

Aligning THE STARS

AUGUST 2024



Australia themed
Gala Dinner
Page 9

Aged Care Employee Day
Around the state
Pages 6-8

Awards for SCC Week
Nominate Now
Pages 20-21



Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

AUGUST 2024

Southern Cross Care (Tasmania) Inc.

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Front cover image:

The Glenara Singing
Group performing at
the mid-Winter
Dinner

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Update from the CEO, Esteban Cox

We are entering into the last
quarter of 2024, the weather is
getting better and spring is
upon us!

As usual, I would like to give you
an update of what going on.



1. Strategic planning. We have commenced our strategic planning for the next 5 years. A great workshop held with the Board, Executive and senior leaders led to an in-depth discussion of SCC Tasmania's future. A second meeting is planned for October.
2. Culture framework. We have a draft culture framework to be discussed with the Board. I deeply appreciate all staff involved on this important project.
3. The LEAD program commenced as planned. The program, designed to upskill our leaders, has been created by our own Learning and Development team. Great work!!!
4. FY24. The finance team is working hard to close the last financial year, the external audit process is progressing and on track.
5. Voluntary Enforceable Undertaking is progressing well. Following the deliverable actions of the continuous improvement plan we had a successful meeting with the ACQSC Team on 20 August 2024. Policies and procedures have been updated, training programs have been developed and started.
6. Volunteers. Board Chair Sonya Beyers and I met with volunteers at Fairway Rise and heard their concerns and new ideas. We will be reviewing the Volunteer Guidelines to improve the volunteer experience.

I would like to remind our RAC residents that the next Consumer Advisory Body (CAB) meeting is on 6 September. During the first and second week of September, our Chair Sonya Beyers and I will be visiting all sites and look forward to receiving feedback from residents and staff.

Yes We Can!



Good News, We're in the News



On 17 August, The Mercury newspaper ran an article titled, “Half of Tasmanian nursing homes not meeting national standards”. The article by Simon McGuire featured Independent Senator Tammy Tyrrell questioning why there was a mixed result in the latest data reporting on the government mandated care minutes that are provided to residents. The average benchmark is 200 minutes daily of total direct care, with about 40 of those minutes to be carried out by a registered nurse.

The article reported that for Southern Cross Care Tasmania, all but one of our facilities met its total care minutes. The the one location – Ainslie Low Head - had exceeded its registered nurse care minutes target.

Our CEO Esteban Cox was quoted in the article saying of the result, “It demonstrates our ongoing commitment to provide the best possible care, comply with regulatory requirements, and meet the expectations of our residents, their families, and the community we serve.”

For those with a paid Mercury subscription, read the full story at the following link.

[Read the story online](#)



Picture by Craig George © The Examiner/ACM

70th Anniversary Couple

Ainslie Low Head residents Margaret and Geoff Head will celebrate their 70th wedding anniversary on 28 August.

When Margaret asked for help to put a notice in the paper, The Examiner journalist Saree Salter heard about it and wanted to do an interview with the Heads. The next day there was a half-page spread on page 3, telling their story of love at first sight and 70 years of unconditional love.



The Examiner newspaper, 21 August 2024

For those with a paid subscription to The Examiner, the full story can be accessed at the following link.

[Read the story online](#)

Culture Improvement

Our journey continues

The project to define our desired organisational culture aims to create a deeper connection between our mission, values and behaviours. Claudia, our Culture Transformation Lead, has consulted with over 270 workers across all areas of the organisation over the last several months.

Everyone agrees that a positive employee experience leads to an excellent older person experience. To fully care about our residents and clients, we also need to:

- Care about the quality of care/services
- Care about each other
- Care about working as a team
- Care about the sustainability of our organisation; and
- Care about our community

Caring about these elements is an expression of our values of Integrity, Compassion and Respect, and these are the things that workers say make them feel supported, safe and confident at work.

Our workers have also identified the behavioural standards that they believe will facilitate an excellent employee experience.

