

# Aligning

# THE STARS

FEBRUARY 2024



*We met with  
Two Mayors and  
one Ambassador*

*Christmas 2023  
4 page Wrap Up*

*Feel right at home.*

*Wellness Pilot  
Begins  
Page 14*



Southern Cross Care  
(Tasmania) Inc.

# Aligning THE STARS

FEBRUARY 2024

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### Front cover image:

From left to right:  
Julie Wiltshire, Jara  
Dean (Interim CEO)  
and Coralie  
Chamberlain at the  
Wellness Pilot launch

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## Reflections from Interim CEO,

# Jara Dean

Welcome to this month's edition of *Aligning the Stars*. I would like to thank Esteban for allowing me to use this space, usually reserved for a message from the Chief Executive Officer, to say a few words as my acting period comes to a close.



I often reflect on the past six months and will continue to do this for some time to come; what I have said, what I have done, what I should have done or said differently. Reflecting provides us with an opportunity to pause in our daily efforts, to untangle and sort through observations, consider different viewpoints, and to create meaning. These meanings become learnings which inform future decisions. This “meaning making” is essential for us as individuals and organisations alike to grow and develop.

I would like to share with you my engagement with one of our residents and their family over the last six months. As I worked to address the multitude of long-standing issues, it was not difficult to identify what went wrong. A simple question of facts; What? Who? Where? When? However, it was not until the resident candidly expressed the profound impact of these unresolved issues and the manner with which Southern Cross Care handled them that I truly found an understanding.

The feelings of those involved can guide you to fully understanding any situation, and so your learning is better grounded in the experience. I sincerely thank this resident and their family for sharing those feelings with me.



## Reflections from Jara Dean, continued

Values and goals are not in themselves necessarily reflective, but the process of identifying values and setting goals should be. Goals should mirror our values and therefore represent things that are important to us and that we want to work towards.

As I apologised to the resident and their family on behalf of Southern Cross Care, I set myself a goal to do all I can so that no other resident or family, or employee, should endure the same experience. I genuinely hope that our actions over the past six months have shown that Southern Cross Care is changing. It is becoming open and transparent, being more caring and compassionate, acknowledging mistakes and learning from them.

I hope that this edition of the newsletter will showcase the community within Southern Cross Care but also show our genuine desire to reestablish our standing in the broader Tasmanian community. I am tremendously optimistic that Southern Cross Care can achieve this through the expression of kindness and compassion we all deserve.

From my heart, I thank you all, within and outside of Southern Cross Care, for the support and trust you have shared over the last six months and into the future.

## Our Commitment

Last December, we agreed with the Aged Care Quality and Safety Commission to review our complaints and incident management and improve staff engagement and culture as part of restoring the reputation of Southern Cross Care Tasmania. We are the first aged care provider in the nation to enter into such an agreement voluntarily.

We are making these commitments to you and in the voluntary undertaking to the Aged Care Quality and Safety Commission:

### **Complaints Management**

We are committed to use feedback and complaints to build and maintain good relationships with consumers, our workforce and the community.

### **Staff Engagement and Culture**

We are committed to a positive and harmonious work environment for all those employed at Southern Cross Care.

### **Incidents Management**

We are committed to implementing organisation wide systems that identify emerging consumer and workforce risks and support investment in continuous improvement activities.

### **Timeline**

We will develop the actions for improvement by 30 April 2024 and submit a comprehensive and detailed assessment of these undertakings to the Commission by 15 December 2024.

Email questions and concerns to [ceo@scctas.org.au](mailto:ceo@scctas.org.au)

[View the Full Commitment Statement](#)



# Our Visitors from Timor-Leste

With a mostly Catholic population who have a culture of deep family bonds, there is a link between Southern Cross Care and the people of Timor-Leste through the love of Christ, and kindness and compassion for those close to us.

Ambassador Ms Inês Almedia toured Rosary Gardens on Friday 16 February 2023, accompanied by Professor Nitin Verma, Honorary Consul for Timor-Leste in Tasmania and Mr Eoin Breen. The delegation discussed how we can work together to address workforce shortages by bringing workers from Timor-Leste to work in our homes in the North of the state.



