

Southern
CrossCare⁺ (WA) Inc.

Southern Plus⁺

 Southern
Cross Housing Ltd.



2020 *Group Annual Report*

Providing excellent
health and wellness
services

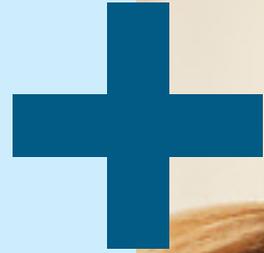






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About Us

Southern Cross Care (WA) Inc. was created by the Knights of the Southern Cross in 1966 to improve the lives of people in Western Australia.

Today, the Southern Cross Care Group contributes to the social, health and economic development of Western Australia through the delivery of integrated services to meet health, care and accommodation needs of our ageing population.

Southern Cross Care (SCC) along with Southern Cross Housing Ltd and our health and wellness brand, Southern Plus, provide an integrated and holistic approach to meeting the health, wellness, care and accommodation needs of ageing West Australians.

As a not-for-profit aged care provider, we are committed to prudently spending government funding and re-investing surplus funds for the benefit of our clients and residents. We do this by expanding the range of services we provide to meet the changing complex health needs of our ageing population.

Vision, Purpose and Mission

Our vision: enriched and happy lives.

Our purpose: to enhance quality of life through the provision of excellent services.

Our mission: we are committed to providing compassionate, just and equitable services to the whole community, reflecting the moral and ethical principles of the Catholic Church.

Our Values

Respect: we believe that every person is unique; we will listen to them and respond to their needs and aspirations.

Integrity: we will be honest, accountable and prudent in everything we do.

Compassion: we will demonstrate and foster empathy and sensitivity towards those we serve, their families and the whole community.

Excellence: we will do the best we can, we will not be complacent and we will try to do even better.



We are focused on the integrated and holistic approach to meeting the health, wellness, care and accommodation needs of older West Australians.

Our Three Brands

Southern Cross Care is the organisational brand we are best known for: a brand focused on excellent quality aged care services, with a long history in Western Australia. In adapting to the changing needs of our ageing population and responding to their complex health needs, in 2017 we introduced Southern Plus, a brand that represents our expansion into health and wellness to provide much needed support to seniors to remain living independently in their own home. Southern Cross Housing is our third brand : focused on supporting people to access safe, stable and affordable rental accommodation.

Southern Cross Care⁺_{(WA) Inc.}

For over 50 years, Southern Cross Care (SCC) has been committed to helping West Australians access a choice of traditional aged care or mental health services in one of our retirement villages, residential aged care homes, community housing or in their own home. Our commitment to providing the best possible care and quality of life for our clients has made us one of the leading aged care providers in Western Australia.

Southern Plus⁺

In recognition of the importance of health and wellness to a persons quality of life as they age, we introduced Southern Plus as a separate brand in 2017.

Southern Plus offers allied health, clinical care and traditional home care services. Our personal care, domestic care, transport and medication services support people who choose to remain living independently in their own home.

For those who require a higher level of care we have 'Southern Plus East Fremantle', our innovative luxury aged care care centre which combines residential aged care with state of the art onsite health and wellness.

Southern Cross Housing⁺ Ltd.

Southern Cross Housing Ltd provides affordable, long-term and supportive low-cost rental tenancies for low-income seniors, people with disabilities and people who have a persistent mental health disorder.

As a registered Department of Communities' 'Growth Provider', we manage 359 properties and support the health and wellbeing of 412 tenants.



From our Chairman

Welcome to the Annual Report of the Southern Cross Care WA Group for 2019/20.

The aged care sector has continued to experience considerable uncertainty and change. At the same time, we have faced unprecedented challenges in responding to the COVID-19 pandemic to ensure the health and wellbeing of our residents, clients and staff. In the face of these difficulties, the SCC Group has shown it can continue to deliver exceptional care, support and accommodation to our residents, clients and their families.

Our commitment to deliver integrated health and wellness services is stronger than ever. We believe this approach reflects the shift in how aged care should be provided, and importantly this approach ensures that we can respond appropriately to the changing aged care preferences and lifestyle choices of seniors. As part of our long-term accommodation strategy, we are progressing key property development projects in Currambine and Foley Village in Hilton, investing for the future and increasing the supply of high-quality aged care accommodation in Perth.

We remain supportive of the Royal Commission into Aged Care Quality and Safety. The Royal Commission has continued to identify and highlight where the aged care sector has not met the expectations of residents, families and the wider community. Undoubtedly, there are lessons that can be learned and opportunities to improve. However, with aged care providers still facing extreme funding pressure in both residential care and home care, there is a risk the sector will never reach its full potential to provide the level and quality of care that seniors need and deserve. We look forward to the final report from the Royal Commission, which we hope will outline productive and positive change in the aged care sector.



Our strong balance sheet, coupled with our long-standing prudent financial approach, continue to stand us in good stead.



As a not-for-profit provider, we have a determined focus to ensure we have a viable and sustainable future. Our strong balance sheet, coupled with our long-standing prudent financial approach, continue to stand us in good stead, ensuring we are in a strong financial position with a solid foundation for our future endeavours.

I am extremely proud of the way our entire organisation has responded to the extraordinary demands placed on all staff during the COVID-19 pandemic.

I would like to pay tribute to all our hardworking staff and volunteers for their tireless efforts and commitment to ensuring our residents, clients and their families receive safe, quality care, always.

The SCC Group greatly benefits from our highly capable executive leadership team, led by Errol Turner, SCC's Chief Executive Officer. I want to thank our leadership team for their efforts this year and their contribution to the success of our organisation.

I also thank my fellow Board Members for their continued commitment to the SCC Group.

Our organisation is grateful for the continued support of the Knights of the Southern Cross, as we continue to deliver on their legacy of providing quality aged care to all those who need it. In recognition of this support, we are pleased to continue to provide VIP services to members of the Knights and their families to assist in accessing aged care accommodation and services.

I hope you enjoy reading our Annual Report, as we reflect on what we have achieved as an organisation over the past year.

Brad Prentice
Chairman



From our Chief Executive Officer

It is my pleasure to share with you the 2019/2020 Annual Report for the SCC Group.

2020 marks a pivotal time for the aged care sector nationally. Despite the pressures on the sector, the rights of elderly Australians to safe, quality care remains our most important priority. Each day, our clients, residents and their families entrust us to deliver excellent care. I am proud of our leadership team and staff who are committed to doing everything we can to care about our clients as we assist them to find a better way to age.

As I reflect on the year that has unfolded for our organisation, I feel it relevant to revisit the mission of the Knights of the Southern Cross' early beginnings. A little over 50 years ago, in 1966, the vision of

the Knights WA State Council, led by Chairman Brother Gerard Pilkington, identified the need for better care for the vulnerable and aged in our community. The combined efforts of many over time have contributed towards the excellent standing Southern Cross Care has today as a leading aged care service provider in Western Australia.

Continuing the strong relationship between the Knights of the Southern Cross and Southern Cross Care represents our dedication and shared commitment to supporting the vulnerable and aged in our community to this day.

I am extremely proud of all that we have achieved this year as an organisation. 2020 has challenged us all, particularly the impacts of the COVID-19 pandemic on our clients, staff and families. Our dedicated, compassionate leadership team who have created policies and

processes to protect staff and residents; our dedicated care teams and staff who provided the care; and of course, our clients and residents in our care homes who were unable to receive visitors for some time.

In early March, Southern Cross Care implemented a comprehensive COVID-19 pandemic response plan across all our services. This included rigorous screening of staff and visitors entering our aged care homes, heightened hygiene and cleaning programs, increased training of staff and close monitoring of residents who may have symptoms of concern. I commend our staff who, despite the challenges, calmly and without fear, continue to care for and support our clients within government guidelines and our comprehensive infection preparedness plans.





As the early Knights identified, our elderly population is vulnerable. The aged care sector continues to grapple with the needs of seniors; today's complex health conditions, the strict regulatory environment and government guidelines with constrained government funding and limited consumer contributions challenge us every day.

As an independent generation, Baby Boomers' expectations for aged care are quite different to previous generations. Southern Cross Care continues to respond and deliver a broader range of health and lifestyle services that encourage consumers to contribute in the costs of their care, so they may access preventative health and wellness services, in addition to traditional aged care services.

Clients in our residential care homes, many of whom live with dementia and other significant complex health conditions, rely on excellent 24/7 care and support. Despite the rapid

growth in our ageing population, the slow release of home care packages has put pressure on the aged care sector to continue to provide safe, quality services in residential care. This year, despite a challenging employment market disrupted by COVID-19, the resourcefulness of our teams and ongoing flexibility of our staff to meet our rostering schedules in residential care has ensured that we continue to deliver reliable, safe services to our clients.

Many of these issues were identified some years ago in our strategic plan and we have been continuing to evolve, expanding the breadth of our health and wellness services in our residential care homes. Our clients are now benefiting from our focus on delivering integrated multi-disciplined care. Whether clients require clinical assistance and interventions from trained and qualified nurses, allied health, or dementia care or hospital

treatment, we continue to focus on improved access to quality, safe care. At the heart of the 'better way to age' brand promise is a philosophy shared by our clients, whereby their contribution to the costs of accessing quality health and wellness services enables them to enjoy a better quality of life.

It would be remiss to not pause and look at the positives of these recent months. During these challenging times, we have continued to receive many encouraging words of thanks from families, clients and our staff. Aged Care Employee Day celebrations presented an opportunity for our community to express their gratitude, as demonstrated on our website's 'Wall of Thanks'. The support and engagement demonstrate how committed our people are to the delivery of excellent care under extremely difficult circumstances.

One of the significant collaborative undertakings which has been made possible

From Our Chief Executive Officer continued.

by the Knights of the Southern Cross this year has been the expansion of the pastoral care services which provide emotional, social and spiritual support for our elderly. The expansion of these services comes at a fortuitous time as the COVID-19 pandemic created concerns for our clients and their families and many were seeking additional support and reassurance. Great progress has been made, as services are expanded to include one-on-one and group pastoral care for our residential care homes, villages and clients who are choosing to age in their own home with our assistance.

The Royal Commission into Aged Care, Quality and Safety provides insight into where the Australian Government will need to focus on its reform efforts to support the changing needs of this sector. Whilst the executive remains supportive of the Royal Commission and wider ongoing reform, we believe it essential that any recommendations from the Royal Commission are delivered alongside a much-needed increase in government funding to the aged care sector. At the same time, policies must encourage consumers who need the assistance and support of an aged care provider to contribute to the costs of their care. The viability of the aged care sector relies on increased levels of funding paired with an increase in

consumer contributions. Appropriate expectations of the cost of care delivery by our community are necessary if aged care providers are to continue to provide safe, reliable services that attract quality staff whilst increasing the breadth of service offerings to meet consumer needs.

