



Murray Mallee

AGED CARE GROUP INC.

The Quarterly Connection
 **December 2023**
Christmas Edition

Merry Christmas!



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.

Murray Bridge Office

2a Myall Avenue, Murray
Bridge SA 5253
www.murraymallee.org.au
reception@murraymallee.org.au
Ph. (08) 8532 2255

Adelaide Metro Office

290 Glen Osmond Road,
Fullarton SA 5063
www.murraymallee.org.au
mychoice@murraymallee.org.au
Ph. (08) 8365 0151

Publisher

Murray Mallee Aged Care Group Inc
Editor: Rex Lau
Contributors: Anna Howard,
Amy Joinbee, Heide Callery and the
Kaleidescape Team, Rex Lau.



Murray Mallee
AGED CARE GROUP



MY CHOICE CARE
A DIVISION OF MURRAY
MALLEE AGED CARE GROUP



WARNER CLOSE
RETIREMENT LIVING

Feedback

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

Contents

<u>Message from the Office</u>	4
<u>From the CEO</u>	6
<u>Home Care Update</u>	12
<u>Clinical Update</u>	16
<u>Office Staff Update</u>	18
<u>2023 Client Satisfaction Survey</u>	19
<u>Kaleidescape Corner</u>	20
<u>Centennial Celebrations!</u>	23
<u>Warner Close</u>	24
<u>Holiday Season Office Closures & Gift Policy</u>	28

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.

EVERYONE'S WELCOME

We support you whatever your gender, age, sex, ethnicity, cultural heritage, sexual orientation, or social status.





Murray Bridge Office

At MMACG we are truly grateful to have clients like you. During this festive season, we want to express our appreciation of your trust in us, and we wish you all the warmth of the season!

Merry Christmas!

----- **Regional Team**

We would love to wish all of our friendly clients and their families are very **Merry Christmas**. We are grateful to have such supportive and enthusiastic clients. It has been our greatest privilege to be of service to you this year, we look forward to many more years like this! Enjoy the festive season and we look forward to continuing this journey with you in 2024!

----- Adelaide Team

Adelaide Office





Murray Mallee
AGED CARE GROUP

From the CEO

Greetings everyone,

It's hard to believe that 2024 is closing in on us. The year seems to have flown by. Christmas is such a joyful time and a good time for us all to count our blessings. We live in the most wonderful country in the world, one that is peaceful, tolerant of diversity and respectful of individuals' right to live the life they choose. Our thoughts, however, are with those people living in war torn countries and in countries that have suffered other terrible disasters, whether they have been caused by nature, or by the poor judgment of human beings. I hope that common sense and peace will soon prevail.

On a personal note, this year has been one that has brought with it both highs and lows for my family. Like all families mine has experienced its share of illnesses and loss of loved ones. Likewise, some of our treasured team members have either suffered illness or the loss of loved ones. I'd like to extend my condolences to any of you who have lost someone dear to you this year and hope that your grief eases with the passing of time. The festive season causes us to feel the loss more keenly unfortunately, so please take care of yourself and loved ones.

This year has seen us continue to grow the number of clients both in the regional program and in the Adelaide metropolitan program. I'd like to welcome you to the Murray Mallee Aged Care Group family if



Anna Howard
CEO

you are a new client and send thanks for your continued patronage if you have been with us for some time. We recently conducted a Client Satisfaction Survey, and I am delighted to say that I was pleased with the overall results. You can read more about the results further down in this newsletter.

Warner Close our retirement living complex in Murray Bridge continues to flourish where a lovely sense of community has developed under the wonderful guidance of the managers, Scott, and Stella Coppin. The Warner Close family recently welcomed two beautiful Dorper sheep along with chooks who eat the kitchen scraps and provide fresh eggs. The vegetable garden provides delicious seasonal fruits and vegetables that Stella uses in her kitchen. Two people who are key to overseeing the gardens are Phil and Judy, two residents who spend a lot of their time tending to the garden.



continued next page...

From the CEO cont.

The other exciting addition to Warner Close is the installation of solar panels to each of the units to help reduce our organisation's carbon emissions and to help lessen the impact of the ever-rising cost of electricity.

