

Issue
75

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THE SENIORS BUS TRIP TEAM.

EDITOR: REX LAU

Murray Mallee

Magazine

Christmas 2024 Edition



About Us

Murray Mallee Aged Care Group was founded in 1994. Our vision is towards a bright future expanding our quality services to include increased Home Care Packages, Social Day Activity Programs and Seniors Educational Programs for older people in metropolitan Adelaide, rural and remote areas of the Murray Mallee and Riverland districts.

Publisher

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Feedback

We appreciate your feedback. Please email us at rlau@murraymallee.org.au to share your thoughts. Alternatively, you can mail your feedback to PO Box 1315, Murray Bridge SA 5253.

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EVERYONE'S WELCOME

We respectfully acknowledge the Aboriginal and Torres Strait Islander people as the traditional owners of this land on which we meet, work, and learn. We respect and acknowledge their spiritual connection as the custodians of this land and that their cultural heritage beliefs are still important to the living people today. We support you whatever your gender, age, sex, ethnicity, cultural heritage, sexual orientation, or social status.



From the CEO Anna Howard

Greetings everyone,

I hope this magazine finds you well and surrounded by people who enable you to live your best life.

This year, I celebrated my tenth (10th) anniversary as CEO of Murray Mallee Aged Care Group, marking just one-third of our thirty-year (30) history. This milestone has given me pause to reflect on the wonderful legacy I inherited in 2014 from my predecessors. Trevor Kerley, our chairman, and the board of directors have supported me, and our team of support workers and administrative staff, allowing us to reach where we are today.

Since 2014, we have doubled our staff, tripled our clients, and grown our revenue by tenfold. This growth has been significantly supported by Warner Close, our fifty-unit (50) retirement lifestyle village in Murray Bridge. A huge thank you goes to director

Robert MacDonald, who was instrumental in steering the Warner Close project, and to Scott and Stella Coppin, who have managed the village since 2021 and helped make it a well-loved home for the residents, the chooks, the veggie patch, and the two sheep, Larry and Moe.

Reflecting on my Christmas message from three years (3) ago, during the COVID-19 pandemic, I recalled that in 2021 we were on the verge of opening the South Australian borders after a long period of isolation. Much has changed since then.

In 2022, just when we thought the pandemic was behind us, we faced another wave. In December 2022, eight of our team members and five of our clients were infected with a strain of the virus, which was quite severe despite vaccination protection.

Another challenge that year was the impact of floods on the River Murray. Fortunately, only a few of our clients were affected, and only one needed to be relocated.

In 2023, I wrote, "our thoughts, however, are with those people living in war-torn countries and in countries that have suffered other terrible disasters, whether they

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Photography by Rex Lau Editing by Rex Lau
Text Written by Anna Howard

have been caused by nature or by the poor judgment of human beings. I hope that common sense and peace will soon prevail." Yet we still hear daily of the tragedy of war in the Middle East. It seems we do not learn from history.

Our family at MMACG is like all families. We have experienced the joy of babies being born and special occasions being celebrated. On a more somber note, we lost Sheenagh Quinzi, who had been with us for eight (8) years and passed after a short illness. Sheenagh was well-known and loved by both clients and the team. Other team members are currently battling health issues, and I wish them all the best. I extend my condolences to any of you who have lost someone dear this year. The festive season often heightens our feelings of loss, so please take extra care of yourselves and loved ones.

I was personally saddened by the resignation of my loyal executive assistant, Wendy Wybrow. Wendy had been with us for eight and a half years and is greatly missed by us all. Happily, she is thoroughly enjoying her retirement.

The new year brings strong plans for further growth and additional building developments. With the ongoing support of the board, I look forward to this next exciting

phase in our journey.

To all my staff, let me say thank you for what you do and for the support and joy you provide to our clients, enabling them to live comfortably in their own homes. If I don't get to thank each of you personally, please understand that as a growing organisation, it can be challenging to interact with everyone individually. Through my managers, I hope your contributions and support are acknowledged.

The work you do and the love you show our clients are the cornerstones of our business. And without the continued patronage of our clients, there would be no need for us to be here. So, thank you to all our clients.