The next step is to finish the Draft Culture Identity Framework, including suggested vision, mission, and behavioural standards. Many people are contributing to this draft Framework, which will be presented to the Board to review.

Once it has been finalised and signed off by the Board, it will be time to officially launch the Culture Identity Framework to the whole organisation. We're looking forward to that, so stay tuned!

In the meantime, we continue to plan how we will embed the elements of our culture framework into our ways of working.

Please don't wait. You can already start making a positive difference by reflecting on and consciously showing how you care about all the care elements mentioned above.

I feel included

I feel valued and appreciated

I feel good coming to work

I am part of a team



Welcome to LEAD

Leaders Engaging and Developing (LEAD) has been designed explicitly for Southern Cross Leaders and tailored in-house by the Learning and Development Team. SCCT understands that leadership is a continuous requirement in any setting, and the path of a true leader is never-ending. This opportunity equips all SCCT leaders with the resources to enhance their current leadership skills, providing moments for reflection and growth. Importantly, it enables our leaders to apply new tools and knowledge in their current roles, immediately enhancing their performance and impact.

This month, LEAD kicked off with the first of many planned workshops tailored to the twelve core capability areas aligned to SCCT, scheduled to be rolled out over the next two years.



Facilitator Samantha Loveridge with Rivulet Facility Manager Joseph Mbugua receiving his LEAD training folder.



The first workshop of the LEAD program in Hobart

Improving our Internal Communication

Our IT Team (Information Technology) are working on a project to give all SCCT staff a work email address. The new emails will increase our ability to communicate more directly with all our employees to improve our internal communications.

Here are some benefits of this project:

- **Speed and Efficiency:** Emails make it easier to reach and engage with many people simultaneously, enabling faster response times and quicker decision-making.
- **Enhanced Collaboration.** Technology tools enable collaboration, improving team coordination and productivity. Information can be accessed from anywhere, so remote workers can access resources and each other.
- **Accessibility.** Technology can help people with different needs communicate by using tools like screen readers, captions, voice recognition and language translation.

Aged Care Employee Day 7 August

Celebrating our Workers Around the State

Aged Care employees empower older people to have choice over their lives, and ensure they feel safe, supported and included. Families are also positively impacted, having peace of mind that their loved one is cared for.



This is some of the Guilford Young Grove crew. They celebrated with a BBQ and cupcakes plus everyone's favourite lolly trolley.

At SCCT, we recognise that aged care includes the direct care staff and those who provide services such as cooking and serving, cleaning, laundry, admin and maintenance, who help create a nurturing home environment and form valuable relationships with our residents and clients. Our head office employees also support those who deliver the care.



Admin officer Marina Groening, Maintenance Officer Rob Minty and Northern Villages Manager Mandy Turner had cupcakes and a cup of tea.

Fairway Rise had a staff BBQ.



Thanks for caring

Thank you for making a positive difference in the lives of the older people in our care, their families and the community.

Every single one of our 1,100 workers is making a valuable contribution to the most essential service. Southern Cross Care is committed to creating an environment where our employees feel supported, empowered, and respected at work.

Some of the Sandown Apartments team representing the whole group who work together there



The Head Office team got together with Rosary Gardens for a BBQ in the courtyard



Appreciating every aged care worker

To fulfil our mission of caring for older people, we must care about the workers who dedicate their time to providing that care.

We must tune in to what aged care employees need to be at their best. We know that our employees want to feel supported, empowered, and respected at work. This requires organisation leaders and government systems to create an environment where that can occur.

Aged care is an industry that has its rewards and its challenges. In recent years we have been through the Royal Commission into Aged Care, industry underfunding, the

chronic workforce shortage of leaders, nurses and carers, and Covid-19.

Long-term aged care employees deserve special recognition for their resilience and stewardship. They continue to turn up for work, day and night, because they understand that simply helping someone get to an appointment or have a shower makes a huge difference to the individual, their family and the community.

“Frontline workers, including aged care workers, are the people who stabilise our society, and they do so with humility and insight. Where would we be without them?”

