



Newsletter



From the CEO's Desk

Greetings everyone,

As I write this piece, I am looking out onto grey skies and still feeling the chill of winter. The upside of winter this year has been the wonderful rainfall that has replenished the reservoirs and reinvigorated our gardens. As I walked around our garden last weekend, I was very happy to see the daffodils standing proud and cheery. Hopefully a sign that spring is around the corner.

Since the last newsletter, I have had my second Astra Zeneca vaccine, so I am feeling relieved to be fully vaccinated. Once again, as was the case with the first dose, I didn't have any adverse reaction.

You may be aware that there has been much controversy in the community about whether the COVID vaccines should be

made mandatory in the home care setting, as is the case in residential aged care homes.



At this stage the government has not made it mandatory, and this leaves us as home care service providers, in a difficult situation. For those of you who have been clients for a while, you may recall, that in past years we have given clients the choice of not receiving services from any support worker who has chosen not to be vaccinated for influenza. We extend the same choice to any of you who choose not to receive services from support workers that have decided not to receive the COVID-19 vaccine.

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Happy Birthday To You!

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



Find us on:
facebook.

From the CEO's Desk (cont.)

I have, however, been keeping track of the number of employees who are COVID vaccinated, and I'm pleased to report that we are seeing a steady flow of people taking the opportunity to be vaccinated. Please contact either Heide Callery here in Murray Bridge on 8532 2255 or Patrizia Kadis in the Adelaide office on 8365 0151 for a confidential conversation about your wishes. We will ensure to protect both the right to privacy of our employees and clients.

Our strategic plan is currently being reviewed by an expert independent consultant, under the guidance of our board of directors and the management team. This is a vital piece of work that will steer us through the next few years and highlight where we need to focus our human and financial resources. If the last three years are any indicator we need to prepare for rapid growth. Since 2018, we have experienced almost a doubling in the number of home care packages we provide across metropolitan Adelaide and the regional areas. This has been achieved by the phenomenal teamwork of the support workers in the field, the office employees, and the senior managers. All achieved under the strong oversight and leadership of the team of directors. The nine directors, all give their time voluntarily to steer the organisation, through me as the CEO, within the purview of the Murray Mallee Aged Care Group's Constitution and governance policies and procedures. If you wish to know more about the team of directors, please visit our website www.murraymalleeagedcareservices.com.au/.

Due to the exponential rate of growth in clients we are very pleased to increase the number of people we employ both in the regional and Adelaide programs. Look out for the new employees' profile in the next newsletter.

I'd like to also take this opportunity to thank all the clients who participated in the recent round of clinical care surveys. We have been very pleased with the results and are grateful for the positive feedback we have received about the high quality of services my team delivers.

We continue to see a strong interest in our retirement living complex at Warner Road, Murray Bridge. If you have not yet had the opportunity to have a look around the beautifully appointed buildings and gardens, please contact the manager Scott Coppin on 0427 410 888. Scott and his lovely wife Stella, who cooks the wonderful meals, live on site and would be all too happy to show you around.

On a personal note, I am thrilled to announce that our fourth grandchild, a lovely little girl was born on the 25th of August. Sadly though, we are unable to meet her as she was born in Melbourne, and we are unable to travel there, as we did when the other two Melbourne grandchildren were born. Happily, both mum and bubs are both thriving. There has also been a flurry of pregnancies in the Adelaide office which I am sure you will hear of in due course.

Please do not hesitate to call me on 8532 2255 at any time if there is anything that you would like to discuss with me personally. Stay safe and stay well.

Best Wishes,
Anna Howard

Home Care Packages

Hi Everyone!
How amazing is it to feel the chill of Winter leaving us and the beautiful Spring sunshine arriving.

I'd love to take the opportunity to remind all of our wonderful clients of something very important - **your feedback is valued**, whether it's a positive compliment or constructive feedback for us to work on.

If you love the work your Support Worker or any staff member is doing, please let us know. If work is not being done to your expectations, that's where constructive feedback can help assist a Support Worker to grow.

All of our Support Workers are well trained in helping you to navigate our compliments, complaints, and feedback process so please utilise them to assist you or contact the office during business hours.