(L-R) Jara Dean, Interim CEO, Professor Nitin Verma, Her Excellency Ms Inês Almedia and Mr Eoin Breen

(L-R) Judith Fishlock, Chair of the Board; Her Excellency Ms Inês Almedia Jara Dean, Interim CEO; Professor Nitin Verma; Mr Eoin Breen; Kate Beven, Chief People Officer.

We are excited about exploring this possibility under the Pacific Australia Labour Mobility (PALM) scheme. The PALM Scheme allows Australian organisations to hire workers from Pacific Islands and Timor-Leste when there are not enough local workers available.

Many Timorese are already working in Tasmania in the agriculture sector, and experience from other states shows that the Scheme works very well in aged care. For example, Southern Cross Care Queensland is already employing workers from Papua New Guinea in their remote homes in Chinchilla, Murgon and Taroom.

Just like our colleagues from Queensland, we find it challenging to recruit and retain workers, particularly in rural communities, and continue to look for new ways to deliver high quality care and support to people in all our service locations.

## How can you help?

- **Finding accommodation for the workers.** Ideally affordable and close to our sites at Somerset, Youngtown/St Leonards and Low Head/George Town. Billeting with families is also an option.
- **Teaching English.** English is second language for most Timorese, who speak the two official languages - Portuguese and Tetum, the national language.

# Connecting with Queensland

There is a Southern Cross Care in every State and Territory. Although each Southern Cross Care organisation is independent, we do often share thoughts and ideas. After all, we all face the same challenges.

In January, Jude Fishlock (Chair of the Board) and Jara Dean (Interim CEO) visited Southern Cross Care Queensland. They met with the members of the executive team who shared insights into their areas of responsibility. Southern Cross Care Queensland employs a comparable number of staff and cares for a similar number of residents, although they are spread over more homes and rural areas.

It was interesting to hear about their *Known & Loved* Cultural Program, which is underpinned by 5 pillars: Listen First, Make Today Matter, Help Others Grow, Build Loving Community and Server the Greater Good.

Hearing about their award-winning *Customer Insights Program* was aspirational. Southern Cross Care Queensland has had over 9,000 conversations with their customers, clients and families in the last three to four years.

The key takeaway for Tasmania was that although there will be some rough sailing ahead, we are on the right course and there are people and organisations willing to help us to succeed.



Francis Price, Chair of Southern Cross Care Queensland; Jara Dean, Interim CEO; Judith Fishlock, Chair of the Board; and Jason Eldering, CEO of Southern Cross Care Queensland.

# Consumer Advisory Group

The Southern Cross Care Tasmania Consumer Advisory Group provides a source of meaningful engagement with residents and clients and/or their representatives.

Members have been selected to represent the diversity of people we provide services to, including various geographic locations, people living with dementia and people who belong to cultural or special interest groups.

The advisory group is tasked to:

- Provide a lived experience perspective about the quality of care and services.
- Find and communicate care recipients' needs and issues.
- Identify opportunities for improvement.

The Consumer Advisory Group provides feedback to the Board.

**The first meeting of the newly established Consumer Advisory Group will be on 8 March 2024.**

## Workplace Health and Safety Stories

# Infection Control Proves Effective



Selvia Sitepu-Parry demonstrates both correct options for wearing PPE, eye protection goggles or face shield, mask, gown and gloves.

The recent surge of COVID-19 has presented unique challenges to staff working in Home & Community Services across the state. The home environments where home care workers provide care and services cannot be controlled or managed the same way as they can in a hospital or aged care facility.

Most importantly, tracking and tracing of cases has shown there has been no cross-infection between staff and clients of Southern Cross Care Home & Community Services. This indicates that infection control training and practices have been effective in keeping staff and clients safe. We appreciate everybody's ongoing commitment to workplace safety.



## David's Successful Return to Work

**“I was worried it was going to change how I was treated in the workplace. It did...for the better!”**

David Hearn doesn't mind sharing that his work-related injury was a mental health issue – he reckons it's something we should all be more aware of.

When the injury first happened, not only was David traumatised, but he also felt guilty and nervous about going through Workers' Compensation.

He says his fears were subsided by everything Southern Cross Care did to support him. It was the empathy and kind treatment by his management team that put him at ease.



David Hearn with Ted Ferguson and Irene Jack at the Rosary Gardens Day Centre.

David wanted to come back to work as soon as possible, but in a way that was safe and conducive to his recovery. Together David, his medical team and his workplace support team worked through a Return to Work Program. With a gradual approach, David eased back into work through different duties and is now back to his regular contracted hours.

