

# Aligning THE STARS

MARCH 2025



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Southern Cross Care  
(Tasmania) Inc.

Feel right at home.

# Aligning THE STARS

March 2025

## Front cover image:

The team at Rivulet wearing orange for Harmony Day on 21 March

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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 mentioned in last month's CEO update, change is a constant factor in the age care sector. We have embarked on a major project to make sure SCC is ready to deliver the regulatory changes coming into effect on 1 July 2025.



We have commenced publishing a program featuring a different Strengthened Standard each week as we progress.

Anchor Excellence is supporting SCC with a gap analysis. The aim is to determine where we stand compared to new regulations as a continuous improvement plan. This is a major piece of work.

Key events happening:

- The Senior Leadership Team will meet for a 2 day planning workshop from 2/4/25.
- Started the Budget process led by the finance team.
- The Humanforce implementation is progressing with some delay. The team is doing a wonderful job.
- Our COO, Kelly Malmre and Jeremy Eaton visited sites on the North to check buildings and equipment requirements.
- WHS audits conducted at facilities.

Reflecting on the last 12 months, I can say that SCC made significant progress towards delivering high quality care for our older community. I am proud to lead a team highly committed to providing compassionate care. Together, we are building the future!

*Esteban*



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 4: The Environment

The intent of Standard 4 is to ensure that older people receive funded aged care services in a physical environment that is safe, supportive and meets their needs. Effective infection prevention and control measures are a core component of service delivery to protect older people, their supporters and aged care workers.

Outcomes and key concepts for this Standard are:

**Outcome 4.1a – Home Environment and Equipment, and**

**Outcome 4.1b – Service Environment and Equipment**

If funded aged care services are provided, the provider must ensure the environment is clean, safe, and comfortable. It should help people feel included, able to interact with others, and function well. Any equipment used or supplied must also be safe and meet individual needs.

Key Concepts: Environmental risks, Care and services plan, Equipment management, Quality of life, Activities of daily living.

**Outcome 4.2 – Infection Prevention and Control**

The provider must have a proper system in place to prevent and control infections. Aged care workers must follow good hygiene practices and take all necessary precautions to stop infections from spreading when providing care.

Key Concepts: Antimicrobials, Aseptic technique, Contemporary evidence-based practice, Multidisciplinary care, Open disclosure, Partnership

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

***“ I feel safe when receiving funded aged care services. The service environment is clean, safe and comfortable and enables me to move around freely. Equipment is safe, appropriate and well-maintained and precautions are taken to prevent the spread of infections”.***

# “Resident Engagement is Key”

## National Magazine Feature

Ageing Australia publishes a quarterly magazine called *Aged Care Today*. It’s a national magazine for the aged care sector, providing insightful articles, expert perspectives, and the latest industry developments.

The March issue featured a double page spread across pages 26 and 27, showcasing our very own Gehan Wadigasinghe, General Manager Hospitality and Catering. The article shares how Gehan has injected his customer service experience into the aged care setting. Gehan leads a person-centred approach to engaging residents in the development of menus and the dining experience in our homes.

“For us, it’s all about engaging with our residents, hearing what they want, and continually finding new ways to provide good service.”

There are commercial kitchens in every SCCT facility around Tasmania. “Having a kitchen on-site is important not just because the quality of meals is usually better, but also because it changes the atmosphere of a home when residents get to smell the food being cooked, and are able to speak with the chefs who made it,” said Gehan.

We encourage everyone to read the full article and explore the magazine at this link: [Aged Care Today - Autumn 2025](#)





## Ageing Australia CEO *at Fairway Rise*

Ageing Australia is the national peak body for aged care, supporting and representing providers of retirement living, seniors housing, residential care, home care, community care and related services. As an Ageing Australia member, being able to contribute to the conversation around the future of aged care is extremely important.

Southern Cross Care was delighted for the opportunity to host Ageing Australia's CEO Tom Symondson and Vic/Tas State Manager Danni Campbell-Manley for a tour and lunch at Fairway Rise Residential Care Home.

