

Southern Star

Helping seniors find a better way to age

2022 Winter Edition



The benefits of
keeping active
as a senior

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Life to
Retirement Years
By John Taylor

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Getting started
with an aged
care home

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Cover image: John Taylor's 100th Birthday

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A note from the CEO



Welcome to our Winter 2022 edition of Southern Star.

It is hard to believe that it has been over six months since I commenced as Chief Executive Officer at Southern Cross Care (WA) Inc. (SCC). I feel honoured to lead the executive team working hard to create the best possible quality of care and lifestyles for our residents and the clients and friends who entrust us with their care.

The high prevalence of COVID-19 in Western Australia has also been challenging for our fantastic staff. We are looking out for one another and encouraging everyone to prioritise their wellbeing. There are many things we can take away from this experience, including preventative measures for disease control, and it has highlighted the needs of vulnerable people in our community, particularly older Australians.

I look forward to working with our Board and stakeholders to explore how we can continue to build on the successes of Southern Cross Care.

Stay safe,

Clare Grieveson
Chief Executive Officer
Southern Cross Care (WA) Inc.



Fourth Covid Booster: Another way you can protect yourself



Dr Mike Chong,
Medical Doctor at Kaleeya Health



We are currently going through a peak of COVID infections. Thankfully, we have high vaccination rates in Western Australia, which means COVID ends up being a mild illness and there are far fewer hospitalisations and fatalities.

This is a small price to pay, given we have had two years without COVID and we are now blessed to have opportunities to travel and be reunited with family and friends. Nevertheless, the risk is real, so wear your masks and socially distance to minimise your chance of catching COVID.

In April, the Health Department recommended that everyone over the age of 65 have a fourth COVID booster four months after their third booster. This is another way to protect yourself during winter, so please look at booking this through the Roll Up WA website.

If you live in residential aged care, you may access the COVID second booster (or fourth shot) by speaking with your Facility Manager.

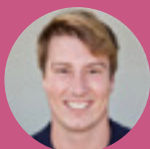
It is also an excellent time to have your winter flu vaccination if you haven't already received your shot, which we can provide through Kaleeya Health. The COVID and flu vaccines are ideally given at least a week apart; however, it is also safe to receive both vaccines simultaneously if required.

WA has had low influenza rates in the past two years because of our closed borders, so we expect a resurgence of influenza this year. This makes the flu vaccination even more critical in 2022.

SCC residential aged care homes required all visitors to provide proof of their 2022 flu vaccination as part of the screening process upon entry via Zipline.

Many thanks for your ongoing support, and may you all keep safe.

The Benefits of Keeping Active as a Senior



Matt Osman
Allied Health Practice
Manager and Exercise
Physiologist



Before embarking on a new exercise routine, should a senior consult with a doctor first?

A. Seniors are encouraged to engage in new exercise routines and not fear the unknown of a novel regimen. Age is truly but a number; however, if you are unsure whether your health history could place you at risk when undertaking exercise then it is best to speak with your GP. The Royal Australian College of General Practitioners broadly recommends exercise for the variety of attainable health benefits and that seniors speak with their GP before embarking on a new routine if there are any underlying health concerns.

Q. What are some common misconceptions about seniors with regards to exercise?

A. The most common misconception we hear from the community member is that my health prohibits me from exercise or that exercising will 'flare up' my pre-existing conditions. The reality is that starting exercise suited to your goals and



needs will often reduce the number and severity of activities you are challenged by and improve the management of those areas of vulnerability. This is most apparent for individuals managing osteoarthritis and its symptoms.

Q. What are some suggestions for seniors who want to be active without engaging in high-intensity exercises?

A. The first step involves thinking about what you would like exercise to help you do or achieve. If you want to reduce feelings of exhaustion from day-to-day tasks around the home, then finding the right exercise that combines weight-bearing exercise and mobility is a great route to take; think tai chi, yoga, pilates, and plyometrics. On the other hand, if you are wanting to hike a part of the cape to cape in our beautiful south west region or if areas along the Bibbulmun Track are on your radar then continuous aerobic activities such as water aerobics, cycling or brisk walking are going to best position you for the challenging and scenic settings.

Q. What are some benefits to exercising unique for older Australians?

A. A priority area for exercise and physical therapy professionals is often in mobility and flexibility. It is well known our muscles and ligaments become increasingly rigid as we age, and this makes exercise feel more demanding, leaving us with more aches than anticipated. If we keep our joints supple and muscles are able to move through larger comfortable ranges of motion, then exercise comes with less feelings of discomfort and a greater sense of accomplishment. Once you feel free to move through your joints' full range of motion, the benefits attained through weight-bearing and aerobic exercise participation will be pronounced and really quite enjoyable.

Exercises for fall prevention



Jinseok Kim,
Exercise Physiologist



1 Sit to Stand

- Sit at the edge of the chair.
- Place heels directly underneath knees.
- Cross your arms across your chest.
- Lean forward.
- Stand up.
- Repeat ten times after each mealtime.



2 Tandem Stance (Semi-tandem)

- Place both hands on the chair.
- Place both feet according to either of the pictures.
- Stand upright without support for more than ten seconds.
- Repeat five times daily.



3 Knee Extension

- Sit in the chair.
- Place feet flat on the ground, directly under your knees.
- Straighten one leg, then return that leg to the ground.
- Repeat other side.
- Do 20 times, each leg, daily.