David says that the way he was supported at work made all the difference to his recovery.

## Caring for ourselves as we care for others

Returning to work after a work-related injury or illness can help with your recovery.

Being at work helps you to:

- maintain your connections with the workplace and feel supported
- return to your pre-injury activities and lifestyle and encourage your recovery by staying active
- increase your confidence in managing your injury and give you a focus on ability rather than disability
- support your participation, independence and social inclusion.

# Montessori Methods Helping Residents Living with Dementia

Southern Cross Care Tasmania was the first aged care provider in Tasmania to introduce Montessori method of care for dementia and cognitive impairment. Montessori focuses on supporting both the person and the environment, which is adapted to support memory loss and independence.

Montessori environments help people re-learn skills associated with daily activities such as gardening, getting ready to go out and setting a table for dinner. Our residents who are living with dementia are now assisted to choose their meals, no more plastic or bibs – tables are set with beautiful place settings, real crockery and cutlery.



Lunchtime at Glenara Lakes Memory Support Unit

Staff trained in Montessori methods breakdown the tasks and together with memory cues and repetition, people are enabled to function at their highest level. There is signage around the Memory Support Unit inviting residents to do activities. Residents are often seen accompanying staff outside of the unit carrying out various activities.

**[Download our Montessori handbook](#)**



Outdoor garden at Yaraandoo Memory Support Unit

“I want to extend the highest possible thank you to the lady who runs the Memory Support Unit at Rivulet where my mum resides. Julianne is the most professional, kindest and caring person I have ever met. I can only imagine the daily strains and stresses of working in this environment, but Jules has a magical sparkle to her and she just lights up otherwise mundane days for her residents, or her family as she refers to them. Not only does she constantly attend to and lovingly help all of her residents, but she is always available for supporting family members as they watch their loved ones suffer through dementia. Please pass on my sincere thanks to Jules and her wonderful team. I don't know how I would get through seeing mum crumble with dementia if it wasn't for Jules' support.”

Mark H

# Devonport Day Centre Opening



Leah Morrow, Home Care Team Leader NW; Mayor of Devonport Alison Jarman; Jara Dean, Interim CEO; Emma Preston, Leisure & Lifestyle Coordinator NW Day Centre; Judtih Fishlock, Chair of the Board.



Janet Triffet pictured with Mayor of Devonport Alison Jarman, Mayor of Devonport

The Centre was officially opened by Alison Jarman, Mayor of the City of Devonport. Alison is not a stranger to aged care. If she is not performing her mayoral duties, she takes Stella Bella, her much loved miniature pony to residential homes across the north-west coast.

Our Devonport Day Centre is officially re-open for business. To celebrate the occasion, an Open Day was held on 17 January 2024 on site, showcasing the Centre and the importance of the services it provides.

The program is run by our Leisure and Lifestyle Coordinator Emma Preston. Emma comes to Southern Cross Care with several qualifications and years of experience in the field. But most importantly, her infectious enthusiasm for helping older people to overcome feelings of isolation and loneliness through meaningful activity programs designed to support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing.

“I hope this gives community members a chance to feel part of something special and allows loved ones to join us for a cuppa and chat sessions, to talk with those in similar situations and a chance to feel heard.”

Emma Preston

Day centres can provide a vital social outlet for older people and offer much-needed respite for caregivers. Our Devonport Day Centre provides activities for older people specifically designed to develop, maintain and support their ability to remain independent and socially active. Clients can join like-minded people to enjoy gardening activities, arts and crafts, group outings, multicultural activities and much more in a warm, friendly and safe environment. The Centre is open three days a week – Tuesday, Wednesday, and Thursday. On Wednesdays, the program will focus specially on clients living with dementia.



# Aged Care Star Ratings Update

It has been twelve months since the introduction of **Aged Care Star Ratings**, a way for older people, their families and carers to compare the quality of aged care homes.

It is pleasing that Southern Cross Care's latest overall ratings have improved after Guilford Young Grove was awarded 4 stars. Staffing improved in 5 homes, and 2 homes newly achieved 5 stars in quality measures.

## How Star Ratings work

Each aged care home receiving a rating against four categories, which are combined and weighted to produce an **Overall Star Rating**.