In closing, I'd like to thank our Chairman, Trevor Kerley, and his fellow directors for their continued support of the organisation as a whole and of me personally.

I wish everyone a Merry Christmas and a Happy New Year.

**Warmest wishes,
Anna Howard**



From the CEO (Italian)

Anna Howard

Saluti a tutti,

Spero stiate bene e siate circondati da persone che vi permettano di vivere al meglio la vostra vita.

Quest'anno, ho celebrato il mio decimo (10) anniversario come CEO di Murray Mallee Aged Care Group, segnando appen un terzo della nostra trentennale (30) storia. Questa pietra miliare mi ha permesso di fermarmi a riflettere e riconoscere il meraviglioso lascito che ho ereditato nel 2014 dai miei predecessori. Nel corso degli anni, Trevor Kerley, il nostro presidente, e il consiglio di amministrazione hanno supportato me ed il nostro meraviglioso team di support workers e staff amministrativo, permettendoci di arrivare dove siamo oggi.

Dal 2014, abbiamo raddoppiato il numero di dipendenti, triplicato il numero di clienti, e il nostro fatturato è aumentato di dieci volte. Warner Close, il nostro centro residenziale con cinquanta (50) appartamenti situato a Murray Bridge, ha influito significativamente alla nostra crescita. Un ringraziamento enorme va al Direttore Robert MacDonal, che è stato fondamentale nel guidare il progetto di Warner Close dall'inizio, e a Scott e Stella Coppins, che hanno gestito il villaggio dal 2021 e ne hanno fatto un'amorevole dimora per i residenti, i polli,

l'orto, e le amatissime pecore, Larry e Moe.

Nel 2022, quando pensavamo di esserci lasciati il COVID-19 alle spalle, abbiamo dovuto affrontare un'altra ondata. A Dicembre del 2022, otto dei nostri dipendenti e cinque dei nostri clienti sono stati infettati da un ceppo del virus, che è stato particolarmente acuto nonostante la protezione del vaccino.

Un'altra sfida di quell'anno è stato l'impatto degli allagamenti del fiume Murray. Fortunatamente, solo alcuni dei nostri clienti furono affetti, e solo uno ha avuto bisogno di essere trasferito.

Nel 2023 scrivevo, "I nostri pensieri vanno verso tutti coloro che vivono in nazioni afflitte dalla guerra e coloro che vivono in nazioni che hanno subito altri disastri terribili, che siano causati dalla natura o dal poco giudizio degli essere umano. Spero che il buon senso e la pace presto prevalgano". E ancora sentiamo giornalmente delle tragedie della guerra nel Medio Oriente. Il buon senso non ha prevalso, e sembra che non impariamo dalla storia.

La nostra famiglia a MMACG è come tutte le famiglie. Abbiamo sperimentato la gioia della nascita di bambini ed occasioni speciali sono state celebrate. In una nota

continua a pagina successiva...



Photography by Rex Lau Editing by Rex Lau
Translation by Cristian Buccione

piu' triste, abbiamo perso Sheenagh Quinzi, che e' stata con noi per otto (8) anni ed e' venuta a mancare dopo una breve malattia. Sheenagh era molto conosciuta ed amata da clienti e dai membri del team. Altri membri del team, stanno al momento, affrontando problemi di salute, e a loro auguro il meglio ed una pronta guarigione. Vorrei anche estendere le mie condoglianze a tutti coloro che hanno perso qualcuno caro quest'anno e spero che il dolore alleggerisca con il tempo. Le festività spesso accentuano il senso di perdita, quindi per favore prendetevi cura di voi stessi e dei vostri cari.

Sono stata personalmente rattristata nel ricevere le dimissioni della mia Assistente Esecutiva leale e di lunga data, Wndy Wybrow. Wendy e' stata parte del team per otto anni e mezzo e maca molto a tutti noi. Ma dall'altro lato, lei si sta godendo il pensionamento ed appare molto rilassata e felice della sua decisione.

Il nuovo anno porta con se nuovi piani di crescita e di altre strutture in costruzione. Con il continuo supporto del Consiglio, attendo con ansia questa nuova eccitante fase del nostro viaggio.