CEO Esteban Cox, COO Kelly Malmre and Facility Manager Samantha Wall showed the group around the facility, including the Memory Support Unit, St Andrews, where the Montessori approach to dementia care was on full display.

The group then sat down for lunch with the residents, where Tom and Danni gained valuable insights from their lively conversations with the older people who live there. We thank Tom and Danni for taking the time to include Southern Cross Care in their Tasmanian tour.



Danni Campbell-Manley, Erica Ramage, Tom Symondson, Esteban Cox, Samantha Wall, Kelly Malmre



Lunch with the residents



## Improving Medication Management with our Credentialed Pharmacist

Medication safety is a concern in aged care. Under Standard 5 in the new strengthened Aged Care Standards, *Outcome 5.3 Safe and Quality Use of Medicines* ensures that individuals receive the right medicines in the safest way possible.

Southern Cross Care is in a strong position to meet the new requirements as we now have a Credentialed Pharmacist on our team. SCCT's Clinical Pharmacist, Dr. Mulugeta Angamo has achieved this highly skilled professional qualification. As a Credentialed Pharmacist, he will help older adults manage their medications effectively, reducing the risk of errors and improving overall health outcomes.

The main role of the Credentialed Pharmacist is to perform Residential Medication Management Reviews. This process assesses a resident's medication regimen and best possible medication history to identify any potential problems such as side effects, drug interactions or unnecessary prescriptions.

Dr Angamo also focuses on deprescribing, where he aims to identify medications that may no longer be needed or where the

risk outweighs the benefit. This ensures that individuals are taking only the medicines that support their health and wellbeing.



Dr. Mulugeta Angamo

Collaboration is at the heart of his role. Dr Angamo works closely with doctors, nurses and other healthcare professionals to develop better medication management plans. The Credentialed Pharmacist also provides training and education to nurses and carers on best medication practices, helping workers understand how to administer medicines correctly and safely.

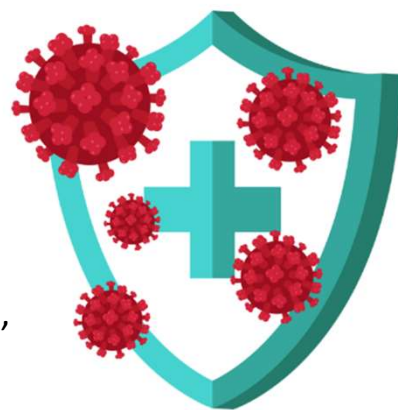
Dr Angamo also collaborates with the multidisciplinary team tackling Fall Prevention, by considering the impact of medication as a risk factor to the challenging issue of falls in residential care.

If you or a loved one has medication questions or concerns, is experiencing medication issues or challenges, or would like to request medication information, you can contact Dr Angamo by email at [mulugeta.angamo@scctas.org.au](mailto:mulugeta.angamo@scctas.org.au)

# Protect Our Communities: Get Your Flu Vaccination!

## Why is the Flu Vaccine Important?

- **Protects Our Loved Ones:** Older adults are more vulnerable to severe flu complications.
- **Prevents Outbreaks:** The flu spreads easily in aged care facilities, putting individuals, workers, and visitors at risk.
- **Keeps You Healthy:** Reduce your chances of getting sick and spreading the flu to others.
- **Creates a Safer Environment:** Vaccinated individuals, visitors, and workers help create a healthier space for everyone.
- **Supports Herd Immunity:** The more people vaccinated, the lower the overall risk of flu outbreaks.



Let's work together to protect our loved ones, workers, and communities! Get vaccinated, always follow all health and safety guidelines within the facility, and if you feel unwell, stay home.

## How to Get Vaccinated



Flu shots help protect everyone

### Residential Aged Care Facilities

Residential influenza vaccination programs are due to start early April.

### Home & Community Care and Independent Living Residents

Discuss with your GP and servicing pharmacy.

### Southern Cross Care Employees

There are free vaccination clinics in each residential facility from mid-April to early May 2025.

### Family members and visitors

Visit your nearest pharmacy or GP to receive your flu shot.