Dr Lauren McGrow



Thank you

to the real stars of Southern Cross Care

On Aged Care Employee Day, we recognise and thank everyone who contributes to the care of older Tasmanians. You are appreciated, and you are valued.



Southern Cross Care
(Tasmania) Inc.

Australia themed Mid-Winter Dinner at Glenara Lakes

The Glenara Lakes Village held their Midwinter dinner on 19 July, with the theme of the evening being "Australia".

The tables were beautifully decorated with traditional Aussie native plants, and many of the attendees, including some new residents, wore Aussie-themed costumes.

The event was well attended, including invited guests CEO Esteban and his wife Tamara, Charlotte Bai and her son James, and Board director Alex MacAskill.



The Glenara singing group provided entertainment with several Australian songs



The catering team again excelled themselves with the quality of the food at the event, and a fantastic night was enjoyed by all.



Menu Planning Made Easy

Introducing our menu planning partner – SmithKit.

Designing well-balanced menus in aged care is a complex puzzle. We must balance each facility's diverse dining needs, residents' preferences and nutritional requirements with seasonality, variety, taste, and all within a budget.

To improve how we manage this process, we've partnered with SmithKit, a menu planning resource that combines industry best practice with a tech platform that shows recipe and menu cost analyses, provides nutrition summaries, and even generates automated shopping lists!

We have access to a database of over 4,000 high-quality, simple, aged care specific recipes so it is easier for our teams to offer meaningful choice to our residents.

This expert resource gives back precious time to our hospitality teams so they can focus on what they do best—cooking tasty, nutritious meals for our residents.



Prabin putting the final touches on salads for the residents at Sandown

A Taste of our Winter Menu

This is how our chefs turning menu planning into reality, creating delicious food with so much care and attention to detail. Here are some examples from the 4-week rotating Winter Menu that have been served to our residents during this month.



Cottage Pie at Ainslie Low Head



Fisherman's Basket at Yaraandoo



Roast Pork with potato bake and vegies, Fairway Rise



Pavlova with Whipped Cream and Berry Coulis, Yaraandoo

100 Pizza Nights for St Canice

St Canice residents, Carol and Ian Batt have celebrated running 100 pizza nights. CEO Esteban Cox and his wife Tamara were delighted join the festivities for the 100th night.

Special congratulations go to Carol for her long hours and detailed work in keeping the books straight.



Carol and Ian Batt have served over 10,000 slices of pizza at St Canice (left) and with Esteban Cox (above)

Fun Facts! What does 100 pizza nights add up to?

- 1,362 pizzas purchased.
- This is 10,896 slices of pizza.
- This equates to 817 kilos, which is 1,801 pounds, or 130 stone.
- You will be amazed (or horrified) to learn that this is the equivalent to the weight of two horses!
- A whole pizza typically contains between 2,000 and 3,000 calories, depending on the size and toppings. So, taking the middle number, of 2,500 calories per pizza, at St Canice we have consumed around 3,405,000 calories.
- As health-conscious people, we realise that we need to exercise to balance this intake, and this is where things get even worse.
- This intake will fuel a run of 56,000 kilometres. The circumference of the earth is 40,075 kilometres, so such a run can be done with a spare capacity of 16,000 kilometres.
- 2,666 people have been served, and 2,666 plates have been washed up, mainly thanks to residents Shea and Lyn.



10,896
slices



3.4 million
calories



1.4 laps
around the
world

Adventures and Activities



It is that time of the year again where all the beautiful daffodils and jonquils start to bloom as we head into Spring. Rivulet staff brought in flowers and the residents had a busy and enjoyable sensory morning arranging the flowers into vases, to brighten their rooms and lounges. One lady said, “daffodils always make me feel happy”.