There is a growing preference for seniors to remain independent and living at home for as long as possible, resulting in an increase in demand for our Southern Plus home care services. Our expansive range of in-home health and wellness services can support low-care clients with health, care and disease prevention supports. Our expanded services also support clients with more complex health and disability needs. Disappointingly, long waitlists for government-funded home care packages still exist, with many vulnerable seniors having difficulty accessing home care packages without the immediate financial means to pay for private care services. Subsequently, we continue to see significant numbers of seniors and their carers being reliant on insufficient funding to cover the ideal level of core services via the Commonwealth Home Support Program.

Our state-of-the-art Health & Wellness Centre in Fremantle is now in its third year of operation, with a pleasing

response from the local community for rehabilitation and restorative allied health services. Seniors enjoy programs designed in conjunction with the ECU School of Medical and Health Sciences. These programs can be covered in part by their private health fund. We are pleased to see an increase in seniors taking ownership of their health, self-managing chronic health conditions alongside our team of allied health professionals. These individuals and families proactively stand themselves in good stead to continue to live a full life at home, despite their own health limitations, or those now put upon our elderly society as a result of the COVID-19 pandemic.

SCC's retirement villages continue to provide a welcoming and social community for residents, offering independent living in their secure and well-maintained private residence. We continue offering our village residents and Knights of the Southern Cross access to VIP services from Southern Plus. They are assisted with access to home care services or support as they transition to residential care should the need arise. We continue to work closely with Village Committees to ensure we are meeting residents' expectations. We were delighted that a recent survey of residents revealed the vast

There is a growing preference for seniors to remain independent and living at home for as long as possible.



majority remain highly satisfied with their choice to live in an SCC Retirement Village.

Many Knights who live in our villages take advantage of this Program which includes a concierge service, Aged Care Advice Line and the Recovery Plus Hospital to Home Program. VIP offers members reassurance that should they need a service, Southern Plus is only a phone call away.

Our research shows that as the waitlist continues to grow for government funded home care, seniors who would prefer to age at home are now prematurely accessing respite centres and residential aged care. The rate of early entry to these services is a direct result of deterioration of their health. The evidence that chronic disease is impacting the elderly population's ability to access to the most appropriate, dignified and quality services highlights the urgent need to break away from traditional services. A viable integrated health and accommodation

solution that meets the health and lifestyle needs of the ageing baby boomer and their family and friends is urgently needed. Important to note is that the changing demographic and consumer expectations requires us to also consider the challenges of attracting and retaining a quality workforce. The workforce of the future will need the skills and qualifications to meet our consumers health and wellness needs. Putting our clients needs at the centre of care is an area of importance and focus for our leadership team and Board for 2021 and beyond.

The continued trust that our clients, families, staff, volunteers place in us is both humbling and a responsibility that I and the dedicated, compassionate executive team I work alongside take very seriously.

I honour and thank those many Knights of the Southern Cross who have made a significant contribution to our organisation in 2020. Our clients, residents and their families remain very much

at the forefront of everything we do, and despite the challenges of our marketplace I look forward to continuing our journey so they can be assured they have chosen the best possible services, care and accommodation.

Errol Turner
Chief Executive Officer



Our response to the COVID-19 pandemic

The Southern Cross Care WA Board, Executive and Senior Management team closely monitored the COVID-19 situation and as it became evident that COVID-19 was likely to spread to Australia, SCC established an Emergency Pandemic Planning Committee.

With the safety and care of our residents and staff our highest priority, our objective was to ramp up prevention control measures, build workforce resilience, strengthen and empower the front-line teams to stay vigilant in their approach to providing safe, quality care in their duties each day.

Our significant efforts in action planning evolved rapidly. As new information was released by both the Commonwealth Government and State Government Departments of Health, the Committee proactively adjusted relevant policies, procedures, training, infection control readiness audits and responses.

We are in ongoing discussions with Government to seek to ensure that our residents can access all health services (including hospital care) as required in order to protect the health and wellbeing of individual residents and residents as a whole.

Longer term planning

SCC adopted a three-step policy approach to manage the future threat of COVID-19 and general infection control in a more streamlined and coordinated way:



1. Existing Workforce Infection Control Policy

Introducing shift rosters for residential care staff that will enable our staff to work for one site only, wherever possible. The objective is to limit the potential transfer of infections or illnesses across sites and within our community.



2. Infection Control Training Policy

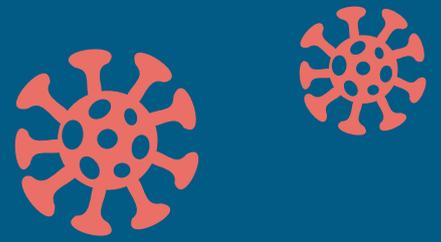
The SCC Response Team and residential care site based clinical leads and support staff received intense training in infection control, managing clients with COVID-19 symptoms and use of PPE, which was delivered by a qualified third-party service provider.



3. Infection Control Readiness Policy

SCC has established a command and control centre operating under the direction of the CEO involving:

- Workforce contingency planning that provides multi-disciplined care staff rosters to be initiated for a COVID-19 environment if required, as well as to activate the SCC Response Team.
- Managing all relevant communications to our clients, families, clinical team, procurement services, waste management and transport firms, government agencies, general public and media.
- Utilising contact centre technology to support communications with families and residents' primary contacts including an outbound and an inbound call centre.



COVID-19 Key Statistics

	# Cases	# Residential Care Cases	# Residential Care Deaths	# Home Care Cases	# Home Care Deaths
National	24,236	1730	285	71	7
Victoria	17,683	1,486	232	43	4
NSW	3,971	61	29	13	0
WA	651	0	0	1	1

COVID data as at 20 August 2020 – Australian Department of Health
Population data as at 31 December 2019 – ABS



Our Customer Service Charter

In 2018 we introduced a new Service Charter, developed in consultation with our clients. In 2019/20 we further developed our workforce's commitment to its principles. We continue to upskill and train our people to deliver safe, quality care to our clients and residents to enjoy a better quality-of-life.

The Charter

Providing excellent health and wellness services

1. Our purpose is to provide you with excellent lifestyle, health and care options.
2. We treat you with respect and dignity.
3. We ask if there is anything else we can do for you.
4. Our services and accommodation options are easy to understand, with no hidden fees.
5. Our staff are highly qualified and trained.
6. We maintain your health information so that we can support your current or changing needs.
7. Your privacy and health information are protected and kept confidential.
8. We will support you to be safe, while maintaining your independence and wellbeing.
9. Technology is a business priority, to make our services more convenient and accessible for you.
10. We acknowledge and respond to feedback and complaints fairly and quickly.

Progress 2019/20

Our purpose is to provide you with excellent lifestyle, health and care options

- We expanded and integrated the Health & Wellness Centre services into our residential aged care homes to provide residents with a greater range of allied health and lifestyle activities.
- New short-term residential respite options were introduced at Southern Plus East Fremantle to meet the needs of the local community.
- We delivered the innovative 'Positive Approach to Care' (PAC) dementia care service through our dedicated Dementia Services Team (DST) across our residential aged care homes.
- We ran a series of educational sessions across the year in our retirement villages to introduce our expanded health and wellness services to residents.
- We expanded the skill sets of our team of home care Wellness Partners to include a new role, focused on supporting best practice case management of clients with dementia.
- Our Wellness Partners are now promoting access to the Health and Wellness centre for our clients who have home care packages.
- We relaunched fine dining experiences at Southern Plus East Fremantle.
- We introduced new activity programs at Frank Prendegast House.
- We continued our program of refurbishing our residential care homes and upgrading equipment including beds.



*We work
alongside clients,
and promote the
mentality that
'we do with,
not for'.*

We treat you with respect and dignity

- We extended our pastoral care program to all our residential care homes.
- In our Mental Health programs, a 'Personal Support Sheet' was developed for each of our clients which provides a quick snapshot of their likes/dislikes, goals, signs of becoming unwell and distraction techniques.
- The Kalgoorlie team commissioned and built a dedicated 'fire pit' for Indigenous clients to engage in culturally appropriate events.

We ask if there is anything else we can do for you

- Southern Plus Realty offered a full end to end service - connecting people who need to downsize to retirement living and aged care.
- In home care, we continue to promote our same face promise, to provide continuity of the same care team.
- Within the Community Mental Health program our staff work alongside clients, and promote the mentality that 'we do with, not for'.

Our services and accommodation options are easy to understand, with no hidden fees

- Our mobile advisors wellness partners in home care now use a new budget calculator, making it easier for home care clients to plan and budget their services in line with their home care package funding.

- Our Community Options program implemented a new residential agreement in March 2020, which clearly outlines the accommodation fees and highlights the responsibility that SCC has to each client.

Our staff are highly qualified and trained

- Staff received training to meet the requirements of the Aged Care Standards
- Implementation of new roles under our Centralised Services model at Head Office provided greater support and expertise to our RACFs in the areas of Quality & Risk and Hospitality Services.
- Over the last twelve months, we reviewed and enhanced the training delivered in the Mental Health programs. All recovery partners are required to undergo a series of training sessions designed to equip our staff to deliver outstanding recovery-oriented care to our clients.
 - Mental Health Awareness
 - Recovery Planning
 - Recovery Mentoring & Support
- Our staff receive regular training to ensure they are up to date with best practice including monthly clinical updates by our registered nurses and dementia specialist training.
- Our Broome staff participated in cultural awareness training.
- We provide practical work placements for University of Notre Dame nursing students.

Customer Service Charter Progress continued.

We maintain your health information so that we can support your current or changing needs

- Invested in new mobile devices for the home care team and the latest version of client management software to improve the frontline teams' access to client information while working in the community.
- Survey results showed 74% of mental health clients surveyed thought that staff spoke to them about their physical and mental health wellbeing

Your privacy and health information are protected and kept confidential

- Upgraded our home care and residential care software to ensure all client records are maintained with secure digital storage.
- Our mental health staff work diligently to ensure that a client's privacy and health information is always protected and kept confidential. 80% of those surveyed agreed that their privacy was respected (up from 68% last year).

