

# Aligning THE STARS

JULY 2024

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Southern Cross Care  
(Tasmania) Inc.

Feel right at home.



# Aligning THE STARS

JULY 2024

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## Front cover image:

Joan Reid of Glenara  
Lakes at their Winter  
Solstice celebration

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## Update from the CEO,

# Esteban Cox

Sometimes it seems like there is so much to achieve before Christmas is upon us, but I am pleased to report that we continue to make good progress towards our goals.

I would like to give you an update on current projects:



### **Culture transformation project.**

Following the May workshop with the senior leadership team we defined the Organisation Chart at all levels. We now have clarity of roles, responsibilities and reporting lines.

By mid-August we will commence the LEAD program, designed to upskill our leaders on key leadership topics.

We are developing the cultural framework after listening to just under 300 staff. The draft cultural framework model will be presented to the Board at the next meeting.

We are working to create a compelling Employee Value Proposition based on the priorities identified from the employee survey conducted.

### **Voluntary Enforceable Undertaking**

We are progressing well with the VEU with the support of the team from the Aged Care Quality and Safety Commission (ACQSC). We need to deliver the continuous improvement plan by 31 July 2024. Policies and procedures have been updated and the training program has been developed and is ready to be delivered.

This undertaking has required a huge effort from many members of the SCCT team, and I would like to thank everyone for their hard work in keeping this essential project on target.



## CEO Update, *continued*

We have filled the new role of General Manager Risk, Quality and Governance. The successful applicant was Stalin Shahi who commenced work in mid-July 2024.

Scott Adams left SCCTas at the end of his fixed term contract. We thank Scott for his valuable support as Acting CFO and later as Manager for Corporate Services, and wish him all the best in his new job.

We are closing the 2024 financials in preparation for the financial audit. The financials need to be approved and audited by 31 October 2024.

I will be visiting all sites; I expect and appreciate receiving your feedback to assist with ongoing improvements. Yes We Can!

Your CEO, Esteban Cox.

### **A Note on our Cover**

Glenara resident Joan Reid is featured on our cover with permission from her family. Joan has an interesting connection with Glenara Lakes, having been involved in its establishment. Joan was a member of the Glenara Board who supported the sale of the property to Southern Cross Care in 1999. Before then, 'Glenara Farm' as it was known, had been a Home for Boys then a youth training centre. The Board were looking at options for the property that provided a service to the community, and the successful proposal was a purpose-built retirement village for senior citizens.

## Welcome Stalin Shahi

Join us in welcoming Stalin Shahi to his new position of General Manager Risk, Quality and Governance.



Stalin's role is to develop and implement policies and processes to safeguard the organisation from potential risk, and make sure our products and services are delivered at the highest quality.

Before joining Southern Cross Care, Stalin was working as an Associate Director within KPMG Melbourne's Governance Risk and Compliance Services practice.

Stalin says he likes the fact that his role gives him the opportunity to collaborate with stakeholders across the organisation. "In my experience, business stakeholders take a keen interest in risk and compliance if provided with the right tools and guidance. I love to partner with the business in championing the organisation's risk culture and supporting all things risk, compliance, quality and governance."

Outside of work, he loves to spend time with his wife and their puppy, listen to podcasts and watch documentaries.

# Voluntary Enforceable Undertaking Update - Complaint Management

Everyone has the right to give feedback and make complaints, and to feel safe to do so. Our improved complaint management policy and process will ensure that people are engaged in their complaint resolution and are informed as appropriate action is taken.

We are delighted to report that the project is ready to be launched across the state. Leaders and employees will be trained in the new complaint management process, and there will be new Feedback forms being delivered to all our services. There is no need to wait through. If you have a complaint, suggestion, compliment or any other kind of feedback, we want to hear from you. There is a new digital feedback form now on our website to submit feedback at this link.

[www.scctas.org.au/feedback](http://www.scctas.org.au/feedback)



## Incident Management System/ Serious Incident Response Scheme Improvement

The Serious Incident Response Scheme (SIRS) aims to identify and prevent abuse and neglect among people receiving aged care. An effective Incident Management System (IMS) helps providers respond to incidents and take steps to ensure they don't happen again. Another one of our commitments under the Voluntary Enforceable Undertaking was to a project to improve our IMS/SIRS.

This has been an extensive project, and we are so excited that finally we launched the new IMS/SIRS policies and procedures for the South Region on 28 June (pictured) and the North region on 24 July 2024. The new material has been provided as an online training module for the whole organisation to complete.



