

Aligning

THE STARS

FEBRUARY 2025



Members Meeting Outcome
Changes announced

Page 4

New Strengthened
Aged Care Standard 3

Page 5



Southern Cross Care
(Tasmania) Inc.

Feel right at home.

Aligning THE STARS

February
2025

Front cover image:

Ainslie Village Launceston Fridays. Freshly cooked Fish and Chips with fun chatter and laughter.

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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

As we step into a new month, I reflect on our challenges and the lessons we continue to learn. Change is a constant in our sector, and how we embrace it defines our success.



We issued a press release on 23 February 2025 informing a significant and historical event for Southern Cross Care Tasmania (SCC). The Association's membership has been transferred from the Knights of the Southern Cross to the Archdiocese of Hobart. I am forever grateful to the Knight's contribution to society and their legacy will be with us for ever. My special recognition to Mr Steve Coleman, State Chairman of the Knights in Tasmania.

With the change in membership, I expect business as usual for SCC Tasmania, I am looking forward to working with His Grace and the Archdiocese of Hobart serving the Tasmanian community.



Deputy Chair Alayne Baker, CEO Esteban Cox, KSC State Chairman Steve Coleman, and SCCT Board Chair Sonya Beyers



From the CEO, *continued*

The new Aged Care Act 2024 has been enacted, and we are working hard to ensure readiness for 1 July when the Act comes alive.

In brief, the Act introduces a rights-based framework, emphasising the rights and needs of older Australians accessing aged care services.

Key Features of the New Aged Care Act:

- **Statement of Rights:** Protects the rights of older individuals, including independence, autonomy, and respect for privacy.
- **Enhanced Quality Standards:** Implements strengthened Aged Care Quality Standards to ensure care is safe, high-quality, and tailored to individual needs.
- **Support for Decision-Making:** Allows older people to appoint supporters to assist with decision-making, ensuring their choices are respected.
- **Independent Complaints Process:** Establishes an independent Complaints Commissioner to promote transparency and accountability in handling grievances.
- **Funding Model Adjustments:** Introduces means-tested co-contributions for non-clinical care, with hardship measures for those with limited means.

In the previous month's newsletter, I mentioned key objectives for SCCTAS. On that note:

- The Senior Leadership Team and Board met at the end of February to discuss our strategy for the next three years. It has been a very productive meeting. We discussed the way forward which included culture framework, model of care, IT transformation and financial performance (sustainability). During April, I expect the Executive Team to be on a roadshow presenting the strategy around the state.
- Through our LEAD program we continue to develop our people to improve their leadership skills.
- We started with the implementation of new human resources management systems to replace our outdated software.

Looking ahead, our focus remains on delivering excellence, fostering collaboration, and staying ahead of the curve. Thank you for being part of this journey. Together, we are building the future!

Yes We Can!

Esteban



The Knights of the Southern Cross and the SCC Board

Notice: Membership Structure Change

Following a Members meeting on Sunday 23 February, there has been a change to Southern Cross Care (Tasmania) membership structure. The Tasmanian Knights of the Southern Cross transferred the custodianship of the organisation to the Catholic Archdiocese of Hobart.

The focus remains on the continued delivery of our mission and there will be no impact to operational effectiveness from this change in membership. For residents and staff, the day-to-day activities of the organisation will remain business as usual.



The Knights of the Southern Cross who attended in person. There were also several Knights who joined online.

“We pay tribute to the Tasmanian Knights of Southern Cross for the last 50 years of hard work and diligence in making the organisation what it is today. We thank them for the important legacy they have created in Tasmania and look forward to ensuring Southern Cross Care (Tasmania) missional activities continue well into the future.”

Sonya Beyers, Board Chair



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**. SCC is undertaking significant work to ensure that we are well prepared for the new standards.



This month

Standard 3: Care and Services

This Standard is about the way SCC is required to tailor care and services to each person. Understanding that the older person has the right to take risks, that care is tailored to the individual and what is important to them. In delivering funded aged care services, providers and aged care workers must draw on all relevant standards. Older people's supporters are recognised as having an important role in assisting or providing aged care services.

Outcomes and key concepts for this Standard are:

Outcome 3.1: Assessment and planning

(care planning, partnership, risk management, preventative care, continuous improvement)

Outcome 3.2: Delivery of funded aged care services

(Diversity, evidence-based practices, contemporary, quality of life, monitoring health needs, collaborative with other health professions, person-centred).

