

Aligning THE STARS

OCTOBER 2024

Footy Colours
Day 2024
Page 16



Special Edition
Southern Cross Care Week
Award Winners and
Events Across the State

Pages 6-13



Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

OCTOBER
2024

Front cover image:

Footy Colours Day at
Rosary Gardens.
Racheal Hodge,
standing, with Ann and
Graham Woolley.

To unsubscribe:

If you would prefer not
to receive this newsletter,
send an email to
marketing@scctas.org.au
or call (03) 6146 1800

Southern Cross Care (Tasmania) Inc.

85 Creek Road,
New Town TAS 7008

PO Box 815,
Moonah TAS 7009

Phone (03) 6146 1800
www.scctas.org.au

ABN 18 773 507 851

Update from the CEO, Esteban Cox

October has been a very busy month with many things happening. I feel that we are progressing slow to go fast ahead of us.



I would like to give you an update of what is going on at SCC Tas:

1. On 31 October 2024, the audited financial statements were signed by the Board after a marathon effort by the Finance team. Great work Team!
2. Culture Framework. We have decided to delay deploying the culture framework into the New Year due to the busy schedule prior to Christmas. The People & Culture (P&C) Team has done a wonderful job getting the Culture Framework done.
3. We are progressing well with the Voluntary Enforceable Undertaking. The next deliverable for the Voluntary Enforceable Undertaking will be 30 November 2024. External provider Anchor Excellence commenced a compliance audit to test the effectiveness of the new policies and procedures. I look forward to the results.
4. I am proud to mention that SCC Tas has been nominated as a finalist for the RM Advancer National Award. The event was in the Queen Victoria Building in Sydney on 24 October 2024. My recognition goes to Stephen Barker, who attended the ceremony award and the P&C Team for significantly reducing the workers compensation claims over a short period.
5. During the last week of October, Rebecca Eisele, Leonie Fowke (Director) and I attended the National ACCPA Conference in Adelaide. A truly relevant event in view of the new reforms in the Aged Care Sector.
6. SCC Tas Week has been a success, having the opportunity to pause and recognise our hard-working staff and volunteers. I certainly enjoyed the positive energy and celebrations. Congratulations to the Team who organised the event throughout the State!

Please take care and keep safe!
Yes, We Can!

Esteban



The CEO answers your questions

I received some queries from my update in the Aligning the Stars September 2024 issue. It is fantastic to see that this publication is generating discussion and enabling people to raise questions and provide feedback. I invite anyone with further questions to please reach out. If one person has questions, chances are others do too!

Here is some clarification below.

What is culture framework? Does it refer to the nursing homes, the independent living villas or just staff or all of the above? How will it affect our lifestyle?

The culture framework defines our organisational mission and values, and outlines how we translate our mission and values into everyday actions.

Historically SCC has defined our values and how we want to deliver care to our older people, but we have not well defined the behaviours that create a positive worker experience. We see that the two are codependent – we cannot create a positive older person experience without a positive worker experience, and vice versa.

The culture framework outlines both aspects – older people and worker experience. Therefore, it refers to all areas of our organisation, nursing homes, community care and independent living villas. It is for both our older people and our workers. The aim is that it would affect your lifestyle in a positive way, by clearly defining how our values will translate through to worker behaviours to improve their working experience and your care and service experience.

Who are the P&C Team?

The P&C team is our People and Culture team, which is another way of describing our human resource department.

Please explain Voluntary Enforceable Undertaking. How can something be voluntary and enforceable?

In July 2023, the Aged Care Quality and Safety Commission (ACQSC) wrote to the governing body 'The Board' of SCC and identified several areas of concern that they held in relation to the care and service provision by the organisation. SCC took these areas for improvement so seriously, that we made the decision to voluntarily commit to the ACQSC that we would make these changes, and do so within a specific timeframe. We invited the ACQSC to monitor the organisation closely while we did this, to assist us to rebuild the trust of our residents, clients, families and the community, so that they could be assured we were being held to account. This is the first time that an aged care provider has taken such a step. I agree that this term is contradictory, but it demonstrates that the ACQSC did not 'enforce' that we make the changes, but that we have volunteered to be accountable for them.

