



Murray Mallee
AGED CARE GROUP INC.

Christmas 2020 Edition

Newsletter

Aged Care That's Easy



Merry Christmas from Murray Mallee Aged Care!

- Back:** Amy Joinbee, Sheenagh Quinzi, Wendy Bartlett, Susan Batchelor, Loretta Merwarth, Wendy Wybrow, Heide Callery, Varuni Goonetilleke
- Middle:** Chloe Burnard, Foster Davis, Patrizia Kadis, Donna O'Mahoney, Anna Howard, Yole Gentili, Rebecca Gehan, Anna Manzari
- Front:** Tegan Arbon, Monique Cain, Melissa Taylor

CONTENTS

• From the CEO's Desk	2
• Christmas Closure	3
• Metro Adelaide Update..	4
• Home Care Package Update	5
• New Staff Members	6
• Warner Close	7
• Client Advocacy Services.....	8

Merry
and
Bright



From the CEO's Desk

Greetings everyone,

I opened my newsletter this time last year, reflecting on what a busy year it had been. The busyness in 2019 resulted in much excitement with the celebration of our twenty fifth anniversary (25th), culminating in the opening of Warner Close. The busyness this year has been both positive and negative. On the positive side we have seen significant growth in client numbers.

On the negative side, our busyness was caused by the pandemic. You will have heard via our regular communications, during the height of the pandemic, that we had to implement a working from home strategy and that we needed to source personal protective equipment. Unfortunately, it was not readily available when first needed.

A pandemic 'in this day and age', was a difficult disaster to comprehend and not one on our risk management plan when it hit us in March this year. Modern medicine has progressed significantly over the last one hundred years or so. Not progressed far enough it seems, to halt a pandemic before it takes the lives of hundreds of thousands of people (so far). Hopefully, the vaccines that are being rolled out will save lives.

We in South Australia, should be extremely grateful for the relatively small numbers of positive cases compared with Victoria and New South Wales. Having said that, we are very sad for the

families of those four people who lost their lives here in SA and the many more in Australia and across the globe.

As I flagged above, I am pleased to report that our client numbers have grown by twenty-four per cent (24%) overall over the past twelve months, breaking down to a growth representing a seventy per cent (70%) increase in Adelaide and 4 per cent (4%) in the regions.

Our affordable retirement living village at Warner Close is gradually filling, and we believe that the pandemic has caused the lower than anticipated take up. A similar pattern is being observed across Australia, with nursing homes and retirement villages reporting significant decreases in occupancy. The garden and grounds generally are looking glorious and we are grateful to Alma who is doing a terrific job and I hear continually that the food is amazing.

I am very pleased with the results of our client satisfaction survey again this year. More than ninety-eight per cent (98.5%) of our clients said they felt culturally safe when receiving care and services. Ninety-eight point six per cent (98.6%) of our clients said they felt information about their service is easy to understand and staff can answer their questions. And ninety-seven point six per cent (97.6%) of clients said the services and care they receive promote their spiritual, emotional, and psychological well-being.

Of the residents occupying our units at Warner Close one hundred per cent stated that they feel treated with dignity and respect. The other important organisational achievement to report is that once again we achieved an unconditional external Financial Audit Report.

Our team has grown again this year and there are too many to thank individually. Without the amazing team of dedicated support workers who are the main contact you have with our organisation we would not be able to achieve what we do. The administration staff are also critical to the smooth running of our organisation and they are the ones that you do not necessarily have contact with.

I hope that the photograph we have included helps you put faces to names. The only person missing from the administration team is Lucy Baker who was unable to be there for the photo opportunity.

The other important people that I would like to acknowledge is the board of directors. This group of eight people volunteer their time to oversee the best interests of the organisation. Their main aim is to ensure that you, our clients, receive the highest quality services achievable. And, that we as an organisation continue to be viable and sustainable long into the future.

In closing I wish you and your loved ones a blessed festive season. I also want to extend my heartfelt empathy, if you, or a loved one is experiencing any sadness or difficulties at this time, and please do not hesitate to reach out if you think that there is anything, we can do to alleviate the pressure.

Best wishes,
Anna



Christmas Closure

Our offices will be closed for Public Holidays over the holiday period.

This includes:

25th December 2020

28th December 2020

1st January 2021

For emergencies, please call our on-call phone number, or if necessary call 000.

—
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.



Happy Birthday To You!

Murray Mallee Aged Care Group Inc. would like to wish everyone celebrating a birthday during the Summer 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

Metro Adelaide Update

2020, what a year. Throughout this year COVID-19 has been a big part of our lives teaching us new ways to live, the importance of social and human contact. However, most of all we saw that health and wellbeing play a major role in our life.

Our team has worked hard to ensure that the best possible care is provided to you and your loved ones. This was achieved under the leadership of our CEO Anna Howard, who supported each and every one of us during these difficult and challenging times.