The categories are:

- **Compliance** – based on regulatory

decisions by the Aged Care Quality and Safety Commission. Weighted 30%.

- **Residents' Experience** – based on survey feedback from at least 10% of residents about their experiences at their aged care home. Weighted 33%.
- **Staffing** – based on the average care time residents receive from registered nurses and other care staff. Weighted 22%.
- **Quality Measures** – based on care for pressure injuries, restrictive practices, falls and major injury, unplanned weight loss, and medication management. Weighted 15%.

While the Star Rating System may not be perfect, it provides for better transparency, benchmarking against others in the sector and to identify areas for improvement.

Home	Overall Rating	Compliance	Resident's Experience	Staffing	Quality Measures
Fairway Rise	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Rivulet	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Sandown	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Guilford Young Grove	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Rosary Gardens	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Glenara Lakes	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Mount Esk	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Ainslie Low Head	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Yaraandoo	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★



## More About Star Ratings

Aged Care Star Ratings provide a clear and transparent way for older people, their families and carers to make informed choices about their residential aged care options.

### How to read the Aged Care Star Ratings Table.

The ratings are based on historical data. For example, the ratings provided today are based on data from July to September 2023.

Residents' Experience Surveys are done once a year. The staffing rating compares care minutes to average targets based on residents' needs from the previous quarter.

Another important point is that a 3 Star rating is the 'Acceptable' level when providers meet or slightly exceed prescribed care minute targets.

## Mayoral visit to Fairway Rise

How often do you get welcomed to your new home by the Mayor? New occupants Peter and Judith Harding (pictured below), came to do take measurements prior to moving in, and bumped into the Mayor inspecting their newly refurbished villa!



The Mayor of Clarence City Council, Brendan Blomeley, joined Judith Fishlock (Chair of the Board), Esteban Cox (CEO), and Jara Dean (Interim CEO) on a tour of Fairway Rise in December last year.

Sam Wall (Facility Manager) took Brendan through the aged care home, and Paula Bourne (Village Manager) showed Brendan through the village.

Brendan described the home and the village as "impressive" on his facebook post. A nice compliment to receive and worthy recognition of the work of both Sam and Paula.



Jara Dean, Interim CEO; Esteban Cox, CEO; Paula Bourne, Fairway Rise Village Manager; Judith Fishlock, Chair of the Board; and Mayor Brendan Blomeley. Photo supplied Mayor Blomeley



# Wrapping up Christmas 2023

At Southern Cross Care we make sure no one is alone at Christmas time. Christmas celebrations are now an annual tradition in our retirement villages. The social calendar was bursting with events and activities around the State.

## Glenara Lakes

In the North, Christmas celebrations started on the first of December with the annual Christmas Carols hosted at Glenara Lakes Retirement Village. The event was a full Village affair with many residents out to shine their talents or lend a hand. We had the Launceston Male Choir, Glenara Lakes Mixed Choir, our residents' band *Geratrix and the Pacemakers* as well as dancers from Melissa Wimmers Dance School.



The annual Glenara Lakes Village Christmas Dinner was held in the Gordon Dell Auditorium. The tables were dressed by residents with native plants from around the village for a traditional Australian theme. There were carols by Glenara Lakes Mixed Choir (pictured right with special appearance by Jara Dean), singalong, raffle and poetry reading. Glenara Lakes aged care home kitchen staff cooked and served a scrumptious three-course dinner.



# Wrapping up Christmas 2023



## Fairway Rise

The highlight of the evening at Fairway Rise was a performance by the Residents' Social Committee titled 'Sister Act'. The entertainment will be hard to beat this year.



## Springhaven

The Springhaven Larks (pictured below), accompanied by Kieran Slicer, provided entertainment at their village's Christmas dinner, filling the room with Christmas carols and joy. Santa Claus arrived with his helper and handed out some very funny gifts to a few lucky residents.





## Rosary Gardens and SCC Office



## Ainslie Launceston

Southern Cross Care hosted a BBQ for residents at our Ainslie Launceston Retirement Village.

Our maintenance officer Jim Stewart took on the role of a chef and servery staff, dishing out the delicious BBQ, salads and dessert prepared by our kitchen staff from Glenara Lakes aged care home.

And let's not forget Jim's famous Christmas punch creation, one for the naughty one for the nice!