Apologies to Rosary Gardens

Editor's Note. Rosary Gardens was left out of the last newsletter. Please see their dedicated page to catch up on their activities and adventures on page 16.



Help shape our Culture Journey

‘Caring’ is truly at the heart of our desired organisational culture.

Our consultation about organisational culture showed that we all believe that a positive employee experience is essential to a positive client experience. We all agree on five elements that create a positive employee and client experience, that we are calling our Care Factors.

These are:

- 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

We are shaping the care factors, our values, behaviours and impacts in a culture framework, which will be named **‘ICARE’**, and will be the guide to strengthening our organisational culture.

We can’t wait to share the **ICARE** culture framework with you early in the new year.

Join our ICARE Working Groups

To help put the framework into action, we are looking for employees to join our new small **ICARE** culture working groups across the organisation.

There will be a total of 11 groups as outlined here:

- One for each residential facility, including the Independent Living Unit services in its local area.
- One for Home and Community Services, representing all regions.
- One for Corporate services.

The main role of the working groups is to

- Help develop ideas to embed the **ICARE** culture framework.
- Provide feedback and insights on culture activities
- Help champion our culture

Find out how to join our working groups is on the next page. [➔](#)



Integrity



Compassion



Respect

NEW Working Groups

NOMINATE NOW

We are looking for SCC champions to join our new **ICARE** Culture working groups. The groups will meet once a month during work hours and will:

- Develop ideas to embed the **ICARE** framework
- Provide feedback on culture activities
- Champion our culture

To find out more about the working groups including commitment and benefits, scan the QR code.

SCAN FOR
MORE INFO



How to Nominate Culture Champions

Each person can nominate 3 employees for the **ICARE** culture working groups. Nominations close on Thursday 21 November, and the group members will be announced in the next newsletter at the beginning of December. Scan the QR code for the online form.

NOMINATE
NOW



Having the ICARE Framework is a great start to strengthening our organisational culture.

Now we need you to help us plan how to put it into action.



Southern Cross Care Week 2024

Southern Cross Care Week has been celebrated with staff awards ceremonies across Tasmania. The opening mass was led by Fr Shammi at St Canice Church in Sandy Bay on Monday 21 October and the week closed with mass at Yaraandoo in Somerset on Friday 25 October.

Southern Cross Care Week is about recognising the staff and volunteers who embody our values of Integrity, Compassion and Respect. The awards acknowledge the wonderful work our staff and volunteers do every day in delivering our mission to care for older people.

This year we added a new award, the HESTA Impact Award, which was sponsored by our industry super fund, HESTA. This award is to acknowledge those who have created a positive impact on those around them.

Thank you to everyone who attended one of the ceremonies and was part of the celebrations. Thank you to everyone who received an award, whether it be for length of service, for living the Southern Cross Care values or for making a positive impact.

Thank you also to our incredible volunteers, who generously dedicate their time to enriching the lives of our residents.

Thank you to all of our staff, those who provide direct care, and those who support those who do. We are deeply appreciative of your contribution to our residents and clients, to their loved ones and to our organisation.



Bec Eiszele, David Spearing, Jeff Baguio, Esteban Cox, Board Director Caroline Wells and Kate Beven at Guilford Young Grove, the first ceremony of the week.



The Fairway Rise ceremony was well attended by employees, volunteers and residents.



The Spirit of Southern Cross Award winners at Mt Esk with Acting Facility Manager Kate Mapeu

Southern Cross Care Week *across the state*



Smiling faces at Rivulet



The Home and Community Services NorthWest Team



Celebrating after the ceremony at Mt Esk



Rosary Gardens' Josephine Nutting, 30 years and Robyn Ikin, 25 years of service, with Culture Transformation Lead, Claudia Butler.



Brandon Jackson has only been working at Sandown for 3 months, but he is already well regarded for the quality of his work as a cleaner and his positive attitude. Integrity Award winner.



