



**Murray Mallee**  
AGED CARE GROUP INC.

Winter 2021 Edition

# Newsletter

Aged Care That's Easy



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## From the CEO's Desk

Greetings Everyone,

I am happy to open this newsletter feeling much more positive than I was this time last year. Last year I was sending my sympathy to those people affected by the bushfires and still trying to understand the impact that the Coronavirus pandemic would have on our services.

I recently had my first dose of the Astra Zeneca vaccine, and I am happy to report, I haven't experienced any ill effects. I feel confident that the second one I am due to have in early August will also be received without complications.

of enduring this pandemic, we can be thankful that we live in such a lucky country with natural borders that protect us and strong relationships between the state and commonwealth health systems. Whilst there were lives lost in Australia, and my condolences go to the loved ones of those lost, we have been fortunate to see nowhere near the numbers of lives lost that many other countries tragically have. The roll out of the vaccines across the world is what we hope will allow us to live post pandemic 'normal' lives, feeling safer.



After more than 12 months

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# 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.)

I am pleased to report that our Kaleidescape social group and the Al Mio club have resumed face to face activities and hope that those of you who attend are enjoying participating again. Many of you will remember Linda McAlinden who coordinated the Kaleidescape programs for many years and left to move to Western Australia last year just before the borders closed. Linda visited SA recently to catch up with family, and she popped into the office to say hello. Linda, Richard, and her family are very happy with the decision they made to move to WA and love their new lifestyle of rural living and managing a farm. Linda sends her best wishes to you all.

On behalf of the Directors of the Board and Management, I would like to acknowledge the phenomenal work that our support workers in the field have continued to perform under somewhat difficult circumstances. They have been diligent in keeping up with conducting the COVID-19 Client Survey, with your cooperation for the daily requests of what is mostly the same information. Like the QR codes, the survey is a necessary process to ensure that we can quickly identify any risks and then notify the authorities of any concerns.

Our client numbers continue to grow, and we are grateful for the word-of-mouth referrals, that most of our new client's report are the reason they choose us. Heide here in the regional program and Patrizia in the Adelaide metropolitan program, along with their respective teams, do an amazing job of onboarding new clients smoothly. We also appreciate the patience you extend the service consultants as they take you through the lengthy paperwork to ascertain all the information needed to meet the

requirements of the external audit. The auditors need to see evidence that you are provided with all the information that you need to make the right choice. Moreover, that you can make changes to your service plan at any time that you choose and to complain if things go awry. One of our clients recently requested clarification with regards to how much 'duty of care' you, as clients, hold when allowing our employees into your home. You will find a specific article later in this newsletter that will answer this question if you have an interest in knowing more about this topic.

In April Tegan, one of our registered nurses, married her longtime partner Hamish. I wish the happy couple a long and loved filled marriage. Look out for photos later in this edition!

On a closing note, I am extremely pleased to announce that we have a new director joining our board. We have been searching for a director with clinical expertise to join the board for some time and have recently recruited Melanie Avion. Melanie was a long-time resident of Tailem Bend and now resides in Strathalbyn. Melanie is passionate about working in the regional rural and remote nursing sector and has many years of experience as a nurse in the remote community's and regional hospitals environments. Melanie is also a qualified teacher and has worked within the tertiary education sector. Melanie officially joins the board on the 11th of June.

Keep warm and well over the coming winter months.

Warmest wishes,  
Anna Howard  
CEO



## Happy Birthday To You!

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

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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

Hello everyone,

It feels like only yesterday that we welcomed the new year in. The past 15 months or so have taught us all new ways of living with COVID-19. I take this opportunity to thank you all for your continued support and understanding as each and everyday you support our Support Workers to continue to work hard to keep everyone safe.

I am pleased to say the Metro Home Care Program continues to grow and provides culturally appropriate services that support individual cultural, linguistic, and spiritual needs. We understand the importance of language, culture, and a sense of belonging within your own community that promotes your independence

During April and May we have welcomed 5 new Support Workers to our team, with growth also comes the opportunity to upskill and promote our staff into a number of roles. I am delighted to share with you that Danielly De Franca Araujo, former Support Worker has accepted the Rostering Coordinator role for the next 6 months whilst we say a brief goodbye to Varuni who will be on maternity leave. We wish Varuni all the very best and look forward to meeting her new baby.

Staff have attended Defensible Documentation Training, Elderly Abuse and Risk Management training and as always, we will continue to provide small group training sessions in addition to the one-to-one training to ensure and promote increased skills needed to provide the very best care for you, our client.

May is National Volunteers Month and we celebrated with our Al Mio Club Volunteers and participants. A heartfelt thank you to all our Volunteers who give of their time and themselves so generously to support these programs. Through their involvement they make a valuable contribution to the well being of our clients and assist them in maintaining community links.

Wishing you all the very best , keep warm during the coming winter months and please, as always, drop by for a quick café when you are in Adelaide.

Ciao,  
Patrizia Kadis



# Home Care Packages

Hello Everyone,

How fast the year goes by! Who can believe we're halfway through 2021.

I'd like to take a moment to thank all of our wonderful Support Workers who are doing an incredible job supporting all of our clients. Thank you all for adapting so well to our 'new normal'. Let's all ensure that we keep up a high standard of cough etiquette and handwashing, these are some of the best forms of protection we can offer to each other. Not only for COVID-19, but for the number of other viruses that are going around at this time of year.

