



**Murray Mallee**  
AGED CARE GROUP INC.

Autumn 2021 Edition

# Newsletter

Aged Care That's Easy



## CONTENTS

- From the CEO's Desk.....1
- Metro Adelaide Update.....4
- Home Care Package Update ..5
- New Staff Member .....6
- Warner Close .....7
- Client Advocacy Services.....8

## From the CEO's Desk

Greetings everyone and welcome to the first newsletter for 2021

I hope you are enjoying the mild summer weather, a far cry from the havoc caused by the bush fires last summer. A very good reason to count our blessings here in Australia, along with the roll out of the COVID-19 vaccine. So far, I have only had one personal experience of someone being vaccinated in Phase 1A, being one of my close family members who works at SA Pathology as a medical scientist.

Most of our clients should receive their vaccine at Phase 1b, being defined as elderly adults aged 80 years and over; elderly adults aged 70-79 years; other health care workers; Aboriginal and Torres Strait Islander people; younger adults with an underlying medical condition, including those with a disability.



*Continued on page 3*

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



# 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.)

So far, the Australian government has decided not to make any form of vaccination compulsory. As a result of this decision, and as in previous years with the flu vaccinations, we will keep a record of employees who choose to be vaccinated and those who choose not to be vaccinated. We will then survey our clients to determine how they feel about accepting care from employees who have not been vaccinated. It is entirely your choice not to receive services from the person who has been working with you if they have chosen not to receive the vaccine. We will take all possible measures to treat your decision with respect and discretion, understanding the sensitive nature of the situation. If you have any concerns, please do not hesitate to contact Heide Callery on 85322255 or Patrizia Kadis on 83650151 for a confidential conversation to discuss the matter.

Our organisation continues to grow steadily both in metropolitan Adelaide and in the regional areas. I would like to express my sincere thanks to our clients, who by word-of-mouth express their satisfaction with the quality of our services, to their friends, family and neighbours and refer them to us.

On the week of March 15th to the 21st we celebrate Harmony Week. Harmony Week is an Australian Government initiative held each year, promoting the benefits of cultural diversity in Australia. The message of Harmony celebrations is 'Everyone Belongs'.

Harmony week is about inclusiveness, respect, and a sense of belonging for everyone. Australia is one of the most successful multicultural countries in the world. Both my late father and my mother chose to migrate from Italy to Australia

in 1956. Since their arrival, they have never ceased to praise this wonderful country they chose to call home. Let us all remember that what we share and what brings us together is more important than our differences. No matter where we originate from.

The importance of inclusiveness in any society, is made even more relevant in the context of the findings of the Final Report from the Royal Commission into Aged Care, Quality and Safety which was tabled in Parliament of Monday 1st of March. The issues of ageism came to mind as I was reading the report. This report gives us an opportunity to pause and reflect on the harm this has caused to the lives of some older people. The report raised many failures in the system, these have been reported widely in the media. Some of the reports were distressing to read and watch but were necessary for us to see and to remind us of what we do not want to see repeated.

There were 148 recommendations put to the Government by the Commissioners and we hope that they are achieved. One of the very strong messages given to the government, is that older Australians want more than ever to remain at home and remain as independent as possible. The Murray Mallee Aged Care Group board of directors, management team, and indeed all the employees, will continue to do our utmost to meet our clients' needs and tailor them as their care needs change.

Take care and keep safe,

Anna Howard  
CEO



## 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

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 Amy on 8532 2255



## Metro Adelaide Update

WOW what a start to 2021, we are all looking forward to reaching a new COVID -19 normal within the next 12 months.

Our Home Care Packages programs have expanded and developed across the metropolitan region of Adelaide and we are pleased to say that word of mouth continues to be our best means for referrals.

This year we will continue to provide staff with opportunities for up-skilling via our training and development program, staff will be attending a number of work-related training sessions and one to one training to promote and ensure that the skills needed to provide the very best care for you, our client, are met.

This month we welcome Serena Bongiorino, Service Consultant for the Northern and Western Metropolitan region of Adelaide, Serena comes with a wealth of experience in the Aged Care Sector.

I am pleased to inform you that our social programs the "Al Mio Club con Murray Mallee" and the "Italian Southern Support Group" have recommenced. These programs are supported by a team of dedicated volunteers who through their involvement they make a valuable contribution to the well beings of our clients and assist them in maintaining community links.

Looking forward to yet another great year of working together.

Best Wishes,  
Patrizia Kadis  
Business Development Manager

Below: Saveria Arena and Pietro Mastrangelo at the Al Mio Club



## Home Care Packages

Hello all and welcome to ¼ of the way through 2021. That's a scary thought!

I know COVID-19 may seem like last year's information, but it is still a risk to all. MMACG is still monitoring the health of all our workers and client's. To do this we still require surveys to be completed by each support worker for each client during their visit. Please be patient with each other as we continue to maintain this practice.

Soon we will enter Phase 1B of the National COVID-19 Vaccine Roll-out Strategy and the vaccine will be available to all aged care workers and clients. I highly recommend that everyone gets immunized if they are willing to do so, this can be discussed with your GP during your next appointment. Channel Nine news reported that the front-line workers in Murray Bridge are the first in regional Australia to receive the AstraZeneca COVID-19 vaccine. Go Murray Bridge!