We will support you to be safe, while maintaining your independence and wellbeing

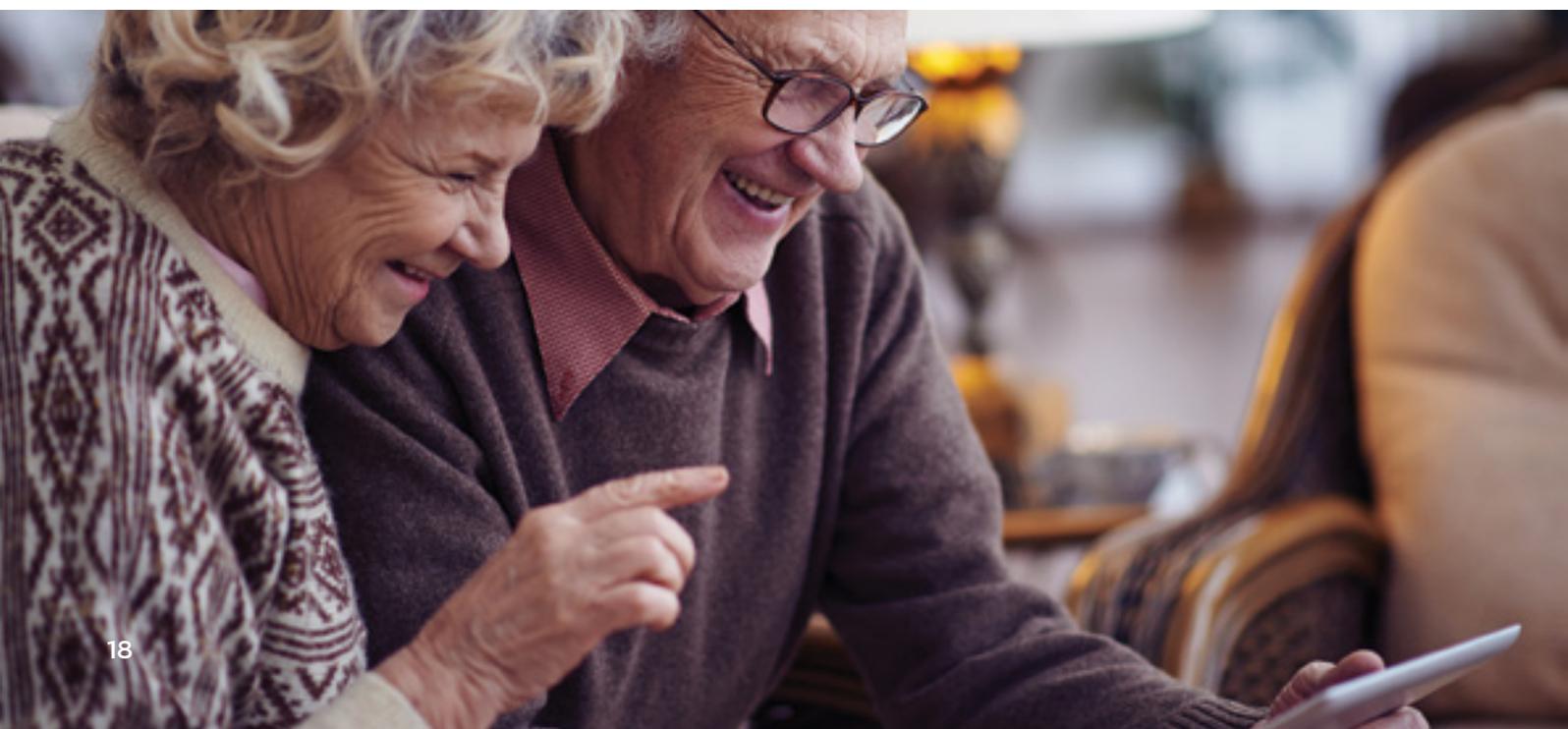
- We created a Pandemic Response Committee to respond quickly and effectively to the unprecedented risk posed to our residents by COVID-19, with implementation of a range of protective measures and social engagement initiatives to keep our residents safe while still allowing for that important social interaction with their loved ones.

Technology is a business priority to make our services more convenient and accessible to you

- During the COVID-19 lockdown, our residents were given access to Skype and other technologies so they could regularly talk to their family and friends.
- We introduced telehealth Nurse Practitioner consultations during COVID-19.

We acknowledge and respond to feedback fairly and quickly

- We regularly survey clients and residents and develop plans to address feedback.
- We completed surveys of our mental health and retirement village clients and residents.







2019/2020 highlights



980+
staff



220
volunteers



100
placement
opportunities
for students



133,082

visits to SCC
and Southern Plus
websites

3340

calls received by the
Client Connect team



1,096,403

approximate number
of kilometres travelled
for home care services



4 respite
centres



9 residential aged care
homes - 7 traditional,
1 next generation and
1 managed



9 retirement villages
- 6 owned and 3
managed, with 477
dwellings

64,705

kilometres SCC buses have
travelled, taking residents
on day trips and outings



359 properties
managed on behalf of the
Department of Communities



416
affordable
housing tenants

Our Strategic Approach

In looking to the future, Southern Cross Care is focused on responding to the needs and changing expectations of older Western Australians.

The challenge

Our society is facing one of its biggest challenges - to ensure safe, quality and affordable aged care, services and accommodation are available to every senior in Australia whenever and wherever they choose to age.

Their care needs are complex, with many living with one or more chronic diseases or mental health conditions. Not only is this placing a significant strain on the aged care sector, but also on the broader health care sector.

As we have started to see those accessing aged care require and demand greater choice, the concept of aged care is changing. Rather than moving into traditional residential aged care, seniors are increasingly choosing to remain living independently in the residence of their choice and accessing in-home aged support services. This concept of 'ageing in place' enables people to remain independent, with their accommodation and care adapting, as their care needs change.

With greater demand for aged care and higher expectations, the cost of providing aged care is higher than ever before. It will no longer be realistic nor sustainable for consumers to expect that the Government will be able to meet this growing cost. Consequently, consumers who have the means to contribute to the cost of their care and accommodation will be expected to do so.

As the aged care sector embarks on a journey of shifting its focus from traditional to contemporary aged care, we need a significant investment



in technology solutions that benefit both providers and consumers. With the right technology, providers will be able to deliver quality individualised care in real-time collaboration with health and care teams.

The Aged Care Royal Commission has also highlighted the unacceptably high rates of elder abuse. We welcome the various Government measures that have been introduced to tackle elder abuse and protect some of the most vulnerable members in our community, and we look forward to further reform in the future.

If we are to support the growing number of people accessing aged care services, we must continue to grow our workforce exponentially. As a sector, we need to ensure we are able to attract and retain dedicated, qualified and skilled health care professionals and encourage them to choose a career path in aged care.

Our commitment

As one of Western Australia's leading aged care providers, we proudly support seniors in whatever choices they make as they age. The SCC Group continues to implement an integrated health, wellness and lifestyle model that includes aged care services and a range of accommodation offerings, in addition to contemporary medical and health and wellness services.

With more than 50 years' experience in providing quality aged care services and accommodation to West Australians, we are well-placed to respond to the challenges ahead and we look forward to providing innovative aged care solutions that provide choice and flexibility for our clients, residents and their families.

Strategic progress 2019/20

Throughout 2019/20 the SCC group has continued to work to meet our current residents and clients' needs, and develop to meet the challenges facing the aged care sector and our future clients. Please read the details in each section's report. Some highlights, in the context of our strategic approach, follow.

Our workforce

The Aged Care Royal Commission and COVID-19 experience have highlighted the issues the industry faces when it relies on a casual, minimally trained workforce, and reinforced how fortunate we are to have our dedicated, qualified and skilled team. In 2019/20:

- + 138 of our staff achieved long-service recognition; 61 of them have been with us for over 10 years
- + our highly qualified and trained employees help us to efficiently manage our compliance and mandatory training requirements, and provide excellent care.

Supporting seniors who want to stay in their home

The SCC Group has:

- + continued to expand the services clients can access if they prefer to stay in their own home
- + expanded opportunities for clients to maintain or improve their health and wellness, including by being able to access our health and wellness activities as part of their home care package.

Technology playing its role

The COVID-19 challenge hastened our use of technology and has further demonstrated its potential as part of our service provision. In 2019/20:

- + our nurse practitioner introduced telehealth consultations
- + we increased our use of technology to help residents stay in contact with loved ones through lockdown.

Age in place strategy

Our development program continues to ensure that we have a range of accommodation options for people who want to live in a village community environment or in an aged care facility.

The Charter of Aged Care Rights led the way for New Aged Care Standards

These Government-led initiatives provide further principles and quality care standards to ensure clients receiving aged care services are confident that they are receiving the best of care and services possible. The Quality Standards and the Charter of Aged Care Rights also ensure consumers have more opportunities to provide feedback.

All aged care providers now have greater accountability for the care they provide. Notably, these initiatives introduced in July 2019 are consistent with our existing values and mission to provide exceptional quality care and services.

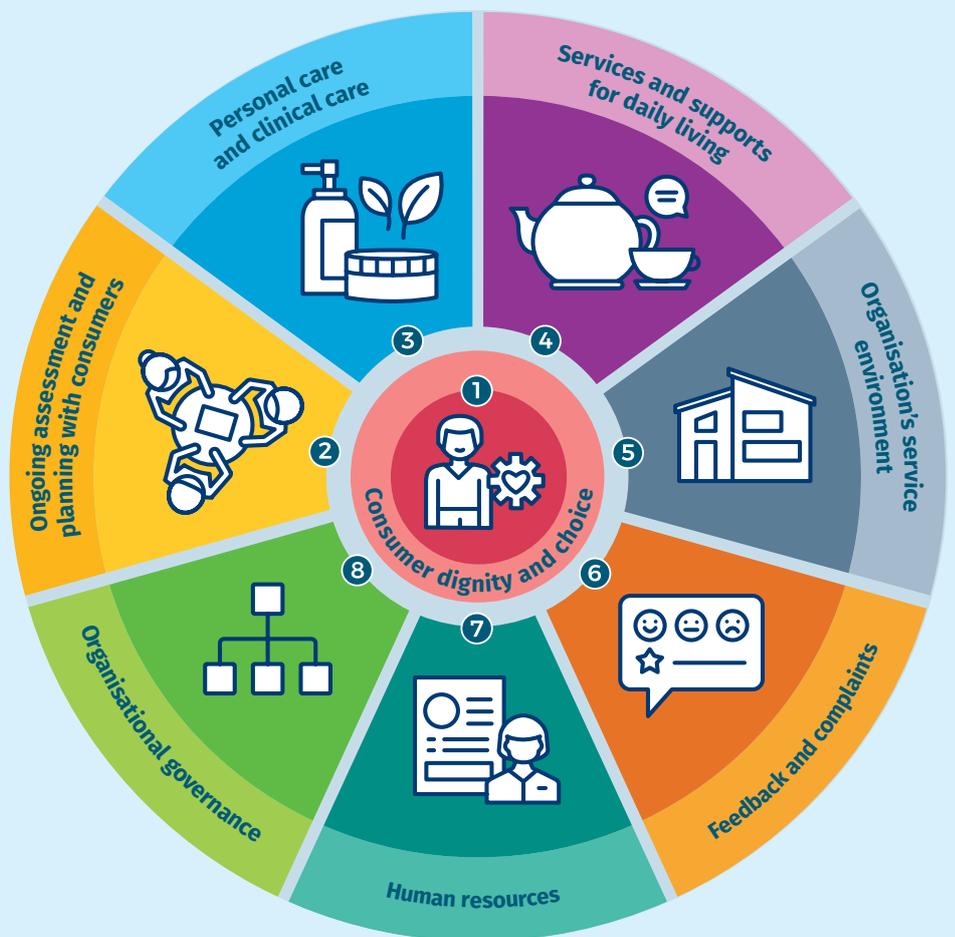
As one of the leading not-for-profit aged care providers in Western Australia, we hold ourselves to the highest standards. The Charter of Aged Care Rights and the Aged Care Standards align with our longstanding commitment to providing quality care that is respectful and dignified, to all our residents and clients.