# Harmony Day

## Everyone Belongs



Pastoral Carer Yennie Hughes created vibrant posters at Rosary Gardens



YOU + ME = US

Harmony Week promotes inclusivity, respect, and understanding of diverse cultures and backgrounds. It is a time to recognise and appreciate the value that all the diverse cultural backgrounds contribute to our workplaces.

For the workers at Rosary Gardens, celebrating Harmony Week helps to reinforce a culture of inclusivity, where everyone feels valued regardless of their cultural background. This sense of belonging is empowering and enhancing team cohesion as at Rosary Gardens, where EVERYONE BELONGS.

They shared how to say "Hello" in different languages, shared stories from their own cultures. By learning about different traditions, beliefs, and experiences, we feel more connected and aware of the cultural diversity within the Rosary Gardens community.

One of the residents has a love of learning languages. She and a volunteer were both speaking to each other with some words in other languages during Harmony Week, which was a beautiful moment that showed the true meaning of Harmony.

## Harmony QUIZ - Name that Flag

There are 12 flags in the top photo. Can you identify them all?

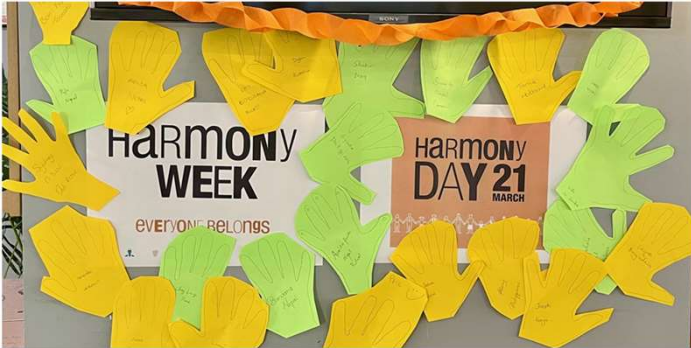
Bonus points if you know how to say hello there.

Answers on next page.



# Harmony Day

## Everyone Belongs



For Harmony Week 2025 at Rivulet, staff were invited to wear Orange on Friday 21 March and bring along a plate of food traditional to their country to share with each other.

The theme for Harmony week this year was, “Everyone Belongs” and staff all joined in the spirit of the day, showing up with an array of orange hues and lots of delicious food.

Over the week leading up to Friday, the activity was to make a stencil of your hand and share where you were born. This acknowledged all the different cultures and helped to promote a sense of belonging and inclusiveness in the workplace.

The activity prompted a lot of reminiscence and sharing by the residents and staff who found out they were born or lived in similar countries, creating familiarity and connection.

Residents also enjoyed the special day. They were encouraged to wear orange as well and were invited to a special High Tea in the afternoon.



The Rivulet team wore orange for Harmony Day

## Quiz Answers

Argentina, Aboriginal Australian Flag,  
India, Sri Lanka, Slovakia, Bhutan,  
Poland, China, Nepal, Ethiopia, New  
Zealand, Australia.  
**Bonus Points:**  
Hola, Ya, Namaste, Vanakkam, Ahoj,  
Kuzuzangpo, Dzień dobry, Nǐ hǎo,  
Namaste, Selam, Kia Ora, G'day



# April No Falls Month 2025

This month is “April No Falls”, a campaign to encourage us to recognise the risks that falls pose, particularly for older individuals, and to highlight the importance of prevention.

## Why is Falls Prevention Important?

**Impact of Falls:** Falls can lead to injuries, reduced quality of life, and decreased independence.

**Health Costs:** Falls are a significant cause of injury-related deaths and healthcare costs.

**Prevention is Key:** Many falls can be prevented through lifestyle changes, environmental modifications, and appropriate interventions.

## Key Messages and Actions

**Get Active:** Encourage regular physical activity, especially exercises that improve strength and balance.

**Improve Balance:** Focus on exercises and activities that enhance balance and coordination.

**Prevent Falls:** Emphasise the importance of taking proactive steps to prevent falls, such as home safety assessments and medication reviews.

**Raise Awareness:** Highlight the risks of falls and the importance of prevention, particularly for older adults.

**Seek Professional Advice:** Encourage people to consult with healthcare professionals, such as physiotherapists or exercise physiologists, for personalised advice and support.