South Region IMS/SIRS Launch with the Regional Manager, Facility Manager, Care Managers and the Quality and Compliance Team.





# Two Reburial Ceremonies for Matthew Flinders



St Pauls Chapel at Ainslie Low Head



The stained glass windows of Bass and Flinders in the Seaman's Chapel.



Pastor Bob was the MC for the service

Matthew Flinders was the first man known to have circumnavigated Australia. His grave was rediscovered while digging under a park behind London's Euston station in 2019. The small town of Donington, Lincolnshire UK started a campaign for Matthew Flinders to be reburied in his hometown, and it occurred there on 14 July 2024. On the same day, St Pauls Chapel, located in the grounds of Ainslie Low Head was the site of another service to mark the reinterment of Matthew Flinders. It was chosen for the service because the Seamans Chapel contains stained glass windows of both George Bass and Matthew Flinders.

George Town's Bass and Flinders Maritime Museum volunteers Margie and Craig attended the Donington reburial ceremony, while in Tasmania, Pastor Bob from the George Town Baptist Church was the MC and Russell Kenery classic boat enthusiast and an author of several book, spoke about the tales of Matthew Flinders circumnavigating Australia. The service included John Osbourne playing the Pipe Organ, and a Welcome to Country by Pauline Heppel.

After the service everyone was invited to view the Seamans Chapel to see the stained glass, then invited to have a free look around the Bass and Flinders Maritime Museum. This unique museum is the best place to learn more about one of the most famous explorers.



The Donington reburial service



Craig and Margie in UK with a statue of Mathew Flinders and his cat Trim

# Sandown's *Gourmet Night*



Starter – Confit salmon with white gazpacho

Sandown Apartments hosted a special 3-course gourmet dinner for Sandown residents and selected guests, showcasing the skill of their chef, the quality of Tasmanian produce, and an elevated dining experience.

It is well known that food in Aged Care is an extremely important part of the experience for residents, and the Gourmet Night was the first test of the concept of having an excellent dining experience with extra amazing food in an aged care home.



Mains – Braised Beef Cheeks or Cornfed Chicken Breast

With the success of this event, there are plans to expand the Gourmet Dining experience to other sites and a greater audience in the future.



Dessert - Coconut Pannacotta



The hardworking Sandown team

Celebrating the talented Head Chef at Sandown Apartments, Thushara Thirimanna.

Chef Thirimanna first became a chef because he believes cooking is one of the fundamental elements of human existence, and to be a part of that process is a divine gift.

He has 34 years of experience, working



across different counties including Sri Lanka and the Maldives, with unforgettable memories of working on Frank Lovie's personal yacht, working for the MasterChef Franchise, cooking for Ricky Martin at the 2013 NRL Grand Final, and meeting Chef Gordon Ramsey at Kuramathi, Maldives at a 1999 Molecular cuisine seminar.

Chef Thirimanna says working in Aged Care challenges him to get back to his roots, which is cooking wholesome, delicious home-style meals.



# “Dear Maggie Beer” A letter about good food

Has anyone been watching the new series on ABC, “Maggie Beer’s Big Mission”? In it, Maggie leads an ambitious world first social experiment to transform the meals and dining experience at an aged care home. You might be wondering how Southern Cross Care compares to the Western Australian home featured in the series. We don’t claim to be perfect, and

are always aiming to improve, but our kitchen teams work very hard to provide fresh, delicious and nutritious meals with lots of choices to our residents every day. Don’t take our word for it, one of our residents at Fairway Rise was inspired to write to Maggie herself to describe her experience dining there. And then she received a charming reply.

Dear Maggie Beer,

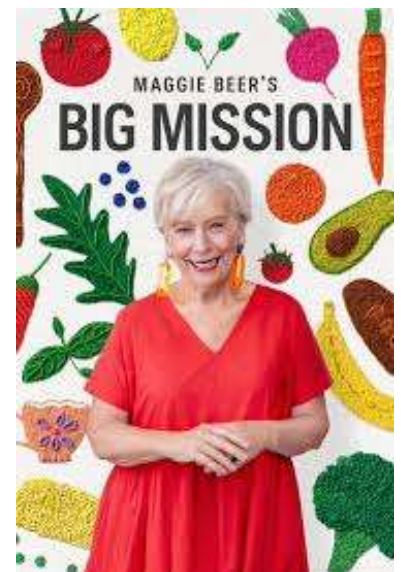
I am writing in response to your ABC programme which I enjoyed. I am a resident of a nursing home in Tasmania run by Southern Cross Care. We have very good menus with an extra sheet of extra options, 24 different items we can select by number (pickles, type of bread, toasted, mustard, etc). I often have a chicken & cheese toastie, or poached eggs and occasionally party pies for my tea.

