfulness, making it ideal for residents who have mobility challenges.

3. Weekly Walking Club

Pictured above, Yaraandoo's weekly walking club offers a fun and effective way to reduce the risk of falls while promoting overall well-being. Consistent walking activities are an enjoyable way to help residents maintain mobility, strength, and build confidence.

By participating in a variety of weekly activities, individuals in aged care can stay active, strengthen their bodies, and confidently navigate their environment—reducing the risk of falls and improving quality of life.



Physio class, above and Walking Club, top, at Yaraandoo



Tennis Exercise Class at Rosary Gardens



Rekindling the Artistic Spirit *with the Montessori approach*

At St Andrew's Fairway Rise, the Montessori approach focuses on what residents can still do, rather than what they are no longer able to do. It's about understanding each person—their history, their interests before dementia, and what made their life meaningful. Person-centred activities create opportunities for residents to engage in tasks that are not only enjoyable but also deeply meaningful to them.

Two residents at St Andrew's, Brian and Rose, were once talented artists. For a while, both had stopped painting. However, with some modifications to the activity and a little encouragement from staff, both residents rediscovered their love for art.

Brian (below) needed just a few outlines painted by staff to get started. Once this was done, he eagerly picked up the paintbrush and began to fill in the details. As he worked, Brian reminisced about his past, sharing stories about how he was self-taught and used watercolours. After completing his artwork, Brian proudly took staff to his room to show them the paintings he had created in his younger years.



Brian's original painting



Rose (above) initially declined to paint on a canvas, so she was given an adult colouring page and paint. She carefully painted the page, all the while sharing memories of her artistic journey. Rose fondly spoke about her experience as a painting teacher, explaining how she used oil, watercolour, and acrylic paints in her work.



Landscape
by Rose

These examples highlight the power of person-centred activities to help trigger memories, leading to moments of joy and connection. Residents become animated as they reminisce about cherished times in their lives, giving them the opportunity to relive their passions and talents.

Art Show at Yaraandoo

There's another talented artist at Yaraandoo. When David asked if he could host a show of his exceptional art at Yaraandoo, the team made it happen. David loved sharing his artwork with both staff and fellow residents, and they all enjoyed hearing the stories behind his pieces. The event was made extra special by David's family who brought in some delicious food for all the residents.



David proudly presenting his artworks



The Man Cave (for everyone)

The Man Cave at Ainslie Low Head has grown into a favourite among the residents. It's a place to unwind in a relaxed, pub-style setting, enjoy a cold beer, watch sports on TV, and have a casual game of pool while chatting about whatever came to mind. In fact, it has become so popular that some regular poker players started ditching their usual game to join in on the fun. It's been fantastic to see the camaraderie, laughter,



and friendships that have formed in this space. The Man Cave isn't just an activity; it's a community where all residents are welcome to relax, have a laugh, and truly enjoy themselves.



Happy 100th Birthday, Marj!

It's a privilege for Rosary Gardens to celebrate a very special milestone — Marjorie Walker's 100th birthday! Marj has been part of the Rosary Gardens family for the past two and a half years. Born in Australia, she spent much of her life living around Tasmania. In her younger days, Marj worked for the Mercury newspaper and played golf for an impressive 39 years.

These days, Marj enjoys watching a bit of TV, popping into bingo every now and then, and having a good chat with our staff — sharing stories and reminiscing about their life experiences. Happy 100th birthday to a truly remarkable lady. Marj, you're an inspiration to all of us, and we're happy to celebrate this incredible milestone with you!



Letters Against Isolation



Rosary Gardens residents enjoying reading letters from around the world.

Letters Against Isolation (LAI) is bringing smiles and human connection to combat loneliness in older individuals through the simple act of letter writing. Founded during the covid pandemic in 2020 by two teenage sisters, LAI connects people in care homes and isolated living situations with cheerful, handwritten letters from volunteers around the world.

If you would like to learn more or sign up, visit www.lettersagainstisolation.com



Community Connections



Lions Club Donates Instruments

The George Town Lions Club has made a generous donation of \$800 worth of musical instruments to support music therapy at Ainslie Low Head. This thoughtful gift includes bongos, castanets, tambourines, and a variety of percussion instruments that will bring rhythm and joy to therapy sessions. Music therapy offers numerous benefits,

including reducing stress, anxiety, and depression, boosting energy and immune function, improving language and motor skills, and fostering a sense of community. Lions Club members were invited to a special afternoon tea, where they presented their “gift of music” to delighted residents—who are now ready to rock to their own beat.