Guest of all ages attended the ceremony at Guilford Young Grove



The loudest cheers of the week came from the audience at Ainslie Low Head



Spirit of Southern Cross Awards



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.

Sue Stiff (ILU)	State Office
Aarzo Tamang	HCC South
Vanessa Prins	HCC North
Leanne Roberts	HCC Northwest
Adane Mebratu	Fairway Rise
Marie Serrao	Rosary Gardens
Bart Knibbe	Guilford Young Grove
Brannan Jackson	Sandown Apartments
Pema Deki	Rivulet
Elizabeth Roantree	Glenara Lakes
Marion Humphrey	Mt Esk
Fiona Lovett	Ainslie Low Head
Bhawana (Piku) Adhikari	Yaraandoo



Sue Stiff with team L-R Glenn, Dean and Bart



Lisa Robertson and Marie Serrao



Marie, Yolanda with Maree Youl



David Hearn with Esteban Cox



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 at SCC.

Bec Eiszele	State Office
David Hearn	HCC South
Tamara De Weys	HCC North
Caroline Cornish	HCC Northwest
Mark Flynn	Fairway Rise
Vicki Graham	Rosary Gardens
Kate Howie	Guilford Young Grove
Dinusha Wijewardena	Sandown Apartments
Rachel Cooper	Rivulet
Kristie Jones	Glenara Lakes
Amali Moody	Mt Esk
Maree Youl	Ainslie Low Head
Sujata Prajapati	Yaraandoo



Spirit of Southern Cross Awards



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.

Belinda Symons	State Office
Chantell Wiggins	HCC South
Philip Johnston	HCC North
Jahed Alam	HCC Northwest
Sanjeeta Dhakal Parajuli	Fairway Rise
Leanne Hutchins	Rosary Gardens
Maya Shrestha	Guilford Young Grove
Robyn Howard	Sandown Apartments
Guy Miller	Rivulet
Ian Dalton	Glenara Lakes
Denise Williams	Mt Esk
Priti Tamang	Ainslie Low Head
Debbie Davern	Yaraandoo



Sonya Kaur with Ian Dalton, Pastoral Carer at Glenara Lakes



Rivulet's Guy Miller and Joseph Mbugua

Interesting Fact

Guy Miller, the recipient of the Respect Award at Rivulet, pictured above, is in his 48th year of service. He started work in 1976 at what was then St John's Park, New Town. He has experienced a lot of change over his career in aged care, but says he still enjoys the job. When asked if he would still be working up to 50 years of service, he said he is taking it week by week, month by month. Congratulations, Guy! We will start getting ready for a huge celebration in 2026!

New Award for 2024



HESTA Impact Award

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

Samantha Loveridge	State Office
Rosalie Cornish	HCC South
Diana Cowley	HCC North
Leah Morrow	HCC NorthWest
Penelope Shott	Fairway Rise
Maria Rogers	Rosary Gardens
Hannah Loudon	Guilford Young Grove
Marilyn Davis	Sandown Apartments
Julia Utting	Rivulet
Mark Romulo	Glenara Lakes
Tamera Simmons	Mt Esk
Sheryle Phillips	Ainslie Low Head
Amelia Perales	Yaraandoo



Leah Morrow with Kate Beven



Tamera Simmons and Bec Weinreich



Charmaine Knight with Amelia Perales



Samantha Loveridge and Esteban Cox



Kelly Read and Sandown Volunteer Marilyn Davis



Sonya Kaur with Mark Romulo



Celebrating Our Volunteers

Fairway Rise acknowledged 21 volunteers. Not all of them were present but they were gifted a plant and a certificate. The volunteers do a wide variety of supporting tasks from visiting people in the dementia care wing, to sewing costumes for plays and musicals, to running the café.



Fairway Rise volunteers with the management team



Ainslie Low Head's long term volunteer Sheryle Phillips also received the HESTA Impact Award



Lisa Robertson presented Rosary Gardens' Maria Rogers with the HESTA Impact award as well.



Yaraandoo Facility Manager Charmaine Knight with new and veteran volunteers Jeanie and Helen.