A tutto lo staff, lasciatemi dire grazie, grazie, grazie per tutto quello che fate e per il supporto e gioia che offrite ai nostri clienti, permettendo loro di vivere comodamente nelle proprie case. Se non avro' l'occasione di ringraziare ognuno di voi singolarmente, vi prego di capire che da organizzazione in crescita, puo' essere difficoltoso interagire con ognuno individualmente. Spero che, attraverso i managers, il vostro contributo e supporto sia riconosciuto in modi significativi.

Il lavoro che fate e l'amore e il supporto che dimostrate ai nostri clienti sono i pilastri del nostro business. Insieme, lo rendiamo possibile. E senza il continuo sostegno dei nostri clienti, non ci sarebbe bisogno di noi qui. Per questo, grazie a tutti i nostril client.

In chiusura, vorrei ringraziare il nostro Presidente, Trevor Kerley, e gli altri membri del consiglio per il loro continuo supporto all'organizzazione e a me personalmente.

Vi auguro un Buon Natale ed un Felice Anno Nuovo

State bene, Anna Howard



Consumer advisory body

A resource for aged care consumers.

(08) 8523 2255
MMACG Office



A new responsibility for providers is to offer aged care consumers and their representatives the opportunity to start a consumer advisory body.



If you are interested in becoming involved, please contact the office at (08) 8523 2255.

What is a consumer advisory body?

Consumer advisory bodies can help fix problems and improve your care. They give you a way to talk about care and service quality with others and share this with your provider's governing board.

Consumer advisory bodies are important because they:

- | | |
|--|---|
| | look at the quality of care and services you and others receive |
| | find and communicate consumers's needs and issues |
| | provide opportunities for improvement |



Care with a Country Heart

 Home Care Packages

 Social Support

We create individually tailored Home Care Packages that help you stay at home, happily independent, for as long as possible.



Question?

Call us at (08) 8352 2255



Home Care Update

Amy Joinbee
(Home Care Manager)



Season's greetings, everyone!

Throughout 2024, we have celebrated a year of remarkable achievements. Our Home Care Package program has continued to grow both regionally and in the Metro area. It's truly humbling to see this growth driven by word of mouth. We owe this success to all of you, who have welcomed us into your homes. Additionally, we have expanded our team, welcoming new faces both in the office and out in the field.

This year brought some challenges with the implementation of new guidelines for Home Care Package purchase inclusions and exclusions. As a result, certain items we were once able to approve are now subject to stricter processes. I want to take this opportunity to thank you for your understanding as we navigate these changes. The process for approving purchases may now take a few weeks, depending on the item, and requires most equipment to be trialed and signed off by an occupational therapist or

physiotherapist. If you have any questions or would like more information about these changes, please don't hesitate to reach out to your consultant, who will be happy to assist.

I'd also like to take this opportunity to let Chloe Burnard, Regional Team Leader; Somayeh Ghafari, Metro Team Leader; and Leanne O'Leary, Senior Rostering Officer, share their messages with our beloved clients.

On behalf of the entire team, we wish you all a safe and happy festive season!

Message from Chloe

I'd like to take a moment to extend a heartfelt thank you to our clients, especially those in the regional areas, as we navigate recent changes to the service consultant team.

We deeply appreciate your understanding and cooperation as our new team members undergo training. We're fortunate to have Natasha and Dani join our regional team, and both are excited to meet our wonderful clients and assist you.

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Photography by Rex Lau Editing by Rex Lau
Text Written by Amy Joinbee, Chloe Burnard, Somayeh Ghafari & Leanne O'Leary

With Christmas fast approaching, I want to remind everyone that some of our new and existing workers have school-aged children, which means they may need time off over the school holidays. While you may not always have your regular support worker during this period, we will do our best to ensure minimal disruption to your services. This might be a great opportunity to meet a new friendly face and connect with other dedicated Support workers. Thank you for your continued support!

Message from Somayeh

I want to express my gratitude to all our clients for your ongoing support and invaluable feedback about MMACG and the in-home care team. Your positive feedback and recognition of the team's hard work play a vital role in our continuous improvement and ability to provide better support. We truly appreciate your efforts in helping us serve you better, and we encourage you to continue sharing your feedback in any way you can.

