Southcare Snippet

Stay connected on the latest at Southcare

October 2026

Important information enclosed from the Aged Care Quality and Safety Commission for your attention

Audit and registration renewal

A message from Chief Executive Officer, Enda Fahy

Welcome to Kambarang, a season of transformation marked by warmer weather and the changes it brings to the world around us.

In the same spirit of growth and renewal, Southcare is working through its registration renewal process, which includes an audit by the Aged Care Quality and Safety Commission.

This is an important step that helps ensure we continue providing safe, high-quality care and support.

This review allows us to demonstrate our commitment to meeting the strengthened Aged Care Quality Standards while continuously improving our services for participants and their families.

Your experiences are an important part of this process. You and your supporters are welcome to share feedback directly with the Commission.

We have enclosed two information sheets explaining the audit, how you can have your say and how the Commission manages your personal information.

Choosing whether to speak with the Commission is entirely up to you.

We will continue providing your usual care and support throughout the process and keep you informed as further details become available.

If you have any questions, please speak with your Care Partner.

Another way to share your ideas is through our Caring Hands Advisory Group.

Our next meeting will be held on 25 November, providing participants, carers and supporters with an opportunity to share ideas and help shape the future of Southcare. More information about joining the group can be found on page 2 of this newsletter and expressions of interest are now welcome.

Thank you to everyone who has registered for our upcoming Senior's Week High Tea and Coffee, Cake and Connect sessions. I look forward to seeing you there.

We are also hosting an Advance Care Planning workshop in November, in partnership with Palliative Care WA. Your invitations are enclosed and I hope you will join us.

Congratulations to our winners!

Well done to Southcare Stars Coral (left) and Jill! These ladies are our two lucky winners of a $50 gift card for participating in our Wellness Bingo challenge. Missed out on being a winner? Look for our next competition closer to Christmas.

Sign up for finance tips

Did you know you can receive finance tips straight to your inbox? We send tips out every quarter to help you manage your finances and access support. Newsletters are sent by our Community Support team.

Scan here to sign up

Use your camera phone to scan this secure code, then choose "financial tips". If you'd like this newsletter also sent to you electronically, select 'Southcare newsletter' as well.

Meet your Care Partner

Say hello to the caring and colourful hands of Jasmin, one of our Care Partners, who joins us to share some answers to common questions:

What do you enjoy about your role?

I love helping people stay organised and continue living at home with dignity, independence, and the support they need to thrive.

Best piece of advice a participant has shared with you?

"Enjoy now, because you never know what tomorrow will bring."

A quote/motto/saying you live by?

Make the most of every day, be kind to others, and never take the little things for granted.

A favourite memory of your time at Southcare?

My first home visits were a highlight. I loved getting to know participants and discovering how many shared connections we had through my hometown of Norseman or my boarding school days.

When you're not working, what are you up to?

You'll usually find me reading a good book, catching up with friends, or taking my greyhound, Batman, to the park for a run!

Have your say on your care

Our next Caring Hands Advisory Group (CHAG) meeting is happening at 10am on Wednesday 25 November, and we're looking for participants and supporters who would like to share their ideas, feedback and experiences to join current members, pictured above.

CHAG gives participants, carers and family members the opportunity to help shape Southcare's services and ensure the voices of those we support are heard.

If you'd like to make a difference, influence future decisions and help us improve our services, we'd love to hear from you.

As an advisory group member, you will:

- have a genuine voice in improving Southcare services
- help influence decisions that affect participants
- share your lived experience and insights to create change
- connect with others who care about making a difference
- contribute to better outcomes for all in the community

Expressions of interest can be made directly to your Care Partner, or scan this secure QR code to register online.

Why is my nursing visit showing at 7am?

If you see your nursing visit in the Southcare Connect App scheduled at 7:00 am, please note this is only a placeholder time, your nurse will not be visiting that early.

The visit date is correct, however the actual appointment time can be confirmed directly by calling your external nursing provider. Any questions, please reach out to your Care Partner.

Join us to learn more

If you are new to using the Southcare Connect app, or would simply like a refresher on how to use it, please join one of our free sessions on 20 or 22 October 2026.

Take a look at your enclosed invitation and register today.

SCAN ME

We value your feedback. Let us know how we are going by completing our secure feedback form.