## Resources:

There are resources available for health professionals, including local exercise programs and information on assistive technology.



Gentle Tai Chi at Rivulet



Ilan's farewell celebration



Ilan cuts his cake



Ilan's last official singalong was St Patricks Day, and everyone had a wonderful time.

## Glenara Lakes Retirement for Ian Dalton

Ilan Dalton has been at Glenara Lakes for over eight years as the Facility Pastoral Carer/Man of Many Talents. During his time, he has been the bus driver, guitar and singalong entertainer, Volunteer Coordinator, supportive staff team member and even worked as a receptionist on the front desk- that was a lot of fun!

Ilan's door was always open to those who needed a quiet moment, he listened without judgement and with patience and kind words.

The Leisure & Lifestyle Team said, "It has been an absolute privilege to have shared an office with Ian with his knowledge and life experience. Ian has a wonderful sense of humour and always kept us up to date with what was going on around the world."

Ilan has brought much joy to everyone, and he has done much more than his Pastoral Carer role. All the residents and staff have, at one time or another, crossed paths with this lovable legend.

Glenara Lakes wishes Ian a happy retirement, and for him to enjoy every moment. They are sure Ian will still visit, especially since he is still the volunteer bus driver for the Villas.



## Lion Dancers at Rosary Gardens

Rosary Gardens enjoyed a vibrant cultural experience when the Tasmanian Chinese Buddhist Academy of Australia paid a special visit. The group shared their religious customs with the audience, offering insight into their traditions and beliefs.

The highlight of the day was the spectacular Holy Dharma Lion Dance. Before the dance, the lions went to the audience for the “Dotting the Eyes”, where those present were invited to apply dots of red paint to the lions’ eyes. This traditional ceremony symbolically awakens the lions, imbuing them with the power to bring good fortune, health, and prosperity.

The Lion Dance is a traditional performance symbolising prosperity, good fortune, and the driving away of evil spirits. It is performed to bring blessings and happiness. The lion’s movements mimic strength and agility, while the drumming and cymbals energise the space, creating an atmosphere of joy.

This was certainly true at Rosary Gardens where the Lion Dance was breathtaking, and the sound of the drums brought staff out from State Office to enjoy the spectacle.



Rosanne McDougall “Dotting the Eyes”



The energetic and vibrant lion dance

# Montessori Magic at Elm Tree, Yaraandoo

## Elm Tree is the Memory Support Unit at Yaraandoo.

In the Montessori dementia care wing, residents are encouraged to take part in activities like setting tables, folding laundry, or gardening.

It looks a lot like housework, but it's not just about keeping the place clean, although an uncluttered, tidy environment does create a more calming space for everyone.

It's because engaging people in activities tailored to their abilities and interests gives them a connection to the happy memories in their past, and helps them maintain their cognitive and motor skills.

By creating structured routines and using familiar objects, the Montessori method reduces confusion and frustration, helping residents feel more at ease. Staff play a key role by guiding rather than doing everything for residents, empowering them to maintain their abilities for as long as possible.

The Montessori approach to dementia care is about dignity, choice, and improving quality of life.



Shirley, Delma and Des pick flowers from the garden



Bev winds the wool while Delma sweeps the floors



Des loves taking care of the garden



# Long Lost WW2 Medals Returned

It was a very special and emotional day for the Memory Support Unit at Rivulet. On 19 March, Major (retired) RFD Garry Bowden arrived at the Rivulet MSU with Wing Commander Nicholas Fairweather, senior Airforce Officer of Tasmania, to present resident David Hughes with his father's "Seargent John William Hughes" WW11 service medals.

Major Garry started his search to help locate the missing medals 15 years ago. With Garry's persistence determination and with the help of others, it paid off and the medals are now safely back where they belong. David and his wife Trudy are very pleased and so grateful for Garry's determination. A very proud day for the Hughes' family, and all who know David.



# Happy Birthday Cynthia

Ainslie Launceston residents were happy to celebrate Cynthia's birthday at their regular Happy Hour. Cynthia worked for Southern Cross Care for 38 years, managing the Glenara Lakes kitchen, and meal deliveries to Mt Esk and Ainslie Village. Now she is happily enjoying her retirement living at Ainslie Launceston Village.



