



Newsletter

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Our Purpose:

To Provide services that enable people to live the life they choose

Our Vision:

We are trusted and valued by our clients and their families; and we are a leading provider of services that meet client needs.

From the CEO's Desk

Greetings everyone,

I hope that you've all enjoyed a happy and peaceful festive season and that 2020 has started on a positive note for you and your loved ones. As far as we are aware, only one of our clients was evacuated as a result of the Adelaide Hills bush-fires in December last year. I would like to send my heartfelt sympathies to any of you who suffered any distress or loss as a result of the bush-fires. Thankfully for South Australia, we haven't had the follow-up floods that

other parts of the country have endured. Natural disasters can have unforeseen devastating effects, if not immediately, sometimes after the event. Please do not hesitate to reach out to us if you think there is anything, we can do to help you out if you've been affected.



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



Find us on:
facebook.

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



HOME CARE PACKAGES



SOCIAL DAY ACTIVITY PROGRAMS



SENIORS EDUCATIONAL PROGRAMS



HOME MAINTENANCE & MODIFICATIONS

From the CEO's Desk (cont.)

What our clients think of the quality of the services we provide is of paramount importance to us. So, in order to hear your views directly from you, we have created an Advisory Committee in Adelaide and sought expressions of interest from our clients in the Regional area to form a similar committee in Murray Bridge. Unfortunately, the tyranny of distance may be the issue that has prevented people from expressing an interest in joining a committee in the regional area.

Many of you have expressed an interest in visiting Warner Close our new Retirement Living estate in Murray Bridge. And so, I would like to invite you to a tour and afternoon tea that will be prepared by Alma the Chef and Manager at Warner Close. For those of you who choose to attend please take the opportunity to share your customer experience with us. The afternoon tea will be held at 2:00 pm on Tuesday the 7th of April. Please contact Monique on 8532 2255 if you would like to attend. If you require transport to attend the event, please let Monique know, so that Sheenagh can arrange the Support Worker's roster to accommodate your needs.

On the 2nd of February, we hosted an Open Day at Warner Close where we saw some 80 people come through to inspect the estate. We were overwhelmingly pleased with the positive feedback we received from the people who attended. Comments ranged from, what a "good feel the place has", to "how spacious and lovely the grounds are" and "how lovely the gardens will look once they are fully established". Some of the residents also joined us in meeting and speaking with prospective residents with one of the recurring themes being about the high quality of the food that Alma serves. There is already a real camaraderie building amongst the residents.

Since the last newsletter, we have sadly said goodbye to Deb Cotter, one of our Registered Nurses. In her place, we have recruited Tegan Arbon who is due to commence on the 2nd of

March. The other position we have recruited for recently is the Work Health & Safety, Quality and Risk Manager. This role has been filled by Melissa Taylor who will join us on the 27th of February. Our family is growing rapidly, and we hope that our new members enjoy their roles as much as the rest of us do. Welcome ladies! Look out for their biographies in the next newsletter.

The other goodbye we had to say, was to Donna Middleton one of our Board of Directors who sadly resigned due to changes in her employment circumstances. Happily, though, Robert Macdonald who has been with us for more than 3 years in the capacity of Project Manager for the Warner Close development, has joined the Board of Directors. Robert brings with him many years of experience in managing retirement living estates, along with a strong financial management background. It is only with the strong leadership that Board Directors contribute to our organization, that we can achieve all that we do.

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

Happy New Year to all

We are only two months into the new year and pleased to say that it looks like yet another busy year ahead of us. We are pleased to share with you that our team of Home Support Workers has increased to 28 and continues to grow. The number of Home Care Packages for Adelaide Metro also continues to increase and as a result of this, we have appointed a part-time Rostering Coordinator. We welcome Varuni Goonetilleke to the position. Varuni comes to us with extensive experience in community services rostering.