Outcome 3.3: Communicating for safety and quality

(timely referrals, multidisciplinary care,

information management, clinical communication & documentation)
Outcome 3.4: Planning and coordination of funded aged care services
(Partnering with the older person, governance, open disclosure, accountabilities and responsibilities).

As these outcomes suggest, Standard 3 outlines all the expectations of the governing body to meet the requirements of the quality standards, and to deliver quality care and services. It is focused on care meeting the older person's current needs, goals and preferences, and planning and coordination of care and services. Care must be person-centred for every older person and SCC must continue to look for opportunities to improve and empower our workers to do their jobs well.

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

“ My care is based around who I am and what's important to me ”.

Explaining Surveys and Feedback



On a regular basis, older people who live in our homes or receive Home and Community Care Services, and their nominees, are invited to participate in a range of surveys. Participation in these surveys is voluntary, and you can decline to participate. We do encourage your participation as they help us to make sure we are delivering care in line with your needs and wants.

There are two surveys that SCC is required to undertake as part of our responsibilities as an approved provider of care, through the National Quality Indicator Program (NQIP). These are:

- the 'Quality of Life' Survey; and
 - the 'Consumer Experience' Survey.
- SCC are required to offer participation in these surveys to all older people in homes or a proxy every quarter.

The responses are recorded, along with your name, as part of the NQIP, and sent to the Department of Health and Ageing. The results of the NQIP are reflected in the Star Ratings for each of our homes, under 'Quality Measures.' While your name does need to be recorded as part of these surveys, you are welcome to decline to participate in these surveys.

Another survey that informs the organisations Star Ratings is the Department of Health and Aged Care (DOHA) Resident's Experience Survey. This is conducted annually, by

independent third-party auditors, and your details are kept confidential. It enables older people to tell us about their experience of living in a residential aged care home. The results of this survey are used to generate the Star Rating of 'Resident Experience.'

SCC also undertakes an internal, annual survey, sent to both our older people and their nominees. You can choose either to include your name in your responses or to remain anonymous. We have received feedback that options for remaining anonymous were not consistently provided by all residential homes. We have also identified that this survey has not consistently been offered at all our homes and in our home and community services. We are committed to improving this in 2026 and beyond.

We value your responses in this survey as it assists us to find out how well you think SCC is meeting your needs and any suggestions for improvement you might have. One of the questions in these surveys assist us to calculate a 'Net Promoter Score.' This measures the likelihood of you recommending SCC to others looking for residential or home care services. This score is monitored by senior leaders, the Executive and the Board of Directors, to measure our performance and identify and respond to poor performance.

Surveys and Feedback *continued*

Surveys Summary

Name of Survey	Frequency	Conducted by	Results used for
Quality of Life	Quarterly	NQIP ¹	Star Rating, 'Quality Measures'
Consumer Experience	Quarterly	NQIP	Star Rating, 'Quality Measures'
Resident's Experience	Annually	DOHA ²	Star Rating, 'Resident Experience'
Relative Experience & Resident Experience Surveys	Annually	SCC	Feedback to improve SCC care and services; Net Promoter Score (NPS) for Internal Reporting

- **All surveys are voluntary, you can opt in or opt out**
- **You can give your name or remain anonymous**
- **All feedback is valued and appreciated**
- **All feedback helps to identify areas for improvement**

Outside of these surveys, SCC has a complaints management policy and process. You may recall that this was reviewed and improved in 2024 as part of our commitments to you and the Aged Care Quality and Safety Commission, to improve our organisation.

We acknowledge that we are still working on ensuring this is effectively embedded in our practices. We want to assure you we are committed to listening to your concerns and using them to improve our care and services.

The complaints management process provides opportunity for anonymous or confidential feedback to be provided, along with escalation of concerns to our corporate services team if you are unable to achieve resolution with the local leadership team of your service. We also have a Whistleblower policy and process.

Information on both processes is available on our website or at any of our services.
<https://www.scctas.org.au/publications/>

1. National Quality Indicator Program
2. Department of Health and Ageing

Get ready for your Influenza Vaccine

Quick Facts about Influenza



- Influenza is a common cause of hospitalisation, severe disease and death.
- Annual influenza vaccination is recommended for all people aged 6 months and over.
- All currently available influenza vaccines are inactivated and cannot cause influenza.
- Influenza is seasonal, and yearly vaccination with vaccines tailored to changes in circulating strains each influenza season is required for continuing immunity.
- Influenza vaccine can be co-administered with most other vaccines.



