



Newsletter

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From the CEO's Desk

Greetings everyone,

Who can believe that we're closing in on 2019? And wow, what a year it's been for the Board, the Team and me. The biggest project of our business year kicked off with the construction of Warner Close Retirement Living Estate on January the 14th. By the end of September, we took ownership and on the 22nd of November Warner Close was officially opened by Mayor Brenton Lewis with 2 residents already settled into their new home.

The estate consists of a 50-unit gated retirement living community with managers, John and Alma Gillard, who live on-site. Warner Close Retirement Living combines excellence and equability with a simple rental agreement that replaces complicated financial documents. This also means that there are no hefty upfront or exit fees involved in someone obtaining their new homes.



Holiday Closure Dates

Wednesday 25/12

Thursday 26/12

Friday 27/12

(Emergency Staff Only)

Wednesday 1/1



MURRAY MALLEE AGED CARE GROUP INC. IS AN IN-HOME CARE PROVIDER OFFERING THE FOLLOWING SERVICES

If you'd like more information about any of the topics covered in this newsletter, please contact us on 8532 2255



HOME CARE PACKAGES



SOCIAL DAY ACTIVITY PROGRAMS



SENIORS EDUCATIONAL PROGRAMS



HOME MAINTENANCE & MODIFICATIONS



From the CEO's Desk (cont.)

The Board of Directors along with Robert Macdonald our Project Manager went above and beyond the call of duty to see the project to fruition.

Another significant milestone was reached on the 24th of August when Murray Mallee Aged Care Group celebrated its 25th anniversary. In 1994 we were granted 20, what were then known as Community Aged Care Packages (CACP's). In 2019 we have 216 clients.

Our Adelaide service had 46 clients in January and by the end of November we had 77 clients. In the regional areas we had 115 clients and by the end of November we had 139. To say that we've been busy is an understatement. On the 25th of November the Prime Minister, Scott Morrison announced that 10,000 Home Care Packages (HCP's) are to be released to address the HCP waiting list, so I guess we'll only get busier.

The other growth area is the NDIS where we are testing our capacity to operate in this complex program. In April this year we employed Lucy Baker as the Service Consultant. Lucy has worked on the process of us becoming a fully accredited provider of NDIS services as well as supporting our 10 NDIS clients.

In September we conducted our annual Client Satisfaction Survey and I was pleased to see that 101 clients responded to the survey. Overwhelmingly, the responses were positive. For example, 100% of the respondents said they felt they were treated with respect and 95% stated that they felt the service was value for money. However, the delivery of care in the human services sector is complex. We have had some feedback which has caused us to reflect on how we can improve the way that we conduct our business and I thank the people who took the time to provide examples of dissatisfaction. The main areas of concern are, that communication

between the office staff and Support Workers could be improved and that clients don't like it when their regular Support Worker is unavailable, and they are not advised that someone else is going in. It is rare, but in the case that there is a personality clash between you and the Support Worker please contact Heide Callery our Clinical Manager here in Murray Bridge or Patrizia Kadis in Adelaide to express your concerns and every effort will be made to find someone that you are better matched to. Where people have provided their name, we have contacted them directly to explain the actions we have taken to remedy the situation.

In July this year, the Government introduced 8 new Standards that apply to all Aged Care services. Open Disclosure is one of the areas that we are particularly focused on. One definition of Open Disclosure is, 'that it is the open discussion of incidents that result in harm to a person while receiving health care with the person, their family, carers and other support persons'. In a nutshell, it is about us informing you of an adverse event that may cause you harm or concern. Similar Standards apply in the provision of NDIS services. I encourage you to contact, Heide, Lucy or me with any questions you have about Open Disclosure or any other aspect of the standards. Enclosed with this newsletter you will find an easy reference booklet that provides a summary of the new Aged Care Standards. I am pleased to report, that once again, we achieved an unconditional Audited Financial Report for the financial year 2018-19. Congratulations to Wendy Bartlett, Susan Batchelor and Loretta Merwarth for their hard work in achieving this result.

In closing, I would like to wish you and your loved ones a safe and joyous festive season.

Best wishes,
Anna



Are you living in the Hills or Southern Mallee region?

Does your garden need a touch up?

Perhaps you'd like rails or ramps installed in your home?

Murray Mallee Aged Care Group can provide home maintenance and modifications under the Commonwealth Home Support Program.

To enquire about these services call Linda on 8532 2255



Metro Services Update

Wow where has the time gone. This year the Adelaide Metro Team moved offices and we are very pleased to say we continue to maintain a steady growth. We acknowledge that the success of this program has been a partnership with you, our clients, and staff. Your positive feedback and word of mouth highlights to us that we are on the right track to ensuring we provide you with the best care that reflects your cultural needs. Our staff are passionate and work tirelessly to provide services that support you to live the life you want.