As you know, our service consultants manage a full caseload of more than 50 clients, requiring significant support and attention. While an immediate response to your calls or emails might not always be possible, please know that we are here to assist. If you need urgent help or are unable to reach your service consultant, please

contact our offices in Murray Bridge or Adelaide, and our team leaders will gladly assist with your concerns.

Thank you for your understanding and cooperation!

Message from Leanne

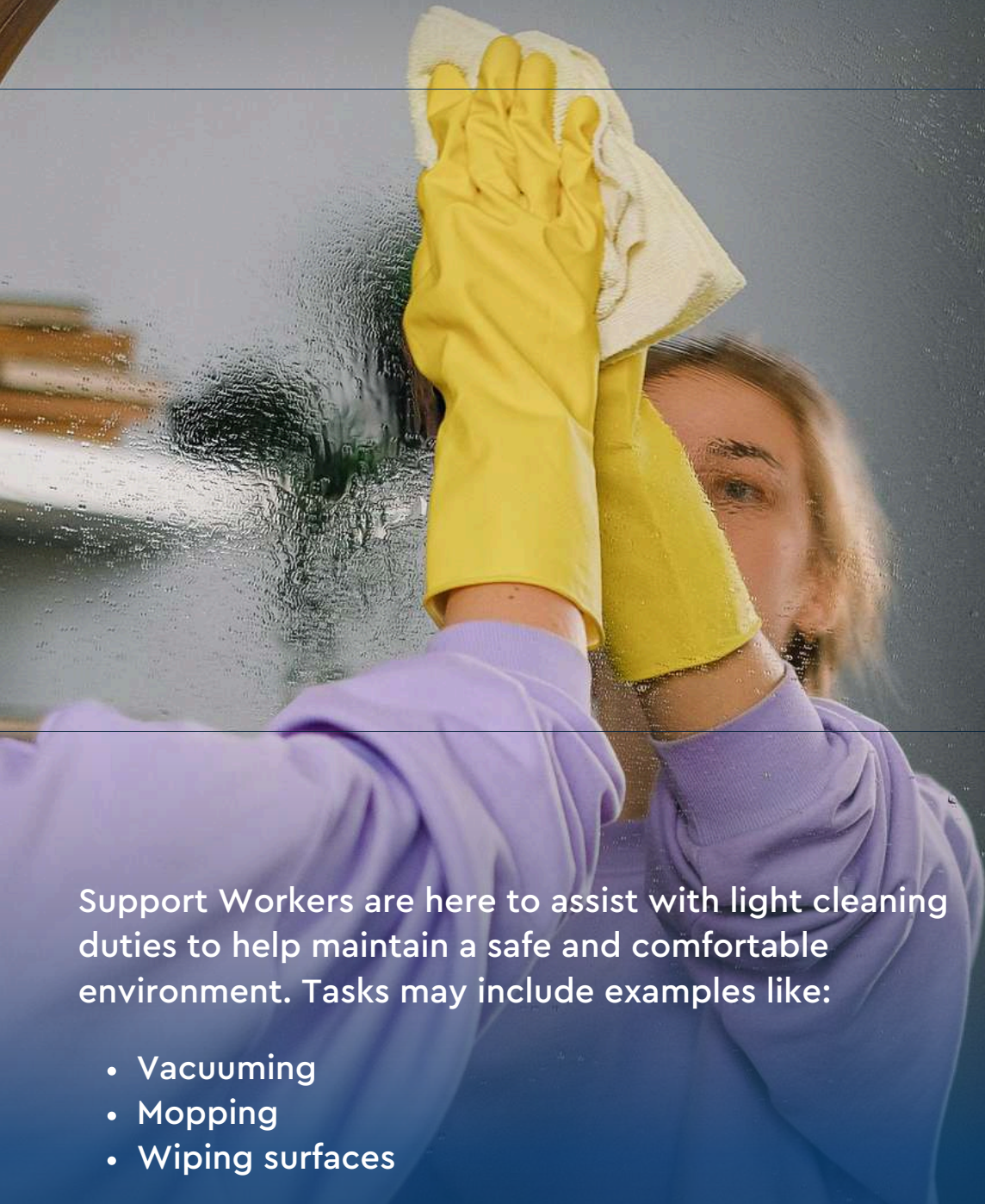
We've had a very busy time in rostering recently! In April, we welcomed Mandy Fletcher to the team. Mandy brings a strong rostering background, and we're delighted to have her on board. Additionally, we've welcomed Rebekah Piombo as a full-time roster member. Rebekah is also a support worker, and her extensive knowledge has been a great asset to our team.