For breakfast we have a buffet available or can select what we want to have on a tray in our room. For lunch we have 2 choices of main meal or, if preferred, a salad or sandwiches, plus a dessert. In the evening we can have a full 3 course meal if wished or a choice of one of the courses e.g. soup or we can choose salads or sandwiches.

It is a 4 week rotating menu. Residents are invited every now and then to a meeting and food focus to give their input and feedback on the menus.

I have lived here for the past 9 years, I am 96 years now and I have enjoyed the meals though I do find they can at times be over-seasoned because I was not used to this. I was strictly a meat & 3 veg person as are many of my generation. I have lived through the Depression and a World War, and whilst in Australia we were not badly affected, we still had some rationing of meat and dairy foods; we had coupons for these and coupons for clothing also.

Pat Job, Fairway Rise Aged Care, per Patricia Corby (volunteer)

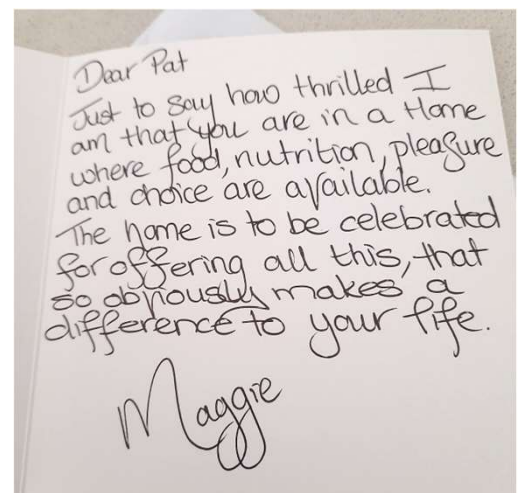


Photos courtesy of ABC

## “Dear Pat” Maggie’s reply

“Just to say how thrilled I am that you are in a Home where food, nutrition, pleasure and choice are available. The home is to be celebrated for offering all this, that so obviously makes a difference to your life.”

Maggie



# Rivulet's Home Cooked Soup



Rivulet are lucky to have retired Chef, Ash. Ash and Leisure and Lifestyle Office Rachel Cooper worked together to choose a soup recipe that allowed for lots of group participation.

Together the cooking group made homestyle vegetable and barley soup in the slow cooker.

The residents worked hard all morning, chopping, and peeling, and enjoying companionship and laughter as they talked fondly of past cooking memories.

While the soup cooked, the beautiful aroma of rosemary and garlic filled the room, until the residents were finally able to enjoy eating the soup they had made themselves.



Rivulet residents prepare the ingredients for their winter soup recipe.

## Winter Recipe

### Hearty Slow-Cooked Vegetable and Barley Soup

#### Ingredients:

- 2 carrots, peeled
- 1 zucchini
- 2 celery sticks
- 1 large onion
- 2 potatoes
- 1 sweet potato
- 2 garlic cloves, crushed
- 1 tbsp finely chopped fresh rosemary
- 2 cups of beef stock (or vegetable if prefer)
- 400g can diced tomatoes
- 1/3 cup of pearl barley, rinsed and drained



#### To Serve:

- 1 tbsp fresh lemon juice
- ¼ cup of chopped fresh flat-leaf parsley

#### Method:

Finely chop all the vegetables and herbs into small pieces.

Place all ingredients (except the lemon and parsley) into the slow cooker and add 2 cups of water. Stir well to combine.

Cook covered on low for 6 hours (or High for 2 hours) or until vegetables are tender and barley is cooked.

Before serving, stir in the lemon juice, season with salt and pepper, and serve the soup sprinkled with the fresh parsley.



# “Youngsters bring so much joy” to residents across the state



Story time at Fairway Rise



Fairway Rise residents entertain the youngsters

Once a month, Fairway Rise hosts a group of 10 youngsters from Rosny Early Learning Centre (Day Care). During these fun-filled mornings the children participate in small group activities with the residents, including art and craft, playing games, singing, dancing and storytelling.

