

Aligning THE STARS

DEC 2024 – JAN 2025



Christmas
Wrap Up
Pages 9-15

*New Strengthened
Aged Care Standard 2*

Pages 4-5

*Culture Champions
Working Groups announced*

Page 17



Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

November
2024

Front cover image:

Tasman Davis of
Glenara Lakes

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

Southern Cross Care acknowledges the Tasmanian Aboriginal Community as the traditional owners and continuing custodians of lutruwita (Tasmania) and pay our Respect to Elders past and present.

Update from the CEO,

Esteban Cox

Happy 2025!!!
Hope you all had an enjoyable and safe festive season.

Yes, 2025 finally arrived and I can say that this New Year will be wonderful year for SCC Tasmania.



We had significant changes in 2024 in the organisation with great achievements. To name just a few: completed the Executive Team, started upgrading our IT systems so we can operate more efficiently, successfully completed the Voluntary Enforceable Undertaking, improved our reputation within the Tasmanian community, on the journey to financial sustainability, amongst many other achievements. I am truly proud to work with a committed and incredible workforce and a dedicated Board.

Our key objectives for 2025 are:

- Further develop and upskill our people,
- Conclude our strategic plan, including our model of care, financial sustainability plan and cultural framework. During March, the Executive will be on a roadshow to present the strategy.
- Progress with our IT transformation strategy
- Embed the changes with the new Age Care Act and Strengthened Standards.

And finally, I am grateful to share my joy of having Kelly Malmre joining the Executive Team in the role of Chief Operating Officer.

Yes we can!

Esteban



Breaking News:

Voluntary Enforcement Undertaking Lifted

The Voluntary Enforceable Undertaking between the Aged Care Quality and Safety Commission and Southern Cross Care (Tasmania) has concluded after the Commission advised no further action was required.

In December 2023, Southern Cross Care (Tasmania) entered into the voluntary undertaking as part of its process of renewal.

Under the agreement, the organisation agreed to strengthen its Complaints Management Framework, conduct a Culture Audit and undertake a review of its Incident Management System.

Southern Cross Care CEO, Esteban Cox said Southern Cross Care is proud the undertaking has come to an end and thanked staff for their efforts in ensuring the commitments were met.

“The Voluntary Enforceable Undertaking was a major focus throughout 2024, and I thank and congratulate all of those who have contributed to this successful outcome.”

Having this undertaking lifted is a clear sign that the Aged Care Quality and Safety Commission recognises the effort Southern Cross Care (Tasmania) has put into complying with its requirements.

Background

In December 2023, Southern Cross Care (Tasmania) committed to robust improvements to show residents, staff and the Tasmanian community that it was genuine in its desire to improve the processes and oversight of the organisation.

These undertakings were offered to and accepted by the Aged Care Quality and Safety Commission on a voluntary basis and there were three key areas of focus :

1. Complaints Management
2. Staff Engagement and Culture
3. Incident Management

Throughout 2024, Southern Cross Care (Tasmania) held regular engagement meetings with the Commission to monitor the progress of the improvements, and the final self-assessment report was submitted on 17 December 2024. The Commission was satisfied that the terms of the undertaking were met and responded no further action was required.

The Australian Government passed the Aged Care Bill 2024 on 25 November 2024 and will become the new Aged Care Act from 1 July 2025. The Bill includes the new **Strengthened Aged Care Standards**. Over the coming months, SCC will undertake significant work to ensure that we are well prepared for the new standards and will provide a brief overview of the new standards each month.