We are incredibly grateful for your cooperation and patience during a period when many team members were on leave for holidays. This required us to make numerous changes to your shifts to align with our support workers' schedules. We understand how this can impact your day and truly appreciate your understanding.

We value your feedback on rostering, as it helps us improve and provide you with even better service. Thank you!



A Friendly Reminder About Cleaning Tasks



Support Workers are here to assist with light cleaning duties to help maintain a safe and comfortable environment. Tasks may include examples like:

- Vacuuming
- Mopping
- Wiping surfaces



For everyone's safety, please note that these are light cleaning tasks, not professional cleaning services.

Got questions? Feel free to reach out to the office at (08) 8532 2255.
Thank you for your understanding and support!

Home Care Package

What expenses are covered by Home Care Package funds?

- Personal Care
- Home modifications and aids
- Assistance with daily living tasks
- Purchase of mobility aids
- Nutrition & hydration
- Nursing services
- Household chores
- General wellbeing
- Clinical services

What expenses are not covered by Home Care Package funds?

- Purchasing groceries and general items unrelated to care.
- Covering rent or mortgage payments.
- Settling fees and charges linked to other government-funded care.
- Making home modifications not directly related to care.
- Funding holiday travel or accommodations.
- Engaging in entertainment, club memberships, or event tickets.
- Gambling activities.
- Paying for services/items already covered by the Medicare Benefits Schedule or Pharmaceutical Benefits Scheme.
- Paying for parking fees related to medical appointments.

What if my needs change?

As your needs evolve, you may require increased assistance to maintain a comfortable living at home. If you find yourself needing a higher-level Home Care Package, feel free to reach out to the Murray Mallee Aged Care Group Office at (08) 8532 2255 to explore the available options.



Clinical Update

Hello everyone,

Can you believe Christmas is just around the corner? While this season is filled with celebration and cheer, it can be quite lonely for those who are more isolated. Our carers visit some clients multiple times a week, or even daily, allowing them to form special bonds—some even consider their clients like family.

While we deeply appreciate your thoughtfulness during this time, we kindly ask that no gifts be given to staff or support workers, as per our policy. Your trust and support mean so much to us, and we are committed to continuing to provide exceptional care. Thank you for your understanding and partnership.

Here are the public holidays during the Christmas period:

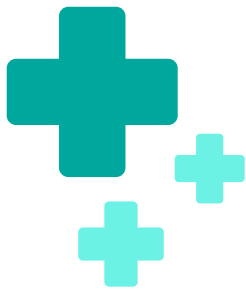
- Tuesday, December 24: Christmas Eve (7 PM to midnight)
- Wednesday, December 25: Christmas Day
- Thursday, December 26: Proclamation Day holiday
- Tuesday, December 31: New Year's Eve (7 PM to midnight)

December Public Holiday Calendar

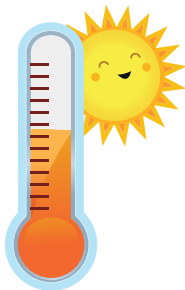
22	23	24 Christmas Eve 	25 Christmas Day 	26 Proclamation Day 	27	28
29	30	31 New Year's Eve 				

Holiday Season Preparation

Please make sure you have enough medication and food to last through this time. You will receive a phone call to arrange the necessary services to ensure you are well-prepared, so let your service consultant know if you need any assistance.



In Australia, Christmas tends to be quite warm, so remember to stay hydrated and, if you're outside, cover up and wear sunscreen.



On behalf of the Clinical team, we wish you a Merry Christmas & a prosperous New Year!

Merry Christmas & Happy New Year!



Heide Callery (Clinical Manager)

Heide started her journey with MMACG in 2000, as a Support Worker in Coonaplyn and Meningie. After moving to Murray Bridge, she transferred to a Registered Nurse position and is now the Clinical Manager. Heide is one of our most treasured team members.