One of our highlights this year was the new office space we acquired, located right next door to our existing office in North Adelaide, to accommodate for the ongoing growth.

We welcomed to the team Anna Manzari, Service Consultant for the Southern and Eastern metropolitan region of Adelaide and Rebecca (Bec) Gehan our newly appointed Registered Nurse. In addition to Anna and Bec joining us we have had several Support Workers also join our team. Our team is strengthened and complimented with their skills and shared passion to the delivery of culturally appropriate quality care.

Staff have attended ongoing training to increase the many skills needed to provide the very best care for you our client, your carers and your families. This training has provided our staff with the opportunity to develop new skills and knowledge to support them in their roles.

In October Raffeala Polachi, was acknowledged at the CO.AS.IT Italian Community Volunteer Awards for 2020, this award recognises the work and contributions made by volunteers to the Italian community in SA. Congratulations to Raffaella for your endless support of the Al Mio Club.

To all our volunteers, thank you. Once again you have shown how a smiling face and friendly hand can enrich someone's life. You make a valuable contribution to the wellbeing of our clients and assist them in maintaining community links.

To our wonderful metro team thank you for your hard work and dedication, it has truly been a year like no other. Together we worked to meet these challenges and together we look forward to a brighter 2021.

My sincere thanks to all, I take this opportunity to wish you all a safe and happy festive season. Merry Christmas and a Buon Natale

Best Wishes,
Patrizia Kadis
Business Development
Manager



Congratulations!

Congratulations to our Deputy CEO and Marketing Manager, Foster Davis, who married his partner, Roslyn, on the 18th of November 2020. Foster and Roslyn were due to be married on the 19th of November, but due to the sudden lockdown of SA, decided to bring their wedding forward and were married just in time!



Spiced Ginger Cookies

INGREDIENTS:

- 170g butter, softened
- 1 1/4 cups firmly packed brown sugar
- 1 egg
- 1/4 cup golden syrup
- 2 cups plain flour
- 2 teaspoons bicarbonate of soda
- 2 teaspoons ground ginger
- 1 teaspoon ground cinnamon
- 1/4 cup raw caster sugar
- 2 tablespoons sliced glace ginger



Step 1

Preheat oven to 170C/150C fan-forced. Line 2 large baking trays with baking paper.

Step 2

Using an electric mixer, beat butter and sugar until light and fluffy. Add egg and golden syrup. Beat until combined. Sift flour, bicarbonate of soda, ginger and cinnamon over butter mixture. Using a wooden spoon, stir until combined and a soft dough forms.

Step 3

Place raw caster sugar in a shallow dish. Roll level tablespoons of mixture into balls. Roll balls in sugar to coat evenly. Place on prepared trays, 5cm apart, to allow room for spreading.

Step 4

Using the palm of your hand, flatten slightly. Lightly press 1 piece of ginger into the top of each cookie. Bake for 15 to 18 minutes, swapping trays halfway, or until light golden. Cool on trays for 5 minutes. Transfer to a wire rack to cool completely. Serve.



Meet Our New Staff Members!



Hi, I'm Anna Manzari!

I'm the new service consultant working in the Metro Adelaide office.

I have been working in the aged care community service industry for over 12 years. I feel privileged to be able to join Murray Mallee Aged Care and be able to work closely with the Italian community again. This is something I feel passionate about and close to heart as my native language is Italian. I'm still very new to the role and looking forward to learning as much as I can as well as getting to know you all.



Hi, I'm Bec Gehan,

I've come to Murray Mallee Aged Care Group with over 29 years of experience working within the Nursing industry, starting my passion for healthcare when I was 19 years of age working as a Personal Carer (in the UK and Australia) and then graduating from the University of SA as a Registered Nurse over 21 years ago!. I have been fortunate to have worked in many environments and have a wide and varied skill set including (but not limited to) continence care, medication & diabetes management, palliative care, wound care, and dementia care. I also have extensive experience in educating and supporting not only clients but Nursing/Support Staff and I thoroughly enjoy being part of an individual's learning journey.

I am passionate about Aged Care and in particular supporting individuals to maintain their quality of life whilst continuing to live at home safely.

I am excited to put names to faces and meet you all.



Hi, I'm Muhammad Bilal,

I believe that effective communication is a key to fostering better social relationships. This belief led me to get a master's degree in Applied Linguistics and join the social sector. Initially, I taught cross cultural communication and sociolinguistics to graduate students, but then I realized that I want to be in the field. I joined Alzheimer Pakistan (a Pakistan-based NGO) as a community support officer and worked there for 7 years. I have been pivotal in developing and implementing operational frameworks, community outreach programs and marketing plans to provide viable support to people living with complex disabilities. We kicked off and accomplished multiple projects. Alongside, I worked as an integrated marketing coordinator for a corporate body to brush upon my brand promotion skills. After coming to Australia this year, I focused on strengthening my social support passion and skills. I worked as an aged care worker for eight months and always wanted to do something more. I joined MMACG because it has a decades-long legacy of constantly delivering professional excellence and bringing more and more smiles on the clients' faces.