Support Workers, you may have seen some information going around regarding the collection of COVID-19 vaccination data. This information helps to understand risks to senior Australians and the workers who care for them, as part of preparing and planning for a COVID-19 outbreak. The Australian Government is introducing a new reporting tool for approved providers of in-home and community aged care services, and residential aged care services, for this purpose. It is now available for providers to use on a voluntary basis via My Aged Care.

If you have had your COVID-19 Vaccination and would like to volunteer this information, please contact the office on 8532 2255.

All The Best,  
Heide Callery  
Clinical Manager

# What's Happening At Kaleidescape?

Hello to all our Kaleidescape Groups!  
We hope you are keeping warm and well now that the evenings are getting a little cooler! It's time to make the most of the little pockets of sunshine that we're getting while we still have some.

We have been having a lovely time over the past few months. In April we celebrated Easter by making some little Easter Egg gifts and our wonder Magician entertainment kept up the Easter fun by pulling a rabbit out of a hat... very clever! May was our Health and Wellbeing month and we had the lovely Ursula giving some Pilates lessons and showing us how we can do low impact stretches while seated in chairs and a few exercises we can do while standing and holding onto our chairs.

All of these exercises help to strengthen our muscles. It was wonderful to see you all joining in whilst having a few laughs at the same time. Throughout June we will have the pleasure of meeting some cute, and maybe not so cute, native animals from Anonymous Animals and we will also have one of our Service Coordinators at Murray Mallee Aged Care Group to speak to everyone about Home Care Packages and how they work.

Until then stay well and we look forward to seeing you all!

All the best,  
Rosie and Tanya & The Kaleidescape Team

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



## Thank You to Our Volunteers

Our CEO, Anna Howard, and Business Development Manager, Patrizia Kadis, attended the Al Mio Club on the 2nd of June to present the volunteers with a small token of our appreciation and to join the group for coffee and cake.



## Congratulations is in order...

Congratulations to one of our wonderful Service Consultants, Tegan Fuge (Arbon), who married her partner, Hamish, on Saturday 17th April at The Haus in Hahndorf. Be sure to congratulate her if you get the chance.



## What is Duty of Care?

I recently had a conversation with a client who asked me a very good question. The question was to do with the duty of care he holds as a client when accepting the services provided to him as part of his Home Care Package (HCP) in his home?

**As individuals we all hold a duty of care**, “to take all reasonable steps not to cause foreseeable harm to another person or their property”. This is one of many definitions taken from an internet search, defined by lawyers Slater and Gordon.

**Murray Mallee Aged Care Group (MMACG), as a provider of health services**, “has an obligation to avoid acts or omissions, which could be reasonably foreseen to injure or harm other people”. Once again, this was also taken directly from the internet as a definition developed by the Department of Health. In essence, aged care services are designed to promote independence whilst at the same time fulfilling the purpose of providing practical services/care that enable older people to live the life they choose. The services approved to be provided as part of the HCP must fall within the parameters of the government guidelines, and the level of funding each individual client is eligible to receive.

We make two important distinctions between services that are not delivered by our employees directly, that impact Duty of Care. *It is important to note here that all MMACG employees are covered under the organisation's Public Liability and Professional Indemnity Insurance policies.* The first of the two other forms of service delivery falls under the definition of **brokered services**, and the other is **external service providers/contractors**.

The differences are important to understand, as this determines the level of duty of care that MMACG hold with regards to the services provided in your home. A **brokered service provider** is a service provider that provides services **in your home**, that holds a detailed Brokerage Agreement with MMACG. Additionally, MMACG requires evidence of Police Clearances/Public Liability Insurance and, where necessary, Professional Indemnity Insurance, to ensure the service provider is compliant with the Aged Care Quality Standards. In the case of brokered services MMACG **can initiate and coordinate** all aspects of the service, on behalf of the client.

**The independence of the client is always promoted where possible.**

An example of how MMACG **supports the independence and choice of the client**, with independent capacity (or appropriate representatives and support), is the use of external service providers/contractors.

**External service providers/contractors** may be engaged directly by the client for in home services that have been **pre-approved** (according to your goals, needs, preferences and budget) by your Service Consultant. MMACG do not take part in the instigation or coordination of these services, and, as such, does not hold duty of care for the services provided in the home. **These services are not monitored by MMACG.**

External services are **ONLY** available to clients that have the independent capacity or family/representative support to ensure their safety. Please note that all external services are required to provide a quote, for prior approval, before they are engaged. This will ensure that the service is payable from your HCP budget.

If you have any questions, please do not hesitate to contact me on 8532 2255 or Melissa Taylor our WHS, Quality and Risk Manager on the same number.

Anna Howard  
CEO

## 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>
<b>Aged Rights Advocacy Service ARAS</b>  www.sa.agedrights.asn.au <b>Ph:</b> 82325377 <b>Address:</b> 16 Hutt Street Adelaide <b>Email:</b> aras@agedrights.asn.au	<b>Multicultural Aged Care</b>  www.mac.org.au/ <b>Ph:</b> 08 8241 9900 <b>Address:</b> 94 Henley Beach Road Mile End SA 5031
<b>OPAN</b>  <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	<b>Multicultural Communities Council of SA</b>  <b>Ph:</b> 08 8345 5266 <b>Address:</b> 113 Gilbert Street Adelaide SA 5000 <b>Email:</b> mccsa@mccsa.org.au
<b>Multicultural Advocacy Liaison Services of SA</b>  <b>Ph:</b> 08 8345 5266 <b>Address:</b> 113 Gilbert Street Adelaide SA 5000  <b>Email:</b> mccsa@mccsa.org.au	