Easter Generosity from Woolworths



Ainslie Low Head appreciated another George Town community act of generosity. Woolworths paid a visit with a donation of hot cross buns and easter eggs! They even brought the butter! Filling our residents with sugar and joy for Easter while building community connections.



Autumn Festival at Rivulet



Autumn at Rivulet is a truly beautiful time of year as the leaves change colour and start to fall. Rivulet held an Autumn Festival to celebrate the season. The space was decorated with autumn leaves, shiny red apples, and sparkly lights.

The Festival included a fun Autumn Quiz, seasonal poetry to evoke the colours and emotions of the season, and a hilarious apple stacking game. The residents competed to see who could build the tallest tower of apples, which was much harder than expected! A very large Easter Bunny named Jules made a surprise appearance, and the fun continued with an apple peeling competition with staff cheered on by residents.



Staff member Jack closed the afternoon with a special concert, while residents enjoyed a delicious selection of freshly cooked pizzas, savoury scones, mini apple pies, and chocolate tarts, all prepared by chef Dylan and his hardworking team.



Easter Fun

Rosary Gardens

held a fancy Easter High Tea.



Glenara Lakes

went big with an Easter Bonnet Competition, Easter Bingo and a roving Easter Egg Hunt



Rivulet

did a sensory activity of Easter Cupcake Decorating (and eating)



Ainslie Low Head

loved doing Osterieierbaum, a centuries old German tradition of decorating trees and bushes with Easter eggs. The egg is an ancient symbol of life all over the world.

Easter Fun

Yaraandoo had Easter Crafts and a raffles – winner Harley. One of the wonderfully creative residents, Marlene, has been very busy—she made over 100 Easter chicks by hand!



Sandown had a fun filled Easter afternoon with artwork that the residents created to decorate the room for the festivities.





Residents who are 90 years old and live in Delaney Court, Fairway Rise



The Three Old Maids

Golden Oldies Afternoon Tea

A special afternoon tea was held to celebrate the 24 Nonagenarians (aged 90 and over) who live at Fairway Rise and Springhaven. It was a joyful day, full of smiles and laughter, and many other village residents came along to help celebrate. When the guests arrived, they had their photos taken in front of a balloon arch before being shown to their tables. A trolley full of tasty high tea treats was brought to them by the Maître d'. The main table was also packed with amazing food and desserts, kindly made and shared by residents.

There was entertainment including:

- The Dolly Partons
- The Three Old Maids
- The Ageless Pink Fairy with broken wand

A special moment was when the oldest resident, Stan Hey, cut the celebration cake. For those who couldn't come, a plate of food and some chocolates were delivered to them so they could still feel part of the day. A big thank you to Janet Hegarty and the Social Committee for putting together such a thoughtful event.

The 'Fairhaven' Cup

The fourth inter-village indoor bowls competition between Springhaven and Fairway Rise was a lovely afternoon with afternoon tea, and many bowlers stayed on for happy hour. We won't mention who won, but let's just say that it's only a matter of time before Springhaven knocks Fairway Rise off their perch. In the meantime, all the villages are enjoying their interactions and the fun of the game.



Julie Wilshire and Doug Gibson with the perpetual trophy



St Mark's Church presents "The Extraordinary Choir"

Each month, a group of residents from Fairway Rise visit St Mark's Church in Bellerive to take part in a beautifully arranged musical event, followed by morning tea. Each event features a different theme and is led by a fabulous man named Andrew Davies.

Andrew is a very talented musician. In his younger years in Sydney, he played and mingled with well-known bands, including Midnight Oil. Now in his more mature years, Andrew has dedicated his musical talents and time to serving the Lord, bringing a great deal of laughter and joy to the congregation and the elderly community.

The *Extraordinary Choir*, under Andrew's direction, is made up of residents and other members of the community. The Fairway Rise residents absolutely love it and are so thankful for Andrew's dedication, and for the effort and love the St Mark's Anglican Church community puts into this monthly event.