Home Care Packages

How quickly time flies! Who can believe that we're already into the Christmas season with 2021 fast approaching.

This year has been filled with many challenges, changes, and trials. I just wanted to thank all of our wonderful staff and clients for how well you have handled each and every one of them. Thank you for working with us and being flexible with us as we have navigated through the unknown.

It has been so wonderful to see so many new clients and staff joining the Murray Mallee Aged Care family and we welcome each and every one of you.

Recently all of our Support Workers underwent Medication Training and training for our new Quality System, IONMY. I'd like to encourage our Support Workers to familiarise themselves with the new program and continue to keep us informed by reporting any feedback, hazards, or incidents that you may encounter.

May you all have a wonderful and safe holiday season and look towards 2021 with great expectation of all that is to come!

All The Best,
Heide Callery
Clinical Manager

Cleaning Tip

Clean your windows by adding 1/4 cup of vinegar to 2 or 3 cups of water.

Some recipes call for a few drops of liquid detergent, and still others suggest you use only lemon juice added to water. You can use a newspaper to wipe, if newspaper inks don't bother you, or use a clean old cotton rag.

Warner Close Retirement Living

Discover the ultimate Murray Mallee lifestyle with spectacular and comfortable units, beautifully landscaped grounds, and an excellent location. Warner Close Retirement Living is a place to call home. Dive into the vibrant Murraylands experience in one of South Australia's most popular townships.

Immerse yourself in the growing pulse of daily activity and lively community. Take in the peaceful views of the riverfront only 4km from the village. Relax and enjoy a coffee at one of the many local cafes. Warner Close Retirement Living invites you to taste the serenity of the Murraylands in the heart of a booming rural City with charismatic neighbourhoods, iconic attractions, and layers of cultural life.

At the heart of our village is the crowning jewel, our Community Centre. At Warner Close Retirement Living life is as busy or as

quiet as you want it to be. The community centre is a hub of social activity and events offering a variety of organized activities and special interest groups for you to join.

In addition to our Community Centre, the village also features a full sized shed for wood or metal work, in addition to on-site gopher storage.

With meals included as a part of your weekly rental, cooking now becomes simply for fun! Our weekly linen service means that you no longer have to worry about heavy laundry and have more time for the things you enjoy.

Receiving in-home care services? Not to worry! You can still have these services in your new unit at Warner Close, no matter the provider!

To receive a copy of our information booklet or to arrange a tour of the village, contact us on 8532 2255.



Advocacy Services List

NDIS Clients	Aged Care Clients	Multicultural Clients
<p>Advocacy for Disability Access and Inclusion Inc</p> <p>www.advocacyfordisability.org.au Ph: (08) 8340 4450 Address: 149 Currie St, Adelaide Email: admin@dras.com.au</p>	<p>Aged Rights Advocacy Service ARAS</p> <p>www.sa.agedrights.asn.au Ph: 82325377 Address: 16 Hutt Street Adelaide Email: aras@agedrights.asn.au</p>	<p>Multicultural Aged Care</p> <p>www.mac.org.au/ Ph: 08 8241 9900 Address: 94 Henley Beach Road Mile End SA 5031</p>
<p>Disability Rights Advocacy Service Inc</p> <p>www.dras.com.au/ Ph: (08) 8351 9500 – Angela Duigan Address: Shop 4/80 Henley Beach Road, Mile End SA 5031 Email: admin@dras.com.au</p>	<p>OPAN</p> <p>Ph: 1800 237 981 Address: c/o Seniors Rights Service L4, 418A Elizabeth St. Surry Hills NSW 2010 Email: enquiries@opan.com.au</p>	<p>Multicultural Communities Council of SA</p> <p>Ph: 08 8345 5266 Address: 113 Gilbert Street Adelaide SA 5000 Email: mccsa@mccsa.org.au</p>
<p>Disability Advocacy and Complaints Service of SA</p> <p>www.dacssa.org.au/ Ph: (08) 7122 6030 – Maggie Rutjens Address: 33 Franklin Street, Adelaide SA 5000 Email: admin@dacssa.org.au</p>		<p>Multicultural Advocacy Liaison Services of SA</p> <p>Ph: 08 8345 5266 Address: 113 Gilbert Street Adelaide SA 5000 Email: mccsa@mccsa.org.au</p>
<p>Brain Injury SA</p> <p>braininjurysa.org.au/support-and-services/ Ph: 08 8217 7600 Address: 70 Light Square Adelaide SA 5000 Email: gregd@braininjurysa.org.au</p>		
<p>Independent Advocacy</p> <p>www.independentadvocacysa.org.au/ Ph: 8232 6200 – Fiona Campbell Address: 99 Frome St, Adelaide Email: indepadv@internode.on.net</p>		