*Winner of the lucky door prize donated by Southern Cross Care.*



# Wrapping up Christmas 2023

## Ainslie Low Head

Southern Cross Care also hosted a Christmas BBQ at Low Head Bowls Club for residents, volunteers and the Committee of the Bowls Club. Residents displayed an array of festive costumes, with a couple of winners receiving prizes.



## Yaraandoo

The warmest Christmas spirit was displayed in one of our smallest villages. Mandy Turner, Village Manager and Marina Groening, Administration Officer with a portable BBQ in tow were welcomed by carols coming from Unit 4 in Yaraandoo Retirement Village. The garage was set up with tables and chairs and open to everyone from the village to come and share in Christmas joy. What a great example of community spirit.

# Fun Trivia: Where is this Matthew Flinders commemorative window?



The window which depicts Captain Matthew Flinders (and a matching window of Surgeon George Bass) is in St Paul's Chapel by the Sea, which was built on the site of Ainslie Low Head Aged Care Home in 1980.

St Paul's Chapel contains the original stained-glass windows, altar, pews, entrance doors and organ from St Paul's Church in Launceston, which was demolished in 1975 to make way for the new Launceston General Hospital. These features date back to the late 1880's when the church was built.

**[This year we remember the 250th anniversary of Matthew Flinders birthday. The Bass & Flinders Maritime Museum in George Town is commemorating the anniversary with a weekend of fun family activities from 16-17 March 2024.](#)**

Back to the commemorative windows. The Flinders and Bass windows were designed and made by the same craftsmen who made the Matthew Flinders window in the Church of St Mary and the Holy Rodd in Donington, UK, where Flinders was baptised.

The two windows are part of the Seamen's Chapel which was built along the lines of the facility in the Lincoln Cathedral in Lincolnshire, England, which also honours Bass and Flinders.

In the centre of the window, Flinders is seated holding his sextant against a background of one his charts. Above him is a collection of his navigation instruments and his flute. The arms of the Royal Society are at the top of the window, and the two ships at the base are Flinders' leaky ship *Investigator* and the schooner *Francis*.

In the right window, Surgeon George Bass is seated with a telescope across his lap and a background of Tasmanian foliage.

The base marks the voyage of the tiny sloop *Norfolk* which led to the confirmation that Van Diemen's Land is an island separated from mainland Australia by Bass Strait.



## Reflecting on Our Values: *Language – Respect at Work*



Respect is one of Southern Cross Care's values. Under this value, we recognise and respect individuality and diversity and treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances.

Southern Cross Care has a very diverse workforce coming from all different backgrounds and for whom English is their second language. Take Esteban, our CEO who is originally from Argentina and speaks both Spanish and Portuguese. Diversity in workplaces provides wonderful opportunities to grow and learn from each other. However, it can also lead to unintended conflicts, especially when staff speak their first language at work. When a person cannot understand what others are saying, it is easy to jump to the conclusion that the conversation is about them.

We ask all our employees to be mindful of how others may feel. Jara Dean, our Interim CEO in his message talks about the importance of reflecting. We ask that you reflect on the feelings you experienced when you first came to Australia and did not understand English well? Relating your own past experiences is important and we hope it will help you understand that speaking in any way that others may not understand while in their presence may be exclusion and thus disrespectful.

So just remember to include everyone, staff and residents, in the conversations that you have when you are around them. Together we will create a workplace where everyone feels respected.



# Wellness Program Pilot Begins

This month marked the start of the 6-week pilot study of the effects of structured exercise training for people living independently in retirement villages. The study will map changes in body composition, muscle strength, functional capacity and risk factors associated with other medical conditions.

heart disease, high blood pressure and high cholesterol, has a impact on many mental health conditions and reduces isolation by providing social engagement and fun.

Ten fitness enthusiasts from Springhaven and Fairway Rise Retirement Villages are taking part in the study. Each participant had their starting fitness level assessed, and a body composition scan measured their starting weight, body fat percentage and muscle mass.

After the formalities, it was straight onto the machines to start their personalised exercise programs. The system is safe and easy for the participants as it collects health metrics and equipment usage data, and the machines automatically adjust based on each person's progress over time.

We hope that the outcome of this pilot will build a case to



Julie Wiltshire having the arm pulldown machine set up to suit her height and strength

set up fitness and strengthening centres with qualified staff in our retirement villages. Having these facilities on site could help reduce health care costs resulting from injurious falls, allow residents to maintain their daily living independence, improve their wellbeing and quality of life, and most importantly prevent older adults from entering residential care too early.