Partners in Care: Connecting Families During Times of Isolation



Chloe Fraser
Content Coordinator

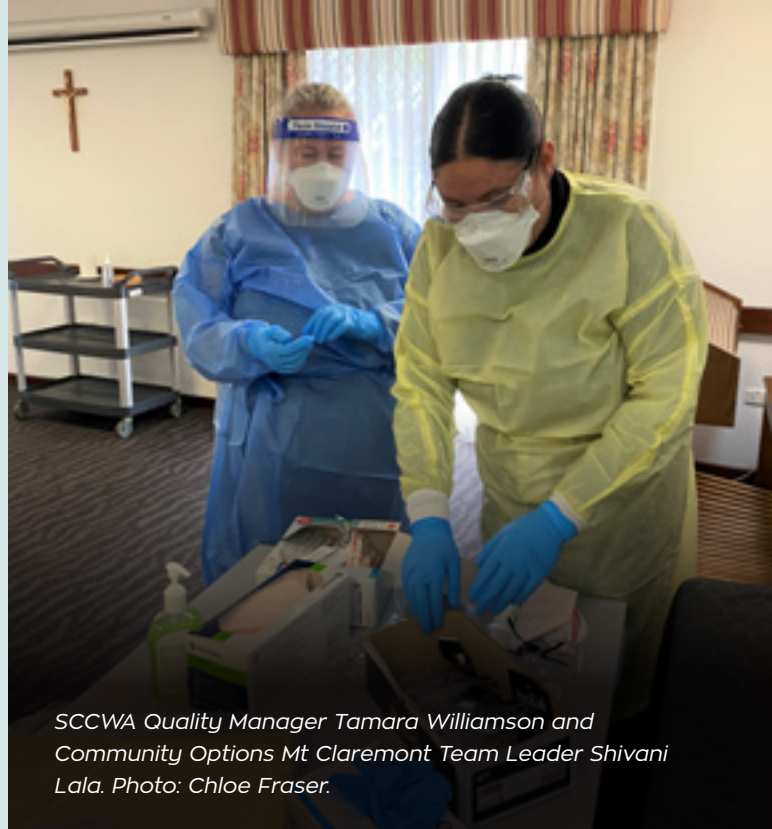
Maintaining social interaction and connection between residents and their families is crucial to the health and well-being of aged care residents. But often, these relationships are restricted during outbreaks of COVID-19 or other infectious illnesses, with visits temporarily paused to help protect those in care.

In some cases, it may take a few days for a family member or close friend to be permitted on-site, but SCC WA is working to change that having recently launching the Partners in Care program. The program provides family members with the knowledge and training needed to safely visit their loved ones during periods of visitor restrictions.

Carol, who regularly visits her mum at Joseph Cooke House, was among the first to participate in the program. She attended the pilot training session held at Thomas Perrott Community Centre to learn about infection prevention measures, including hand and hygiene practices, and how to safely put on and remove personal protective equipment.

“My mum’s dementia deteriorates quite quickly without visits everyday... so I wanted to be able to make sure I could get in if visits are restricted,” she said.

“I knew nothing about the gowns and the face shields, and goggles and that sort of thing, also how many times you hand wash as well. I’m very glad that this has now been implemented.”



SCCWA Quality Manager Tamara Williamson and Community Options Mt Claremont Team Leader Shivani Lala. Photo: Chloe Fraser.

Community Options team leader Shivani Lala and Quality Manager Tamara Williamson, who led the pilot session, said it was an ideal opportunity for family members to ask questions and voice their concerns or uncertainties around visiting during an outbreak.

“I think it’s great to be a part of connecting families because when there’s an outbreak it can isolate the families and our residents, so it’s great to be a part of reconnecting everyone,” Shivani said.

“It was nice watching them network amongst themselves and find that support and realise it’s not just them, there are others going through it.”

The program was built in response to recent public health advice relating to access for visitors to aged care residents, including the *Industry Code for Visiting Residential Aged Care Homes During COVID-19* and the *Interim Guidance on Managing Public Health Restrictions on Residential Aged Care Facilities*.

If you or someone in your family is interested in becoming a Partner in Care, please email our Learning and Development Officer at LD@scrosswa.org.au or call (08) 9282 9924.

Life to Retirement Years

Written by John Taylor

Thomas Perrott Village resident



Having reached the 100-year milestone I thought it appropriate to write a few thoughts as they crossed my mind. I have lived through a great cultural change on the domestic scene, and far as my generation is concerned, it is reflected in the retiring years.

In the domestic scene the male is no longer regarded as the sole or main bread winner in the household, whereas the female has relinquished some of the household chores and in some cases becomes a contributor to the family income. The additional income now becomes a necessity, especially as all the new items that are a 'must have' invaded the family home - to mention a few such as mobile phones, computers, internet, air conditioners, vehicles, television. In my childhood these items did not exist. Except for the gramophone, home entertainment was quite rare. We did however have what was called a crystal set which was able to pick up radio stations and was heard through a set of headphones. Firstly, the gramophone, quite unlike the later versions that were a disk player, these earlier models had a cylindrical shape with fine grooves on which an arm with a needle at the end that followed the grooves as the cylinder rotated. The crystal set was actually a radio receiver and consisted of a copper wire coil with various access points that could be changed to pick up various stations. There was a small lump of

crystal that acted as a rectifier that allowed different frequencies to pass through to the headphones, allowing the diaphragms to vibrate and thus produce audible speech and music. We had what was known as a cats whisker which was a fine metal probe which, when pushed into the crystal allowed the radio signal to be detected. They were quite easily built and I remember as a boy making several of these.

While I intended to write about retirement years, I thought the life style of what we had then would serve as a contrast to what is available to generations at this point in time. Between 1920 and 1950, there wasn't a great deal of change. Sure, cars got bigger and better fitted out; the same could also be said of aircraft and many types of machinery. However, the advances of the thermotic valves, the introduction of the microchip and the development of jet engines and rocket science really started the new industrial revolution. This put pressure on the government. Plenty of jobs but a declining birth-rate, fewer taxpayers to fund the WWII baby boomers looking forward to retiring, for which the age in Australia in 2022 is 66.5. I believe it is the government's intention to increase the retiring age in the coming years. To partially overcome the problem of an ageing population the government brought in compulsory superannuation so that each wage-earner during their lifetime would at least partially fund their retirement. The life

expectancy for a male child born in Western Australia in the period 2018-2020 was 81.3 years and for a female child in the same period is 85.7 years. Australia has one of the highest life expectancies in the world. This brings me to the crux of my story, that is, what to do with those retirement years. I am sure we all would like to enjoy those sunset years that are left to us. I think keeping the mind and body fit plays a large part in our quest for longer life, the word moderation looms large in my scheme of life. I know as a young child I had a vision of the elderly (grandparents) passing their days in a rocking chair. That vision is no longer a part of my expectation of a longer life. To keep the mind active I took up the hobby of building a family tree. This exercises the mind in many ways to discover what you can about your ancestors, how did they live, what was lifestyle like, what occupations did they follow. My regret is I didn't listen to my parents enough, they are a very good source of information. During my research I was able to gain a lot of old photographs and, through the internet, many pictures of the places where my ancestors lived. Of course, hobbies are only one of many things to keep the mind active. Card and word games such as scrabble, socialisation, all contribute to keep the mind active. During my research I found there were many artists in the family including my father and my sisters. This seemed to generate a spark of interest in me and I thought to myself, I can do this. So as a part of my retirement strategy I took up oil painting and completed about 40 odd works.