# Raising The Cartela

Rivulet residents went to see the historic steamship, the Cartela, which tipped, and half sank in the Huon River this year. On the drive, Jeff talked about his old orchard and his past sailing experience. Isla shared about her time living in the Huon, and they bought fresh apples from a roadside stall for Judy. The Cartela has been used as a passenger and cargo vessel and as a ferry, and has been relocated to Franklin, waiting on restoration.

On their first outing they had witnessed the Cartela in her sunken state. On the second visit the residents were excited to see three cranes lifting her up and out of the Huon River! Crowds of school children and the media watched on the banks of the Huon River. There were shouts of joy from the residents, and from staff Rachel and Jules too! Good luck to the Cartela in her future restoration.



The Cartela in her sunken state above, and below the cranes raising her



# Armchair Travels to Nepal



There were even handmade passports and boarding passes

The Ainslie Low Head residents braced themselves for a virtual trip to Nepal. One of the staff was the guest speaker, and she brought in one of her dresses to show. There was a presentation of beautiful photos of their impressive monuments and mountains, a short video of the most dangerous airport at Lukla, and a live performance with the Nepalese staff doing a traditional dance. It was a very informative and enjoyable afternoon, especially the Nepalese Puffs for afternoon tea.



# St Patricks Day

## *Saint Canice*

St Patrick's Day at St Canice is always an excuse to pull out the stops to dress for the occasion, and the sillier the look, the better. The Dining Room was a sea of green, as they all embraced the Irish theme.

It's also a very good reason to savour a glass of Guinness and to tuck into a delicious Guinness pie, made by a piemaker who can still meet this annual special request. The rest of the lunch is prepared and served by residents, to whom everyone is so very grateful.

A traditional part of the celebration is the St Patrick's Day quiz. It is not an easy quiz, as the grumbles of the residents revealed So it is a great honour to win. At stake is the ERNI trophy (the Extraordinary Reward for Notional Intelligence). ERNI is handed on, year to year with this year's proud winner Fr. Terry Rush looking appropriately nonplussed at this great honour.



Geoff, Ian and George go green



Serious quizzing with John, Connie, Fr Chirs and Wayne



Chris, Judy and the Guinness Pies; and ERNI winner Fr Terry Rush

## *Guilford Young Grove*



The celebrations at Guilford Young Grove were filled with dress ups, special green drinks, Irish music, some Irish word games and limericks, and of course- happy hour!





# St Patricks Day

## Yaraandoo

Seems like happy hour is a theme, with Yaraandoo doing a bit of Irish Beer Tasting – all while wearing an assortment of funny hats.



# The meaning of Ash Wednesday

Ash Wednesday is a significant day in the Christian liturgical calendar, marking the beginning of Lent. Lent is the forty days leading up to Holy Week and the great feast of Easter, the Resurrection of Jesus after his death on the cross.

At Rosary Gardens, Fr Jozef applied the ashes on our Christian residents' forehead in the shape of a cross to remind us of our human frailty and call us to reflect on our lives, seeking renewal in our faith.

We embrace this journey together, we support one another in faith, pray for each other, and focus on the collective renewal and growth leading up to Easter.

## Fairway Rise

At Fairway Rise, the St. Patrick's Day table decorations crafted by residents, with the help of staff member Sharyn, are truly impressive!

Unfortunately, due to the lockdown, they weren't able to display these fantastic decorations so they have been carefully stored away for next year.



Rosary Gardens residents attend the Ash Wednesday Service. L-R Sister Frances McShane, volunteer Maria Rodgers, Father Robert Curmi

# Digital Transformation

## Project Update

In December we announced a digital transformation project that is designed to simplify processes and improve efficiency, so our workers can focus on what matters most: delivering quality care.

The project team has been working hard on building our new employee Digital Ecosystem, and we are excited to share some of the positive changes ahead.