FAQs Frequently Asked Questions

Should a person receive an influenza vaccine if they have already had influenza?

Yes, influenza vaccination is still recommended following a recent influenza infection.

Vaccination can lower the risk of becoming ill from other strains of the influenza virus.

What types of influenza vaccines are available in Australia?

All influenza vaccines available in Australia are either split virion or subunit vaccines, which cannot cause influenza illness.

Who is eligible to receive a free influenza vaccine under the NIP (National Immunisation Program)?



The influenza vaccine is available for free under the NIP for all Aboriginal and Torres Strait Islander people, all adults aged 65 years and over, pregnant women and people with certain underlying medical conditions.

How many doses of influenza vaccine are people recommended to receive each influenza season?

Most people only require 1 dose of influenza vaccine each year for full protection. Certain population groups are recommended to receive a second dose of influenza vaccine during the influenza season.

What are the common side effects after receiving an influenza vaccine?

Between 1% and 10% of people experience a fever, headache, general tiredness or muscle aches. These symptoms can last for 1–2 days. Approximately 10% of people experience swelling, redness or pain at the injection site.

Are there any people for whom influenza vaccines may be contraindicated or additional precautions should be taken?

The only absolute contraindication to influenza vaccines is diagnosed anaphylaxis to a previous dose of any influenza vaccine. People who have experienced severe reactions after receiving a previous influenza vaccine should consult with their immunisation provider.



Influenza Vaccinations – Find a Clinic



Residential Aged Care Facilities

Resident influenza vaccination is managed by each facility as per their ongoing plan, and are in the process to start early April.

Home & Community Care and Independent Living Residents

Discuss with your treating GP and servicing pharmacy.

Southern Cross Care Employees

At each residential facility clinics will be from Mid-April to Early May 2025, and the cost will be covered by SCC for its staff.

Internationally Sponsored Registered Nurses Join SCC Team

No stone left unturned - Our search goes international to staff our facilities with talented Registered Nurses.

Yaraandoo

Three RN's have joined Yaraandoo from New Zealand, after originally relocating from India.

Gaurav is the newest international RN and is already a part of the Yaraandoo family. He brings his wife from India.

Sujeesh Sreedevi relocated to Tasmania with his spouse in 2024. Sujeesh has over 10 years of RN experience and Yaraandoo is so pleased he's joined them.

Anaswara Rosy James relocated from New Zealand with her husband in 2024. Rosy has



Anaswara Rosy James, Charmaine Knight (Facility Manager, Yaraandoo) Sujeesh Sreedevi, Gaurav, Rebecca Weinreich (P&C Business Partner)

over 5 years of RN experience and is settling in very well and has adjusted easily to the Aged Care setting at Yaraandoo.

We also welcome four other International Registered Nurses over the last 6 months.

Fairway Rise - Aleena John

Glenara Lakes - Reena Priyadarshni

Rivulet - Kego (Kay) Kgosiele

Rosary Gardens - Alumeci Tuwai

New Community Centre for Guilford Young Grove Village

A piece of history has been given a new lease on life at Guilford Young Grove Village. Originally built as the Chaplain's Cottage and opened on 1 January 1902, the building is listed in the National Estate Register. Now the vacant cottage has been transformed into a vibrant Community Centre for Independent Living Village residents. The vision for this space became a reality thanks to the hard work of Village Manager Jenine, Residents Committee Chairman Richard, and the Assets and Property team. Their efforts have created a welcoming common area where residents can connect, relax, and enjoy community activities.

To mark the occasion, Fr Denis—a former resident—blessed the new centre and shared a brief history of the building and the village. He also donated historical photos and information to the library, preserving the story for future generations. The celebrations continued with a delicious barbecue lunch cooked on the balcony by two residents, and CEO Esteban Cox had the honour of cutting the cake.

Looking ahead, the Community Centre will host a range of activities, including exercise classes, pizza nights, and celebrations for key events throughout the year. It's already home to a library and a boardroom/dining space. This new space is a place for friendships, fun, and community spirit.