This month

Standard 2: The Organisation

Outcomes and key concepts for this Standard are:

2.1 Partnering with older people

(strategic planning, partnership, continuous improvement, diversity)

2.2 Quality and Safety Culture

(continuous improvement, strategic planning, quality of life, enterprise risk)

2.3 Accountability and Quality System

(accountabilities and responsibilities, contemporary, evidenced-based practice, monitoring organisational performance, open disclosure, governance)

2.4 Risk Management (enterprise risk, emergency and disaster management, contemporary, evidenced-based practice)

2.5 Incident Management (timely, contemporary, evidenced-based practice)

2.6 Feedback and Complaints Management (advocate, timely, continuous improvement)

2.7 Information Management (informed consent, privacy, contemporary, evidenced-based practice)

2.8 Workforce Planning (enterprise risk, psychological safety, strategic planning)

2.9 Human Resource Management

(contemporary, evidenced-based practice, monitoring and review of worker performance)

2.10 Emergency and disaster Management (enterprise risk, partnership)

As these outcomes suggest, Standard 2 outlines all the expectations of the governing body to meet the requirements of the quality standards, and to deliver quality care and services. Meeting this standard is critical to ensure the deliver of safe, quality, effective and person-centred care for every older person and ensuring we continue to look for opportunities to improve and empower our workers to do their jobs well.

Standard 2: The Organisation

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

“The organisation is well run. I can contribute to improvements to care and services. My provider and workers listen and respond to my feedback and concerns. I receive care and services from workers who are knowledgeable, competent, capable and caring.”



Introducing our new Chief Operating Officer Kelly Malmre



Kelly Malmre has joined the Executive Team in the newly created role of Chief Operating Officer (COO). Most recently she has been leading business transformation programs in the personal injury sector.

Kelly has moved from Bondi, and arrived just three days before commencing on 10 January 2025. She said her first impressions are, “all the amazing people I am meeting – staff and residents”.

Outside of work, staying active and enjoying the outdoors are big parts of Kelly’s life. She loves Yoga, Pilates, and exploring nature. Kelly says, “The water is cold down here!” so she might have to trade the beach for bushwalking.

A word of wisdom from Kelly for life in general, “Choose your battles”. She also reflects that happiness is not something that can be found externally, you can only find happiness within yourself.”

Sandown's New Movie Room

Sandown's new movie room, complete with comfy chairs and movie posters, was officially opened by Board Chair Sonya Beyers and CEO Esteban Cox, before Sandown residents sat down to enjoy the inaugural screening.

The movie 'Mamma Mia' was shown on the large screen television with surround sound, and there was fresh popped, buttered popcorn and soft drinks to create an authentic cinema experience.



The popcorn machine was a hit and made the movie room smell amazing



Facility Manager Kelly Read with Sonya Beyers and Esteban Cox



Show time for Sandown residents

Isabel's 99th Birthday

"I'm as happy today as I was on day one."

Isabel Sweet celebrated her 99th birthday with her family at Guilford Young Grove.

Isabel said it's her kids that keep her going, as she is the proud mother to five boys and one girl.

Congratulations on your happy life, Isabel!



Catering Requests Updated

Our hospitality team does wonderful catering for events. They can provide all sorts of delicious choices from scones and jam, cheese and fruit platters, to finger sandwiches and hot food like sausage rolls and mini quiches. They even do special occasion cakes, as long as they get at least a week's notice. There's something to suit every event.

Those who like to use this service, please note there has been an update to the Catering Request Form. All new catering requests should use the new form which is now accessible on IonMY, the digital platform that houses all important company documents.



Fruit and cheese platters at Yaraandoo



Birthday cake at Glenara Lakes

NEW Branded Cars for State Office

Two new Kia Sportage arrived at Head Office in December.

They are designed to stand out on the road with eye-catching signwriting by Think Big Printing.

The cars will be pool cars, which means they can be booked by State Office staff who need to travel to other locations or sites for work, and to transport equipment and supplies.



The new bright design of the Kia Sportage

60% of those who are eligible for concessions on energy bills are missing out.

How to Get More Money in Your Pocket

Many concession card holders are eligible for ongoing energy concessions from the government – you just need to ask. It's money back in your pocket.