Rivulet

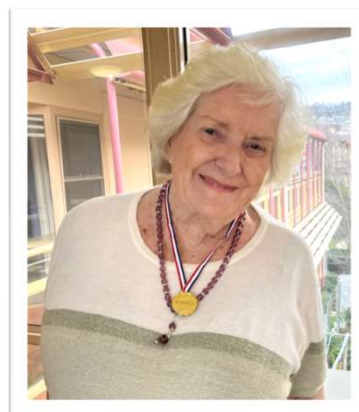


Rivulet has a lot of Elvis fans, so the Elvis afternoon was very well attended. There was an Elvis biography, a fun musical quiz and favourite songs to sing along to.

They also ran an armchair travel to France, enjoying a scenic tour, music and a quiz, delicious French pastries made by chef Dylan (they went too fast to take a pic!). It finished off with Celine Dion singing “Hymne a l’amour” by Edith Piaf, which the residents loved.



Julianne the Montessori Lead ran a very energetic and fun afternoon in the Memory Support Unit with plenty of “Olympic” games. Residents and staff alike joining in the competition, and the staff cheered the residents on when they walked past with their gold medals!



Adventures and Activities

Ainslie Low Head

Does anyone love to dress up as much as the staff at Ainslie Low Head?

For Book Week the staff decided to do a parade for all the residents. They took a walk around the whole facility and through the dining room to show off their costumes. What a colourful show!



The residents enjoyed an impromptu visitor on 2 August – it was Hephner the Alpaca, whose owner brought him over from Goulburn. Every year together they fundraise for different charities in different states. This year they chose Tasmania and “Dolly’s Dream”. Between their fundraising efforts they were visiting nursing homes. Hephner is a star in his own right. He has his own Facebook page and has appeared on Sunrise and The Project.



Sandown

This is Christine who has been hard on work on these jigsaws. Occasionally staff would pass by and spot a piece, but predominately she completed them herself.



Adventures and Activities

Mt Esk

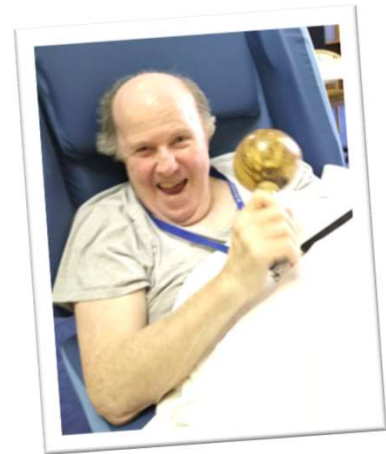
Mt Esk residents loved their music and dance afternoon. It was so much fun to listen and sing along to favourite music and songs, play musical instruments and dance in chairs or on the dance floor.



Tasma and Jack



David and Tasma



Terry

The Men's group, facilitated by Leisure and Lifestyle Officer Chrissie, has been restoring a coffee table for their dining area. They've been having so much fun and satisfaction working on the table (and enjoying a well-earned beer at the end)



Quilford Young Grove

Residents enjoyed going for a bus drive down to Forcett to admire all the beautiful wattle that is out in flower.

Val Colbourn loves going for walks outside around the GYG gardens every day to admire the beautiful flowers.



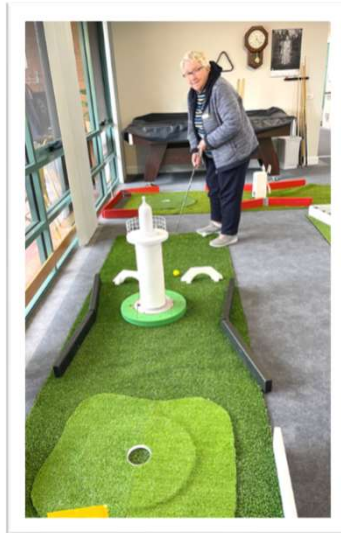
Adventures and Activities

Yaraandoo

Yaraandoo had a weekend carnival with a colourful theme. Chef Dilshan and his team created a carnival themed morning tea, there was a performer doing carnival tricks, and lots of classic carnival games were played. Everyone had a blast!