This time last year we were preparing for the significant risk of being impacted by the forecast floods that were predicted to have a damaging impact on our region. Whilst there was damage to many houses fortunately there was no loss of life. It is terrific to see areas that were impacted being restored to the pre flood state.

The summer always brings with it the risk of bushfires and as an Adelaide Hills resident I am acutely aware of the catastrophe that fires can cause. The best we can do is prepare our properties and in the worst-case scenario be prepared to evacuate.

My team does its best to maintain up to date information concerning people who live in high-risk areas. Individualised plans are developed to guide us as to how best to deal with emergencies. Nonetheless, if there are any changes to your circumstances, please do not hesitate to contact your Service Consultant for further assistance or to update your records.

Like most organisations, we have developed statements that reflect our vision and purpose that guide how we conduct ourselves and the business.

Our Vision: We are trusted and valued by our clients and their families; and we are a leading provider of services that meet client needs.

Our purpose is 'To provide services that enable people to live the life they want'.

Our values are 'Equity, Responsibility, Respect and Teamwork'.



More recently, the leadership team has added even more depth to the values we wish to promote, and they are that we strive to be 'Genuine, Reliable, Kind and Engaging'.

These are just words on paper if we don't live by the intention and meaning of the words. Please feel free to feedback to me or the team if you ever feel that we are not living up to the intent of the vision, purpose, and values that we promote. We are always at the end of the phone and promise to do our utmost to make things better for you.

In closing, I'd like to thank our esteemed Board of Directors, Managers, Office Staff, and Support Workers for their tireless work and contribution toward making the organisation the success it has been for almost 30 years.

I wish you and your loved ones a safe and happy festive season and prosperous 2024.

**Warmest wishes,
Anna Howard**

From the CEO (Italian)

Tanti saluti a tutti,

E' difficile pensare che siamo arrivati alla fine dell'anno 2023. L'anno e' passato cosi' velocemente. Natale e' un periodo di gioia, spensieratezza e benedizioni per tutti. Viviamo in uno dei migliori continenti nel mondo, dove c'e' pace, tolleranza nella diversita' e rispetto negli individui che scelgono di vivere la vita come vorrebbero. I nostri pensieri comunque vanno a coloro che vivono in paesi di guerra e che soffrono altri disastri terribili, causati da avvenimenti sia naturali, oppure giudicati da una scarsa capacita' di giudizio umano. Mi auguro che il buon senso e la pace possano ben presto prevalere.

Su una nota personale, quest'anno e' stato un anno che ha portato delle situazioni alte e basse in famiglia. Come tutte le famiglie la mia ha attraversato un periodo di malattia e perdita di persone care. Nello stesso modo, alcuni colleghi molto preziosi hanno sofferto la malattia o perdita di persone care. Vorrei estendere le mie piu' sentite condoglianze a coloro che hanno perso qualcuno caro quest'anno e mi auguro che il vostro dolore si allievi pian piano con il passare del tempo. Purtroppo le festività ci portano a sentire di piu' la mancanza delle persone care, vi invito a prendervi piu' cura di voi stessi e delle persone che amate.

Quest'anno abbiamo visto la continua crescita nel numero dei clienti del programma sia nella zona regionale che nella zona metropolitana di Adelaide. Mi piacerebbe dare un benvenuto nella famiglia di Murray Mallee Aged Care Group ai nuovi clienti e ringraziare coloro che continuano ad essere clienti da

anni. Da poco abbiamo condotto un sondaggio con il Client Satisfaction Survey e sono veramente soddisfatta dei risultati. Alla fine della newsletter potete continuare a leggere i risultati del sondaggio.

Il nostro retirement village in Murray Bridge chiamato Warner Close continua a crescere e prosperare, si e' venuto a creare un senso di comunita' grazie alla fantastica guida dei nostri managers Scott e Stella Coppin. La famiglia Warner Close da poco ha dato il benvenuto a due pecore Dorpen e galline che mangiano le rimanenze della cucina e producono uova fresche. L'orto produce frutta e verdure che Stella utilizza in cucina. Le due persone principali che si occupano dell'orto sono Phil e Judy, due residenti che impiegano tanto del loro tempo per mantenere il giardino.