The former Chaplain's Cottage



Fr Denis blessing



Esteban Cox cuts the cake



Opening speech



Famous Footballer Entertains the Crowd at Fairway Rise

Wayne Carey, also known as "The King", or "Duck", visited Fairway Rise on 19 February with his mate and fellow footballer, Johnny Rombotis. They had an interview style conversation, followed by a lively Question-Time from the AFL fans in the audience. There was plenty of discussion about the state of Tasmanian football, about Wayne's experiences and his knowledge of the game past and present.

Wayne Carey was a dual-premiership captain at North Melbourne, four-time North Melbourne best-and-fairest, and seven-time All-Australian. In 2001, he was named as centre half-forward and captain of North Melbourne's Team of the Century, and in 2008 was named as Australian

football's greatest-ever player, as part of a list of the top 50 players of all time, so he knows a lot.

Wayne signed a North Melbourne guernsey, and took time for a meet and greet with the residents, with plenty of photo opportunities. Wayne and Johnny also dropped in for a few in-room visits with those unable to make it to the session.

Stay tuned for an announcement later in the year when a different Footy star will visit Glenara Lakes for a similar event, hosted by Johnny Rombotis. For those who like to guess, the clue is: *"The Cat from the Footy Show."*



Fairway Rise residents enjoying a photo opportunity with Wayne Carey, and the signed guernsey with Wayne and Johnny

2025 – Lunar Year of the Snake

“Much like the snake sheds its skin, 2025 marks a year when individuals and communities can let go of old patterns and embrace innovation.”



Luciano, Cynthia and Jim

Lunar New Year, which includes Chinese New Year, Seollal in Korea, Tet in Vietnam and more, began on 29 January. State Office was lucky to be able to participate in the traditions of parties, customs and copious feasts that can go for up to two weeks, thanks to Finance Team members Luciano, Cynthia and Jim.

The three cooked up a feast of dumplings for a special morning tea, along with spring rolls, Chinese sweets, fortune cookies and of course, red and yellow jelly snakes.

The room was decorated with all the signs of the Chinese Zodiac, and the team had fun discovering which of the 12 was their Zodiac animal and identifying the traits that go with it.

In Chinese culture, the snake symbolizes intelligence, mystery, and renewal. People born in the Year of the Snake are said to be enigmatic, intelligent, and wise. They may also be talented individuals or deep thinkers.



State Office workers learning about the Chinese Zodiac and sampling delicious home-made treats.

Lunar New Year Celebrations

Let's hear about how Rosary Gardens celebrated the Lunar New Year through the experience of **Monika & Angelika Koblenz** who were so glad they took their mum along!

“We entered the events room to find it had been decorated and transformed into a theatre. On the walls and tables, we saw beautiful red Chinese lanterns, big and small with tassels. There were red fan serviettes and others with Chinese art and characters. There were posters around of the 12 animals of the Chinese Zodiac, Chinese fortune cookies, chocolates, chopsticks, red paper plated and biscuits. The vibe was set for a good time. The audience clapped and cheered loudly to express their joy while they were watching the Chinese traditional performances.

“We also enjoyed learning about the animal that was the year of our birth. Mum (Margarete) was born in 1933 so is a rooster. This means she is hardworking, observant, active and talkative and that was definitely a very good description of how she had lived her life! We had a go at using chopsticks trying to transfer the chocolates from one bowl to another. Some were dropped and some not, but most were eaten, YUM.

“Finally traditional Chinese jasmine tea was served to soothe us after the excitement, along with biscuits. Much conversation also accompanied the tea. Thank you, Yennie, Racheal and the volunteers, for all your hard work, big heart and kindness.”

Thanks to Monika and Angelika for taking the time to share this wonderful feedback.



Margarete Koblenz with her daughters Monika and Angelika.



The Wenyi Tas Group gave several traditional Chinese performances.