Thirty years of my retirement life has been spent in the village. My wife Mary (May) spent many happy years here, enjoying the socialisation, the outings and many other village



activities. May was an expert knitter and kept me well supplied in jumpers etc. May especially enjoyed the village fetes where we had a plant stall. She was extremely good at selling (ice creams to Eskimos) and we always sold out.

May, unfortunately, contracted dementia and passed away in 2004. That left me very shattered as we had been married for some 60 years. A year or two after I lost May, a new resident, Rosemary Chandler, arrived in the village and enquired if anyone could help her connect her computer, a job that I managed to do. Fate took a turn as she realised I was still grieving over the loss of May. She helped me through this difficult time for which I will be eternally grateful. We have remained special friends ever since.

But, of course, we must not forget the body. Moderation, that word again, gentle exercise for only a few minutes a day, short walks, resistance exercise with dumbbells and many other leg and arm exercises all have their part to play. I wish all our old and new village residents a fulfillment for their retiring years while being a part of our village community.

Should any of our residents have an interest in family history, and like to get started, I would willingly help and show what methods I have used to compile my records.

Yours in retirement,

John

Katie's Journey from Community Options to Residential Care



Silvie Van den Dam
Team Leader - Community
Options Stirling



Photo: Supplied.

SCC WA's purpose is to enhance quality of life of our clients and residents through the provision of excellent services. We are committed to our mission of providing compassionate, just and equitable services to the whole community, reflecting the moral and ethical principles of the Catholic Church.

Our client, Katie (name changed to protect privacy), has lived at the Mount Claremont residence for the past 13 years. Katie is well loved by her fellow residents and the Community Options team where she is renowned as the home's "social butterfly" and is always at the heart of their social activities.

Since SCC WA commenced caring for the local community at Mount Claremont on 22 July 2009, it has offered a recovery-focussed home environment for residents who have experienced long-term persistent mental illness.

The service has helped long term resident, Katie, create a sense of meaning and quality of life. Her brother, and also guardian, has always been supportive of Katie and he, too, is very appreciative of the service provided by SCC WA.

The team at SCC WA is now very proud to support Katie in her life journey. With her brother's blessing, as well as Katie's enthusiasm, she is expanding her horizons and moving to SCC WA's Villa Pelletier Hostel residential care home in West Leederville.

There is an evident common bond shared by the team, who has assisted Katie on her

journey to decide to move homes. The team of recovery partners, senior and team leaders from Mount Claremont worked collectively and transparently, with the facility manager and Villa Pelletier team to introduce Katie to her new home and environment.

"I'm so appreciative of the compassion and care that has been shared with me over the past thirteen years, and I will miss my friends at Mount Claremont; however, it's now time for me to spread my wings. I am looking forward to meeting new friends at Villa Pelletier", said Katie.

The SCC WA team successfully included Katie's family along the way in an open and honest manner, providing compassionate advocacy and support. Huge commendations to both teams, who have assisted Katie to bond so beautifully with her new home, and to Katie's family, for their support that has strengthened her decision to move to Villa Pelletier.

Katie and her family have peace of mind that she will continue to receive care and support by SCC and recognise that moving home is a wonderful life opportunity. This is a heart-warming demonstration of how our people make a difference whilst showing respect for each other and ensuring the integrity of the organisation's service delivery for our clients who rely on our assistance.

The one thing that matters most for us is the best possible quality of life and experiences for Katie!



Southern Cross Care WA's Susan Hancy (Head of People and Workforce) and Ursula Sutherland (Service Quality Leader – Home Care). Photo: Matthew Lau

The fight for higher wages for Australia's aged care workers has begun in a landmark hearing

A work value application is currently before the Fair Work Commission. The application is determining better pay and conditions for aged care workers working in home care and residential care.

Southern Cross Care is supportive of the work value case being heard by the Fair Work Commission. The case will consider roles from personal care workers to chefs and cleaners, aged carers and nurses.

"Aged care at every level, in every job, is an incredibly challenging role and requires a high level of skills. We have to meet a lot of special requirements for lots of people," said Susan Hancy, Head of People and Workforce at Southern Cross Care (WA) Inc.

A report by the Committee of Economic Development of Australia (CEDA), released in August 2021, warned that Australia currently needs 17,000 more aged care workers to meet basic standards of care.

"This is incredibly important work, not just for those who are currently in aged care but for those who will come into aged care in the future – which is all of us," Ms Hancy said.

The hearing is scheduled to conclude in July 2022, with the Fair Work Ombudsman expected to make a decision in 2023.

You can read more about the Fair Work Case at <https://www.fwc.gov.au/hearings-decisions/major-cases/work-value-case-aged-care-industry>

Real Estate: Entering our villages with a smile



Adam Green
Licensee & Sales Manager

The Summer of 2021/2022 has been a roller coaster ride both in life and in real estate. We have seen moments of happiness mixed with moments of sheer bewilderment as we all find our way through the current environment.

The sales, not only through the summer, but through the whole of the 2021/2022 financial year have been very positive with our most positive influx of new residents that we have seen in a number of years.

This can be put down to several factors. The first being the buoyant sales market we are seeing in residential real estate, this is allowing our clients to sell their houses in a fairly quick period of time for prices that potentially exceed expectation, and then seeing them move into the village of their choice.