Patsy Croop with one of the trainers. Patsy is also pictured above with Jara Dean.

Well-designed strength training 2 - 3 times per week can reduce the risk of falls and injury related to reduced strength and poor balance. Structured exercise also reduces the risk of medical conditions such as diabetes,

If you would like to assist us in any way or have suggestions which organisations could help us in securing Government funding for this project, please contact us at [ceo@scctas.org.au](mailto:ceo@scctas.org.au).

# Happy 104<sup>th</sup> Birthday

**Dulcie Barry of Rosary Gardens was born in Tasmania in 1920, although her family insist it was 1921.**

"I have three siblings and was raised on a farm on the Tasman Peninsula. I went to school in Port Arthur at the age of five. When I left school I became a teacher with the little children. I preferred teaching the girls as the boys could be a bit cheeky. I joined the Airforce in 1944 and then after the war went to work as a librarian in Melbourne."

Mrs Barry has four children. One lives in Tasmania and the others are on the mainland. Her first husband died not long after their son was born. Dulcie remarried and with her husband travelled around



Australia. "I travelled over to England for the Queen's Jubilee and on to America but was happy to return to Tasmania."

Dulcie says she has had a lovely life. "My best memories are of my teaching years. I have always been content in life, good marriage, great children, so many grandchildren, great friends and had a lot of fun throughout my life."

From everyone at Southern Cross Care, may you have many more years of happiness and good health, Dulcie.

## Glenara Lakes Pool reopens to residents

Southern Cross Care has two aged care homes with swimming pools: Sandown Apartments in the South and Glenara Lakes in the North.

Both pools are used extensively by residents from retirement villages but not so much by residents from the aged care homes.

Residents from Glenara Lakes aged care home can again enjoy water aerobics exercises or just a splash in the pool.



# Fun at Fairway Rise 50's and 60's Retro Diner

The residents of Fairway Rise enjoyed a special dinner of burgers, hot dogs and fries, followed by desserts of ice cream sundaes and banana splits. The jukebox played rock'n'roll's classics while the residents relived the fun of the 50's and 60's.



# Home Care at the Medibank Healthy Lifestyles Expo



Southern Cross Care Home and Community Services exhibited at the Medibank Healthy Lifestyles Expo on Saturday 17 February. The Expo is a celebration of health, wellness and community. Southern Cross Care was represented by Erica Ramage, Business Development Manager and Jenine van Egdom, Village Manager.



# What's on the menu?

## Food around Southern Cross Care Tasmania

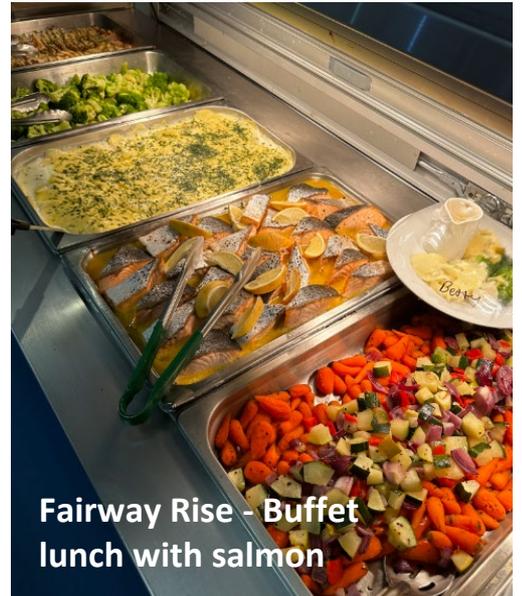
### For lunch



Sandown – lamb rogan josh



Yaraandoo Saturday lunch



Fairway Rise - Buffet lunch with salmon

### For dinner



Food presentation masterclass from Yaraandoo.



Sandown - Lamb chops, creamy mashed potato, roasted carrots, braised silverbeet with gravy



Yaraandoo roast beef buffet - plated above, serving style below.

### For dessert

Valentine's Day cupcakes, left and Lemon Meringue Pies, right



# Travel Spotlight - Argentina

Words from our CEO Esteban Cox, who has returned from a special overseas journey.