As our region continues to grow, so does our commitment to ensure we provide services that support our clients to live the life they choose, to feel included, respected and supported to make choices that promote their independence. This year will see the development of a Client Advisory Group to work in partnership with us to continuously improve client experiences and promote the delivery of services that are tailored to individual needs, culturally appropriate, and meet lifestyle choices. Our first meeting is scheduled for mid-March, if you are interested in attending please call Adelaide Metro office on 8365 0151.

Our Italian Support Group will recommence at the end of February, the year promises to hold several educational and social events. Our first event this year will be a visit to our very own Warner Close Retirement Living where participants will enjoy a tour of the site and I'm sure a delicious lunch. The Al Mio Club is now in its third year and continues to grow support with both increasing potential participants and volunteers. The club meets weekly and provides a day of cultural activities and a yummy meal prepared by our dedicated volunteers. I take this opportunity in thanking all our volunteers for their support and giving so generously of their time.

It also seems fit to let you know that whilst we welcome any feedback and suggestions I would like to highlight the fantastic feedback we have received about our team with a particular focus on the support provided in homes by our Home Support Workers. Thank you for your feedback and thank you to our team for your commitment to ensuring that we provide the best quality services at all times. To date, the growth of our programs has been a result of the great "word of mouth" within our local community. CONGRATULATIONS TO ALL.

On behalf of the Adelaide Metro Team please do drop in any time for a chat or a quick coffee if you are in the area.

- Patrizia Kadis

Regional Services Update:

Hello Everyone,

I hope your 2020 has been off to an amazing start.

To our Care Support Workers, I would like to thank you for your continuous hard work and dedication. Interacting with our clients on a daily basis means that you are the face of the organization, and the feedback has been fantastic. Keep up the valuable communication with the office and remember there are no futile questions or information that you provide us.

To all of our clients, I (and all of our team) look forward to providing you with services that allow you to maintain your independence as much as possible and maintain living in your own home. Remember that we love hearing from you, so if you have any feedback, please don't hesitate to pick up the phone.

March brings Mandatory Training for all our Care Support Workers to ensure that we are all as skilled as possible. Some of the topics to be covered are:

- Diversity and Inclusiveness
- In-Home Environment Fire and Safety Awareness
- Supporting Client Risk Dignity and Choice
- Consumer Rights and Responsibilities
- Prevention of Elder Abuse

May will also bring a day of Dementia training for those 15 Support Workers who showed interest in furthering their skills. This date is yet to be announced.

Look forward to seeing you at training!

- Heide Callery

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.



Meet Varuni!

"Hi everyone, my name is Varuni and I joined Murray Mallee Aged Care – Metro on the 10th of February 2020.

I have only been in Adelaide since May 2017 and enjoy working in the community care environment after working in Education for a decade back home in Sri Lanka.

I enjoy the supportive culture Murray Mallee brings and I appreciate the multiculturalism as well as the diversity the company brings.

Outside of work, I have a 10 year old son who keeps me young."



Happy Birthday To You!

Murray Mallee Aged
Care Group Inc.
would like to wish
everyone celebrating
a birthday during the
Autumn season
a very special
Happy Birthday!

Do you need help
securing your Home
Care Package with
Murray Mallee Aged
Care Group?

Our Service Consultants
will assist you in the
My Aged Care Referral
Process.

Book a free
appointment now
on (08) 8532 2255

What's Happening at Kaleidescape?

Welcome back to
Kaleidescape 2020!

It was so lovely to see you all
again, we are so excited to
say that we have a fun filled
year ahead of us with lots
of activities, guest speakers,
and some wonderful
entertainment.

In March, we will be engaging
our fitness expert, Ben, who
will be showing us some more
gentle exercises. In April we
will be celebrating Easter
as well as enjoying a Virtual
Reality experience, we hope
you will love it! In May we will
be enjoying some outings for
Mother's Day.

We have had a few new
clients on-board and we
would like to welcome you all

to our groups, we hope that
you enjoy the experience.