To all of our Regional Support Workers, please note that we are changing the way we conduct our Support Worker training. This is to ensure our Clients services are disturbed as little as possible. Every two months Support Workers are expected to attend team meetings at the Murray Bridge Office, then the next two months meetings will be via Zoom, this is mandatory and a part of MMACG delivering the best possible care to our Clients. As such, those who do not attend will be unable to complete shifts until the training is completed and meeting attended, so please ensure you attend.

All The Best,  
Heide Callery  
Clinical Manager

## What's Happening At Kaleidescape?

Welcome Back to all of our Kaleidescape Groups.

It was so lovely to see you all again at the beginning of February, although unfortunately we had to cancel Murray Bridge Group 1 due to our hot weather policy.

We are looking forward to seeing you all in March with our Bus trips to The Oasis family-owned restaurant, just a little drive out of Langhorne Creek for a lovely lunch and a walk around the beautiful gardens nestled amongst the palm trees. Then in April we look forward to celebrating Easter with you all.

We hope to see you all in the upcoming months with a variety of speakers for your information and activities for you to enjoy.

We would also like to let you know that we will now be combining our two Murray Bridge Kaleidescape Groups so we will be one big happy family again (yay!!!)

The Murray Bridge combined Group will commence on the 22nd of April and will only be held every 4th Thursday of the month at the Seventh Day Adventist Hall.

We will send out a notice and calendar to you all with the changes written out. All other groups will remain the same.

Looking forward to seeing all your smiling faces soon. Until then stay safe and take care!

All the best,  
Rosie and Tanya & The Kaleidescape Team

Take a look at some of the photos from our recent Kaleidescape activities below!



## Meet Our New Staff Member!



My name is Serena Bongiorno and I would love to introduce myself!

I am Italian and have been living in Italy until recently moving back to Adelaide. I came to Adelaide for the first time back in 2008 and I love it here. I started my career in the Aged Care Industry supporting the elderly in Australia and I am very happy to be supporting the clients in the Western and Northern Suburbs as a Service Consultant in the Adelaide Metro office.

I am proud to be a part of the Murray Mallee Aged Care Group Inc. team because it is a dynamic operator and passionate about supporting the elderly. I am excited to work with the CALD Italian Community specifically as I feel connected to the spirit of my home country.

I look forward to meeting you all and getting to know you better!

## Congratulations is in order...

Congratulations to the wonderful receptionist in our Head Office, Monique Morrison, who married her partner, Callum, on Saturday 6th March at the Rain forest Retreat in Murray Bridge. Monique is back in the office after some time away with her new husband so be sure to congratulate her if you get the chance.



## Flu Vaccinations

Flu Vaccinations are now available from Clinics and Pharmacies. Medical experts advice that during the COVID-19 Pandemic, receiving the Flu Vaccination is more important than ever.

While the flu jab won't protect anyone from corona-virus, The Royal Australian College of General Practitioners said it was more important than ever people get immunized as it will help ease the strain on the health system.

Influenza can have a substantial negative impact on adults 65 years and older with higher hospitalization and death rates compared to younger, healthier adults.

## Employee Assistance Program

Murray Mallee Aged Care Group Inc. offers an Employee Assistance Program (EAP) to all of our staff members.

An EAP is a confidential employer-funded support service available to those experiencing work-related concerns. Through the program an employee can access up to 3 one-hour counseling sessions per calendar year at no cost to the staff member.

All sessions and session details are confidential.

For more information on our EAP contact our office on 8532 2255.

# 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.



In June 2019, Warner Close looked very different to what it does now!

## Advocacy Services List

If you need someone to advocate on your behalf, there are a number of organisations that can help to support you and ensure that your voice is heard. Some of these organisations are listed below. Murray Mallee Aged Care Group Inc. encourages you to use these services if necessary.

<b>Aged Care Clients</b>	<b>Multicultural Clients</b>
<p><b>Aged Rights Advocacy Service ARAS</b></p> <p>www.sa.agedrights.asn.au  <b>Ph:</b> 82325377  <b>Address:</b> 16 Hutt Street Adelaide  <b>Email:</b> aras@agedrights.asn.au</p>	<p><b>Multicultural Aged Care</b></p> <p>www.mac.org.au/  <b>Ph:</b> 08 8241 9900  <b>Address:</b> 94 Henley Beach Road  Mile End SA 5031</p>
<p><b>OPAN</b></p> <p><b>Ph:</b> 1800 237 981  <b>Address:</b> c/o Seniors Rights Service  L4, 418A Elizabeth St.  Surry Hills NSW 2010  <b>Email:</b> enquiries@opan.com.au</p>	<p><b>Multicultural Communities Council of SA</b></p> <p><b>Ph:</b> 08 8345 5266  <b>Address:</b> 113 Gilbert Street  Adelaide SA 5000  <b>Email:</b> mccsa@mccsa.org.au</p>
<p><b>Multicultural Advocacy Liaison Services of SA</b></p> <p><b>Ph:</b> 08 8345 5266  <b>Address:</b> 113 Gilbert Street  Adelaide SA 5000  <b>Email:</b> mccsa@mccsa.org.au</p>	