Audrey Williams using chopsticks

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Love is in the Air around Valentines Day

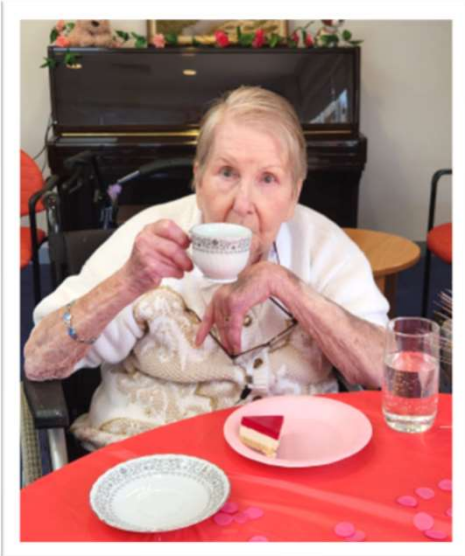


Sandown



Yaraandoo

Rosary Gardens



Arts and Crafts Display at Glenara Lakes

Michael Weir has organised an Exhibition at Glenara Lakes. The display will feature the crafts and collections of Villa and Residential Residents, changing monthly.

Michael, who lives in the Glenara Lakes Village, took up Lego during Covid. Since then, this very talented man has completed many Lego builds, and has used some of his favourites for the inaugural Exhibition.

Proving very popular with the residents and families to admire as they enter the building, the first display features The Titanic, Tower Bridge, The Endurance Sailing Ship, Big Ben, Westminster Place, a Tree House, London Telephone box and the Great Wall of China. The Lego pieces will be on display for one month, and then the next Exhibition will feature someone else's work or collection.

Michael had a grand idea to create this special exhibition. Anyone visiting Glenara should stop and admire these works.



Montessori in action Engaging in Daily Living Activities



A lot of the residents at St Andrews do not have the desire to do arts and crafts activities, and others no longer have the ability or the dexterity. However, household chores are an early learnt skill, something done throughout their family life for many years. These skills are deeply embedded in their memories, and something that they still eagerly participate in and find meaningful. The Montessori approach encourages residents to participate in chores they enjoy, like helping to chop vegetables, set the tables, vacuum the floors, wash up, fold washing or tend to the plants in the garden outside. The residents find a sense of purpose and enjoy caring for their home, and staff appreciate the help they receive. Together they are a team.



Cooking and Eating Together



Yaraandoo Residents – pancake day, chocolate fountain, and tasty Singapore noodles

Participating in the communal activities of preparing food, cooking and eating together is something that a lot of our resident enjoy. Yaraandoo is one facility that has regular cooking sessions with the Leisure and Lifestyle team, that bring a lot of new flavours and fun.

From pancake flipping to a chocolate fountain with fruit and marshmallows, you can see by the pictures that it brings a smile to everyone's face. One day two of Yaraandoo's ECA's made Singapore Noodles, and they even used a home-grown cabbage from the Yaraandoo Garden which resident Maree has been looking after.

Guilford Young Grove also has a keen group of cooks, who love preparing (and eating!) egg and bacon pies and quiches.



Maree with her home-grown cabbage



Guilford Young Grove residents



Delish!

Kevin's Back on the Bus

Kevin has been living at Ainslie Low Head for 14 years. He was a police officer before retirement, and he used to use his previous experience to walk around the facility checking all the doors and windows were locked. Throughout the years his mobility declined and that led him to be in a comfort chair, making bus trips and outings difficult. But now after 5 years and thanks to physio Kieran Dunning and all the staff at Ainslie, he is out and about again! It was a very exciting day for Kevin and his wife Julie, who also lives at Ainslie, to get back on the bus for an outing with his friends.



Showtime at Ainslie Low Head

During a resident meeting at Ainslie Low Head, someone suggested an outing to the movies. During the discussion they began to realise that the cost would be difficult for some, and that the 40min drive to town would be uncomfortable for others.

So, they made their own cinema!

Showing the movie 'The Greatest Showman' with fizzy drinks, popcorn, little bags of lollies and jaffas, and ice creams. Even the floor looked like a cinemas with all the popcorn on the floor. Everyone had a great view and a fun time, and decided to make it a monthly event to look forward to.

Reconnecting

During the pastoral carer's individual visiting, one of the Rosary Gardens residents, John Livingstone shared his desire to reconnect with his old friend Sasha Milovanvic, who used to live at Mary's Grange nursing home. John hadn't seen his old friend since he moved to Rosary Gardens 4 years ago. The Pastoral carer Yennie Hughes made it possible for Sasha to visit and John was overjoyed to be reunited with his friend. As they spent time together, they cherished the memories they made at Mary's Grange. Staff were thrilled to see John beaming with happiness and laughter which they hadn't seen in a long time. Now, thanks to this heartwarming reunion, old friends are reconnected, and Sasha visits John whenever she can.