Un'altra notizia emozionante da aggiungere a Warner Close e' l'installazione di pannelli solari su ogni appartamento, questo aiuterà la nostra organizzazione a ridurre l'emissione di carbonio nell'aria e ridurre anche il costo alto dell'elettricità'.

L'anno scorso durante questo periodo ci stavamo preparando per il significativo rischio di inondazioni che prevedevano danni per la nostra regione. Mentre ci sono state le inondazioni causando danni alle case, per fortuna queste non hanno causato la perdita di vite umane. E' veramente impressionante vedere le zone che erano state influenzate, sono ora state restaurate.

[continua a pagina successiva...](#)

From the CEO (Italian) cont.

Con l'estate arriva sempre il rischio di incendi boschivi e essendo anch'io un Adelaide Hills residente sono molto consapevole delle catastrofi che gli incendi possono provocare. La cosa migliore da fare e' preparare le nostre case e nello scenario peggiore prepararci ad evacuare.

Come anche altre organizzazioni, noi abbiamo creato delle dichiarazioni che riflettono la nostra visione e hanno lo scopo di guidarci nella nostra attivita'.

La nostra Visione: I nostri clienti e le loro famiglie si fidano di noi; e siamo un'organizzazione leader di servizi che soddisfano le esigenze dei clienti.

Il nostro Scopo e' 'Quello di fornire servizi che aiutano le persone a vivere la vita nel modo in cui vogliono'.

I nostri Valori sono 'Equita', Responsabilita', Rispetto e lavoro di squadra'.

Ultimamente, il gruppo dirigente ha aggiunto piu' profondita' ai valori che vogliamo

promuovere, che sono ' Genuinita', Affidabilita', Gentilezza e Coinvolgimento'.

Queste sarebbero solo parole su carta se noi non vivessimo secondo l'intenzione e il significato delle parole. Non esitate a mandarci un feedback a me o al mio team se ritenete che non siamo all'altezza della visione, dello scopo e dei valori che promuoviamo. Noi siamo sempre pronti dall'altra parte del telefono e vi promettiamo di fare del nostro meglio per rendere i servizi migliori.

In conclusione, vorrei estendere dei ringraziamenti al nostro stimato team di Board of Directors, Managers, Office Staff, and Support Workers per il loro instancabile lavoro e contributo negli ultimi 30 anni nel creare un'organizzazione di successo.

Auguro a voi e ai vostri cari di passare delle buone e felici festività e un prospero 2024.

**Calorosi auguri,
Anna Haward**





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.

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:



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



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

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

 Home Care Packages

 Social Support



Murray Mallee
AGED CARE GROUP INC.

Question?

Call us at (08) 8352 2255



Home Care Update

As 2023 draws to a close and 2024 approaches, I'd like to express my gratitude to our valued clients for your unwavering support of My Choice Care, Murray Mallee Aged Care.

This year has been filled with its share of challenges and triumphs. While we bid farewell to our Adelaide Manager Patrizia, I'm incredibly excited to grow alongside MMACG and connect with our metro clients, just as I've had the privilege of doing with our regional clients over the past four years. I eagerly anticipate our conversations in the days ahead.

We've encountered industry changes impacting our staff rostering process, and I deeply appreciate your patience during the transition. Change can be daunting, and I'm grateful for your understanding. Additionally, modifications to our Home Care Package program have brought challenges, yet they've also provided significant learning opportunities for my team.

On a brighter note, the responses from our annual client survey were overwhelmingly positive and heartening. We celebrated Ebony's achievement as our second-year trainee of the year and are joyfully awaiting the arrival of one of our Murray Bridge Service Consultants, Louise's, baby boy due in



Amy Joinbee
Home Care Manager

December. I also had the pleasure of welcoming back Monique, our Regional receptionist, after her maternity leave, as she takes on a new role as a Program Assistant.

As our team continues to grow, both in Metro and Adelaide, we've introduced some new faces that I'm excited for you to meet.

During the festive season, while our staffing levels will be reduced, please feel free to reach out to any available consultant should your regular contact not be available. Although our office will be closed on public holidays, our Emergency on-call service will remain accessible at Adelaide Oncall #0427 325 499 and Murray Bridge Oncall #0427 325 493 if required.

On behalf of all the Service Consultants and rostering team, we wish you a happy and safe festive season and look forward to being able to continue to assist you in 2024.