If you have a Commonwealth concession card such as a Centrelink Pensioner Concession Card, a Centrelink HealthCare Card or Veterans' Affairs Gold Card; and your name is on the energy bill or you've recently moved house:

You could be eligible for concessions including:

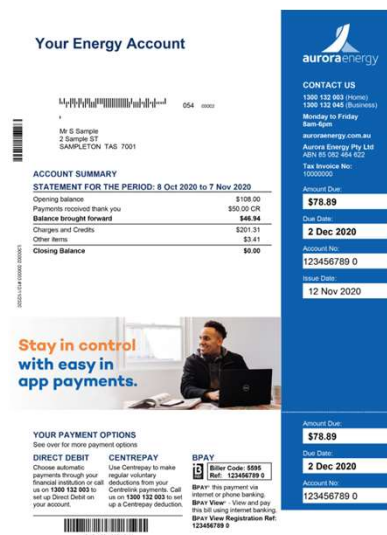
- Percentage discounts on usage costs
- Subsidised usage for people who use electricity for medical and life support devices.
- Medical heating and cooling schemes
- Some payments towards part or whole amounts of bills

All you need to do is ask your utility provider today.

If you are with Aurora, call the Energy Support Program on 1300 102 010 or fill in the online form here:

www.auroraenergy.com.au/yes

More information on energy and other concessions is available at: www.concessions.tas.gov.au/



Improved Pet Policy

In collaboration with the ILU representatives, Southern Cross Care successfully updated a new and improved Pet Policy for Independent Living Villages in 2025.

The Policy has been approved by the Board. Please contact your Village Office for more information.



A Montessori Christmas

Montessori Team Leader at Fairway Rise, Robin Reardon, shared this Christmas activity. It shows how Montessori methods can support people living with dementia by helping to spark memories and emotions.

One afternoon in St Andrews was spent talking and reminiscing with the residents about how they remembered Christmas when they were young, and when they were raising their children. One common thing they all brought up was the “fireplace”.

The residents spoke about how they would decorate the mantelpiece for Christmas with their most special Christmas ornaments and have their beautifully decorated Christmas tree beside it.

Robin hunted through old, donated furniture and found an old cabinet. After a trip to Bunnings for some timber, she spent a couple of days pulling the cabinet apart and rebuilding it into a fireplace. The final touch was some tissue paper, lights and fairy lights to replicate a warm orange flickering fire.

The objective was to recreate the atmosphere and feeling for the residents and hopefully evoke special memories for them.

The fireplace was installed in the main foyer for all the residents at Fairway Rise to enjoy sitting beside the tree. Robin also used a small bookshelf to make a mini version for the residents in St Andrews. (bottom left)

The hand-made fireplaces at Fairway Rise evoke Christmas memories



☆☆ Christmas Wrap



From the top: The Angels, the wise men, the children.

Pantomime Stars at Fairway Rise

Fairway Rise produced and performed a Christmas Play, which was organised by their Pastoral Carer, Annie Young. It was a delightful event that received positive feedback, and it was wonderful to hear how much everyone enjoyed it.

Fairway Rise would like to acknowledge all of those who contributed to the success of this event.

Heartfelt thanks and gratitude go out to:

- ★ Tina and Alli for bravely stepping out of their comfort zones to narrate the play
- ★ Raymer, Wendy, and Doris, the Angels, and Ken, Peter, Michael, and Brian, the wise men and shepherds
- ★ all the lovely children and babies who joined in to an extra sparkle to the afternoon, and their parents who made the effort to bring them along
- ★ the beautiful ponies and their handlers
- ★ Pam, our musician; and
- ★ Rev. Frazer for his lovely Christmas blessing

Grange Village

Grange Village celebrated Christmas at the Derwent Sailing Squadron.

A lovely lunch was enjoyed by all and in addition the resident enjoyed cake and sparkling wine to celebrate Marlene Lette's 90th birthday.



Happy Birthday, Marlene!