All clients receive a signed copy of the Charter of Aged Care Rights when they enter our services. The Charter, introduced by the Aged Care Quality and Safety Commission, was aimed at building a better aged care system through

twelve fundamental principles – safe quality care, independence, personal privacy, fairness and choice, to name a few. By co-signing the Charter, clients or their representative have a much clearer understanding and awareness of their rights.

To make it easier for consumers to understand what good care looks like, each of the new eight quality standards reflect the expected level of care

delivery that will contribute to the outcome of client safety, health and wellbeing. At their introduction in July 2019, and ongoing throughout the year, Southern Cross Care has delivered learning and development programs to ensure our workforce continue to build their skills and meet the ever-increasing levels of competency expected of aged care workers in Australia.





We support the introduction of the Charter of Aged Care Rights as it ensures that all residents, clients and their families who place their trust in aged care providers can feel confident in the care and services they are receiving.

From the Knights of the Southern Cross

2019/20 has been one of the most challenging years for everyone who is involved in health and aged care.

Be it for residents or carers in homes and villages, for the families of those in the facilities and for those involved in keeping the organisation operating or those involved in planning for future, the year has presented more challenges than any of us envisioned. Those challenges have been physical and emotional, social and financial, and I am proud to say that I believe Southern Cross Care (WA) Inc has risen to these challenges and that the hard work and dedication of all of those involved has ensured the best outcomes for residents, clients and staff.

The manner in which the organisation has responded reflects the legacy of the Knights of the Southern Cross, who founded Southern Cross

Homes over 50 years ago. These Catholic men faced many challenges and obstacles in bringing this vision to life, as have those who have followed in their footsteps. All of those involved have been true to the Church's mission of compassionate care and healing to those in need, the founding principle for the organisation. Archbishop Costelloe reflected at the start of the pandemic that, "in these changed circumstances, the Church will continue to be a living sign of God's fidelity and God's loving presence. But the Church will have to do this in new ways: we will have to do this in new ways, for all of us, the community of disciples, are the Church." (Pastoral Letter 24 March 2020) I believe that the way in which residents, clients, families and carers of Southern Cross Care (WA) Inc have responded reflects that same fidelity and loving presence of God.

While none of us can be certain of the future, I feel we can say with confidence that the staff of Southern Cross Care, Southern Plus and Southern Cross Housing all remain committed to providing the best care possible and will rise to the challenges presented to them.

Once again, on behalf of all members of the Order, I would like to thank Southern Cross Care: the volunteers, the carers and those who keep the whole organisation operating, thank you. Thank you for your passion, commitment and support to those in need of your care.

God bless.

Nigel Hayward
State Chairman
Knights of the Southern
Cross (WA) Inc



We remain committed to providing the best care possible and will rise to the challenges presented to us.





Our new Nurse Practitioner



Tai Chi classes



Walking groups and accredited exercise classes



Accredited Exercise Physiologists

Southern Plus East Fremantle Health and Wellness Centre

The Southern Plus East Fremantle Health and Wellness Centre continues to offer a unique service to help residents and seniors in the community remain healthy, fit and independent while also encouraging social connections.

The centre offers contemporary facilities including a purpose-built exercise clinic with modern gym equipment, outdoors exercise area and hydrotherapy pool.

Its services, developed in partnership with Edith Cowan University's Vario Health Clinic, are led by our team of accredited exercise physiologists and allied health professionals.

Our new nurse practitioner

In 2019/20 we welcomed a new nurse practitioner, Nicole Harwood. A very welcome addition to our team, Nicole provides the following services:

- + provide clinical support following a stay in hospital
- + provide prescriptions and access to PBS medicines
- + refer to hospitals and specialists
- + order x-rays and diagnostic tests.



Exercising at Southern Plus

We introduced Tai Chi classes in 2019/20. These are held outside in our relaxing leafy courtyard. Tai Chi is a low-impact form of exercise that incorporates slow, gentle and tranquil movements and the classes have been very popular. Tai Chi is beneficial for relaxation, improving balance, preventing falls and for those living with arthritis, asthma, diabetes, Parkinsons and Alzheimers.

Our aquatic classes have been popular since reopening after the COVID-19 lock down in March.

Other new initiatives that have been popular are our walking groups and group exercise classes

We successfully obtained a grant as part of the Commonwealth Government's 'Exercise Right for Active

Ageing' initiative, which aims to deliver affordable, subsidised exercise classes for over-65s led by accredited exercise professionals. We offered an entry client pathway to specialist wellness services tailored to meet chronic health conditions on an affordable basis - \$18.50 for a full assessment (instead of \$85.00) and \$8.00 for group-based activities (instead of \$20.00).

We were also pleased to offer a range of exercise programs developed by leading health and ageing organisations including Arthritis WA's 'Direct Movement Program', WA Department of Health's 'Stay on your feet' program and COTA's (Council of the Ageing) 'Strength for Life' program. While each of these programs had different objectives and benefits, they were all developed specifically for over 65s and addressed some of the complex health conditions

affecting the elderly including osteoarthritis, osteoporosis, heart failure, diabetes, cancer treatment and falls.

Respite and after hospital care

Our team also continues to support Southern Plus East Fremantle respite residents by developing health and wellness plans to support them once they return home.

This year we also partnered with St John of God Hospital, to provide health and wellness services to its patients who are returning home after a stay in hospital.



Southern Plus East Fremantle



Premium Luxury Plus Services



Dedicated Care Companion



Family Connections



Personalised activity programs

Southern Plus East Fremantle continues to offer premium residential aged care accommodation combined with an onsite health and wellness centre.

- + a new membership option for residents to access the onsite Health and Wellness Centre, including the range of specialised group classes held in the gymnasium and the hydrotherapy pool.

Residents at Southern Plus East Fremantle have access to 24/7 onsite nursing and a broad range of luxury services including:

- + each resident has a clinical care partner, care team and onsite medical centre
- + a personalised range of social activities for residents and their families, held in spacious communal areas, including lounge room, library and cards room
- + a concierge service to help organise activities, appointments and social connections if required
- + fine dining, casual dining and healthy choice snacks

Southern Plus East Fremantle's residential respite care program is also available to meet the needs of people who need short-term accommodation and care following surgery, illness or injury or where carers need a break. This program also provides a chance to try residential aged care living and helps the transition into permanent residential care if it is needed in the future.



Fine dining is an event not to be missed

At Southern Plus East Fremantle, the Maggie Beer Foundation philosophy that food should be more than nourishment is held in high regard by Head Chef Dhurba and his team.

Every Friday residents enjoy an amazing three-course meal with bursting flavours, enticing smells and a variety of different textures. Hosted in the fine dining room, complete with pressed white tablecloths, fresh floral arrangements and classical music, residents experience an atmosphere likened to that of the world's most acclaimed restaurants.

When designing the menu, Dhurba considers that food is one of the most important sensory experiences for a person living in aged care. At Southern Plus East Fremantle, the close proximity to both the Swan River and the Indian Ocean inspires a changing menu solely focused on seasonal West Australian produce. Recently residents enjoyed pink snapper from WA waters, with asparagus risotto, paprika butter and sundried tomatoes. The elegant fish is

served with a choice of quality wines. This week Dhurba recommended the confit duck legs and roasted potatoes, paired with a delicate orange sauce.

Residential Operations Manager, Daniel Smith, recognises that food is an integral part in the lives and routines of residents.

“Residents associate Friday evenings with fine dining, they look forward to donning their collared shirts, dresses and jewellery. Seeing the residents enjoying their meals, engaging in conversation and thanking the team of chefs is wonderful” said Daniel.

The team at Southern Plus East Fremantle takes inspiration from resources and recipes published by the Maggie Beer Foundation to bring sensory joy to the lives of our residents. The importance of mealtimes spans wider than a plate of food, and instead is a combination of providing residents with a meal that evokes joy, paired with meaningful social connections.

The aged care industry has experienced unimaginable challenges in 2020, and we now recognise that excellent food enjoyed with loved ones holds more value than ever before.





Home Care



Home care budget calculator



Telehealth consultations



Quality Standards and Charter of Aged Care Rights

With many more seniors choosing to live independently at home, our Home Care program has continued to expand throughout 2019/20.

Our Southern Plus Team offers home care clients access to our health and wellness services as well as essential services to stay independent to continue living at home. Clients are continuing to benefit from help around the home, including personal care, medication management and respite services.

Each client works with our dedicated Wellness Partners to create a personalised care plan, flexible to the changing needs of the client, to achieve the best possible outcome and quality-of-life.

Clients who are on the waiting list for a government-funded home care package are able to start

on a private package or CHSP and then move to a government-funded package once they have been assessed and approved.

Our new nurse practitioner

Our Nurse Practitioner, Nicole Harwood, supports our in-home clients with services including:

- + prescribing medications
- + diagnosing, treating and managing their health conditions
- + initiating referrals to other health professionals
- + ordering pathology and radiology tests.

Nicole can consult clients in their home in the metro area, at our East Fremantle Health and Wellness Centre and during the COVID-19 pandemic via the telehealth platform.

Recovery and fitness

Our allied health team, comprising physiotherapists, podiatrists, occupational therapists, exercise physiologists and therapy assistants, visit many of our clients in their home.

For clients who have had surgery or an injury, the team will undertake an assessment and develop a rehabilitation program. They can also help clients achieve general improvements in fitness and balance.

Home care clients are also welcome to attend the tailored fitness classes at the Health and Wellness Centre. The cost can be charged to their home care package to avoid any additional out of pocket expenses.

Keeping to your budget

This year Southern Plus introduced a new home care budget calculator. The easy-to-use calculator provides a simple snapshot of the cost of services so clients can easily understand the plan to utilise their package funds. Using the calculator, our wellness partners work with clients to ensure they are maximising the services from their care plan.

Qualifications and accreditation

All of our registered nurses, enrolled nurses and allied health staff have industry-recognised qualifications; all carers must, as a minimum, have a nationally recognised qualification - currently a Certificate III in Individual Support - Ageing. Southern Plus also provides regular training for staff to ensure they are up to date with best practice skills and information.

In July 2019, we welcomed the introduction of the Government's new Quality Standards and the Charter of Aged Care Rights. These initiatives ensure that clients' needs and expectations are being met for both clients and aged care providers, regarding choice, flexibility, care services, funding and fees, communication, feedback and complaints as well as staff safety.



Southern Plus supports Aida to regain control of her health and independence

Aida first encountered the Allied Health team at Southern Plus 18-months ago. Her primary concerns were related to a stroke which she experienced many years earlier. During the early phase of recovery Aida needed to relearn to walk and talk.

She was successful in this part of her recovery. However, Aida never made a full recovery, having lost control on one side of her body, which made daily tasks like walking and grasping objects very challenging. Difficulty with mobility has impacted Aida's confidence to live independently.

Fortunately Aida has many loved ones who care for her and help her to build coping mechanisms. Since receiving care with Southern Plus, Aida has modified her home setting multiple times to ensure it is personalised to her needs and enables her to live comfortably. This has included seating modifications, use of mobility aids and installing ramps through doorways.