The second, and something the retirement living, marketing and sales teams are very proud of, is the marketing we have put in place over the last three years that have made our villages front of mind when the time has come to sell their home and move into retirement living. Combine this with the in-depth insight into the village our village managers offer all potential buyers as well as the support they give the sales team to make every new resident or potential resident feel welcome we feel we have a strong team spirit throughout the retirement village portfolio.

The concerted effort the team put in when the market was tough, is now paying dividends.

The most important part of the buoyant market that we are seeing is the influx of new residents into all our villages. To have new residents moving into the village with new ideas or stepping up onto the committee or even just sharing new stories with our current residents is a real positive and keeps everyone youthful and active. The residents all come from a variety of different backgrounds and have entered the village with a smile and it's wonderful to see them actively taking part in everything that makes the villages wonderful. These new residents are integral to the growth of the villages and it's important that the villages and Southern Cross Care continue to welcome them with open arms, a hot kettle and a smile.

We are currently planning for the new financial year both in sales and marketing plans and intend to maintain our strong marketing presence to continue to drive sales along with incentive plans for our residents to bring their friends and families into the villages. We look forward to the new financial year being prosperous and exciting for both Southern Cross Care and, more importantly, for our residents.

If you have any sales enquiries, general real estate queries, contact Adam Green at agreen@scrosswa.org.au or phone 0407 149 329.





Villa Pelletier Hostel volunteers pictured with residents during Easter 2022

Our Wonderful Volunteers: Helping us to Achieve our Mission

Volunteers are the lifeblood of organisations such as Southern Cross Care (WA) Inc. What makes our volunteers unique is that they fully embrace and exemplify our mission and core values.

Their sheer resilience to soldier on during the disruption to volunteering that has been the common experience across the sector due to the pandemic in recent months personifies the value of 'Excellence'. To be fair, we have lost a significant number of volunteers since COVID struck. It has been sad to see people withdraw, but that trend has been evident in other organisations as well. Nevertheless, our core band of 160 helpers has continued to turn up at their sites to interact with residents and assist the staff with various activities, treating each individual with 'Integrity' and 'Compassion' every day.

We count on our volunteers enormously. There is Sally who has a career in banking, yet she comes every week for several hours to sit with residents and talk with them. She is, quite simply, wonderful. There is Betty who for years has been helping residents to stay connected to their spiritual roots, showing 'Respect' for their distinct needs and beliefs. Regardless of the uncomfortable rapid antigen testing required upon arrival, she and her group turn up cheerfully and diligently every week.

There is Fr John and Rev Stephen from different faith denominations who both take time away from their own busy parishes and congregations to lead a church service at their respective facilities. It doesn't matter that some of the residents seem to be asleep or distracted while the service is underway. They carry on serving. There is Eileen, who finds all kinds of ways to assist at her site. It's one thing to do that just for a few weeks but so many of our volunteers have been doing this faithfully for years.

Whenever volunteers step back because of the health restrictions and measures, the residents miss them so much.

In these times when there is extraordinary pressure on our aged care workforce, it's this band of committed volunteers who make a huge difference to our ability to deliver on our mission of excellent services. They are truly wonderful!



Ian Simms
Head of Pastoral Care &
Volunteer Services

Frank Prendergast House team manages positive COVID case. ‘These are our residents; we care for them.’



Matthew Lau
Communications & Media Officer

Frank Prendergast House (FPH) in Success is home to 73 residents across five wings.

On 15 March 2022, FPH became the first Southern Cross Care (WA) Inc. residential aged care facility to record a positive COVID-19 case.

The Diamond House wing where the affected resident lives became a ‘red zone’ – closed off from the rest of the facility. The resident who tested positive was kept in isolation, and visits were temporarily not permitted.

SCC’s Incident Management Team was quick to respond to the situation and swiftly provided support to FPH by controlling visits and movement within the site as a significant response measure to COVID-19.

FPH’s dedicated team of nurses and carers prevented the spread of the virus to other residents. This swift action then led to normal operations resuming and visits able to recommence on 22 March.

Registered Nurse Juvie Aranguin was one of nine front-line employees who worked in the red zone during the seven days.

“One resident had a sore throat that morning,” she recalled. “He suffered a fever in the first couple of days and was symptomatic on day five.”

As the Diamond House wing was in lockdown, staff had to don and doff full personal protective equipment (PPE) in hallways as a precautionary measure between treating each resident.

“It was stressful because when you’re fully gowned up, you don’t drink much because you need to de-gown – it’s just so busy, and we were short-staffed at that time. I was sick on the second day with hypoxia from the lack of oxygen and dehydration,” Juvie added.

Site-wide, team members had to enter their assigned wing from side entrances to prevent staff crossover.



FPH front-liners geared in full PPE. Photo: Supplied



Juvie Aranguin (right) pictured with fellow Registered Nurse Irene Ortaliz. Photo: Matthew Lau



FPH Residential Care Manager Tanya Cooper with resident Eric Hargreaves. Photo: Matthew Lau

“We didn’t want to spread it; one case was enough already.”

“We should be proud; our staff contained the spread of the virus after only one person contracted COVID and, hopefully, there are no more,” Juvie stated.

“We were worried about our own wellbeing and our families at home, but I think it was important to not be scared and lead the team. As long as we make sure we do everything right, we can contain the infection.”

Multi-Skilled Care Workers Balou Tabakanaca, Sylah Animos and Laurence Stewart worked tirelessly in the red zone.

“When we found out about the positive case, we decided what to do as a team – this is our resident; we care for them, and we have compassion for them,” Balou expressed.

“Every morning when we arrived, we communicated how we were going to handle each day and got through it by working together as a team.”

Sylah echoed her sentiments, stating how the wellbeing of residents was of paramount importance.

“At first, I was a bit scared because that was our first time to experience a resident with COVID,” Sylah said. “When this incident started, I knew I had to help the team. Even on our days off, we came in to do the task.”

Balou said the team learnt numerous lessons from the experience of how to cope with the this coronavirus disease in an aged care home.

“During an active COVID case, we figured out ways to prevent the spread, how to treat our residents, and how to effectively communicate with them,” she detailed.

Tanya Cooper, FPH Residential Care Manager, said the lockdown was a necessary safeguard measure for a positive in-house case.