We are pleased to inform you that as our staffing and contractors' needs are increasing we have recruited additional personnel to support our growth. No matter what the level of support we assist you with our team and partners value your lifestyle and choices with the utmost importance.

What's new!? Adelaide Metro established the Italian Support Group. This group supports persons from an Italian speaking background in accessing up to date information on services available whilst linking them back to their local community. To date, the group has enjoyed a variety of activities including Caring for your Mental Health, an Information Session on Elder Abuse, and a day at the Botanical Gardens in Adelaide.

This year our partnerships with agencies such as Dementia Australia, AvantiCare, Carers Support, City of Charles Sturt, Multicultural Aged Care, Royal Adelaide Hospital, Multicultural Community Council of SA, RDNS, Coordinating Italian Community, Inspire Therapy, Home Smart Solutions, Just Lana Cleaning, and many more diverse culturally appropriate providers/services have supported us to continue to provide you with the best possible services and choices available to you.

Christmas Program Closure:

Al Mio Club @ Murray Mallee

Wednesday 18th December 2019 to Wednesday 5th February 2020

The Italian Support Group

Wednesday 12th December 2019 to Tuesday 25th February 2020.

We take this opportunity in thanking all our clients, families, staff, professional health providers, local council, contractors, allied health providers, and volunteers for their ongoing support and commitment to the delivery of culturally and linguistically appropriate services.

On behalf of the Adelaide Metro Team, best wishes to all for a very Merry Christmas and a safe and happy festive season.

Buon Natale, Feliz Navidad, boldog Kara'csonyt, il-Milied it-tajieb, Kala Christougenna, Sretan Boz'ic' to all.

Patrizia

Save The Date

Our new retirement living community, Warner Close Retirement Living is now open to residents!

We will be holding an Open Day Sausage Sizzle on Sunday 2nd February 2020 where you can have a guided tour of the facility.

If you would like more information on Warner Close, you can contact our Marketing & Communications Manager, Foster Davis on 8532 2255.

Client Advisory Group

Would you like to make a difference to the way we provide services?

A new initiative to commence in 2020 will be to establish a Client Advisory Group.

As a member of the Client Advisory Group you are able to provide feedback and discuss a wide range of current issues affecting clients, the organisation or the aged care sector.

This is an opportunity for the advisory group to provide Murray Mallee Aged Care Group with feedback regarding the quality and safety of services. As we are always looking at ways to improve, we highly value the contribution of our Client Advisory Group.

“We work together to deliver quality and reliable services”.

If you are interested in joining please call Monique Cain on 8532 2255 in Murray Bridge or Donna O’Mahoney at the Adelaide Office on 8365 1051

iPad Drop-In

Thursday 10.00am -12.00pm

The Drop-in Group remains popular with many who wish to continue learning about their devices and what they can do.

Our Volunteer Tutor, Lilian, is very skilled and attends each session for backup if required. For anyone wanting more information on this group, please give us a call 8532 2255.



Above: MMACG’s Relay for Life team.

Relay For Life

On behalf of everyone at Murray Mallee Aged Care, thank you for your donation to Relay For Life. We are pleased to report that with your generous support we raised \$2678, this contributed towards the total for the event which was over \$25,000.

Fun was had by all the team at the Relay For Life event, which took place at the Johnston Memorial Oval, Balhannah. The event started at 2pm Saturday 2nd November and went

on through to 9am Sunday Morning. The team walked non-stop through the night and with your support was able to beat the lap goal set.

The Relay For Life is our opportunity to join together to make a difference in our community, with your donation you have helped Cancer Council save even more lives. Through the funds raised at Relay For Life, more than 61,000 Australians lives have been saved over 20 years.

What's Happening at Kaleidescape?

Hello Everyone,

Well, we have had a busy month with our holiday festivities! This month we have spent some time on making holiday cards and enjoyed our special luncheons; Tailem Bend at Henny's on The Terrace, Murray Bridge at the Swanport Hotel, and a combined luncheon with the Mypolonga and Mannum groups at the local RSL.

Congratulations to our Christmas Raffle winners:
1st Prize - Marg Smith of Murray Bridge

2nd Prize - Marg Lewis of Mypolonga
3rd Prize - Heather Baker of Tailem bend.

We hope you enjoy your prizes!

Rosie, Tanya, and the Kaleidescape team would like to wish you all a very Merry Christmas and a safe New Year. We look forward to seeing you in 2020!

Best Wishes,
Rosie, Tanya, and the Kaleidescape Team.



Gallery: Warner Close Retirement Living Opening Ceremony



