

Moama Aged Care Home To Close

Southern Cross Care NSW & ACT has announced it will close its Moama residential aged care facility due to staffing challenges.

“Our facilities are people’s homes, so we understand how difficult this is for the residents, families, staff and the Moama community,” Southern Cross Care NSW & ACT Chief Executive Officer Monique Reynolds said.

“This is an extremely hard decision to make, but ultimately the most responsible one. We need permanent, qualified clinical staff to support residents to age with dignity and receive quality, consistent, person-centred care.

“We have worked long and hard to recruit more permanent staff, and we are grateful to the Moama community who heard our calls and joined our push. Like many aged care providers, we are still experiencing staff shortages, especially securing permanent registered nurses and a facility manager.

“As an emergency response to the workforce shortages, we assisted residents to voluntarily move at the beginning of the year and have been operating at a reduced capacity at Moama for the past 12 months.

“The wellbeing of residents is our priority, and we will be working individually with each Moama aged care resident and their families to find suitable alternative homes. We will be working with the region’s other local providers during this process.

“We have been supporting people age with dignity for more than 50 years and currently run 28 aged care homes across NSW and ACT. We have a responsibility to provide quality and consistent care for all our residents. This means, at times, we must make difficult decisions to ensure that we will deliver the best outcomes for residents.

“We remain committed to the Riverina region through our home care services, retirement villages, and other aged care homes.

“We will continue to offer our insight to government about the complexities of regional aged care, emphasising the critical factors that must be considered to devise effective solutions.”

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Background:

Southern Cross Care NSW & ACT has been operating the Moama facility since 2003. The not-for-profit provider owns the facility while Murray River Council owns the land.

At the 56-bed facility, only 22 beds are permanently occupied.

The not-for-profit provider has not been accepting new admissions since October 2022. In December 2022, staff spoke with families about voluntarily moving their loved ones to other aged care homes and supported the transition of 17 residents in January 2023.



Southern Cross Care NSW & ACT has also been heavily relying on temporary agency clinical staff to plug roster gaps.

Over the past year, Southern Cross Care NSW & ACT has continued to work on recruitment attraction strategies including through local online advertisements, local media stories, community posters, and political outreach. The provider's RN recruitment drives, and Tree Change campaign including sourcing overseas clinical staff have been successful for other regional sites but not for Moama.

A [recent report by CEDA](#) confirms aged care workforce shortages are preventing many providers from operating at full capacity and that new reforms are putting further pressure on providers to maintain their workforces.