Warmest wishes,
Amy Joinbee

Meet our Rostering Team!

This year staff shortages in the aged care sector have been highlighted more than ever, which makes the rostering services for over 400 clients throughout South Australia even more complex! But, we want to take a moment to introduce you to the amazing team of dedicated people who work tirelessly to make sure these services happen every week. We're so grateful for their hard work, and we're excited to share their stories with you!

Although you might recognize them as voices on the phone, they are the heartbeat behind our scheduling. Let's peek into the lives of Sheenagh and Ebony, the dedicated individuals who ensure seamless connections between our clients and Support Workers.



Sheenagh Quinzi

Rostering Officer

Sheenagh has dedicated the last 7 years to rostering at MMACG, but her connection with the organisation goes back even further than that, having worked for the Murraylands Retirement Village in the early 2000's when MMACG shared an office space at the village.

Sheenagh cherishes client and support worker interactions and finds fulfilment in finding the perfect matches between clients and staff. Outside of work, she enjoys spending time with her family and is an avid fan of motorsport and super cars.



Ebony Schiller

Rostering Officer

Ebony's journey with MMACG began in January 2022, embarking on a business traineeship where her remarkable performance led to consecutive Trainee of the Year awards in the Murraylands region for two years, demonstrating her consistent excellence.

Following the completion of her traineeship in August 2023, Ebony transitioned to a full-time role at MMACG. Beyond work, Ebony finds joy in quality time with her loved ones and indulging in Netflix shows during her leisure hours.

HOT WEATHER AND OLDER PEOPLE



As we age, we have a higher risk of heat-related illness, especially if we live alone, have medical conditions, or take certain medicines.

Physical changes happen as we get older, and we may be less likely to notice we are becoming overheated or dehydrated, and some medications can make this worse. Older people are also less able to cool their body by sweating.

Speak with your doctor or pharmacist for advice about medicines you are taking. If you are an older person or if care for someone elderly, the following tips may help:



Use air-conditioners and fans set to cool, put a wet cloth around your neck, or put your feet in a bowl of cool water.



Drink plenty of water throughout the day, even if you do not feel thirsty, and take a bottle of water wherever you go.



Swap large meals for smaller ones. Make cool meals, like salads, and avoid using ovens or stoves in hot weather – they can make your home much hotter.



Arrange for a friend or MMACG to visit you twice a day to check how you are and that you have everything you need to stay healthy in the heat.



As temperatures rise, consider rescheduling non-urgent medical appointments for cooler days. Stay indoors during peak heat to prioritize your well-being and avoid unnecessary risks in hot weather.



A trip to an air-conditioned public space, like the local library, cinema or shopping centre, may give you some relief from hot weather. But remember, avoid going outside in the hottest part of the day.

In a medical emergency, always call triple zero (000) for an ambulance

For more information

www.sahealth.sa.gov.au/healthyintheheat

Public I1-A1

© Department for Health and Wellbeing, Government of South Australia.
All rights reserved. FIS: 18104.2 (Older People) November 2018.



<https://creativecommons.org/licenses>



Government
of South Australia

SA Health



Care with a Country Heart



**Home Care
Packages**

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



MY CHOICE CARE
A DIVISION OF MURRAY
MALLEE AGED CARE GROUP

Question?

Call us at (08) 8365 0151

Clinical Update

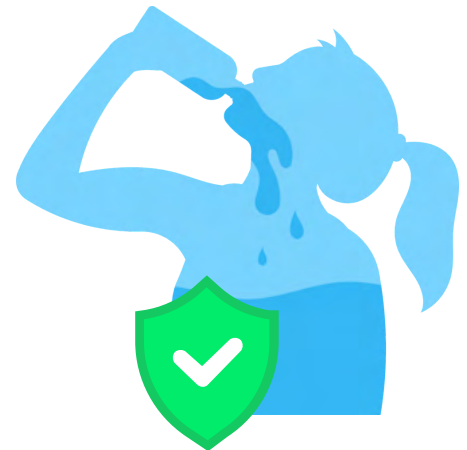
Hello everyone, Christmas is fast approaching and so is the hot weather. Please ensure that you have someone to check on you once or twice a day during the hot days. For those who are vulnerable or not well, we can give you phone calls to ensure you have everything you need to stay healthy in the heat.