Tanya and I appreciate you all
and hope that you continue
to come and enjoy a social
day out. There is always room
for more so if you have a
friend that may like to come
along, we will be happy for
them to come as a guest and
try it out.

We would also like to say
how grateful we are to our
volunteers as you certainly
make our job a lot easier.
We absolutely look forward to
seeing you in the months to
come.

Take care,
Rosie and Tanya



Deputy CEO Appointed

It is with enormous pleasure that I announce that Foster Davis has been promoted to the role of Deputy CEO effective 24th of February. Foster joined MMACG in 2013 as a Trainee in Business Administration, as our Receptionist. In 2014 Foster was recognized as the Murraylands Trainee of the year and in that same year he went on to be awarded the honor of being the South Australian Trainee of the year. Never one to slow down, Foster was also nominated as the Group Training Australia, Trainee of the Year in 2014.

After having mastered the role of Receptionist Foster was promoted to the Finance team in 2015 then promoted to the Marketing and Communications Manager role in 2016 and now in 2020 to the role of Deputy CEO.

Foster's leadership skills have been recognized even farther afield, when he won a scholarship to Today's Skills Tomorrows Leaders Program. This was a national program that was held over the period of one week in Canberra. At the conclusion of the course, I had the pleasure of going to Government House in Canberra to be part of the graduation ceremony where the Governor General Peter Cosgrove hosted a morning tea.

Foster is a prime example of someone who has taken the opportunities that the Community Aged Care Sector can offer. Foster's career pathway has been a result of hard, but seemingly effortless work. Foster is a diligent young man who is always at the ready to provide solutions to problems with the tenacity of a person beyond his years.

Congratulations Foster.

Anna Howard
CEO



WARNER CLOSE

RETIREMENT LIVING

50 Units, Independent Living, Live On-Site Managers, Gated Retirement Living, Meals Provided, Rental Agreement Only.



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(08) 8532 2255

16 Warner Road, Murray Bridge SA 5253

Calling All Crafters

As the world watched the devastating wildfires burn much of Australia, images of burned and injured animals are everywhere. Several groups are working to help those hurt animals, and, if you're a crafter, you can help, too.

The Animal Rescue Collective Craft Guild in Australia is working with wildlife groups across the country to get experts the supplies they need. Information providers by the guild is as follows:

"Sewers: We desperately need bat wraps, joey pouches of all sizes, and hanging joey pouches. All of these are in need and can be made with a sewing machine. (No hand sewn items.)

Crocheters: We need your birds nest making skills! Crocheted nests of various sizes are needed for orphaned birds and small rodents. Also blankets.

Knitters: If you can knit you can make some sweet blankets and jumpers that'll keep our fellas warm. We have some great knitting patterns that can be whipped up for our joeys, lambs, penguins, and other animals. Knitted joey pouches are also needed."

If you are interested and would like patterns for the above requests, you can find them on the Animal Rescue Craft Guild Facebook Page. If you need assistance delivering your items, please call into the office and we can collect items for delivery.

Scam Awareness

Often older Australians have more money and accumulated wealth than younger people, making them an attractive target for a scammer.

Scammers will also scour dating sites and social media for older Australians who have recently divorced or lost a long term partner, taking advantage of their inexperience with these sites and their often vulnerable emotional state.

Older Australians may also be seen by scammers as generally less internet and computer savvy or familiar with new technology.



Learn to protect yourself from scams.

Join us for an awareness and education seminar.

BankSA Murray Bridge Branch invites you to a scam education and awareness seminar to help you learn how to recognise and respond to scams and the steps you can take to protect yourself, family and friends.

We hope you can make it.

DATE 11th March 2020
TIME 7pm
VENUE Wanderers Cricket Club
Murray Bridge Showgrounds
RSVP murraybridge012@banksa.com.au
RSVP Limited to first 50 Respondants

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