Leisure and Lifestyle Coordinator Katie Lilino says, “This is a fantastic program to have in Aged Care, so if you don’t have one up and going, contact your local Early Learning Centre. Your residents will love the opportunity to be involved, as the youngsters bring so much joy!”

Rivulet and Mount Esk are two more of our homes whose residents get entertainment and enjoyment from their intergenerational programs.



Rivulet residents visit the Collegiate Early Learning Centre.



Larmenier School children (and guinea pig) visit Mount Esk



# Mid-Winter Feasts and Festivities

## Mt Esk

Mount Esk had a bus trip to Mole Creek Hotel for their Christmas in July. There was lots of fun on the bus listening to Christmas music there and back. The food was wonderful, such a lovely day.



Mount Esk held a Masquerade Ball in June, attended by residents, families and staff. The Hanbury Centre was filled with music, fun, laughter and dancing. Dennis Quillerat was the wonderful entertainer, and there was plenty of amazing food, mulled wine, other wines and beer. Many companies gave generously in donations after Dyvia and Chrissie visited them asking for donations.



Chrissie is the Leisure and Lifestyle Officer and Pastoral Carer at Mount Esk. Among her many jobs, she takes residents swimming in the pool at Glenara Lakes. Residents are becoming much more confident in the water after encouragement from Chrissie.



# Mid-Winter Feasts and Festivities

## Guilford Young Grove

The GYG residents went together for lunch outing to the Claremont Hotel where they enjoyed seeing the updates to the hotel and a very fancy dessert!



## Yaraandoo

The residents love getting up and having a Boogie. Each resident gets to choose a song and they play it through YouTube with the lyrics on the screen. There is always a great mix of songs.

### **GOLD MEDAL**

to the Yaraandoo staff who all dressed up and did a catwalk runway for the Olympics Opening Ceremony. They played lots of different games with the swimming event being the most popular.



“Tattoos and Brews”, that’s how they roll at Yaraandoo. Both residents and staff got their (fake) tattoos applied, and some family members of residents even joined in on the fun.





# Mid-Winter Feasts and Festivities

## Glenara Lakes

Glenara Lakes celebrated the Winter Solstice on 21 June with an afternoon tea, beautifully decorated table settings, and mulled wine.



Entertainer Steve Simpson with Facility Manager Sonya Kaur and residents Alida, Deidre and Tasman on 4 June.



## Rosary Gardens

A traditional turkey dinner with all the trimmings, and a visit from Santa. What a fun way to celebrate Christmas in July!



Mexican day was celebrated with some Mexican food and a pinata and our residents tasting some tequila for the first time.



Sip and Paint, an enjoyable time painting with nibbles and wine.



# Mid-Winter Feasts and Festivities

## Ainslie Low Head

Ainslie Low Head keep very busy, with woodwork, crafts sessions, meditation, and a concert from David Bailey with dancing.



## Rivulet



The Black Cherries entertained the residents with many songs, dancing, and bubble blowing. Lots of laughter and fun was had by all. The resident's joined in with a rousing rendition of "My Old Man's a Dustman", with an actual bin floating about in the crowd.



Rivulet residents went for a scenic drive to Baghdad for lunch at Zelda's Bar and Bistro, celebrating Christmas in July and a bit of time with Elvis.



# News from the Saint Canice Village Library

## *A message from Gaye Behrens*



When Saint Canice Lifestyle Village opened our library had a room full of empty shelves, but it has gradually grown to its current size from the generous donations we have received from residents since 2009. Our new books are often on display in the Green Room. We also have a number of books in our “stack collection” enabling our book stock to be rotated so there can always be something new on our shelves.

A recent donation has made it possible for us to set up our first “mini collection”. Nina Lawler, a noted artist responsible for some of the art around the Village, recently left us to join the residents of the Rivulet. Before leaving, Nina gave us a beautiful glass-fronted bookcase and many art books from her collection. Together with our existing art books we have set up a quiet area for our books on painting and other arts. This collection is accessible to all our residents and is in a location you might not yet have visited. This is an alcove at the front of the grand

Heritage Staircase, accessed by swipe card through a door in the Pool Room opposite Jenine’s office. If you wish to borrow any of these books, please record them in the Borrowing Folder in the main library.

Our next major project is almost complete. Again, through Nina’s generosity, we now have a large collection of art magazines which are used for our art classes and are available for general interest borrowing. These will be located in a bookshelf outside the Craft Room.