Old friends Sasha and John reconnected

It's a Love Story

Nancy Thompson and Gordon Thompson, residents of Rosary Gardens since 2022, have been happily married for an impressive 57 years. They met because of a broken lawn mower. Gordon lived two doors away from Nancy in Brisbane. One day Nancy's lawn mower was broken down. Gordon and two other nearby bachelors came to help, but Gordon won her heart, and they tied the knot in their 20s. Their rooms at Rosary Gardens are located next to each other, they enjoy having meals and watching movies in their room together. Their love story continues to inspire and uplift everyday. Their advice to younger couples is "Do not hold the grudge, be willing to meet in the middle and find solutions that work for both of you." They appreciate a lifetime filled with love, laughter and shared experiences, highlighting their enduring commitment to each other.



57 years of marriage for Nancy and Gordon

Learning & Development

Upskilling our Workforce with Financial Literacy

Several Finance-led training sessions were held across February at each of our residential aged care homes, bringing together Facility Managers, Administration, Customer Liaison Officers, the AN-ACC Manager and Finance.

The sessions were very productive and well received, covering important topics including contract management, aged care fees, billing and process improvement. They presented a fantastic opportunity for SCC staff from different teams across the state to connect, share learnings and ensure we are all working together for our residents.

Rural and Remote Home Care Industry Update

Home Care recently participated in the Barbara Schmidt & Associates, a prestigious event focused on 2025 Industry Update for Aged Care Managers Working in Rural and Remote Australia. The seminar provided valuable insights into emerging trends, best practices, and innovative strategies. The team engaged with industry leaders, attended expert-led sessions, and explored new opportunities.

Ria Lewis said, “This experience reinforced our commitment to continuous learning and staying ahead in the market. Key takeaways from the event will help us enhance our services and drive greater value for our clients. We look forward to applying these insights and sharing our knowledge with our team and stakeholders.”

Culture Feedback Session at State Office



Bec Eiszele, Steve Gibson, Kelly Malmre, Kate Beven, Esteban Cox.

As part of our ongoing Culture Improvement project, the Executive Team hosted a culture feedback session for all staff at State Office on Thursday 23 January. The session was a great opportunity to discuss the results of the Workplace Experience Assessment conducted at the end of 2024. The Executive also shared their learnings from the survey, and were able to address questions from the large group, with over 50 employees in attendance.



Workplace Health and Safety

March Hazard Hunt

What is the Problem?

An accident is a result of a breakdown in the systems of work, accidents do not just happen! One way to prevent accidents is to report hazards in the workplace.

What is a Hazard?

Anything that has the potential to cause harm - including injury, disease, death, environmental, property and equipment damage.

What Can I Do?

Anyone – workers, residents, visitors, volunteers, contractors – should report any hazards in the environment as soon as you become aware of them. Employees and managers will log the hazard in our management system, IonMy. This keeps everyone safe by helping to prevent accidents before they happen.

Workplace Health & Safety Training For Managers

WHS training for Managers and Supervisors was delivered during the month of February. The training provided managers and supervisors with the safety leadership skills needed to enable them to implement safety in their area of their responsibility. Feedback from the participants was extremely positive.

It really highlighted the areas where we have room for improvement and underscored the importance of being vigilant during site visits.

Overall, it was an eye-opening experience that will undoubtedly help us in our continued efforts to enhance safety and well-being across the board.



I found it to be incredibly insightful.

This was a valuable learning experience, highlighting the importance of WHS practices in ensuring financial and operational stability for the business.



Information Technology (IT)

NEW IT Improvements

Residents at Fairway Rise are now online! It's the last site to have residents connected to the internet, and more than half of them have signed up and are happily enjoying Netflix and other online services.

As part of our cyber security uplift, IT Offices Connor and Andrew have been working

tirelessly, often late into the night, to get the new firewalls installed. The last one was installed overnight on 25 February. This upgrade means better protection for our and residents' data, while also giving staff the flexibility to access emails and files from home or on the road when visiting home care clients.

The IT Team *is here to help all staff*

Our IT help desk is there to help staff with any tech troubles they run into at work. Whether it's fixing computer glitches, setting up software, sorting out internet issues, or resetting passwords, they keep things running smoothly. They also help with setting up new devices and make sure everything is secure.