This expansive group of volunteers do Glenara Lakes proud

Years of Service Milestone Awards

Ainslie Low Head

Melissa Stagg	5
Priti Tamang	5
Jane Reay	10
Helen Currant	20
Monique Andrews	25

Glenara Lakes

Amanda French	5
Saraswati Bhandari Thapa	5
Kristopher Massey	5
Kamala Kc	5
Earl Bland	5
Sharon Huett	5
Holly Vanderzwan	5
Kim Costello	5
Sarah McDougall	5
Lorraine Culpeper	10
Elaine Fleming	15
Marissa Tierney	20
Elvira Farrelly	30

Yaraandoo

Jinse Vavalkunnel Jose	5
Narelle McDonald	5
Shannon Sweetman	5
Rene Escobar	10
Elizabeth Jordan	15
Bridget Berechree	15



Years of Service recipients at Yaraandoo

State Office

Sonia Clark	5
Andrew Beadell	5
Adam Millhouse	10
Rebecca Eiszele	15



Dianne Absolom and Sam Wall

Fairway Rise

Indira Khanal	5
Nisha Jha	5
Jubida Banu Rauniyar	5
Chanaka Kumar	5
Laxmi Roka	5
Durrgea Veejay Koumar	5
Adane Mebratu	15
Mark Flynn	20
Pamela Richardson	30
Dianne Absolom	30

Sandown

Cheng Qiu	5
Sabina Bajimayo	5
Sandhya Gurung	5
Dilu Sharma Kandel	5
Marnelli Tan	5
Sheela Maharjan	5
Sunita Bhatta Thapa	5
Sweety Shrestha	5
Anju Rai	5
Jodie Carter	5
Dinusha Wijewardena	5
Sharon Nuss	5
Sharon Richardson	15



Years of Service recipients at Sandown

Home & Community Services, all areas

Christine Kent	5
Kathryn Styles	5
Rosalie Cornish	5
Eileen O'Neill	5
Irene Maxwell	5
Nnenna Esomeju	5
Linda Honey	10
Tamara De Weys	10
Amanda Elliott	10



Kate Beven with Linda Honey, HCS South

Rivulet

Adela Avis Gesiotto	5
Rajani Rana	5
Shreejana Dangi	5
Rajiv Karki	5
Aditi Hamal	5
Ashmika Dahal	5
Sean Mapley	10
Meseret Werku	10
Rosalie Davis	10
Ran Thapa	10
Darilyn Donovan	10
Sharon Coulson	15
Julie Kink	20



Hannah Loudon and Rangunavathy Muthu both 15 years at Guilford Young Grove

Guilford Young Grove

Yegina Maharjan	5
Manoj Subedi	5
Sikshya Subedi	5
Maya Shrestha	5
Phillip Armstrong	5
Kayla Keep	10
Rangunavathy Muthu	15
Hannah-Mary Loudon	15



Jenny Marshall with Bec Weinreich

Mt Esk

Karen Baker	5
Olivia Martini	5
Nishan Dhungana	5
Karen Stevens	5
Christine Divona	20
Jenny Marshall	20
Vanessa Haase	25
Julie Lynch	25

Rosary Gardens

Laxmi Bhattarai	5
Yanzeng Liang	5
Prativa Kunwar	5
Michelle Escader	5
Nicole Quinn	10
Jessica Blake	15
Keah Greene	20
Vena Campbell	20
Robyn Ikin	25
Elizabeth Davis	30
Leanne Hutchins	30
Patricia Kemp	30
Gynette Matthysz	30
Josephine Nutting	30



Lisa Robertson with Leanne Hutchins

DID YOU NOTICE?

There are 5 employees at Rosary Gardens who have 30 years of service! This is because all of them started the day the facility opened in 1994. In fact, some of them were working on the site when it was previously known as St John's Park. Thank you all for your remarkable dedication over the last 30 years!

A Taste of Sri Lanka at Rivulet



Chef Gehan hard at work.

Chef Gehan prepared a sweet treat for the residents at Guilford Young Grove, with Sri Lankan pancakes freshly made table-side.