☆☆ Christmas Wrap



Yaraandoo's Family Market

Yaraandoo put the call out to their local community and invited stallholders to come along to their Family Christmas markets. The facility was full of Christmas goodies and good cheer with food, music from Segway the choir, and Santa and Mrs Claus brought their elves to visit. Along with the residents, over 60 family members attended the market which was created a real buzz around the facility.



Yaraandoo also had a special Christmas Bingo (thanks to a donation from a resident), and a Christmas Raffle won by Helen and Laney. There was a Santa visit from the local firefighters, and also a group of children from the daycare. They all played the reindeer throwing game, danced and ended up having a snowball fight. The children then handed out candy canes to all the residents. On Christmas Eve they had popcorn and watched the Grinch movie, followed ice-creams from the ice-cream cart for all residents.



☆☆ Christmas Wrap

Sandown

Sandown hosted a big Christmas lunch on 16 December with a crowd of family and friends. There was also a Christmas afternoon tea on 19 December where they enjoyed a visit from Santa.



Ainslie Low Head

Ainslie Low Head's Christmas party featured Santa giving out gifts.

They were lucky to have Mt Esk them for lunch and a joint church service, with Pam Dawson singing hymns.



☆☆ Christmas Wrap



Rosary Gardens

Rosary Gardens had a festive period packed with activities. Staff and management all dressed up for Christmas. They had a Christmas competition decorating each unit. St Cecilia was the winner this year thanks to resident John Livingstone creating and painting the fireplace. There was a very hot day where they hit the reindeer with water balloons and didn't miss. They went out for a Christmas lights bus trip, and even Santa got on the bus. Sip and paint was a hit with residents getting more creative each time – maybe it's the wine.

There was a photo shoot with a Christmas backdrop and every resident got personal a framed photo as their Christmas present, which were well received. And the big Christmas party was a hit with residents, family and friends.



Glenara Lakes

Glenara Lakes held a Christmas Photo shoot. You can see a fantastic example on the front cover of this newsletter, by Eva and Vincent Mehegan's son Paul. Vincent and Eva Mehegan also loaned a Nativity set for display in the front foyer, which was handmade by Vincent (left).

☆☆ Christmas Wrap

Rivulet

Rivulet held a comedy pantomime of Hansel and Gretel this year. Residents and staff alike enjoyed an afternoon of fun and entertainment, with a special performance from Jack who usually works in the kitchen. Westland Nurseries very kindly donated poinsettia plants for the residents and they brightened up the Christmas Day lunch tables.



Guilford Young Grove

The Family Christmas Lunch held on 16 December was a wonderful success. It was heartwarming to see families and residents enjoying joyful moments with their loved ones.

The food prepared by head chef, Tarak, and his dedicated team was delicious. Everyone, including residents, families, and staff, thoroughly enjoyed it.

GYG would like to extend their gratitude to those whose efforts made the event truly special, including:

- ★ The kitchen team for their hard work and talent.
- ★ Vinayak and Jenny, for providing exceptional hospitality services
- ★ to our Lifestyle team for adding so much to the day's success

☆☆ Christmas Wrap

Home Care North West

The NorthWest team held their very first Christmas lunch. A great time was had by the 22 clients who dined with the NW staff. Team leader Leah Morrow wasn't there but she managed to pop up at the North team's party. (below).



Home Care North

The Launceston team took the opportunity to add a Christmas celebration after their team meeting on 5 December.



Home Care South and State Office

State Office, Rosary Gardens and Home Care employees held a joint Christmas party with a delicious lunch, games and an ice cream van. There was a version of Secret Santa where people get to pick the best gift from those already opened. The competition was fierce for the best Christmas outfit.



Culture Update

Feedback from Workers

Feedback Sessions

A total of 87 operations group team members met in small groups across all service centres to discuss and workshop the elements of the organisational culture framework, which were presented in a temporary booklet.