We are grateful to Mary Spencer who regularly reshelves returned materials. We are also grateful to the many residents for sharing their pre-loved books. We have a donations box in the Library (if they are heavy, let me know and we will collect them). Again, if you have surplus bookshelves, we will always give them a good home.

Good Reading!



Gaye Behrens with the collection of art books



# Springhaven's *Charity Drive*



Bernice Carlton (left) and Pat Gillispie (right) with the Springhaven food collection for St Vincent de Paul donation.

Bernice Carlton is part of The Chicks group, who meet every second week at Springhaven. Bernice asked the Chicks to donate non-perishable items during the month of July. Other Springhaven residents heard about the drive and donated as well.

The Chicks are more than happy to assist in any way, and have donated for the last couple of years. This year was an overwhelming success, with Pat saying, "We cannot do much, but we can do this".

They received a large amount of donations and St Vincent de Paul were all smiles when they came to collect the many bags of groceries to hand out to the families in need.

Springhaven and Fairway Rise Villages residents also supported the Rug Up for Winter, ABC Radio Hobart, Winter knitting appeal by knitting squares for rugs.

Congratulations to all charitable contributors!



The squares knitted by Pam Richardson, Administration Officer.

## Sharing information about all our services

Fairway Rise and Springhaven Lifestyle Villages hosted an information session for independent living residents about the other Southern Cross Care services they can access as and when they need to.

Sharon and Chantelle shared how to access funding for Home and Community Services, and Jannette Browning explained the process of transitioning to an aged care facility.

Residents reported that the information was very well received and appreciated. and there are plans to do more of these information sharing sessions in the future.



Sharon Richards, Chantelle Wiggins and Village Manager Paula Bourne

# NAIDOC Week 2024

To mark NAIDOC Week, 7 – 14 July 2024, Rosary Gardens hosted Dayne Langdon, a 9th generation descendant of Mannalargenna. It was an honour and a pleasure for Dayne to share his culture, to tell stories of how Aboriginal people lived and how they connected with the land. Southern Cross Care acknowledges the Tasmanian Aboriginal Community as the traditional and ongoing custodians of lutruwita (Tasmania), the land on which we live and work. We pay respect to palawa Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples.



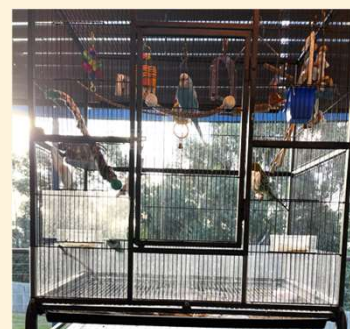
Dayne Langdon

## The Pets of Yaraandoo

Yaraandoo residents enjoy the lovely pets that live there, including Bonnie and Clyde, the 2 budgies named after lots of debating. Their newest addition is the fish tank that residents love to sit and watch.



The new fishtank



Bonnie and Clyde

## Acknowledgement for Ainslie Village Launceston

**By Effie Leeninga, Resident of 5½ years at Ainslie Launceston**

“A big thank you to our hard-working Village Manager, Mandy Turner, and Marina Groening our Administration Officer, who endeavour to keep us all happy. Not a small job.

We have a caring Social Committee led by Anne Harding that is committed to ensuring the Village is a warm and welcoming place to live.

We have a recently formed Residents Committee (just over one year old) that are doing their best for the good of the Village, in consultation with Mandy.

By continuing to work together in a respectful manner, we can all help to make our Village an even more outstanding place to live and a place we can all be proud to call Home.”



Contact Village Manager  
Mandy Turner  
0436 004 372  
to register your interest or join the waitlist for affordable retirement living units and apartments in Launceston.



# Pyjama Day

## Fairway Rise Fundraiser

On Friday 19 July it was Pyjama Day, a fund-raiser for children in foster care. Fairway Rise Residential Aged Care organised a Pyjama lunch/slumber party/movie afternoon for the residents and invited staff to wear their comfy PJs to work for the day. Their fundraising goal was \$250, and they raised \$260! They hope to raise a little more each year. Well done everyone!



## Remarkable Resident



Caleb Hughes, known to everyone as Charlie, resident at Glenara Lakes.

Charlie is 84 years old and was born in Taunton, England, the eldest in his family with 2 brothers and 2 sisters.

Charlie started whittling when he was about 12 years old. He uses a hammer, chisel, Stanley knife and sandpaper. He makes his guns, knives, and swords to give away to his family and children.