Heide holds a Certificate IV in Emergency Care, a nursing degree, and a post-graduate certificate in nursing. Heide dedicated the early years of her nursing career to the Keith Hospital and spent 10 years as an Ambulance Volunteer.



Murray Mallee
AGED CARE GROUP INC.

Office Staff Update

Welcome to the Team



Living in Mount Barker with my husband and two children, I have a background in Asset Management spanning over 20 years. I am new to the aged care industry and am excited to be serving the community at large with MMACG.

Danielle O'Brien
Admin & Compliance Support Officer

I'm thrilled to join the Murray Mallee Aged Care Group as a Service Consultant. The team is a wealth of knowledge and has made me feel welcome. I look forward to meeting and assisting our clients to ensure they receive the highest level of service.

Natasha Kohler
Service Consultant



Hi, I'm Kim. Originally from Victoria, I spent 30 years in Alice Springs working for the NT government. I moved to Murray Bridge in 2014, ran a caravan park for 10 years, and now work as a receptionist at MMACG. I enjoy interacting with the elderly and having a supportive team.

Kim Crack
Receptionist

My name is Tendai, I recently moved from Auckland, New Zealand. I'm excited to join the Quality and Compliance team, supporting practice improvements and compliance. I enjoy teamwork, so feel free to reach out with any incidents, feedback, or compliments!

Tendai Rugube
Quality & Compliance Officer



Need Assistance? We're Here to Help!

If you require urgent action within 24 hours and your usual Service Consultant is unavailable, please know that another Service Consultant will assist you. Each Service Consultant manages approximately 50 clients, so there may be times when your consultant cannot respond immediately.

We appreciate your understanding and patience as our team works to provide timely and efficient support to everyone. Your care and satisfaction remain our top priority!

Thanks for your understanding!





vAboutMe

Murray Mallee Client App

Get



147 RATINGS

5



AGE

18+

Years Old

CATEGORY



Home Care

LANGUAGE

EN

English

We are excited to be offer all of our clients a new app available on your phone/tablet, vAboutMe. vAboutMe will allow you to communicate easier with the office as well as view your documents and upcoming services.

Why You Should Use the App:

- Convenient remote access to care schedules.
- Information on support workers, including photos and backgrounds.
- Provide feedback and rate your worker's performance
- Access service plans and other relevant documents
- Direct communication with Murray Mallee Office for service adjustments.

Benefits of Using the App:

- Easy tracking and management of funding.
- Alerts for low funding levels.
- Submission of expenses and receipts for processing.
- Informed family members about funding status.
- Confident service requests knowing the funding situation.

Only \$2/Month

extra out of your Home Care Package

Give us a call at (08) 8532 2255. We can guide you on how to install and use the vAboutMe app to make everything easier and smoother.

Seniors Bus Trip

Seasonal Highlight



Photography by Seniors Bus Trip Team
Text Written by Rex Lau

Seniors Bus Trip



June



In June, our enthusiastic seniors explored the Birdwood Motor Museum, followed by a delightful lunch at the Woodside Hotel. July's trip included a fascinating tour of St. Peter's Cathedral, paired with a memorable Beethoven performance.



In August, the group enjoyed tastings at Udder Delights, Beerenberg Farm, and a relaxing lunch at the Old Mill Hotel. September featured a scenic cruise, a few rounds of Bingo, and a delicious lunch at a local favorite.

Seniors Bus Trip



September

In October, our seniors enjoyed the scenic beauty of Jungle Willunga, taking in the peaceful surroundings. The day wrapped up with a delicious lunch at the Old Bush Inn, where everyone had the chance to relax, chat, and enjoy a memorable meal together in a warm, welcoming atmosphere.