Heide Callery
Clinical Manager

Beat the Heat: Stay Safe This Christmas!

As we approach the holiday season and the mercury climbs, it's crucial to ensure safety during the sweltering days. Regular check-ins are essential, especially for those vulnerable to the heat. Our team is a call away, ready to assist. Use your air conditioner wisely, stay hydrated, and opt for lighter, cooler meals. Minimize outdoor exposure and stay cool with a damp cloth. Together, let's navigate this heat and ensure your well-being throughout the holidays.



Focused Care: Wound & Continence Services for You

Amidst the festive rush, remember our extended support. Our nurses provide wound care and continence advice. Contact us for a home visit or call us to discuss your needs. Your well-being matters, and we're committed to ensuring your safety throughout and beyond the holiday season. If you're currently receiving care from our nurses, they will be in touch to arrange your wound care around the holiday breaks.



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.

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.



Office Staff Update

Welcome to the Team



Joining Murray Mallee Aged Care Group has been truly exciting! I'm thrilled to be part of this team and am committed to giving my best in serving our community. I look forward to contributing positively to our shared goals!

Rex Lau
Marketing & Communication Officer



Since starting my traineeship at Murray Mallee Aged Care Group, I have had the opportunity to work with amazing people. I wasn't too sure about starting the traineeship but honestly I reckon it's the best decision I've made.

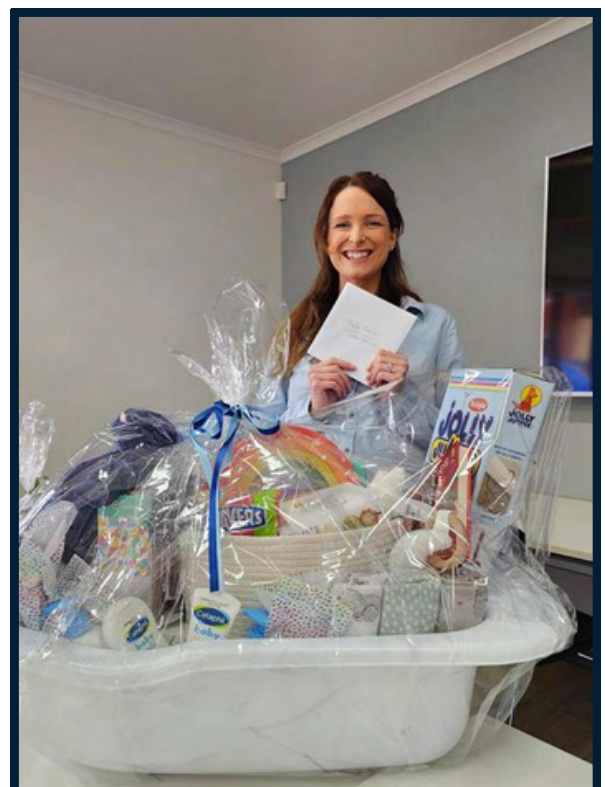
Emma Argent-Butler
Finance and Administration Trainee Officer

Baby Shower!

We loved celebrating Louise, our dedicated Service Consultant, with a baby shower in October. It was a truly heartwarming affair. The MMACG team came together for a delightful BBQ lunch, bringing gifts for Louise and her soon-to-arrive baby boy.

With her due date on November 30th, we're excited for this new chapter in her life and eagerly await her return in late 2024.

Louise!
Congratulations,

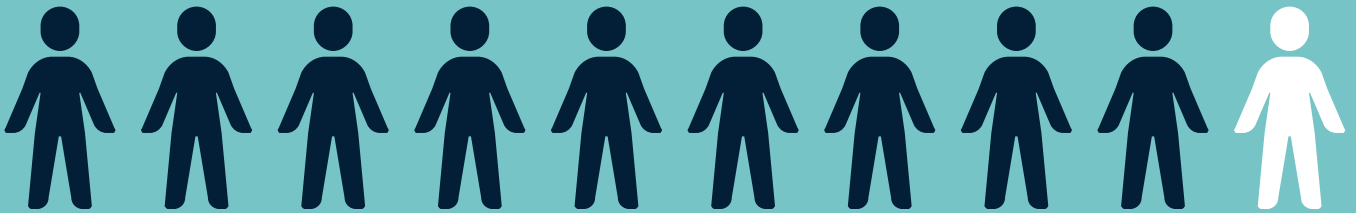


2023 Client Satisfaction Survey

Firstly, a heartfelt thank you to everyone who participated in our recent Client Satisfaction Survey. Your feedback is invaluable, guiding us in reviewing our performance and identifying areas for improvement.