“The first two days were horrible; the air-cons weren’t working, and it was stinking hot in the PPEs. They nursed our sick resident right through for seven days before we transferred him to hospital,” Tanya noted.

“We know it moves; it moves on us, so we didn’t let it spread.”

“I’m so blessed to have this team, I’m in awe of these guys. I lead a team; but without them, I can’t do anything. I feel humbled and so proud of them,” she beamed.

Interview with Southern Cross Care WA Chief Executive Officer, Clare Grieveson

Courtesy of Catholic
Health Australia



Clare Grieveson is the new CEO at Southern Cross Care (WA). She recently sat down with Catholic Health Australia's Health Matters for her first interview.

Q. Tell us about yourself.

A. I grew up in England, in Northumberland and Kent, studied at University College London as a speech pathologist, and spent the first 10 years of my career in the NHS. I met my Australian husband in the UK, we moved to Melbourne, Victoria, where I led the speech pathology service at Monash Health. My previous role was at Mercy Health Australia, where for eight years I was Executive Director Quality, Safety and Innovation, responsible for clinical governance and staff safety across their hospitals, aged care and home care services.

Q. How did you transition from speech pathology to aged care management?

A. I have worked for a number of supportive and inspiring chief executives who have challenged and encouraged me to explore leadership opportunities, including working in service improvement and planning. At Mercy Health, my group executive role spanned aged care, home care and hospital services and it is in this role that I developed my knowledge of aged care management.

Q. Why did you move to Southern Cross Care?

A. It is important to me that I work within a 'for purpose' and values-based organisation. Southern Cross Care is an organisation that shares values grounded in Catholic social teaching, and this resonated with me. Southern Cross Care WA's vision of supporting our elders to live enriched and happy lives is

wonderful and I am very proud to contribute to it. When the opportunity came up to lead a values-based Catholic organisation in the aged care sector, in the state with the best weather in Australia, the decision was easy to make.

Q. What are the most immediate challenges you face at Southern Cross Care?

A. The spread of COVID-19 in Western Australia is challenging for everyone, particularly aged and community care providers. Southern Cross Care WA has been preparing as best we can, and we have introduced rapid antigen testing for all staff and visitors at our care facilities and residential sites, in addition to COVID-19 safety protocols. There are many things we can take away from this experience, including preventative measures for disease control, and it has highlighted the needs of vulnerable people in our community, particularly older Australians.

Q. Aged care staff are under immense pressure. What can be done to help them?

A. We have a great team at Southern Cross Care WA – incredibly talented and compassionate people who were drawn to aged, disability, mental health and home care because they genuinely want to help people. The spread of COVID-19 in Western Australia is immensely challenging for everyone, particularly our wonderful staff, and we are looking out for one another and encouraging everyone to prioritise their own well-being.

Southern Cross Care WA has also been working closely with our colleagues in the aged and community care sector in Western Australia to advocate with government, share resources and learnings to support our people and best manage the community spread of COVID-19.

Q. Is the number of people wanting to enter aged care under pressure due to COVID?

A. In Western Australia, the circumstances differ from the rest of Australia. COVID-19 was kept out of the state for a long period of time which enabled the community to take up triple-vaccination, rapid antigen testing and the learnings from other states in Australia before COVID-19 became widespread in the community. This has meant that demand for retirement living, aged and community care has been reasonably stable in most locations.

Q. What are your thoughts on the Aged Care Royal Commission?

A. Southern Cross Care supports the recommendations from the Aged Care Royal Commission, which provided government and the community with a broader insight into the aged care sector, not just past failings, but the need for greater investment as our population ages.

Q. What are the long-term challenges facing residential aged care?

A. Workforce is a long-term challenge for the sector. We know we have an ageing population and steps need to be taken now to encourage more people to work in the aged, mental health and disability care sectors, which offer a range of careers and rewarding opportunities. Southern Cross Care WA is one of a group of aged care providers that recently commissioned a report by consultants, ACIL Allen, into the implications of labour shortages in the aged care sector in Western Australia. The report estimates that the aged care workforce will need to increase by 60 per cent in the next 10 years to meet growing demand. This challenge can be mitigated in part by government providing pay parity for nurses working in aged care with their hospital counterparts, where salaries are currently 30 per cent higher.

From all of us, thank you!

The Incident Management Team has been established to support the business during an emergency or incident. The team come together during emergency events, including COVID-19 outbreaks in our residential care homes. A special thank you to our front line was shared recently with our people. You can share your appreciation by emailing feedback@scrosswa.org.au

"A big thank you to the Purchasing Team (Steve and Paras) who have sourced enormous amounts of PPE since December in very difficult circumstances, but your hard work is helping our staff keep themselves safe."

BRET CAMPBELL
Chief Financial Officer



"To all the members of the IMT, who along with their day jobs, are meeting daily and sometime many times a day, to help support sites in meeting the new and varied challenges that COVID brings."

CLARE GRIEVESON
Chief Executive Officer



"A special thanks to all of our valued staff and maintenance contractors who have worked tirelessly and without complaint to ensure our clients and residents can remain comfortable in a time of uneasiness. We can't do it without you!"

BEN DEVINE
Service Delivery Manager
- Assets & Infrastructure



"The collegiate manner and stamina shown by everyone working through these challenging times is amazing and inspiring. We've got this!"

SUSAN HANCY
Interim Head of Human
Resources



"I'm consistently inspired by the care and resilience that everyone shows. Everyone is striving to do their best and putting the clients first. I'm proud of what we are doing here."

MATTHEW HELSTRIP
Emergency and Business
Continuity Planning Manager



"COVID-19 has impacted our lives for more than two years. I am grateful for the efforts of every team member of Southern Cross Care WA and in awe of your resilience and the support you are providing to clients, colleagues, and the community."

ANDRIES PRETORIUS
Head of NDIS and
Mental Health



To care for those who once cared for us is one of the highest honours in life.

“It has been amazing to witness our teams responding to the challenges presented with grace, flexibility, and kindness.”

LINDY CAPORN
Head of Home Care



“Your hard work and dedication is an example to everyone on our team! Thank you for being your best every day and caring so passionately for our residents.”