Common feedback received was that the framework is accessible, provides clarity and structure and will assist to develop our desire culture. If we do that well, we will positively impact workers, clients and the community.

Next Steps

We are taking a moment to pause and reflect on how the organisation's culture framework forms part of the broader strategy. The strategic plan is a work in progress and will also include the IT systems transformation and model of care. Ensuring these key drivers of our organisation are connected is critical to ensure that we can provide the best possible older person and employee experience.



Introducing our Culture Working Group Champions

Across the organisation over 100 people were nominated to be a culture working group champion. Lots of people received multiple nominations, some up to 8 in total. We have selected the members based on the following criteria:

- Number of votes
- The reasons for receiving votes
- Balanced representation across roles, regions, lengths of service.
- Endorsement from their managers



The working groups support the development of our desired organisational culture. They ensure that the workforce has a voice at the table when organisational culture initiatives are planned and developed.

We are delighted to announce the following working group members

Sandown & GYG

(combined)

- Jessica Dix
- Kusum Thapa
- Amisha Lama
- Vick Madhurayil
- Bart Knibbe

Home & Community Care

(combined)

- David Hearn
- Casey Lane
- Mackenzie West

Mount Esk

- Amali Moody
- Marion Humphrey
- Suvam Khadka

Rivulet

- Sushma Ghimire
- Sumit Manandhar
- Rachel Cooper

Ainslie Low Head

- Isha Dhakal
- Priti Tamang
- Maree Youl

Yaraandoo

- Debbie Davern
- Sujata Prajapati
- Manjil Thapa

Fairway Rise

- Seema Lohchab
- Harpreet Dhanoa
- Bijaya Khyaju

Glenara Lakes

- Amanda French
- Kae Cunningham
- Sushma Bajgain

Rosary Gardens

- Ye Hughes
- Amanda McDonald
- Lisa Pawlus

Corporate Services

- Edmond Tang
- Tanya Roberts
- Tanya Sproule

The culture working group members will receive an invitation to attend the first meeting from their People and Culture representative in February

Staff Movements

Welcome

Welcome to all the new recruits, including Nurses, ECA's, Support Workers and Service staff who have joined our team recently.

Also welcome

Kelly Malmre, Chief Operating Officer

Nicholas Paley, Project Manager

Tammie McFarlane Scapin, People and Culture Manager

Prudence Hart, Facility Manager Mount Esk

Kate Rimon, Payroll Officer

Vanessa Wiggins, Care Manager Glenara Lakes

Farewell

We thank and say goodbye to those who have moved on this month, including:

Jefferson Baguio, Facility Manager Guilford Young Grove

Guarav Kumar, Payroll Officer

Quinton Newman, Compensation & Injury Management Business Partner

Current Opportunities

Early Intervention, Workers Compensation & Wellbeing Business Partner – State Office

Payroll Officer, State Office

Payroll Manager, State Office

Maintenance Officer, Launceston and Hobart Servery Assistant, Sandown

Lifestyle Coordinator, Mount Esk

Leisure and Lifestyle Officer, Mount Esk

Registered Nurses, all sites.

For a list of all current vacancies, visit our website www.scctas.org.au/work-with-us/

Meet new Project Manager Nic Paley



This month, we're excited to introduce Nicholas (Nic) Paley as our new Project Manager. Nic's first assignment is to lead the workforce management systems project.

Nic is a Prince2 Practitioner in project management and is an experienced project manager with an IT background previously supporting Not-For-Profits, the Aged Care sector and the Department of Health.