I don't remember seeing this on the Winter Menu



For a unique and fun indoor winter activity, Yaraandoo hired a Mini Golf Putt Putt set. Staff and residents all gave it a good bash!



Popcorn was mandatory for this movie outing. The residents loved it and said they missed going to the movies and that it had been years since they had been to one.

Fascinating Character Terry Kay

Current serving Chair of the Fairway Rise Lifestyle Village Resident Committee

Terry Kay is well-known around Hobart's retirement communities. For the past 10 years Terry and Lillian have lived at Fairway Rise Lifestyle Village, being among the first residents to move in.

Terry says his favourite thing about living at Fairway Rise is the ambience and camaraderie. The village has a very active social committee which Terry and Lillian enjoy being a part, and Terry is in his third year as Chair of the Resident Committee.

Originally born in Melbourne, Terry met Lillian in 1962 when she was 17 and he was 19. Now they have 3 children and 6 grandchildren, all living in Hobart, and recently celebrated 55 years of marriage.

After moving to Hobart in 1972, Terry & Lillian ran a newsagency and then managed Guilford Young Grove with the Knights of the Southern Cross. It was while managing Willson Training Centre, which was located at St Canice at the time, that Terry met with Pope John Paul II and the Prince of Wales, now King Charles III.

Terry and Lillian have travelled extensively both for pleasure and as a volunteer with Caritas Australia. Terry was a member of the Rotary Club of Hobart for 23 years and St Vincent de Paul Society for 20 years, and now enjoys Probus. When he is not out and about or having lunch with friends, he relaxes by watching sport on TV.



Terry and Lillian



Terry meeting the future King of England



Terry was interviewed on the panel on ABC Hobart broadcast from Fairway Rise on 29 May 2024

Inaugural Carpet Bowls Tournament Fairway Rise vs Springhaven

Fairway Rise Village bowlers had a visit from Springhaven to compete for the long-awaited tournament of Carpet Bowls.



The newly created “Fairhaven Cup” was on the line. Needless to say the home team won the tournament, due mainly to being on home turf.

The event was so successful that there is already talk of a return visit or perhaps a regular schedule of games.

The regular Monday bowls competition is underway and is expected to finish at the end of August.



Thursdays continue to attract a regular group, with some new and very welcome players attending. Just roll up around 1.40pm any Thursday to enjoy a friendly game of Carpet Bowls.

Bridge Day Out

A group of men from Fairway Rise and Springhaven villages took the SCC Bus for a drive down the Derwent River to view the work site of the future Bridgewater Bridge. This was kindly arranged by David Langmaid's, son Guy.



Pictured left to right Peter Harding, Michael Roach, David Langmaid, Michael Reid, Craig Ferguson (bridge management/worker) Stewart Wardlaw, Terry Kay, Dale Ewington.

Falls and Fractures in Older People

Causes and Prevention

Our trends have identified an increase in falls/falls with injury. You can help lower your risk of falls by keeping your bones strong and following these tips.

A simple accident like tripping on a rug or slipping on a wet floor can change your life. For older people, a broken bone from a fall can be the start of more serious health problems and can lead to long-term disability.

Many older people fear falling, even if they haven't fallen before. This fear may lead them to avoid activities such as walking, shopping, or taking part in social activities.

Staying active is important to keeping your body healthy and actually helps to prevent falls. So don't let a fear of falling keep you from being active!

What causes falls in older adults?

- Your eyesight, hearing, and reflexes might not be as sharp as they once were.
- Conditions such as diabetes, heart disease, or problems with your thyroid, nerves, feet, or blood vessels can affect balance.
- Conditions that cause rushed movement to the bathroom, such as incontinence.
- Mild cognitive impairment or certain types of dementia.
- Age-related loss of muscle mass (known as sarcopenia), problems with balance and gait, and blood pressure that drops too much when you get up from lying down or sitting (postural hypotension).
- Foot problems that cause pain, and unsafe footwear such as backless shoes or slippers that are too loose.
- Some medications cause side effects such as dizziness or confusion.
- Safety hazards in bedrooms and in common areas.