JODEE HARTLEY
Clinical Practice &
Governance Manager



“A special thanks to Lindy and the Home Care team who in site lockdowns have set up call centre support for sites, while still managing and supporting their own home care clients.”

DIANE HUEBER
Regional Manager
Residential Care



“Each of you should be so very proud of the sacrifices you have made everyday to support our clients and residents. I am and so is SCC.”

TRACEY KING
Head of Client Experience
and Communications



“I would like to express my profound thanks and ongoing admiration for the wondrous staff we have throughout all our residential care homes and community-based teams who on a daily basis go “above and beyond” to offer support and care to all our customers and residents, it’s really awe inspiring.”

CLINT HALL
Head of Work Health
and Safety



“The composure, flexibility, and willingness to contribute to an ever-changing set of circumstances, by everyone involved, has been fantastic to witness and participate in. National shortages of staff and supplies have not stopped us meeting our goals and care standards.”

LIAM O’CONNOR
Executive Manager ICT
& Procurement



Risk management expert: 'Optimal preparedness for the next critical situation is key'



Matthew Lau
Communications & Media Officer

Southern Cross Care (WA) Inc. recognises the need to adapt to society's 'new normal' of living with the coronavirus disease.

Matt Helstrip initially joined SCC in August 2021 as Project Manager (COVID-19 Operational Readiness) before becoming the organisation's Emergency and Business Continuity Planning Manager in January 2022.

Bringing a wealth of experience as a qualified Chemical Engineer, Mr Helstrip implemented a risk management system at Fiona Stanley Hospital for several years in a role aimed at reducing the risk of contractors and staff conducting work in clinical areas. During the start of the pandemic in 2020, he helped support the operational delivery of maintenance works and modifications to the hospital to help ensure the hospital kept running and patients were protected.

He joined SCC to support the organisation's COVID preparedness, utilising his risk management expertise, having worked in a COVID environment.

"The preparedness activities I was reviewing and updating, provide a holistic approach to emergency management for the whole organisation. The structures we now have in place enable SCC to respond to any incident or disruption that the organisation is likely to face," he explained.

The dedicated role ensures the organisation implements the appropriate systems to manage any emergency that may impact the business-as-usual (BAU) operation, such as power outages, cyclones, bushfires, or cyber-attacks.

"These all require plans to be in place to ensure that the organisation can continue to provide high-quality care and services to its residents and clients. My job is to make sure we have plans and processes in place to ensure we can return to normal operations as soon as possible."

Mr Helstrip meets daily with the Critical Management Team and Incident Management Team to review and prioritise SCC's current response to COVID. He then follows up on actions raised in those meetings to ensure the organisation improves its processes to be better prepared for the next event.

One of the biggest challenges he has faced has been ensuring SCC is confident in its processes while ensuring its people are confident in their own capabilities to respond to the pandemic.

"I hope our front-line workers start to feel more confident that they are not alone in managing COVID in their workplace and that we have a team available to support them and fix any issues they have," he added.



Mr Helstrip believes the resilience of SCC's front-line workers and the dedication they show to clients and residents have been the shining light during dark times in recent months.

"COVID-19 has been on the horizon for us in WA for a long time, but the teams have demonstrated their capacities to learn and take on new ways of working to ensure the safety of themselves and others."

"Our front-liners do such amazing work, and it makes me feel great and proud to know that the work I am doing will allow them to provide quality care and services to our clients and residents," he concluded.

How SCC reviews and prioritises its response to emergencies

As part of SCC's efforts to prepare for a COVID-19 outbreak under the direction and guidance of our skilled incident management team, led by Matt Helstrip, we have recently completed incident management training and scenario exercises at our residential aged care homes and community options centres. This training will ensure that our staff have the best knowledge of how to respond if a COVID-19 case arises in one of our homes.

Bringing in expert trainers, our facility managers are guided through a scenario where one of their residents is suspected as being a positive COVID-19 case. From there, teams are formulated to emulate the situation and go through the process of alerting the relevant family members and authorities of a COVID-19 case in one of our facilities.

Following the outbreak scenario, our nurses then practised their donning and doffing process for getting in and out of their PPE safely and without the chance of transmitting the virus in the home. The scenario was intended to be as real as possible, so they know how this process would occur in a real-world scenario.

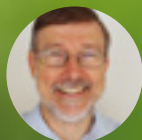
Speaking after the scenario exercise, Jeremiah Donovan House Facility Manager Lorraine Wallis said: "I feel more confident to lead my team through the process if a positive COVID-19 case arose at JDH."

If you have any questions about the outbreak planning at your residential care home, please talk to your facility manager.



A training session held at Jeremiah Donovan House, where Facility Manager, Lorraine Wallis, leads her team through the exercise.

A Compass for One's Journey



Ian Simms

Head of Pastoral Care & Volunteer Services



Making sense of life is a task that matters to all Australians, regardless of what religious or spiritual affiliation we might have. The statistics tell us that our society is steadily moving away from formal religion, with only four in 10 Australians saying that religious beliefs help shape their decisions. Contrast this picture with the Australian Census of Population and Housing of 1911, which reported that 96 per cent of Australians identified with Christianity. These statistics might make it easy to conclude that religion and spirituality do not matter to us.

In the context of our contact with friends, family, and colleagues when discussing the meaning of life, we frequently hear the remark: “I am not religious, but I am spiritual”, and the statistics would seem to suggest that this is a common distinction. Six in 10 Australians in 2016 regarded themselves as spiritual. How can we understand the difference between religion and spirituality? Whilst similar in foundation, they are very different in practice.

Spirituality is a set of personal beliefs that reside within the individual whereas religion is an organised, community-based system of beliefs. One analogy made a lot of sense. The writer likened religion to a soccer game where the rules, referees, other players and the field markings help guide you as you play the game. This is like the way that a religion might guide you to enjoy life. Spirituality, on the other hand, is like kicking the ball around a park on your own, regardless of playing according to the rules or structure of the game of soccer. Both are good exercise and it could be fair to say that they are both good for mental health.