The thin crepe-like pancakes are made with coconut milk and a dash of turmeric to give them the distinctive yellow colour.

The traditional filling is sweetened and spiced coconut, and the residents could also choose to add some fresh banana inside the wrapped pancakes.

Get the full recipe on the next page. →

Hindu Celebrations at Yaraandoo



Yaraandoo have been learning about Hindu traditions around Diwali/Dipawali. They had a Rangoli making afternoon, with staff teaching residents and other staff the traditions around Rangoli, a form of art made on the floor with colourful sand and flowers.



Above, making the Rangoli. Left, the finished creation.

All staff members joined in creating the beautiful masterpiece. It was great seeing everyone come together and adding their own piece to the creation.

They also chose a beautiful day for a kite flying morning. They decorated the kites then ended up with quite a crowd to fly them, with both staff and residents joining in on the fun.



Decorating the kites



Flying the kites

Sri Lankan Pancakes Recipe

Sri Lankan coconut pancakes, also known as "Pol Pani Pancakes," are a delicious sweet treat. The pancakes are filled with a sweet coconut filling known as "pani pol." They're perfect with tea or as a sweet snack!



Ingredients

For the Pancakes:

- 1 cup plain all-purpose flour
- 1 egg
- 1.5 cups coconut milk or regular milk. (Dilute if using canned coconut milk)
- 1/4 teaspoon salt
- 1/4 teaspoon turmeric for colour
- 3 drops vanilla essence
- 1 tbsp water (as needed)

For the Sweet Filling (Pani Pol):

- 1 cup grated coconut
- 1/2 cup dark brown sugar
- 1/4 teaspoon cardamom powder
- A pinch of salt
- 1 tablespoon water

Method

Step 1: Prepare the Pancake Batter

In a mixing bowl, beat the egg lightly. Whisk in the flour, coconut milk, vanilla,

salt, and turmeric to the egg until smooth.

Step 2: Prepare the Coconut Filling

In a heated pan melt the brown sugar and 1 tablespoon of water. Once the sugar is melted, add the grated coconut, cardamom, and a pinch of salt. Stir well and cook for about 5 minutes. Set aside.

Step 3: Cook the Pancakes

Heat a non-stick pan over medium heat and lightly grease with oil or butter. Pour a small amount of batter into the pan and swirl the pan to form a thin crepe. Cook for about 1-2 minutes until the edges start to lift and the bottom is lightly golden. Flip to cook the other side.

Step 4: Assemble the Pancakes

Place a spoonful of the coconut filling in the centre of each pancake. Roll the pancake up, tucking in the sides as you roll, like a spring roll. Serve the pancakes warm or at room temperature.

Dhashra Nepalese Festival at Rivulet

Nepalese staff at Rivulet dressed in traditional dress to share their Dhashra traditions with residents at Rivulet. There was dancing and colourful decorations and food to celebrate the popular Nepalese festival.

DID YOU KNOW? The national flag of Nepal is the world's only non-rectangular flag.



Rosary Gardens Feature Page

To apologise for being left out of last month's newsletter

The residents enjoyed a trip to the Hobart Flower Show. One highlight was seeing the different types of orchids on display. The other highlight was bumping into the Lord Mayor of Hobart Anna Reynolds, who was happy to join in a photo with the residents.



Footy Colours Day was a perfect sunny day to celebrate the grand final. State Office joined the Rosary Gardens residents and staff for a BBQ lunch and games in the shared garden.



The End of an Era

Farewell to Day Centres Northwest and South, by Leah Morrow

It is with mixed emotions that we announce the permanent closure of Day Centre Northwest and South. These cherished facilities have been a vital part of our communities, providing a warm and welcoming space for older adults to connect, engage, and enjoy each other's company.

For many years, the South has been a hub of laughter, friendship, and support, whilst the Northwest only recently reopened their doors after a hiatus of 1 year. Participants enjoyed a variety of activities, from arts and crafts to games and social gatherings. The smiles and camaraderie and friendships fostered here will be fondly remembered by all who attended regularly.