### Why are we making this change?

- ★ **Improved Processes:** It will be quick and easy to do all employment admin tasks like manage shifts, request leave, complete training, and access payslips.
- ★ **Communication & Collaboration:** Stay connected and get real-time updates, recognition and rewards.
- ★ **Flexibility & Accessibility:** Use the integrated system anytime, anywhere, from any device.
- ★ **Enhanced Care Quality:** Reducing manual admin tasks will free up workers' time for more meaningful interactions with residents and clients.

### What happens next?

We will be introducing each new platform in stages in the coming months, and there will be lots of support every step of the way. More details and instructions to come. Let's get ready to say goodbye to paper forms, and look forward to work being simpler, faster and more connected.

### Introducing the New Platforms

# humanforce

#### Recruitment, Onboarding and HR

**Management.** Humanforce provides all employment processes in one easy-to-use platform. No more paper forms, no more scattered information.

**Rostering and Payroll.** We are also going to be using Humanforce to improve our rostering and payroll systems, providing real-time access to manage shifts, apply for leave, and view payslips.

The logo for Ausmed, featuring a stylized red and white arch above the word "Ausmed" in a bold, black, sans-serif font.

**Learning and Development.** Ausmed is our new Online Learning Management System, where employees will access training, stay compliant, and build skills all in one place.

The logo for REX, featuring a blue cartoon star with a smiling face and eyes, next to the word "REX" in a bold, blue, sans-serif font. Below "REX" is the tagline "Connect - Celebrate - Reward" in a smaller, red font.

**Employee Reward and Recognition.** We have a new platform called REX to help us build a culture of appreciation by sharing good news, recognition and rewards, employee benefits and wellness resources.

All employees will need a work email address to access the new systems. Go to [www.scctas.org.au/how-to-set-up-your-scct-email-address/](http://www.scctas.org.au/how-to-set-up-your-scct-email-address/)

# Our Workers Get Walking

Southern Cross Care workers recently participated in a one month Move Challenge with our Employee Assistance App, Converge. Participants tracked their steps through the Converge phone app. The challenge ran from 19 February to 18 March and saw an increase in both average daily steps and average daily exercise minutes in those who participated in the challenge.

Congratulations to Lisa Chugg on achieving the highest number of individual steps with 623,613 steps, and congratulations to the Speed Demons who left the other teams in the dust with a total of 1,927,651 steps! Honourable mention goes to The Walkie Talkies (2nd Place), the Red Hot Chili Steppers (3rd Place), Girl Power (4th Place), and the Galactic Guardians (5th Place). Well done everyone who got walking in March!



## The Benefits of Walking

Moving around and getting exercise throughout the workday can bring big improvements in both physical and mental wellbeing. Most people average around 3,000 steps a day—well under the recommended 8,000!

Small actions like choosing to take the stairs instead of the lift or taking a lunchtime walk can have a big boost to your health, making you happier, helping you to lose weight, and lowering your risk for heart disease.



# In Memoriam



Jackie (left) with her dear friend, Margaret Head

**Jacqueline Rae Maher**  
**23/05/1957 –**  
**21/03/2025**

The closeknit community at Ainslie Low Head farewelled “a real part of the family” with the passing of Jackie Maher. The well attended funeral was held at the onsite chapel, St Paul’s by the Sea, Ainslie Low Head on 28 March 2025.

Jackie was a loyal volunteer at Ainslie Low Head since 2018, running the poker and the kiosk, and lived in the Ainslie Villas for 13 years. She was also extremely close to a lot of residents. She was extremely loved and will be missed by many.



**Fr Phillip McCormack**  
**25/2/1943 –**  
**16/03/2025**

Affectionately known as Smiley, Fr Phill was a beloved resident of the Fairway Rise community. Fr Phill had known from a very young age that his desire was to become a priest and so began his schooling at St Virgil’s College before joining the seminary. He faithfully served in 21 parishes during his years in the priesthood and was much loved, known as a down to earth, compassionate man. A passionate Sydney Swans supporter, he loved footy tipping and having a flutter on the horse racing.

**Tasmanian Association for Residents of Retirement Villages Inc. (TARRV)** [www.tarrv.org.au](http://www.tarrv.org.au)

Email: [secretary@tarrv.org.au](mailto: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](mailto: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