Aida also receives weekly visits from a Southern Plus Exercise Physiologist, whose encouragement and attention to detail helps keep Aida motivated and on task to reach her goals and maintain her independence. During these visits Aida focuses on gait training, lower limb stability and attaining optimal function from her upper limbs. Today Aida continues to live independently in the comfort of her well-suited granny flat with regular social support from her loving family and care team.



Client Connect

Southern Plus' Client Connect team has been available – just a phone call away – 8-5pm Monday-Friday over the past year.

Our Aged Care Advice Line service recognises that decisions about aged care often need to be made unexpectedly, and that navigating the system can be complex.

As well as responding to any queries about aged care, team members can offer invaluable tips and tools to guide families through the aged care process.

Oliver Warr, Head of Sales for the SCC Group, said that “often when families contact our Aged Care Advice Line, they are in urgent need of aged care

whether it be for a parent or spouse, after a serious illness or stay in hospital. At a time when they should be focusing on the wellbeing of their loved one, they are unfortunately faced with having to navigate the aged care system, which can be daunting and difficult if you're unsure of what you are doing.”

“Our concierge service aims to remove the stress and assist families in accessing the appropriate type of care and services they need for their loved one. Our team will explain the range of services available, how to access government funding and general information about health and wellness services.”

Over 2019/20 Client Connect:



Answered 3340 telephone calls



Assisted 777 hours (22 weeks of nonstop calls)



Visited approximately 824 people in their homes to help them access home care

VIP Program

Our VIP Program delivers much-needed benefits

In 2020, we reminded our residents, clients and Knights of the Southern Cross to enjoy the best possible quality-of-life. This has been at the forefront of the Southern Plus VIP Program.

Focusing on a range of services, the VIP Program offers:

Concierge support - our Village Managers are the first point of contact for queries relating to services. Residents call their mobile phone or office line during normal business hours.

Aged Care Advice Line - our team of experts are available from 8am to 5pm weekdays to answer any questions about aged care and help you access home care services by calling 1300 000 161.

Recovery Plus Program - this program aims to reduce the risk of returning to hospital by investing in home settling services, including the Village Manager organising complimentary Shofer transport from hospital and helping to ensure outpatient and medication supports are in place to reduce the chance of re-admission through discussions with discharge nurses.

- + Tri-annual Southern Star Magazine delivered by post or email.
- + A complimentary annual flu shot from a Southern Plus Nurse Practitioner, bulk billed through Medicare.

- + Access to health and wellbeing talks and education events in SCC Villages.
- + Access to the handy VIP program wallet card with village concierge Advice Line information.
- + Priority support to help clients access residential care and respite care.

The VIP program services are available to current SCC Village residents (owned and managed sites); Knights of the Southern Cross (and their families); IAC and other religious affiliated organisations and Current Southern Cross Housing clients.



Concierge Service



VIP Recovery Plus Program



Southern Star Magazine



Annual health check and flu vaccination

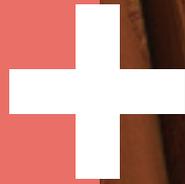


Health and Wellness education sessions



Health offers





Home opens and styled units



Comprehensive online advertising and marketing



Assistance in contracts and legal agreements



Help moving into retirement living or aged care



Achieve the best possible result

Southern Plus Realty

Southern Cross Care's (SCC) Southern Plus Realty Team offers an easy-to-use, one-stop shop to help families manage the process of selling or leasing the family home to move into retirement living or aged care.

Southern Plus Realty's service differs in that its team members:

- + consult with the seller and their family to understand their goals and objectives, needs and preferences for future accommodation, as well as their future income needs
- + help them to understand the financial implications of retirement living or aged residential care, including 'lease for life for retirement living', and how to negotiate an accommodation bond and associated daily care fees for residential aged care
- + achieve the best possible result for the sale of a client's home and, if it they want to move to a SCC Retirement Village or a place in a SCC Residential Care Home, to secure the right place for them.



During 2019/20 the team also introduced a number of initiatives to help people who are selling a SCC villa. These included:

- + open days
- + introducing a comprehensive online advertising campaign and marketing packages which include professional photography, online listings and brochure packs, optional newspaper advertising, twilight and/or drone photography, virtual tours, and signboards
- + introducing an option to have the team style a villa for photos and home opens.

Towards the end of 2019 and start of 2020 our service was relatively busy but, understandably, the COVID-19 pandemic caused the Western Australian real estate market to slow down significantly. Encouragingly there was continuing interest in the SCC properties available for sale. Whilst the market uncertainty continues nationally, in Western Australia the team feels confident that the market will see some buoyancy over 2020/21.



Better than expected home sale paves the way for new retirement lifestyle

A better-than-expected sales price on her family home, and sound advice from the Southern Plus Realty team while purchasing a villa in SCC's Faulkner Park Retirement Village has meant Judith can relax and enjoy her new retirement lifestyle.

Judith explained: "from day one, I found Adam Green from Southern Plus Realty a very friendly, interested, and professional agent. What was probably one of the biggest decisions I have ever made regarding property was actually much less stressful than I thought. Adam's easy-going attitude belied a very disciplined person who did his research thoroughly on my area, put together in an easy to understand printed format.

He was patient, always available, explained things well and gave me much needed confidence in selling my property.

My home sold for more than I expected within about six weeks of being on the market. Adam always kept in contact with progress made and gave sufficient notice for viewings. I never felt any sales pressure from him and I felt I was in control of my decisions.

I also bought my current home from him in a retirement village and his knowledge in this area helped immensely.

I am extremely happy with the whole experience of selling my previous home and buying the current dwelling. Thank you Adam!"



Dementia Services and Support

Southern Cross Care's (SCC) Dementia Services Team provides specialist services to our residents living with dementia. The team includes a mental health nurse, a registered nurse, and an occupational therapist (the manager of the team) with many years of experience in management and dementia care. The team aspires to consider and appreciate clients' life experiences and understanding of dementia, as well as their personality traits, learning preferences, and readiness for support.

Our team is at the cutting edge of dementia care implementing the Positive Approach to Care (PAC) across the organisation. An educational philosophy conceived by Occupational Therapist Teepa Snow, PAC is recognised globally as a leading dementia care approach. It offers guidance to professional carers on implementing an adaptable care approach that focuses on the skills that remain in the person with dementia, rather than what is lost. Our Team Manager Rejane Le Grange is currently the only Australian that is certified in three of the PAC domains – a Trainer, Consultant and Coach.







Age In Place precincts



Age-in-place apartments



Health and Wellness Centre



Dementia care



Residential care



Activities and outings

Age in place Property Development

Over 2019/20 the SCC Group has continued a property development approach focussed on the increasing desire of seniors to live independently in their own home for as long as possible and to stay healthy and active.

Our planned developments focus on offering a range of accommodation options, including contemporary age-in-place apartments located in a health and wellness precinct. Our homes will offer a low-maintenance lifestyle and easy, secure access to in-home health and wellness support as needed in the future.

Currumbine

Subject to development approvals, we expect construction of our Currumbine Village to commence late 2021.

In addition to traditional residential care, our new Currumbine Village will include:

- + innovative serviced apartments to enable couples and singles to age-in-place
- + access to in-home health and wellness services provided by Southern Plus
- + low-maintenance housing options for downsizers who want to continue to live a low-maintenance independent lifestyle

- + an 88 bed traditional residential care home for those needing a higher level of care and for those living with dementia
- + an integrated health and wellness hub, including medical services from GPs and allied health professionals
- + a Coles supermarket and other specialty shops are also being built within walking distance.

Foley Village, Hilton

Planning and approvals are underway for development on the vacant land adjacent to our Foley Village in Hilton. This new facility will include a range of accommodation options including:

- + 12 serviced apartments which will allow couples and singles to age-in-place
- + Access to in-home health and wellness services provided by Southern Plus
- + a 72 bed traditional residential care home for those needing a higher level of care and for those living with dementia

Subject to development approval, we expect construction to commence in late 2020.



Southern Cross Care

Residential Aged Care

Southern Cross Care's (SCC) eight residential aged care homes provide our residents with excellent quality care and support within a safe, homelike environment.

Residents are supported by our highly trained and dedicated staff who work to respond to each resident's individual needs, choices and beliefs to ensure they continue to lead happy and meaningful lives.

All our residents have tailored care plans developed by our clinical and allied health staff in consultation with their GP and other medical providers. This can include clinical care, allied health services, social activities and nutrition. Additional mental health services are provided if required.

An important aspect of our residential care offering is the broad range of enjoyable and stimulating activities for residents such as pet therapy, art therapy, exercise programs

and intergenerational therapy with young children from local playgroups.

Our residents also enjoyed a number of varied and interesting excursions, made possible due to SCC's purpose-built buses with wheelchair access, ensuring that all residents can enjoy getting out and about and staying connected to the local community.

During 2019/20 we continued our refurbishment program across several of our residential care sites including the installation of a new kitchen at Frank Prendergast House, new furniture at Margaret Hubery House and extensive refurbishments at Joseph Cooke House.

In addition, our residents living with dementia benefitted from the expertise and support of SCC's Dementia Services team, who worked with residents and their families to develop dementia-specific care plans.



Safe, home-like environment



Refurbishment program



Pet therapy, art therapy, exercise programs



Intergenerational therapy



Excursions



Pastoral Care





This year, like every other year, we met our obligations under the Aged Care Act 1997 and the Australian Aged Care Quality Agency. We also underwent audits and regulated visits at our residential care homes, all of which received re-accreditation.

Extra support when needed

Our dedicated pastoral care team continue to provide spiritual support and counselling for our residents and their families, particularly during difficult and challenging times. The team, who regularly visit all SCC residential care sites, can also assist residents to access additional support services if requested.

Recognising the importance of respectful and dignified end-of-life planning and palliative care, we work in consultation with family members, external palliative care specialists and our pastoral care team, to ensure our residents are as comfortable as possible when nearing end of life.

Our care providers

We are very fortunate to have a highly trained and experienced workforce, who demonstrates every day, their commitment to delivering the best possible care and support to our residents. As a minimum, all of our registered nurses, enrolled nurses, allied health staff and care support staff have recognised qualifications and are supported to complete ongoing professional development. We are also proud to offer work placement opportunities to nursing students, ensuring they gain clinical aged care knowledge and expertise, which not only benefits SCC, but the wider aged care sector.

SCC also provides regular training sessions for all staff to ensure they are up to date with best practice. This includes:

- + monthly clinical updates by our registered nurses
- + dementia-specific training from our Dementia Services team

- + cultural awareness and diversity training.

During 2019/20 residential care staff also attended regular pain management workshops presented by Professor Eric Visser from the Churack Chair of Pain Education and Research at the University of Notre Dame.