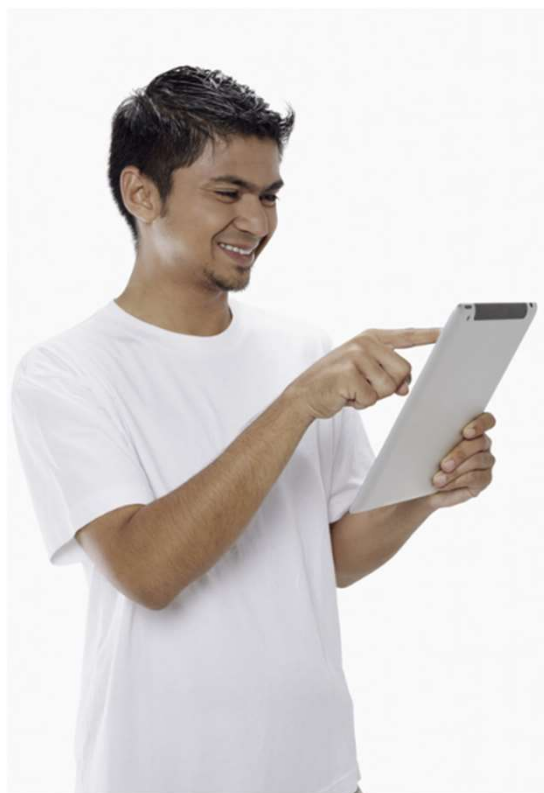
Nic says the best thing about working as a project manager is making a difference in a discreet way and connecting with the great people that work in the care sector.

When he's not at work, Nic enjoys anything that gets him away from his computer, especially fishing, travelling, mountain bike riding, and gardening.

We're excited to have Nic join our team, as this year we embark on some major projects that will make a positive impact to our workforce, our organisation, and most importantly, our older people.



Workforce Management Systems Project



The IT Team Achieve the Email Target

Congratulations to the IT Team for making sure every employee has a work email address well ahead of schedule. This will improve workplace communication and make it easier for everyone to securely log in to the new system as it's rolled out, setting the project up for success from the start.

In December we announced a new integrated technology system is coming, designed to streamline our operations and improve integration so we have more time to focus on delivering better care to older people. Here are some more details about this important project.

Project Manager

We have appointed a new Project Manager to lead the project and are delighted to welcome Nicholas Paley into the role as of 6 January 2025. Nic is here to bring together all the people, data, businesses units and IT infrastructure needed to make this transition a success.

What's New

The new integrated system will include:

- Payroll
- Rostering
- Workforce Management including a Self-Service Portal to manage personal information and leave requests
- Recruitment and Onboarding
- Recognition to celebrate achievements and milestones
- Rewards - exclusive employee benefits and discounts
- Enhanced internal communication tools
- Learning and Development
- Wellbeing Resources and support for overall wellbeing

All these functions will work inside one user-friendly ecosystem accessed by a single login using work email.

Timeline and Support

The system will be implemented in stages with the goal to be fully operational within 8 months. We are committed to making this transition as smooth as possible and will be supporting our workers with training sessions every step of the way.



Keep the Joy of the Holiday Season into the New Year



Practice Gratitude Throughout the Year

Express your gratitude to loved ones throughout the year. Take extra moments when you are with them to share how much they mean to you and how they enrich your life.

Maintain the Spirit of Giving

Small gifts, whether handmade or baked, given to colleagues, friends, or loved ones as a gesture of appreciation or goodwill can bring joy and maintain the spirit of generosity.

Have Regular Gatherings with Loved Ones

Strong relationships not only reduce stress but also support overall health. Staying connected to your family and friends throughout the year will help keep the holiday spirit alive.



Your Feedback

Any issues or concerns can be discussed with Southern Cross Care Tasmania in the first instance.

**Southern Cross Care
(Tasmania) Inc.**

feedback@scctas.org.au

03 6240 880

There are also other options available to you.

Advocacy Tasmania

1800 005 131

**Older Person Advocacy
Network (OPAN)**

1800 700 600

Council on the Ageing

03 6231 3265

**Guardian and
Administration Board
Tasmania**

Free call 1800 955 772

**Aged Care Quality & Safety
Commission**

Free call 1800 951 822