Seniors Bus Trip



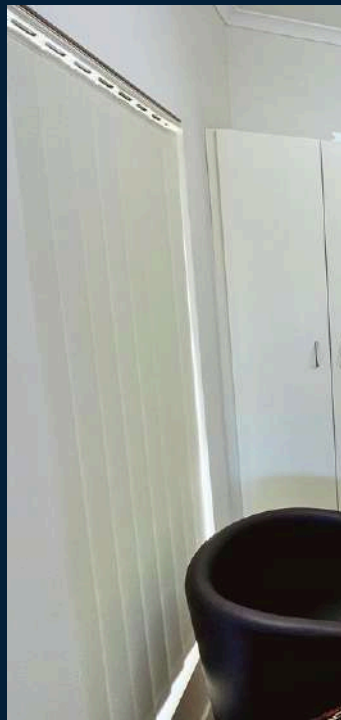
Join Our 2025 Monthly Seniors Bus Trips!

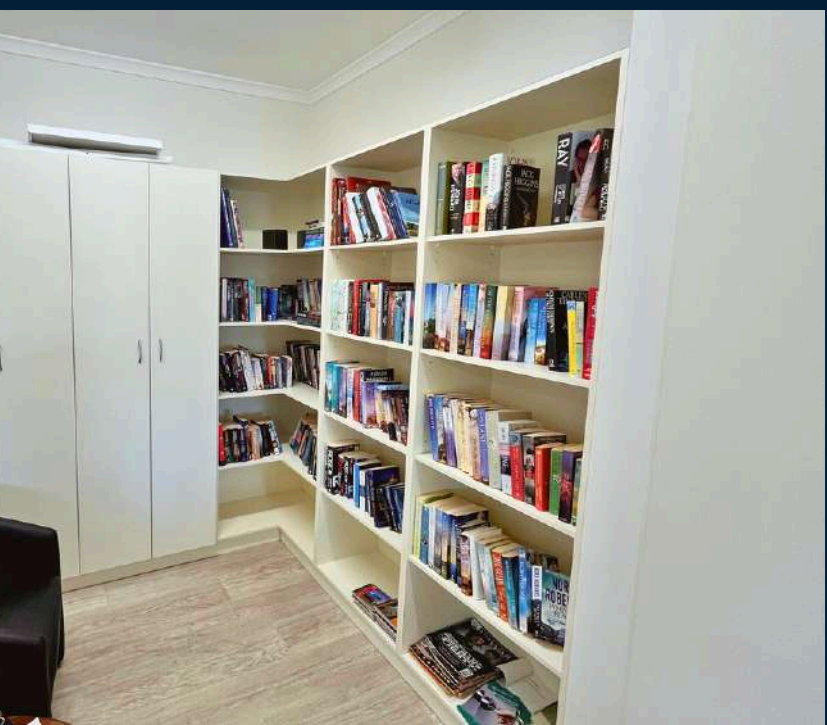
- Tailored for Individuals Aged 65+
- Exciting Monthly Excursions
- Affordable Fun

Register Your Interest Today

(08) 8532 2255

*Please note: The Senior Bus Trip is exclusively available for those with the Commonwealth Home Support Package. Regrettably, individuals holding a Home Care Package cannot participate.





Interested?
(08) 8532 2255
warnerclose.com.au

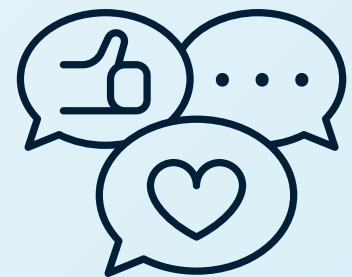


WARNER CLOSE
RETIREMENT LIVING

Your Voice Matters We Value Your Feedback

At MMACG, we believe your voice is key to shaping the best care possible. We encourage you to share your concerns, complaints, or suggestions about our services or staff—your feedback helps us grow and improve.

Be assured that all feedback will be treated respectfully and confidentially, without any negative consequences.



If you'd like to share your thoughts, you can:

- 📞 Phone us: 08 8532 2255
- ✉️ Email us: reception@murraymallee.org.au
- 🌐 Submit feedback anonymously via the Complaint Form on our website

Together, let's create a supportive and trusting environment that prioritizes your comfort, safety, and satisfaction. Your feedback makes all the difference!

Thank you



Thank you

for reading the Murray
Mallee Magazine.



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**Join Our Community
Online for the Latest News.**

Issue 75 | Christmas 2024 Edition

Murray Mallee

Magazine