April's theme centred around Easter, with readings and music reflecting the saving grace of God and the profound sacrifice He made for the salvation of humanity—an expression of His deep love for us and the lengths to which He will go to reach every one of us with His ever-loving, unfathomable compassion, mercy, and unwavering kindness.



The Extraordinary Choir



Andrew Davis (on keyboard) leads the choir





Business Planning Workshop

“Go Slow to Go Fast”

In early April, 50 leaders and managers gathered for a two-day Business Planning Workshop, embracing our Board Chair’s simple yet powerful idea: “Go slow to go fast.” It’s about taking time to pause, plan and think strategically, so when it’s time to move, we are set up for faster, smarter progress.

Day 1 started with the CEO presenting the Strategic Plan for the next 3 years, 2025–2028, which he had recently presented to the Board. At the core of the Plan is a commitment *to individual-centred care*, reflecting the updated language in the new Aged Care Act.

The Strategic Plan consists of four strategic pillars:

- Empower Workforce Excellence
- Embed Financial Sustainability
- Excel in Governance, Quality and Safety
- Become Future Ready.

After the CEO, the Executive Team expanded on each pillar, highlighting the importance of balancing people, processes, and technology to drive transformation. Discussions also explored strengthening our workforce, and financial sustainability strategies.

Day 2 shifted to strategic planning. Leaders connected their priorities to the Strengthened Aged Care Standards, especially Standard 2: The Organisation. Through a mix of collaboration and honest conversations about what to focus on (and what to let go of) each manager created a clear, draft business plan for the next 12 months. The next step: refining and finalising these plans in partnership with their leaders.

Taking time now to plan with intention ensures we move forward with clarity, purpose, and momentum—living the “go slow to go fast” philosophy.



Workforce Hub Project Update

We're getting closer to launching our exciting new workforce systems. It's a suite of platforms built to make work more streamlined and connected, and we're calling it 'Workforce Hub'.

Here's a Refresher of the Benefits of Workforce Hub:

- Smarter Processes – Employees can manage shifts, request leave, complete training, and view payslips in just a few clicks.
- Better Collaboration – Teams stay connected through real-time updates, recognition, and rewards.
- Anytime, Anywhere Access – The system can be used on a phone, tablet, or computer, wherever and whenever it's needed.
- More Time for Care – Spending less time on paperwork means more time doing what matters most: providing excellent care.

What's Next:

We'll be rolling out Workforce Hub in stages, with plenty of guidance and support along the way.

Next week is the launch of the first two platforms. Get ready to meet **Ausmed** for easy, all-in-one training and compliance, and **REX**, the Reward & Recognition Employee Experience Platform. REX is the place for all the good news, recognition, rewards, and access to exclusive discounts and automatic cashback via a phone app called *Thrive*.

More details will be shared soon!



Easter Hamper Winner

Home & Community NorthWest Support Worker Lesley Crisp and her granddaughter won the Easter Raffle at Priceline Ulverstone. The hamper was much appreciated by both with lots of Easter treats included to make for a very happy Easter.

Lesley is also a very proud grandma, with Adrienne going ahead leaps and bounds in her swimming lessons. Adrienne is 6 and has already won a medal and a promotion in her swimming.



Anzac Biscuit Recipe



The simple combination of rolled oats, coconut and sweet golden syrup is a favourite both to commemorate Anzac Day but also as a classic biscuit anytime of the year.

Ingredients:

125gm butter, chopped
2 tbs golden syrup
½ tsp bicarb soda
2 tbs boiling water

Dry ingredients:

1 cup plain flour
1 cup rolled oats
1 cup caster sugar
¾ cup desiccated coconut

Method:

Combine butter and golden syrup in a saucepan, and stir over medium heat until butter is melted. Stir in combined bicarb soda and water, then stir in dry ingredients. Mix well. Drop rounded teaspoons of mixture about 4cm apart on greased over trays and flatten slightly.

Bake in a slow oven for 15 - 20 minutes or until slightly brown. Cool on tray. Makes 24 biscuits. Recipe by CWA.

Tasmanian Association for Residents of Retirement Villages Inc. (TARRV) www.tarrv.org.au

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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 6240 880

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