Six Tips To Help Prevent Falls



Exercise, Sunshine and *The Power of Positive Thinking*

As we age, maintaining our health and well-being becomes increasingly important. Research has shown that a combination of regular exercise, exposure to sunlight, and positive thinking can work together to enhance physical health, emotional resilience, and overall vitality.



Gentle exercise such as swimming, walking, and cycling can improve cardiovascular health, reducing the risk of strokes, and maintain good blood pressure and cholesterol when coordinated with a healthy diet. Lifting weights improves muscle strength, coordination and balance to reduce the risk of falls or injuries.

Our cognitive function is improved with exercise promoting healthy brain activity and possibly decreasing the onset of Alzheimer's disease.



Sunshine increases positive thoughts, promotes and enhances good mood and provides essential vitamin D for good health. Enjoying a healthy dose of 15 to 20 minutes of natural sunlight a day brings extra energy, a strengthened immune system and less risk of chronic illness or mental health issues. Sleep comes easier and is more restful bringing more energy for daily activities.



The power of positive thinking has been shown to bring more resilience to stress, improved relationships with family and friends, and better physical health. Positive thinking brings greater energy levels and enhances quality of life. Positive thinking improves the way our thoughts manifest, the way we approach each day and brings more people into our life as we gain the confidence to socialise more.

These 3 things when put together will allow an older person to live life to the fullest, live independently longer and increase their health and wellbeing. Exercise regularly, enjoy the sunshine safely (remember to slip slop slap) and enjoy the power of positive thinking to increase brain activity and renewed energy.

Written by Leah Morrow. Team Leader Northwest/ Acting Business Development Manager

Southern Cross Care Week 2024

Awards nominations now open

Southern Cross Care Week is when we acknowledge and celebrate the achievements of our employees and this year the festivities will be held during the week of 21 – 25 October.

All staff, residents, clients, families and community members are warmly invited to nominate staff members for the **Spirit of the Southern Cross Awards**.

The Spirit of the Southern Cross Awards were introduced in 2023 and are designed to honour individuals within our organisation who exemplify our values through their unwavering dedication to our community each day.



Integrity

Integrity Award

Awarded to staff members who can always be relied upon to do the right thing, even when no one is watching. Who are open and honest with their peers and set the example for others.



Compassion

Compassion Award

Awarded to staff members who always demonstrate kindness and compassion for others and help foster a strong sense of community for everyone.



Respect

Respect Award

Awarded to staff members who are committed to recognising and respecting individuality and diversity within each of our residents and clients, fostering a person-centred care approach.



HESTA Impact Award
New Award for 2024

Awarded to team members or volunteers who have greatly impacted a client, resident, or peer in a positive manner.



Southern Cross Care (Tasmania) Inc.



Charmaine Knight and Christina Devlin at Yaraandoo 2023 Awards

How to Nominate

Email your nomination to executive.support@scctas.org.au, hand deliver to your closest administration support person, or scan the QR codes below to submit a digital nomination.

Spirit Awards



HESTA Award



Nominations close
22 September 2024.

Expressions of interest now open

Ken Lowrie Learning & Development Awards

The Lowrie Award is provided annually by the Board of Southern Cross Care (Tasmania) Inc to assist staff to undertake learning and development opportunities.

How to Apply

Application is by Expression of Interest. Submit a short note with responses to the following questions to learning@scctas.org.au

Applications close on 30 September 2024.



Put your hand up for learning and development

1. What is the learning and development opportunity you are interested in participating in over the next 12 months?
2. Will the development enhance the services you already provide to our consumers / residents / clients?
3. What support are you seeking in relation to the learning and development opportunity? eg paid time to participate in learning, contribution to course costs, mentoring support, contribution to learning material costs.
4. If seeking financial support, what are the estimated costs? Would you like some financial assistance to attend? If so, what are the estimated costs?