If something isn't working, you can reach out to them for help, and they'll sort it out as quickly as possible. Their goal is to keep all hardware and software functioning so everyone can get on with their job easily and effectively.

For any IT Help enquiries:

IT Help Desk: 03 6240 8900

Email: ithelp@scctas.org.au

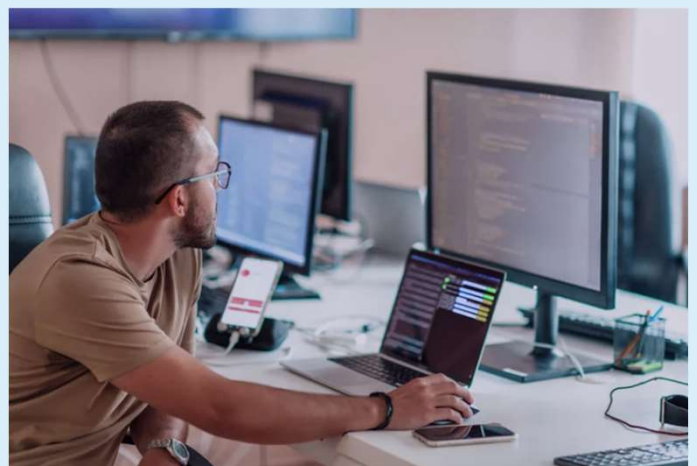
What issues should you report?

Hardware Issues

Hardware is the physical parts of a computer or technology system including Computers and Laptops, Printers and Scanners, Tablets and Mobile Devices.

Software Issues

Software is the programs and applications that run on computers and devices, like emails, internet, resident and medication management, rostering and payroll.



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 our new Payroll Team:

Kate Rimon and Lochlan Gaffney, Senior Payroll Officers

Mark Chiffey, Payroll Manager

Weerahannadige Fernando, Chef

Farewell

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

Dilshan Fernandopulle, Head Chef.

Payroll Manager Ven Choppakatla and Senior Payroll Officer Belinda Symons.

Sonya Kaur is no longer the Facility Manager at Glenara Lakes, this role is being covered by Acting State Manager Neil Drummond during the recruitment process.

Current Opportunities

Facility Manager – Glenara Lakes

Servery, Cleaning, Laundry – Ainslie Low Head

Extended Care Assistant – Ainslie Low Head

Head Chef – Yaraandoo

Early Intervention, Workers Compensation &

Wellbeing Business Partner – State Office

Registered Nurse – Night Shift – Mt Esk

Care Manager – Ainslie Low Head

Registered Nurse – Ainslie Low Head, Glenara Lakes, Mt Esk, Yaraandoo

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

Meet our new People and Culture Manager



Tammie Macfarlane Scapin is bringing a mix of experience, humour, and down-to-earth wisdom to the People and Culture (P&C) team.

Born in Canada to French-Canadian and Newfoundland parents, Tammie has spent 30 years working in senior HR positions across Canada, US, Papua New Guinea, and Australia. From automotive and manufacturing to tourism, wine, and health care, she's seen a lot and loves a good challenge (and a good laugh!).

Tammi's approach to work is "Listen, learn, refine, repeat". It's a simple but solid way to keep improving and moving forward. And if there's one piece of advice that's stuck over the years, it's her mum's classic line, always said with a wagging finger, "Be nice."

Welcome aboard, Tammie.





Rosary Gardens' Pastoral Carer
Yennie Hughes invites you to
consider volunteering.

**“The heart of a volunteer is not measured
in size, but by the depth of the
commitment to make a difference in the
lives of others”**

— DeAnn Hollis

Being a volunteer at Rosary Gardens is a rewarding experience- you are providing an important contribution to our ageing community and helping to make a difference in older people's life. Thank you to all of our volunteers for enhancing the lives of our older people at Rosary Gardens. We are always welcoming new volunteers to join our family - even if a few hours a month are appreciated.

To become a Rosary Gardens volunteer, please contact pastoral carer Yennie via email ye.hughes@scctas.org.au

For residents of Retirement Villages within the State of Tasmania, your representative Peak Body is:

Tasmanian Association for Residents of Retirement Villages Inc. (TARRV)

www.tarrv.org.au

Email: secretary@tarrv.org.au

Phone: 0419 317808

P.O. Box 158 Kings Meadows, Tas 7249

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