In the regions

Southern Cross Care remains one of the few aged care providers in Broome and Kalgoorlie. In Broome, we work closely with the local community to ensure we are providing our residents, the majority of whom are Indigenous, with aged care that is both culturally and spiritually appropriate. In Kalgoorlie, we undertook extensive refurbishments, including a new outdoor undercover area with a fire pit for residents and their families to enjoy.



We encourage residents to use technology to maintain connections with their loved ones.

Innovative activities receive residents tick of approval

When the staff at Frank Prendergast House (FPH) were looking to expand their activities program beyond what they had traditionally offered, they looked no further than their own residents for inspiration and ideas.

Based on suggestions from residents, the new activities program included more barbeques, outings, picnics, bus trips and even a fishing trip. Residents have also celebrated different cultures with various national day events, and participated in popular activities such as music and dancing. When many residents indicated they would like some smaller group activities where they can share and talk about common interests, they created a men's group and a women's group.

FPH staff also encourage residents to use technology such as Skype to maintain connections with their friends and families, and encourage

new friendships to blossom with others in the community. The residents also enjoy face-to-face visits by children from local schools and kindergartens.

With many FPH residents living with dementia, the team introduced a 'sundowning' program called the Emerald Club. As part of the initiative, a small group of residents come together with a staff member to sit and enjoy quiet peaceful activities together, reducing stimulation and providing a calm, safe, and secure environment for those who may otherwise feel anxious during this time of the day. Those who still want to enjoy their independence, may have Southern Plus support workers to take them on various outings in the local community, including to the local Men's Shed, visiting a cafe or going shopping.

Emily Wood, Care Service Manager at FPH, said residents and staff had really embraced the new activities program.

"Our residents still enjoy the activities that we've always offered such as bingo, concerts and bus drives but our new activities program has really opened all of our eyes to the endless possibilities that we can offer residents."

"This initiative would not be possible without the efforts of our wonderful activities team who are supported by a group of lovely volunteers who go above and beyond to make sure the residents are happy and enjoying the activities. You'll often see the team getting involved in the activities and they aren't afraid to poke a bit of fun at themselves if it makes residents smile," Emily said.





Recycling stations



Upgraded gardens



Purpose-built buses for social outings



Open days and guest speakers



Independent living



Success Health and Wellness Centre



Access to Nurse Practitioner

Retirement Villages

Southern Cross Care's (SCC) retirement villages offer residents a lifestyle where they can live independently in their own secure and well-maintained private residence, all within a welcoming and social community of like-minded people.

Residents have access to our VIP services including our 24/7 Aged Care Helpline and priority access to in-home health and wellness services, our residential aged care homes and Southern Plus respite care. During the year we added access to a convenient transport service via our partnership with 'Shofer' as well as concierge services by the onsite village managers.

Our resident committees

We continued to demonstrate our commitment to meeting the needs and expectations of our residents, working closely with the various resident committees at each village. Our representatives are able to hear firsthand feedback and suggestions from residents, and keep residents updated on issues such as planned maintenance programs and capital expenditure.

In response to suggestions, this year we:

- + upgraded various gardens and buildings across our villages
- + introduced recycling stations in each village to assist with the collection of recyclables that would otherwise have gone to landfill.



We also named some of the streets within the villages after we found they were not appearing in Google Maps. Apart from adding to the community feel within the villages, the street names will assist essential services such as ambulances and after-hours doctors to locate residents and make it easier for taxi and delivery companies.

During the year, our residents enjoyed a packed calendar of social outings, shopping expeditions and getting out and about in the local community thanks to our two buses. Importantly, the purpose-built buses can meet the needs of any residents with mobility issues, with each bus having a lift for wheelchair access and fixtures for locking wheelchairs in place.

Meeting best practice

To ensure that Southern Cross Care's retirement villages are meeting industry best practice standards, this year we embarked on becoming fully accredited as part of the new Australian Retirement Village Accreditation Scheme Standards (ARVAS).

The standards are a new single, unified scheme for the retirement living industry, which were developed by the Property Council of Australia and Leading Age Services Australia (LASA) in consultation with resident groups, operators and the general public. Importantly, the new standards reflect the different elements of a resident's experience within a retirement village, and the evolving service offered within communities.

As part of the accreditation, SCC is also adopting the 'Retirement Living Code of Conduct'. The Code, an initiative

of the Retirement Living Council (RLC) and LASA, seeks to create an accepted standard to help operators provide a trustworthy and high-quality service to those living in, and considering moving to, a retirement community.

In May 2020, as part of our accreditation requirements for both ARVAS and the Retirement Living Code of Conduct, we undertook a resident satisfaction survey to identify our strengths, and also where there might be opportunities for improvement. Pleasingly, the survey results revealed that SCC was meeting the expectations of the majority of residents, with 77% of residents indicating their satisfaction with their village. Residents surveyed also indicated that they were very satisfied with the safety and security of their village, companionship, company, neighbours, friendship, and the location of their village.

Open days

We also held a number of open days to enable potential residents to see all that our villages have to offer. To coincide with the open days, SCC's Client Connect team hosted a series of well-attended health and wellness events, with guest speakers talking about a variety of popular health and wellness topics.

Our independent living villages

We were delighted to continue managing three independent living villages on behalf of the City of Belmont. We ensure that all three villages remain compliant with the Retirement Villages Act 1992 and Retirement Villages Code 2015, and we continue to meet our obligations under the Aged Care Act 1997 and the Australian Aged Care Quality Agency. This year, we again underwent and successfully passed a number of compliance audits by the Department of Commerce, which administers the Retirement Villages Act.



John's secret to living a full life is to pursue new interests

Centenarian John Taylor, a spritely 28-year resident of Thomas Perrott Village, is living proof that age really is just a number – even if he is now in the triple figures.

John, who has spent more time retired than most have spent working, is an active and indispensable member of the Thomas Perrott Village community.

According to John, the secret to living a life in full is to pursue new interests and skills while staying engaged with others. At 79 years old, he took up a new pursuit combining his interest in painting with a passion for history. The result was an incredible artwork featuring local landscapes and churches as they once were.

At John's recent 100th Birthday celebrations at the community centre he was surrounded by 50 of his friends from the village – and that artwork was proudly on display.

John, who calls himself a 'signal-man', spent most of his working life either installing telecommunications infrastructure or managing teams of technicians, retiring before computers and mobile networks became such a central feature of our phones.

Rather than be left behind, John applied himself to staying up to date with the changing shape of the digital world and is now, according to his good friend Rosemary, in constant demand around the village for his technical skills. At 100 years of age, John also enjoys dabbling in the stock market using his computer.

A man of many talents, the prize for bowls competitions around the village has long been a plate of 'John's famous scones', a delicious treat that residents look forward to.





Art and sport are popular activities



Mental Health Award recognition



Positive client feedback

Mental Health

The SCC's mental health team continues its commitment to helping our mental health clients reach their potential through our community-based and residential services.

We specialise in supporting people who live with a psychosocial disability, offering a broad range of services including assisting with accommodation, household tasks, group activities, behaviour support and therapeutic support.

An important part of the recovery journey is ensuring clients can participate in a broad range of enjoyable activities. This year, many demonstrated their artistic talents with artwork shown at the Mental Health Week artshow. A number of clients sold their work.

New sporting program

In 2019/20 we partnered with Reclink Australia, a not-for-profit provider of socially inclusive sport programs. The programs, which included basketball and swimming, were very popular. We were also very grateful to Reclink for its generous donation of sporting equipment so that clients could continue to enjoy sporting activities, even during the COVID-19 pandemic.

Review and reaccreditation

As an accredited provider of mental health services, we are subject to regular review and re-accreditation of our services by both the State and Commonwealth Health Departments.



“Being connected to others is important for our mental and physical wellbeing and can be a protective factor against anxiety and depression.” [Beyondblue.org.au](https://www.beyondblue.org.au)

The national Mental Health Standards focus on mental health service delivery, policy direction compliance, communication and consent, and monitoring and governance procedures. Accreditation against the Standards is currently underway, and we look forward to receiving these results shortly.

Our Community Options sites are registered as Licensed Psychiatric Hostels by the Western Australian Department of Health’s Licensing and Accreditation Regularity Unit (LARU). All of our sites are audited annually by LARU and this year, we were pleased to receive re-accreditation for the coming year. SCC is a registered provider under the National Disability Insurance Scheme (NDIS).

Our team

Our ability to make a positive difference in the lives of our clients is only made possible because of SCC’s highly trained and experienced mental health team. As a minimum, all of our recovery partners have recognised qualifications and are supported to complete ongoing professional development. We are also pleased to offer work placement opportunities to tertiary students studying mental health and social work, helping them to gain practical, real-life experience in the provision of mental health care.





Hearing from our clients

During 2019/20 we again participated in the 'Your Experience of Service' (YES), Australia's National Mental Health Consumer Experience of Care Survey based on the 'principles of recovery-oriented mental health practice'. Our regular participation gives our clients a chance to provide feedback, and to let us know where we are performing well and where there are opportunities for improvement.

The results were very positive with:

- + 84% reporting that their privacy was respected
- + 74% of clients expressed that they felt safe using the service
- + 74% agreed that staff talked with them about their physical and mental health wellbeing.

Clients also had very positive comments in response to the question 'the best things about this service were':

- + everyone's positive attitude and genuine care for their clients' recovery
- + the support workers were very helpful, caring and kind
- + my recovery partner was always considerate and gave me hope for the future
- + someone to confide in, respectful, helpful in all ways.

The most significant area for improvement is to provide more notice if there are changes of schedules or staffing.



Award recognition

Shivani Lala, a Team Leader of Southern Cross Care's Community Options Mental Health sites, was recognised at the 2019 WA Mental Health Awards Gala, winning the Employee Excellence Award for outstanding contribution to mental health in Western Australia by an individual employed or volunteering within the sector.

Vanessa Cullen, Consumer Consultant with the Mental Health team, was also nominated for the Consumer Impact Inspiration Award, which recognises the outstanding contribution to mental health in Western Australia by an individual who identifies as having a lived experience.

Wonderful recognition for these two dedicated Team members!

Rediscovering a sense of self and purpose through creative pursuits

It takes more courage than cure to kick-start a mental health recovery journey. And no one knows that better than Shannon Dolman, a Southern Cross Care Mental Health Client, who has lived at our Community Options site in Mount Claremont for the past three years.

In that time Shannon has embraced the concept of mental health recovery in terms of redefining and living her best life, re-establishing her identity and confidence through creative pursuits, and developing her independent living skills, so that she can fulfil her personal vision of living by herself by the beach.

Shannon credits a strong network of supporters in assisting her to work towards and realise this vision; she also takes a lot of personal inspiration from the music she writes and performs and the artwork she creates.

Mental Health Week WA 2019 was launched on 7 October during the Gala Opening of the Arts and Mental Health Network's art exhibition 'Hello to Here'.

Southern Cross Care Mental Health clients and staff have become quite renowned for their contribution to this exhibition over the past five years, which demonstrates the healing and therapeutic qualities of art making rather than the final execution of the art itself.