As we transition our older people to other centres, we know that they will continue to receive the care and support they deserve in a social environment. Our dedicated staff have worked tirelessly to ensure a smooth transition, and while it is a bittersweet moment, their commitment remains unwavering.

To our amazing older people, thank you for the happiness you brought to our days. Your stories, laughter, and vibrant spirits have enriched our lives in so many ways. To our hardworking workers, your dedication has not gone unnoticed, and we are deeply grateful for your compassion and commitment.

As we close this chapter, we look forward to hearing the stories that you make in other centres where friendships and fun will continue to thrive. Here's to the memories made at Day Centre Northwest and South, and to the exciting journeys ahead for you all.



Walking for Mental Health



From left Julie Gillie, Bev Palmer, Beth Rathbone, Rosemary Ransom, Yvonne McLaren, Mayor – Brendan Bromley, Village Manager – Paula Bourne, Brenda Richardson, Joy Breen, Robin Cornelius and Deputy Mayor - Allison Ritchie.

Eastern Shore Village Residents joined their Village Manager in a 2.5km walk to help raise awareness for mental health.

Following the walk, they enjoyed a photo with the Clarence Council Mayor Brendan Bromeley and Deputy Mayor Alison Ritchie, along with live music, free coffee, sausage sizzle, ice cream and gift bags, all provided by Clarence City Council. The Photographers have also used a photo from the day to market Senior's week.



Julie Gillie, Yvonne McLaren and Beth Rathbone hit the trail.

Risk Management Award Finalist

Southern Cross Care Tasmania Work Health and Safety has been recognised as a finalist in the 2024 Risk Management Advancer Awards. The Risk Management Advance Awards recognises and rewards risk management achievements.

Being nominated and then progressing to becoming a finalist reinforces that Southern Cross is committed to ensuring a safe working environment for all workers and residents.

Our Work Health Safety & Wellbeing Manager, Stephen Barker represented Southern Cross Care at the gala ceremony in Sydney on 24 October. Whilst we did not win it was a significant achievement to be recognised nationally and to make it as a finalist - it confirms our safety compass is leading us to a safer destination.



Our finalist banner at the event

safety is
everyone's
business

national safe
work month

2024



Every October, National Safe Work Month reminds individuals and organisations to focus on workplace health and safety (WHS) and take proactive steps to prevent work-related injuries, illnesses, and fatalities. It's an annual campaign designed to promote a strong safety culture and stress the importance of practising good WHS standards across all industries.

The 2024 theme is "Safety is everyone's business." This theme highlights the crucial role of creating a safe and healthy workplace as a basic right for all industries and professions. It also emphasises the business benefits of committing to safer practices. By managing WHS risks effectively, everyone wins - individuals, organisations, and society at large.

Staff Movements

Welcome

This month the People & Culture team have been busy, welcoming more than 25 new starters, across most of our locations.

Natalie Seymour has been appointed as the new **Facility Manager at Rosary Gardens**, commencing 31 October. Natalie started with SCC as a Quality Education Co-Ordinator and previously worked as a Hospital Service Manager in a Care Home in New Zealand.

Farewell

Some of the people we said goodbye to are Mark Ramos, Care Manager Rosary Gardens;

Mark Kimberley, Care Manager Ainslie Low Head; and Jannette Browning, Consumer Liaison Officer.

Amanda Elliott has been the Leisure and Lifestyle Coordinator at the Day Centre South. With its closure Amanda will be leaving Southern Cross Care. Home Care South also farewelled Finance Officer, Christell Bocar. Christell has made an impact on all the other staff in her short tenure. We wish you all the best for your future endeavours.

Currently Recruiting

View all opportunities on our website.

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



NEW Feedback Methods

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

We are delighted to report that leaders and employees across the state are being trained in the new complaint management process, and there will be new Feedback forms being delivered to all our services.

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

For more information about how to submit feedback and what to expect, you can access a Guide on the Publications Page on our website by [clicking this link](#) or visiting <https://www.scctas.org.au/publications/>



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