Our beautiful cathedral in Salta city. Pope Juan Pablo II addressed the people from the balcony in 1981.

I am delighted to be back from my vacation overseas, even though a few days after I landed in Hobart I found out that I had COVID! All good, I am recovering nicely.

I would like to use this opportunity to give my BIG THANK YOU to Jara Dean and the Executive Team for their support during my absence and for steering the ship in the planned direction.

My family and I travelled to Argentina to visit our loved ones after a long time.



My brother-in-law cooking Argentina's famous BBQ. 18kg of meat cooking for 6 hours - and then the rain arrived!

When you are having fun times goes just too fast, and that is what happened, 6 weeks just gone like that. This trip was important not only because of my 60th celebration with loved ones, but because we were all reunited after a very long time.



With my parents, auntie and sister

I am lucky to have my father and mother alive, however my father (85) lives in the north of Brazil and we managed to bring him over. Special occasion, imagine that my parents have not seen each other since 1981! So, lots of feelings and emotions. Also, my daughters and son had the chance to finally get to know their grandfather and share unique moments. Wow! No words can describe the moments shared. It is never late to rebuild relations, life is only too short!



Cabildo. Government house from colonial times. The building is almost 450 years old.

# Introducing New Staff

Meet **Claudia Butler**. Her job title is 'Culture Transformation Lead', but she prefers the term 'Culture Regeneration'.



My last job at the Tasmanian Council of Social Service (TasCOSS) brought the aged care, disability, social services, childcare and education sectors together for the first time to explore a whole of industry approach to attract and retain employees. The team I led developed the *Work with Purpose* campaign and the *Review your Workforce* tool.

I like complex and challenging work. Balancing business, people and client interest is not an easy undertaking, but I enjoy being part of a team and mobilising the collective efforts of people towards a shared goal.

Outside of work I love to spend time with my family, particularly my five-year-old granddaughter. My husband and I have three generations living on our property. One of my closest friends is my 15-year-old rescue dog Matilda. I also love spending time in nature and growing my own vegetables.

My personal mantra is 'Live the change you want to see.'

## Staff Movements

We welcome **Irene Fremlin** as the new facility manager into our Ainslie Low Head residential aged care home.

**Neil Drummond** took on the role of the Northern Residential Aged Care Regional Manager.

**Rebecca Eiszele** is heading the newly formed Quality and Compliance Team.

**Nerida Hornshaw** is our new Communications and Marketing Lead, and her first task was producing this newsletter.



Most recently I was working at Tourism Tasmania, but before that I was the Marketing Manager at Blueline Laundry. I love working with an organisation that has a positive social impact, that's why I've come to Southern Cross Care.

My favourite thing about my job is delivering the right solution for people's needs. My priority is to make communications as accessible as possible, so you may notice the look and feel of this newsletter changing over the coming months.

When I'm not at work, I am hanging out with my dog Bruny. She's a big, fluffy german shepherd and we love to explore our neighbourhood and the walking tracks and beaches of Hobart together.

My best piece of advice for a happy home life in a house full of teenage boys is 'everything can be fixed, washed or replaced'.



# CEO Update from Esteban Cox

I would like to share with you some important projects underway for Southern Cross Care Tasmania.



Cultural Transformation Lead Claudia Butler is doing a wonderful job, having already interviewed over 40 staff members to understand their views of our culture and the way forward. Changing culture takes time, but we are taking the steps towards in the right direction.

On the 21<sup>st</sup> of February, we held our first forum for the Independent Living Units. It was wonderful to receive positive feedback on many aspects from the audience. This goes to highlight the great work the Board and Management, led by Jara, have done during the last 6 months. My appreciation to all participants for a dynamic meeting, including 5 Board members present during the forum.

The Board and Executive team are leading changes to the organisational structure of Southern Cross Care. Strategic planning for the next three years, risk appetite review and budget are also on the agenda.

Yes, we can and will keep on making improvements.

## 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

**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

## Board Calendar

The Board of Directors met on 29 January 2024 with the next meeting scheduled for 18 March 2024.

The following Board subcommittees met recently:

Clinical Governance – 24 January 2024

Finance, Audit and Risk – 7 February 2024

Quality Advisory Body – 16 February 2024

Independent Living Forum – 21 February 2024

Estate Development – 26 February 2024

The full Meeting Schedule is available on our website under *Publications*