Shannon, who has contributed paintings to this exhibition over the past three years, was invited to be the Lived



Experience Speaker at last year's launch. Having had no prior public speaking experience, Shannon was understandably nervous about delivering her speech but with the assistance and encouragement of the Community Options staff, many of whom turned up on the night to support her, Shannon absolutely astounded the crowd with an honest account of her recovery journey to date.

"What brings me the most joy in life is family, music and art. Currently I enjoy mosaic making. The process is very therapeutic. Putting little broken pieces back together again to create something new and beautiful reminds me of myself and where I am now. One of the artworks I created for this exhibition combines my love for the ocean and the awesomeness of mosaics. When I look at that artwork, it gives me hope for my future by reminding me of how far I have come.

I know how important it is to have personal courage on this journey but for me, just as important have been my support systems."

"Three years ago I left hospital and decided to live in residential group housing. The Community Options staff have helped me to believe in myself and finally, I am preparing to leave the program and live on my own in the community. I can now turn my dream of living by the beach into a reality and with a little more patience and learning, I'm going to get there. It's a very exciting time."

"I am better now and much of that is due to the staff at Community Options. I have continued playing music and truly, I don't feel mentally ill any more. I want to live on my own now. I have met so many people, who like myself, have been sick. I can relate to their pain and I feel for them. Now that I am better, I wish to live on my own as my dream is my own house one day."

Deputy Premier and Minister for Health, Roger Cook, was so impressed by Shannon's speech that he invited her to participate in an interview, posted on his social media platforms, in which she further shared her vision and continued to capture people's hearts and imagination whilst talking about mental health.



Southern Cross Housing



98% satisfaction with overall services



99% satisfaction with Property Manager service



99% satisfaction with how tenancy matters are handled

For many of our tenants, Southern Cross Housing Ltd. provides more than just a roof over their head - it also means they have stability, security and a support network to help them achieve a better quality-of-life.

Many are living with chronic health conditions, so this year the SCH team, with the support of the Southern Plus and Southern Cross Care teams, to assist 127 of our tenants access home care services if they wanted to remain living independently, or to access residential care if their care needs were higher.

As a designated Growth Provider of the Department of Communities, the SCH team manages 359 tenancies. 254 are owned assets and includes

63 tenancies under the public housing leasing program, and 42 properties that are managed on behalf of the City of Belmont. Importantly, we are committed to maintaining a high occupancy rate across our property portfolio.

Reflecting our commitment to increasing the pool of affordable community housing in Western Australia, and as part of our agreement with the Department of Communities, this year planning commenced for the construction of 24 two-bedroom community housing properties in Ridgewood. Once completed, the properties will be managed by the SCH team. Subject to the necessary approvals, we hope to commence construction of these properties over the coming year.



To ensure we are meeting our tenants' needs and to identify where there are opportunities for improvement, in November 2019, we undertook our annual Satisfaction Survey. We were delighted that:

- + 98% of tenants were very satisfied with our overall services
- + 99% of tenants also felt the service provided by their SCH Property Manager was good or excellent
- + 99% of residents are happy with how tenancy matters are handled
- + 96% of tenants were satisfied with the condition of their property, with the quality of maintenance and response time and with the services we provide.

The team is proud of these results, which we believe are well earned recognition of their commitment to improving the lives of SCH tenants.

Klaus and his dog find a new beginning in Gosnells

Klaus Kreck has experienced adversity and adventure in his 85 years of life, from growing up in Germany during the war, travelling by boat to Australia in 1960, to finding himself on the verge of homelessness at almost 80 years old.

Having worked as a painter in Germany, Klaus had an eye for precision and a work ethic that led him to work as an underground miner in a variety of different locations across WA and South Australia. After many years doing labouring work, Klaus developed a skillset which allowed him to renovate the family home. However, due to a broken marriage and subsequent unemployment, Klaus was forced to sell, leaving him with limited resources.

With few options available to him, Klaus temporarily moved in with a friend.

Two months later, as he packed his belongings into the car with nowhere to go, Klaus received a call from Olive, Southern Cross Housing Property Manager.

"My phone rang, Olive told me there was a one-bedroom unit available in Gosnells and that I could move in the very next day. I was almost 80 years old; I had a car filled with my belongings and my dog in the front seat, we finally had somewhere to go".

Since moving into the unit five years ago, Klaus has made drastic improvements both structurally and in the garden. He has built a spacious conservatory where he enjoys meals, as well as a shed that exactly replicates the front of his unit, complete with hand painted gold detailing on the plant pots that frame the door. "Klaus has the most immaculately maintained unit in the complex. The time, money and dedication he has spent transforming the house into a home is special to see" said Olive.

Reflecting on the past five years, Klaus fondly speaks about the Southern Cross Housing Team; "I can't ever thank Olive and the team enough, I love this house and the safety I feel. This is the first time in my life that I have been truly happy."

Our Board



Bradley Prentice

BCom, LLB, LLM, MAICD – Chairman

Bradley has over 35 years' legal experience in both private and Government legal practice. He is Chairman of Southern Cross Care Australia, Director of Knicross Enterprises Pty Ltd. and PMRC Relationship Education Foundation.



Jeffrey Beale

MBA, BE, BCom, MIEAust, MAICD – Board Member

Jeffrey has over 30 years' experience in the telecommunications industry, with extensive experience at senior management level. He is Chairman of Loving for Life WA Ltd, former Board Member of LJ Goody Bioethics Centre, Chairman of Knights Consultor and a former Member, Joint Advisory Committee and Board of Study at Curtin University. In addition, Jeffrey also lectured the Business Management unit at Curtin University over a number of years.



John Chegwidzen

BBus, CA – Board Member

John is a Chartered Accountant with over 30 years' experience including management of his chartered accounting practice, board and company secretary roles for ASX listed public companies, provision of advice in corporate, compliance, company secretarial, management, accounting and taxation. John also consults for manufacturing, mining, technology, primary production and mining contract operations.



Peter Evans

BCom MBA FCA FFin FGIA FCG MAICD – Board Member

Peter is a Chartered Accountant, Chartered Secretary and former investment banker. He is an experienced corporate finance executive, company director, consultant and adviser with 40 years of experience gained from the provision of corporate and strategic advice to a wide range of businesses. Peter has worked in both the industrial and resources sectors (for ASX listed and private companies) both domestically and internationally, as well as the not for profit sector. Peter is currently a member of the Royal Perth Hospital Consumer Advisory Committee, the WA Ballet Endowment Fund Investment Committee and a member of the Audit Committee of the Town of Cambridge.



Mark Foley

BCom, CA, MAICD – Board Member, Treasurer

Mark is a chartered accountant with over 30 years' experience in corporate accounting, finance, business management and board level roles with multinational and private sector businesses.



Tony Vis

BJuris, LLB, FAICD – Deputy Chairman

Tony has over 35 years' experience in Board Chair, Non-Executive Director, CEO and senior executive roles including multi-national private and public companies, peak bodies, professional services firms and community based organisations. His experience spans various industries including disability services, health, aged care, insurance, property and corporate governance. Tony is also currently Deputy Chair of Therapy Focus Ltd, Member of Carer Advisory Council (WA) and Chair of the Independent Centre for Applied NFP Research Inc.



Elaine Pavlos

RN, RM, MN, MBA, GAICD, Cert IV Counselling, Grad Dip Ontological Coaching – Board Member

Elaine has extensive experience working in senior executive and academic positions within the Western Australian healthcare sector, having recently retired as the Dean of School of Nursing & Midwifery at The University of Notre Dame in Fremantle. Elaine is currently an Associate Professor at the University of Notre Dame, a sitting member at the State Administrative Tribunal, a Member of the College of Nursing Australia and a Board Member of Child Australia.



Paul Rossen

B Arch (Hons), LFRAIA, ALEA, MAICD – Board Member

Paul is an architect with over 30 years' experience providing architectural and advisory services to a broad range of public, private, institutional and not-for-profit clients. He has extensive experience as a board member in the areas of planning, architecture, community and education.

Our Executive Team



Errol Turner

BBus FCPA FCSA FGIA FCG (CS, CGP) MAICD – Chief Executive Officer

Errol is responsible for overseeing SCC’s staff and the organisation’s provision of residential care, home care, retirement villages and mental health services to its clients and residents. Prior to joining SCC, Errol held several senior finance and leadership roles in the private sector in Australia and internationally.



Michael Jordon

BBus, FCPA – General Manager, Finance and Corporate Services

Michael has over 25 years’ experience in commercial and operational leadership roles, largely in the service and manufacturing sectors. Having worked both in Australia and internationally, Michael has been responsible for delivering large-scale complex projects and ensuring efficient operations to maximise business performance.



Jane O’Halloran

BSc(Psych), PGradDipPsych, MPsych(Org) – General Manager, Strategy

Jane has held executive roles in the private sector, having been responsible for all aspects of strategy, marketing, HR and risk. Jane also has extensive experience supporting boards, executive and senior management teams to deliver key strategic plans.



Damian Jolly

MBA, MSc – General Manager, Residential, Respite Care and Mental Health

With more than 25 years’ experience in the health care sector, both in Australia and the UK, Damian has held a range of senior leadership roles responsible for both clinical and operational delivery, most recently at Royal Perth Hospital and Western Australia Country Health Services. Having trained and worked as a paramedic for several years, Damian brings a unique perspective to aged care, having a strong clinical background and understanding of the health issues experienced by many of our residents and clients.



Financial Update

In a challenging economic environment where many aged care providers are experiencing financial hardship, we are pleased to report that this year, the Southern Cross Care Group maintained its strong financial position.

With a long-standing commitment to prudent financial management, we continue to navigate through the challenges facing the aged care sector, primarily driven by Government funding constraints for residential aged care and home care. With an ageing population who have complex health care needs, and more people choosing to access care in their home, we continue to advocate for adequate government funding required to provide essential health, wellness and care services so they may continue to live at home for as long as possible.

As a not-for-profit aged care provider, we recognise the need to maintain a strong balance sheet in order to minimize the risks of revenue uncertainty. At the same time, we continue to streamline our operational processes and identify opportunities for additional revenue streams.

We also recognise the importance of investing in initiatives that will help us to achieve our longer-term strategic objectives and to provide an improved quality of life for our clients and residents. These initiatives include innovative technology, training, property developments and key partnerships.

We are pleased to report that Southern Cross Housing (SCH) continues to maintain a strong financial position and deliver on its commitments as an appointed Growth Provider for the Department of Communities. As a result, SCH is well placed to continue providing affordable housing to vulnerable West Australians,

helping them achieve a better quality of life. With a strong need to provide more affordable, stable rental tenancies, we continue to plan for the development of additional affordable housing to meet future needs.

This year we progressed key property development projects in Currabmine and Foley Village that underpin our commitment to investing for the future. Planning is now underway for both sites and we hope to commence construction in the coming year. As part of our long-term strategy, we will continue to identify opportunities for further aged care developments across Perth.

With a strong balance sheet and a strategy to deliver next-generation-aged-in-place communities, the SCC Group is well placed to continue delivering the highest quality aged care, accommodation and services to older West Australians, both now and into the future.