If you have any questions about the Lowrie Award, please contact Bruce Warwick, Learning and Development Manager at learning@scctas.org.au

Learner of the Month

Abosedede Babalola was selected as the Medecs Learner of the Month in July. Congratulations, Abosedede!

Trainer Mandy Curtis shared her glowing feedback on Abosedede's performance, particularly during her final assessment. Abosedede was incredibly thorough, asking all the right questions about medication administration to ensure she performed the task flawlessly.

Mandy also highlighted Abosedede's exceptional client interaction and 'bedside manner', describing it as the best she's seen in a long time. Abosedede's quiet, friendly, and caring approach truly embodies the qualities of a fantastic aged care worker.



Trainer Mandy Curtis with Abosedede Babalola

Ask R U OK?™ ANY DAY

R U OK? Day is 12 September and Southern Cross Care is encouraging you to get involved and inspire everyone in our workplace to learn when and how to have a conversation that could change a life.

R U OK? encourages Australians to check in with others all year around.

Nearly 8 Australian's die from suicide each day, most of them are men. **R U OK?**'s vision is a world where we're all connected and are protected from suicide.

By having regular, meaningful conversations, you build trust and normalise talking about what's really going on, so when the people in your world find themselves struggling, they know you're someone they can talk to.

Have you noticed a colleague, friend or family member is here but not really here? Perhaps they seem distracted or like they've got a lot on their mind? If your gut instinct is telling you something's not quite right, don't be afraid to approach them and start a conversation. Your support can make a big difference.

Reaching Out for Professional Help

Some conversations just become too big for family and friends. If you're worried about someone and feel professional support is needed, contact your local doctor or:

Lifeline 13 11 14

Beyond Blue 1300 224 636

Suicide Call Back Service 1300 659 467

If you are concerned for your safety or the safety of others, seek immediate assistance by calling **Triple Zero (000)**.

The 4 steps of an R U OK? Conversation



Staff Movements

Welcome

This month we welcomed a total of 36 new starters, including:

Scott Nicholas

– Pastoral Carer, Yaraandoo

David Spearing

– People & Culture Business Partner, GYG and Rivulet

Suvam Khadka

– Chef, Mount Esk

Melissa Coad – change of role to Reception, Marketing and Communications Support

Currently Recruiting

Chief Operating Officer

Quality Education

Coordinator – various sites

Registered Nurse – Mt Esk

Registered Nurse – Night Shift – Mt Esk

Registered Nurse –

Yaraandoo

Registered Nurse – Rivulet

Registered Nurse – Glenara Lakes

Registered Nurse – Ainslie

Low Head

Registered Nurse – Ainslie

Low Head

View all opportunities on our website.

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

New Support Workers NorthWest Home & Community

Welcome to the newest members of the Home & Community Service Team in the NorthWest.

Janette, Scott and Carolyn joined us earlier this month and have hit the ground running. Collectively they bring a wealth of experience, empathy and knowledge, ensuring the ongoing commitment to providing outstanding service to our clients is maintained.

Scott and Carolyn are locals on the Northwest coast growing up around the Northwest area whilst Janette has moved from Queensland, stating she has already fallen in love with our state.

It's always great to have new people join our team and these three are no exception. We encourage everyone to introduce yourselves and offer support as they all settle into their new roles.



Carolyn



Janette



Scott

Family Assist

The Converge International Employee Assistance Program (EAP) can also support members of your immediate family, offering advice across personal and lifestyle issues.

FACE TO FACE | VIDEO CONFERENCE | PHONE | CONVERGE APP | LIVE CHAT

1300 687 327



Godspeed, Reverend Ruth

Reverend Ruth conducted her last service at Sandown Apartments last month before leaving Tasmania to move interstate. The residents took the opportunity to thank and wish her well on her next adventure with this statement.

“Sandown and Guilford Young Grove residents are grateful for Reverend Ruth’s ministry for the past 7 years. The residents always enjoyed her presence with worship and prayers. We wish best in her future endeavours. May God continue to bless Reverend Ruth and her ministry.”



Reverend Ruth says farewell to Sandown residents

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

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