Charlie particularly enjoys whittling out a Cowboy Western style 45 pistol. It usually takes him 1 week to complete a gun from a block of wood.

Charlie plays the harmonica beautifully. His dad took him to see a friend who played the harmonica, and he was amazed by the music, so he taught himself to play.



## Memorial Service at Rivulet

Rivulet held a Memorial Service to commemorate those who have passed on. Their Pastoral Carer, Susina Khou invited the family members, residents, and staff to light a candle as each name was read and nice pictures of the departed were shown in a presentation.



# Understanding the Home Risk Assessment

**The Home Risk Assessment is a vital part of the process of signing up for a Home Care Package. It ensures that the home environment is safe and suitable for both the client and the Support Workers who visit them.**



The primary purpose of the Home Risk Assessment is to evaluate the safety and accessibility of the client's home. Any Risks are identified and addressed to create an environment where the client is safe, and the risks minimised.

### **What's covered in the Assessment?**

1. Assessment of the environment.  
The home is assessed for overall comfort and suitability.

2. Accessibility. Suitability of entryways into and throughout the home, steps/ ramps, client's mobility aids such as wheelchairs and walkers are all checked, and any handrails installed in the home.

3. Safety Hazards.

Any risks associated within the home such as tripping hazards, low lighting, unsuitable or broken equipment, frayed carpet or mats and electrical cords.

### **Who conducts the Assessment**

Typically it will be the Service Provider's representative who conducts the assessment at the time of the signing up of the Home Care Package or at the clients first visit from the provider.

### **The Client**

It is important the client actively participates in the process. This will assist in understanding their needs and preferences. It provides an opportunity for the client and the family to rectify any hazards or concerns that may be highlighted during the assessment.

### **Assessment Outcome**

The assessment will highlight areas of concern. These areas can then be tailored to the client's Home Care Package and appropriate aids can be installed or purchased as the client requires.





# Staff Movements

## Farewell Scott Adams

During Scott's time at SCCT, he has made a significant contribution to the organisation. He stepped into the role of Acting CFO to support Jara Dean as Acting CEO, and then later helped us out as Manager for Corporate Services. Scott had been at Southern Cross Care on a fixed term contract, and as his tenure finishes, we thanked Scott for his valuable support with a farewell morning tea.



This is Scott in the light blue jumper surrounded by his team at the farewell morning team. What a great opportunity to see some of the faces that work behind the scenes at Head Office - your IT and Finance teams.

## Key personnel changes in residential care

Care Manager Kate Mapeu is the acting Facility Manager at Mt Esk following the departure of Nicole Raj. Kate is supported by Neil, North Regional Manager.

Renju Mathew, the new Roving Care Manager commenced this week. She will rotate amongst North facilities. Her first workplace is Mt Esk.

Yolanda Muir, the new Facility Manager at Ainslie Low Head started on 15 July. She is undergoing the Facility Manager

Orientation with various departments.

Mark Kimberly is the Care Manager at Ainslie Low Head. He started with us as a Registered Nurse and took the role of CM recently.

Angela Machoka is the new Care Manager at Glenara Lakes. She also started with us as a Registered Nurse before taking on the role of CM.

Samantha Wall, the Facility Manager at Fairway Rise will take maternity leave from August to November 2024. Care Manager Seeza Thapa will be the acting Facility Manager, with Sukhdeep Gill as acting Care Manager.

### 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.



FACE TO FACE



VIDEO CONFERENCE



PHONE



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1300 687 327

# Coming up This Month Aged Care Employee Day

On and around 7 August you can expect to see some celebrations and recognition for our employees in honour of Aged Care Employee Day.

Aged Care employees empower older people to have choice over their lives, and ensure they feel safe, supported and included at every stage of their ageing journey.

It's not only the direct care staff, but also those who provide services such as cooking and serving, cleaning, laundry and maintenance, who deserve to be recognised for their caring and their contributions.



Some of the team at  
Mt Esk

## Update for Home & Community Services Clients

As part of our commitment to continuous improvement, from 1 November 2024, all Home Care statements will change from printed to e-statements, to be sent electronically by email. This will ensure that statements get delivered promptly and more sustainably.

We will be in contact to make sure that everyone's details are up to date, and help manage the switch-over process. Keep an eye out in your next communication for instructions about how to manage this process – we are here to help.

## 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