All this may seem vaguely interesting, until you sit down at the side of an elderly person in aged care and begin to discuss what matters to that person. It's what we do in pastoral care all the time. In a friendly manner, we try to listen and encourage personal exploration. We often also encourage that person to articulate the meaning of their life. Elderly folk who have had the benefit of a set of religious beliefs seem to have a reference point, somehow,



according to which they position themselves to be able to move ahead. But at least they have the reference point to strengthen and guide their discovery. Religion might have its restrictions and idiosyncrasies, to be sure, but it certainly provides stability that overarches the ephemeral nature of work, fun and physical strength.

Religion emphasises positive values of truth, community, hope, love, honesty and family, to name just a few. It sifts through the variety of human encounters and helps us to assess some to be more helpful in the long run than others. When Jesus said, “I am the way, the truth and the life,” he was offering in himself a measure, a compass, that would prove helpful whenever we navigate the complexities of this earthly journey.

Each individual can benefit from a reference point, because the exploration can be so varied and confusing for most. So much has happened to us over the years. Some of our experiences can be accounted for with relative ease, but there are those events that just defy explanation: a son who grew up with such promise, but who went astray in early adulthood and died mysteriously in his late thirties. Or a mother who just walked out of home and marriage and left her kids behind. Those same sons, now in their advanced years, wonder what the heck happened back there. Without a reference point, it can be extremely tricky to grasp the sense of it all, or how to process the way through these decisive events.

We can try to ignore the complexities and just carry on working and building our lives the way we want. Many people do. But later, when the work has stopped and the friends have evaporated, it is not so easy to ignore the need to make sense of significant moments. It's then, more than ever, that the value of having a compass for the journey comes into its own.

Such a compass highlights our values in Southern Cross Care of respect, integrity, compassion and excellence, whereby we value the whole person and honour their life. It enables us to see people, no matter their age or background and to enrich their lives.

Reflection: What's to be done with dark days?



Ian Simms
Head of Pastoral Care &
Volunteer Services



You know how it goes. They roll in unexpectedly. Dark days – those days when the cares of this life, the worries of the moment and the disappointments of failed dreams just ooze into your perspective. It doesn't matter that you might be generally successful, or that your kids or grandkids are doing perfectly fine. Dark days just feel rather drab. Turning on the TV doesn't help much either. In fact, the media makes it worse. Images of wars, disease and floods, coupled with rampant scaremongering, are hardly the kinds of distraction designed to make a person feel like skipping across the room. So, what's to be done with dark days, then?

Take the recent Eastertime (the high point of the Christian faith) for example, a period where I was reminded of at least two rather important details that we might have forgotten. Curiously, they can help to put dark days into perspective. The first is that the Easter events (the crucifixion and resurrection) took place amidst their own dark days. The Jewish people were suffering the occupation of the Roman forces, who were not in any way sympathetic to the needs of



the people. There was heavy taxation that crippled any effort on the part of the ordinary Jewish household to make a go of life. There were also definite tensions within the Jewish community, principally between the Pharisees, the Sadducees, and the political activists known as the Zealots. Disease was a common phenomenon, too, that brought anguish and fear, as people contended with leprosy, plagues, and illnesses, some of which were attributed by the people to evil spirits. They were dark days, indeed.

Yet it is precisely during these periods of their history that the two key events of the crucifixion and resurrection emerged. They became moments of faith and hope. Could it be that faith and hope are still around today in whatever dark days we may be feeling right now?

The second detail we often forget is that the Easter events were not fluffy activities with kids in the park and lots of chocolate. They were riveting moments with robust messages about the extent to which God's love will pursue broken humanity to make a way through the darkness towards the light of life. The resurrection was so impressive to the early

believers, because it spoke of new life to come that could not be extinguished even by the tragedy of human intrigue and the finality of death. The resurrection stood defiantly in the face of the darkness of the human experience to say there is a new day coming.

When we take these two details into our days, we realise something rather amazing. Hope doesn't have to fade merely because our circumstances are unfortunate. In fact, hope might actually be present right there in the darkest part of the day. It may not suddenly remake our day into one of heart-pounding excitement, but it may be the kind of day where hope enables us to get up, get dressed, feed the birds, notice the sun, and greet our neighbour. Hope enables us to wait expectantly for the new day. Hope seems to thrive in the trying times, not only in the good times. And even when our surroundings might be groaning with sadness, the initiative of God to make a way forward for us is still active. There is still much to look forward to. The message of Easter and other similar times of hope speaks loudly – a new day is coming!

Getting started with an aged care home

You may know them as nursing homes; however, today's residential aged care homes are designed to provide elderly residents with high care support when they may not be able to continue to live independently at home. This is a difficult decision for families and loved ones and can be a forced decision in the instance where an elderly person has had a fall, deterioration in their health and possibly dementia or Alzheimer's (a form of dementia).

Residential aged care homes provide the support required for high care residents on a 24 hour a day basis. The extra comforts and care include helping residents maintain a quality of life by attending lifestyle activities, bus outings and events. These are designed to keep the elderly motivated, social and a constructive part of their community.

If you feel it is time to consider aged care for your loved one, you will first need to have an Aged Care Assessment undertaken, which usually will require a referral from your GP or medical specialist. Aged Care Assessments must be completed by the Commonwealth's Aged Care Assessment Team (ACAT).

Step 1: ACAT Assessment:

The individual seeking care must be assessed by a government-appointed Aged Care Assessment Team (ACAT), who will consider the person's ability to undertake day-to-day living activities and their medical needs and will then determine their eligibility for residential aged care. Assessments by ACATs are funded by the government and do not cost anything.

Step 2: Government assistance:

You will need to have a formal income and assets assessment from the Department of Human Services (DHS) or the Department of Veterans' Affairs (DVA) to determine if you are eligible to receive assistance from the Australian Government with your accommodation costs and if you need to pay a means-tested care fee. This should be arranged as soon as possible as this process can take time. If you choose not to complete an income and assets assessment, you will not be eligible for Australian Government assistance towards your accommodation costs.