A lot of conversation is occurring throughout Australia regarding COVID-19 vaccinations. Whilst having a COVID-19 vaccination is mandatory in Residential Aged Care from mid-September, it is not mandatory in Community Care, which leaves the choice up to the client. As with the influenza vaccination, all of our clients have the right to let their preferences be known if they wish to only receive support from staff who have or have not had the COVID-19 vaccine. If you would like to discuss your preferences more, you can call the office on 8532 2255.

All the best,
Heide Callery
Clinical Manager



CAPTION:
Lorna celebrates her 100th birthday with her daughter Lorraine at Kaleidescape

What's Happening at Kaleidescape?

Hi Everyone,

I would like to take this time to thank you all for welcoming me, Allecia, into the role of CHSP Consultant for MMACG. Over the last couple of months, I've had the pleasure of meeting you all to introduce myself and it has been a great experience. I would like to emphasize that while I'm coordinating the Kaleidescape groups, Rosie & Tanya will still be assisting with the Kaleidescape groups.

There have been some changes to the Kaleidescape program this year due to restrictions related to COVID-19 and MMACG is following all advice from SA Health. We love putting on wonderful activities for you to enjoy but your health and wellbeing is our priority. MMACG will advise participants of changes where appropriate. In October, Kaleidescape clients will be notified by post of the date and details of the Christmas Functions

It has been great to receive your feedback and hear that you enjoyed our recent activities like Animals Anonymous, Bus Trips to the Adelaide Hills, our Cinema Day, and celebrating a participants 100th birthday (take a look at the photos above!) If you have any further feedback, please contact us via phone on 8532 2255 or drop into the office. Later this year we will be putting together a survey to find out more about the activities you enjoy!

Stay safe and we look forward to seeing you at the Kaleidescape groups.

All the best,

Allecia, Rosie, and Tanya
Your Kaleidescape Team

Metro Update

Spring has sprung and what a wonderful feeling that brings! Despite all the challenges that COVID-19 continues to bring, our staff have continued to provide you and your family with the best possible care - always ensuring your wellbeing and safety are front-of-mind. This is achieved by ongoing monitoring, practicing good hygiene, and physical distancing.

“Business as usual” remains our focus and demand for culturally specific Home Care Packages through MMACG continues to grow. To meet these demands we have welcomed 5 new Support Workers to the Adelaide Team over the last few months. Each Support Worker joins us with their own unique skills and life experience that help them to support you, our clients. Additionally, all of our staff continue to attend training on a monthly basis to equip them with the skills needed to provide our clients with the best care possible.

September also welcomes a new Service Consultant (Enrolled Nurse) to our team, Connie Mira. Connie comes to our team with vast knowledge and experience in the aged care sector. Please make her feel welcome if you get the opportunity to speak with her. We hope to introduce you to her properly in the next newsletter.

It also seems fit to let you know that, whilst we welcome any constructive feedback and suggestions, I would like to highlight the fantastic feedback we have received about our team. In particular, the compliments regarding the in-home support our Support Workers provide. Thank you to our clients and advocates for your feedback and thank you to our team for your commitment to ensuring we always provide the best quality services. To date the growth of our programs has been primarily a result of the great “word of mouth” within our local community. Congratulations to you all, both clients and staff, for such a wonderful achievement.

Best wishes to all and I’ll leave you with the recipe below to try (one of my favourite weekend meals!)

Patrizia Kadis
Business Development Manager

Patrizia’s Chicken Yiros

Ingredients

- 500 g frozen potato chips
- 200 g (fillets) chicken thighs cut in half
- 2 tsp olive oil
- 1/2 tsp dried oregano
- 2 cloves garlic crushed
- 1/3 cup Greek yoghurt
- 1 tbs lemon juice
- 2 pita bread
- 2 tomato sliced
- 1/2 red onion thinly sliced
- 2 tbs fresh mint torn leaves only
- 1 tbs chilli sauce *optional



Method

1. Prepare frozen chips following packet directions.
2. Combine chicken, olive oil, oregano and two-thirds of garlic in a bowl. Season with salt and pepper, to taste.
3. Combine yoghurt, remaining garlic and 2 teaspoons lemon juice in another bowl. Season with salt and pepper, to taste.