Consolidated Financial Result 2019/2020

Income



Interest income	\$893,278	(1%)
Investment income	\$3,730,269	(5%)
Rental income	\$3,089,449	(4%)
Government subsidies & grants	\$54,173,320	(66%)
Fee income	\$11,597,550	(14%)
Other income	\$8,248,723	(10%)

Expenses



Employee expenses	\$51,786,724	(67%)
Property expenses (including depreciation)	\$9,998,010	(13%)
Direct care expenses	\$5,113,856	(7%)
Administration expenses	\$9,768,422	(12%)
Other expenses	\$938,381	(1%)
Interest income	\$893,278	(1%)

Assets



Property, plant & equipment	\$190,274,547	(40%)
Cash	\$61,569,598	(13%)
Investment properties	\$164,770,906	(34%)
Inventory properties	\$14,212,937	(3%)
Trade & other debtors	\$43,827,982	(9%)
Other current assets	\$1,085,232	(1%)

Liabilities



External borrowings	\$20,155,552	(9%)
Provisions	\$5,347,189	(2%)
Resident entry contribution	\$113,730,946	(50%)
Residential accommodation deposit	\$69,408,575	(31%)
Trade & other payables	\$19,179,495	(8%)
Other current assets	\$1,085,232	(1%)



Our People

Every day, our hardworking staff demonstrate their commitment to making a difference to the lives of our residents, clients and their families and helping them to enjoy the best possible quality of life.

Our ability to provide quality care and support, both now and in the future, is contingent upon us having a qualified and experienced workforce. Over the past year, we continued to implement our long-term workforce plan of attracting and retaining qualified and skilled aged care professionals who demonstrate our values of respect, integrity, compassion and excellence.

This year, we took an innovative approach to recruitment, introducing assessment centres for group interviews with candidates for residential and mental health roles. This

initiative provided clients and residents with a unique opportunity to participate in the interview process, while also providing managers with an insight into how candidates interact with clients, particularly those living with dementia or chronic mental illness. The assessment centres were extremely well received by both clients and candidates and we intend to continue using them as a key recruitment tool.

We recognise that in order to attract and retain talented staff, we must offer competitive employment conditions and benefits. This year, we are pleased to have completed our Enterprise Bargaining Agreements for Registered Nurses, residential care, home care, respite and mental health. We believe this is a positive outcome for all parties and reflects the valuable contributions our employees make to the SCC Group.



Ongoing staff training and professional development



Creating a good work culture



Qualified health care professionals

With a long-standing commitment to providing learning and training opportunities to our workforce, this year we continued to implement our comprehensive in-house learning and development program. The program, which is supported by our Learning Management System, ensures we can efficiently manage our compliance and mandatory training requirements, and that staff have access to up-to-date industry best practice skills and knowledge. SCC has also partnered with North Metropolitan TAFE to provide training to Perth-based care staff in medication management, work health and safety, palliative care, leadership and mentoring and introduction to leisure and health.

We are proud to support the aged care workforce of the future through our long-standing partnership with the University of Notre Dame Australia, by offering practical work placements for their

nursing students. As part of this partnership we are also pleased to continue offering scholarships to a Notre Dame first year nursing student for outstanding theory and clinical work in the aged care sector. Additionally, this year we also offered work placements across our sites to medical, nursing, occupational therapy, physiotherapy and Certificate III students from other approved tertiary education providers.

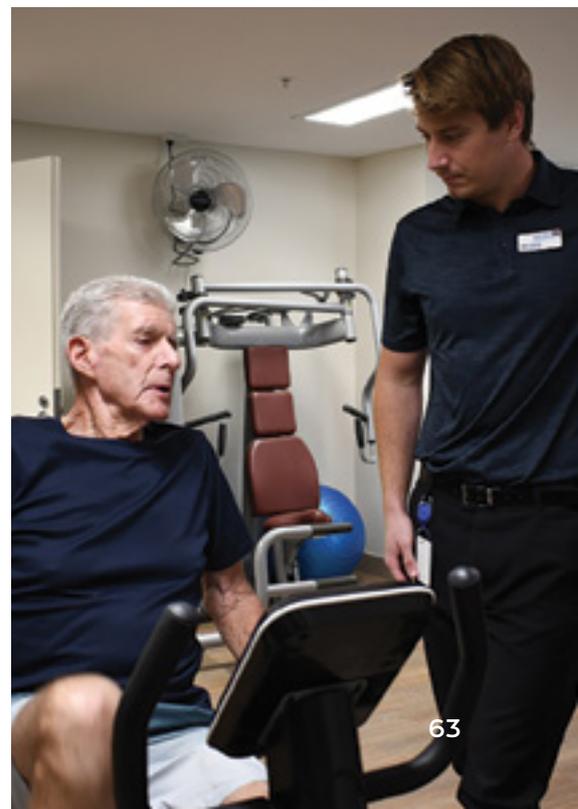
In recent years, we have worked hard to embed a strong health and safety culture across our organisation, acknowledging the benefits that it provides to not only staff but also our clients and residents too. This year, we are pleased to report that our efforts have also resulted in a reduction in the number of workers compensation claims. Going forward, we are as committed as ever to providing a safe workplace for all staff.



Long serving staff

SCC is truly fortunate to have so many employees who have been with us for many years.

We believe it is important to recognise all of those who achieve long-service milestones with the organisation. In 2019/20, 138 staff of our staff achieved long-service recognition; 61 of whom have been with us for over 10 years.





Our Volunteers

The SCC Group is fortunate to have 220 volunteers, who generously provide their time and skills to offer invaluable friendship and support for our clients and residents.

We embrace the fact that our volunteers are a diverse group of people of all ages and from many different walks of life, each bringing their rich life experiences, interests and skills to share with the SCC community. Importantly, those who volunteer with SCC attest to the fact that they too benefit from being a volunteer and being able to give back to the community.

Traditionally our volunteers have worked primarily in our residential aged care homes; however, we are continuing to look at ways to expand our volunteer programme so that even more of our clients can benefit from their support and friendship. To that end, we have seen two volunteers assist independent living residents with computer issues. Also, over the festive season, three of our volunteer bus drivers made it possible for clients to enjoy festive season tours, and while the full-time bus driver was indisposed, it was our volunteers who picked up the load to ensure continuity. Furthermore, two mental health volunteers have been recruited, one to assist at our Stirling site and one at Mt Claremont.

Our volunteers perform a wide variety of tasks including valuable assistance with existing staff-led activities, providing pastoral care assistance, or simply companionship over a cup of tea. During the COVID-19

lockdown, all our volunteers were stood down temporarily, but we encouraged them to consider 'couch volunteering' while they could not meet face-to-face with clients. Many responded by writing letters and cards. Others recorded songs to be played to the residents who used to attend activities with them. One religious leader wrote a devotional message each week of the lockdown for his attendees to reflect on in his absence. There were Skype calls and Facetime calls, photographs and other expressions of good wishes during this lonely time. We were very proud of our volunteers and the wonderful staff who acted as go-betweens to facilitate the contact.

In November 2019, we held our Annual Volunteer Appreciation event at the lovely Royal Perth Golf Club to acknowledge the contribution our volunteers make to the SCC Group. The event is also an opportunity to recognise our long-serving volunteers, so we were



delighted to present long-service awards to John van Bockxmeer and Veronica Moylan for 15 years of volunteer service, while Jenny van Bockxmeer, Marie Neale, David Kemp, Kathleen Kennelly, Yvette Lyra, Veronica Martin and Pamela Rathmann celebrated 10 years of service.

Pastoral Care

Our dedicated Pastoral Care team continued to provide important pastoral care and support services to our residents and their families. A recent funding investment in Pastoral Care by the Knights of the Southern Cross has seen hours boosted and new staff recruited to expand our service. For the first time, we have the services of a Community Pastoral Carer whose attention will be directed to the villages, home care and mental health care. We also have a pastoral carer based at our site in Kalgoorlie and we are searching for a suitable candidate for our Broome site.

The team has been active throughout the COVID-19 lockdown, doing a marvellous job in trying to fill the gap created by the necessary restriction of visitors. This is a stable team of men and women who count it a privilege to come alongside to listen and encourage our clients during the unique challenges of their stage of life.



Alice and Sahbee make the perfect volunteer team

When Alice stopped working full-time she knew she wanted to remain active, but was unsure about what to do next. An avid dog lover with a Miniature English Bull Terrier called Sahbee, she came across an opportunity to combine her love of dogs with giving back to the community as an SCC volunteer.

“I was looking at part-time jobs when I stumbled across the volunteer website and noticed ads for pet therapy volunteers, and I knew my dog would be perfect. We ended up with the wonderful staff at SCC’s Jeremiah Donovan House and Sahbee and I have been visiting every fortnight since 2014.”

Alice said the SCC staff are extremely supportive and most of the residents love Sahbee and look forward to her visits.

“Sahbee loves people and is very intuitive to their needs. Over the past six years, she has made a lot of very special friends and brought many smiles to the residents’ faces. I remember one lady who when she saw Sahbee coming would yell out excitedly to everyone ‘Here comes the dog!’

Being a volunteer with SCC has been very rewarding for Alice, especially the joy she gets from seeing the residents’ smiling faces when she visits.

“It really warms my heart to see people’s faces light up when Sahbee walks in the room. It is great to see so many people interacting with her, smiling, patting and chatting away,” Alice said.

Our Locations

Residential care homes

- + Frank Prendergast House - Success
- + Germanus Kent House - Broome
- + Jeremiah Donovan House - Forrestfield
- + Joseph Cooke House - Shelley
- + Margaret Hubery House - Rossmoyne
- + Victoria Park Nursing Home & Hostel - Kalgoorlie
- + Villa Pelletier - West Leederville

Managed residential care homes

- + Bert England Lodge - Coo loongup

Retirement villages

- + Success Village - Success
- + Margaret Hubery Village - Rossmoyne
- + Thomas Perrott Village - Shelley
- + Donovan Village - Forrestfield
- + Foley Village - Hilton
- + BF Prindiville Village - North Perth

Managed retirement villages

- + Faulkner Park Retirement Estate - Cloverdale
- + Ascot Close Village - Redcliffe
- + Wahroonga Village - Rivervale

Southern Cross Housing Ltd

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PO Box 76, Burswood WA 6100
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Email: info@scrosswa.org.au

Southern Plus in-home services

- + Head Office - Rivervale
- + South West - Bunbury/Busselton
- + Kimberley - Broome

T: 1300 000 161

Email: info@southernplus.org.au

Web: www.southernplus.org.au

Southern Plus East Fremantle

- + Luxury residential aged care
- + Short term respite
- + Health and wellness centre

15 Wolsely Rd, East Fremantle WA 6158

Email: info@southernplus.org.au

Southern Plus health and wellness centres

- + East Fremantle
- + Success Village

Southern Plus respite centres

- + Donovan Respite Centre - Forrestfield
- + Tony Quinlan Respite Centre - Hilton
- + Bran Nue Dae - Broome

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