Step 3: Making the right choice:

Choosing a residential aged care home can be a stressful and emotional time, not only for the resident but for their family as well. Consider the following when choosing a residential aged care home:

- What is the level of personalised care?
- Are nurses available 24/7?
- Are the available nurses trained in dementia care?
- Is there specialist dementia care and support services available if needed?
- What is the availability of medical support/ allied health care and therapy rooms onsite?
- Does the facility offer freshly cooked chef-prepared meals?
- What are the lifestyle activities offered to ensure a high quality of life?
- Will your GP come and visit you onsite, or is there access to GP service?

Step 4: Costs involved:

When moving into a residential aged care home, you will be asked to pay one or more of the following as per the Department of Human Services (DHS) guidelines. You can learn more about the fees and charges that apply by going on to the My Aged Care website (phone number also provided below).

Basic Daily Fee - All recipients of residential aged care must pay a basic daily fee. This fee is for your day-to-day living costs such as basic meals, laundry, cleaning, heating and cooling. This is \$54.69* per day as defined by the DHS and is set at 85 per cent of the full age pension. When you enter a residential aged care home you will receive a letter from the DHS confirming which fees you are required to pay, including the basic daily fee. * The basic daily fee is reviewed by the Government in March and September each year and is subject to change.

Means Tested Care Fee - If your income and assets are over a certain threshold set by the Government, you will be asked to contribute towards the cost of your care. The DHS will tell you if you need to pay this fee and the amount will be based on your income and assets assessment.

Accommodation Payment Cost - This cost is for your accommodation. Room prices are set based on a number of factors such as location and room size. When choosing your room and date to move, you will have 28 days from the day you move into the home to decide on your payment method. You can choose to pay your accommodation costs by:

- a lump-sum refundable accommodation deposit (RAD)
- rental style daily payments called a daily accommodation payment (DAP)
- a combination of both lump-sum and rental style payments (RAD & DAP).

Until you have made your decision on how to pay for your accommodation, you will need to pay by rental-style daily payments.



Additional Services Fee - Certain residential care homes charge an additional services fee. This fee is charged for accessing the premium services. These services include 24/7 onsite nursing care, concierge service if required, personalised activity programs, extra family dining and events.

Step 5: Consider keeping your loved one at home with home care:

Many families decide to support their loved one in their own home with the back up support of home care services. For many elderly people, this is their preferred option. You also need to have an ACAT assessment to access in-home care services through low level care under the Commonwealth Home Service Program (CHSP) or a Home Care Package. Fees and charges for home care do apply, and our Advice Line can assist you with further information.

There's a lot to understand when it comes to the costs of aged care. You should always ensure you have fully considered your personal circumstances. You may also need to discuss your financial situation with your financial advisor and decide the best option to suit your personal circumstances. You may need to update your financial information by lodging an update with Centrelink to assist with assessment and admission processes.

For more information and details, please contact My Aged Care on 1800 200 422 or call Southern Cross Care on our Advice Line on 1300 000 161.

Paying respects to our nation's heroes this ANZAC Day 2022



Southern Cross Care Purpose and Values Focus

SCC Values are Respect, Integrity, Compassion and Excellence.

The Purpose of SCC is to enhance quality of life through the provision of excellent services.

Like many regional aged care providers, the Broome team is experiencing the challenges of finding local people who can help our clients and residents continue to enjoy the quality of life they deserve as they age. With the support of Elvira Even, local Operations Manager, and Lindy Caporn, Head of Home Care, the teams have been scrambling to see how they can maintain the reliability of our home care and residential care services over recent months.

The home care team has been sending their tribe to Broome over the past few months, so a big shout out to Tanya, Brittany, Lee, Jacinda, Ursula, Bec, Linda and others who have left their hometown responsibilities in Perth and come to the aid of the Broome team. The fly-in fly-out team has loved getting in and helping the Broome clients and making new friends.



Bec from the Home Care Team with Broome client, Roy, in December 2021.

Lindy and Elvira consider the way their team has come together is simply amazing, demonstrating that they are willing to make these significant personal commitments to go the extra mile in these challenging times. The home care team and the Broome team are happily

working arm in arm. This is just another demonstration of how our people make a difference whilst showing respect for each other and ensuring the integrity of the organisation's service delivery for clients and residents who rely on our assistance.

St Patrick's Day 2022 across SCCWA residential aged care homes and retirement living villages





Retirement living, your best move yet

Retirement is a new beginning to be enjoyed – one where you choose the way to live your life – and at Southern Cross Care we recognise this. In selecting one of our villages, you will be part of a community that embraces independent living. You will be able to live an active healthy life that offers an aspirational lifestyle, safety, security and peace of mind – right at your door step.

Call Retirement Living Specialist Adam Green on 0407 149 329 for more information.



Success Village

27 Pearson Drive, Success



Success Village, known for its warm sense of community and social activities, contains 136 units of two and three-bedroom homes. The village is conveniently located to a broad range of local amenities. Take advantage of the on-site Health & Wellness Centre, offering GP & allied health services.

Villa 17 for sale: \$355,000



Faulkner Park Estate

39 Elizabeth Street, Cloverdale



Enjoy the benefits and tranquillity of one of the best locations available. The Estate offers two or three bedroom units and is within walking distance to Belmont Forum Shopping Centre, Belmont Services Bowls Club and Belmont Oasis Leisure Centre and offers a range of amenities as well as the beautiful lakes and gardens adjoining Faulkner Park.

Villa 44 for sale: \$320,000



Thomas Perrott Village

10 Houtmans Street, Shelley



Thomas Perrott Village is a picturesque village with sweeping lawns, well-maintained gardens, winding pathways & many trees featuring a total of 55 units with either one, two or three bedrooms. This village is conveniently located near the local shopping centre, bowling club and tennis courts in Central Road and Canning River.

Villa 7 for sale: \$290,000



Foley Village

84 Collick St, Hilton



Foley Village provides picturesque retirement living, conveniently located just outside of the historical hub that is Fremantle. Enjoy ocean views while you dine on the alfresco balcony in the fully equipped community centre. The village offers 86 terraced villas, with a range of both 2 and 3 bedroom layouts.

Villa 76 for sale: \$460,000