The survey yielded overwhelmingly positive results:

OVERALL SATISFACTION:



For historical records, our collective feedback resulted in an impressive 91% satisfaction rate.

91%

SEVICE QUALITY:



The average response rated our service quality at 4.44 out of 5, with 63% strongly agreeing that they received high-quality service.

COMMON COMMENTS:

- "Your crew has been wonderful. Thank you, everyone!"
- "Very good service, highly recommended."
- "Excellent all-round service."
- "Very happy with Murray Mallee home care."

Kaleidescape Corner



We've had an amazing season here at Kaleidescape! Our groups have been up to all sorts of fun activities and adventures. We've watched special choir performances, crafted beautiful cards, checked out the awesome Birdwood Motor Museum, gone on a fantastic Mayflower cruise, and even got our hands dirty with some garden diorama and bird bath making.



In December, we have our annual Kaleidescape Christmas lunch, which we hope you are looking forward to (or have very much enjoyed depending on when you are reading this!). It's such a special time for us, and we love sharing it with you.



To close out the year, we just wanted to give you a friendly heads-up that we'll be taking a short break in January since there won't be any Kaleidescape groups during that time. But before we go, we want to wish you all a very Merry Christmas and a Happy and safe New Year filled with joy!

**From the
Kaleidescape Team**

KALEIDESCAPE CORNER



Christmas Donation Drive: Making a Difference

This year, our annual initiative supporting the Salvation Army has brought together our community in a heartwarming effort. We've gathered an array of donations, including non-perishable food items, thoughtful small gifts, delectable Christmas treats, and delightful beverages. Each contribution is a testament to the generosity of our team and our clients, aimed at spreading warmth and joy to those less fortunate.

The collected items will be carefully assembled into packages by the Salvation Army, ensuring they reach individuals and families in need. We extend our sincere gratitude to everyone who participated, whether through donations or support. Your kindness and generosity will undoubtedly bring comfort and cheer during this festive season.

To our valued clients, your unwavering trust means the world to us. Wishing you a Christmas brimming with warmth, laughter, and cherished moments.





Luigi Biz

A hearty congratulations to Luigi Biz, one of our esteemed clients, who marked an incredible milestone in September, reaching the remarkable age of 102! An inspiration to us all, his resilience and joy for life are truly commendable. Wishing Luigi continued health, happiness, and many more joyous years ahead!

Pictured is Anna Howard, CEO, with client Luigi Biz

Centennial Celebrations!



Ida Iacobelli

Join us in celebrating a century of life with our cherished client, Ida Iacobelli, who turned 100 this September! Her resilience, wisdom, and enduring spirit are a testament to a life well-lived. Ida's remarkable journey inspires us all, and we wish her a year ahead filled with love, joy, and treasured moments, surrounded by the warmth of family and friends.

Pictured is Anna Howard, CEO, with client Ida Iacobelli

Warner Close



WARNER CLOSE

RETIREMENT LIVING

SHEEP JOIN WARNER CLOSE COMMUNITY!



Here at Warner Close, we're excited to introduce a new addition to our community – a few friendly and charming sheep! These adorable creatures belong to a South African breed known as the English Dorset crossed with a Persian breed. As they've recently arrived, we're yet to provide them with names. We invite all our wonderful residents to share their creative ideas with us for naming our new furry friends.

This delightful initiative is a testament to our commitment to listening to our residents and striving to fulfill their desires for more joy and companionship within our community. It wouldn't have been possible without the dedicated efforts of Scott and Stella, whose hard work has brought this wonderful addition to life. Stay tuned for more updates and the exciting journey ahead with our new sheep companions!



Pictured is Robert Sexton (Board Director), Stella Coppin (Warner Close Manager), Brenton Clothier (Farmer) and Scott Coppin (Warner Close Manager).

MELBOURNE CUP DAY 🏆

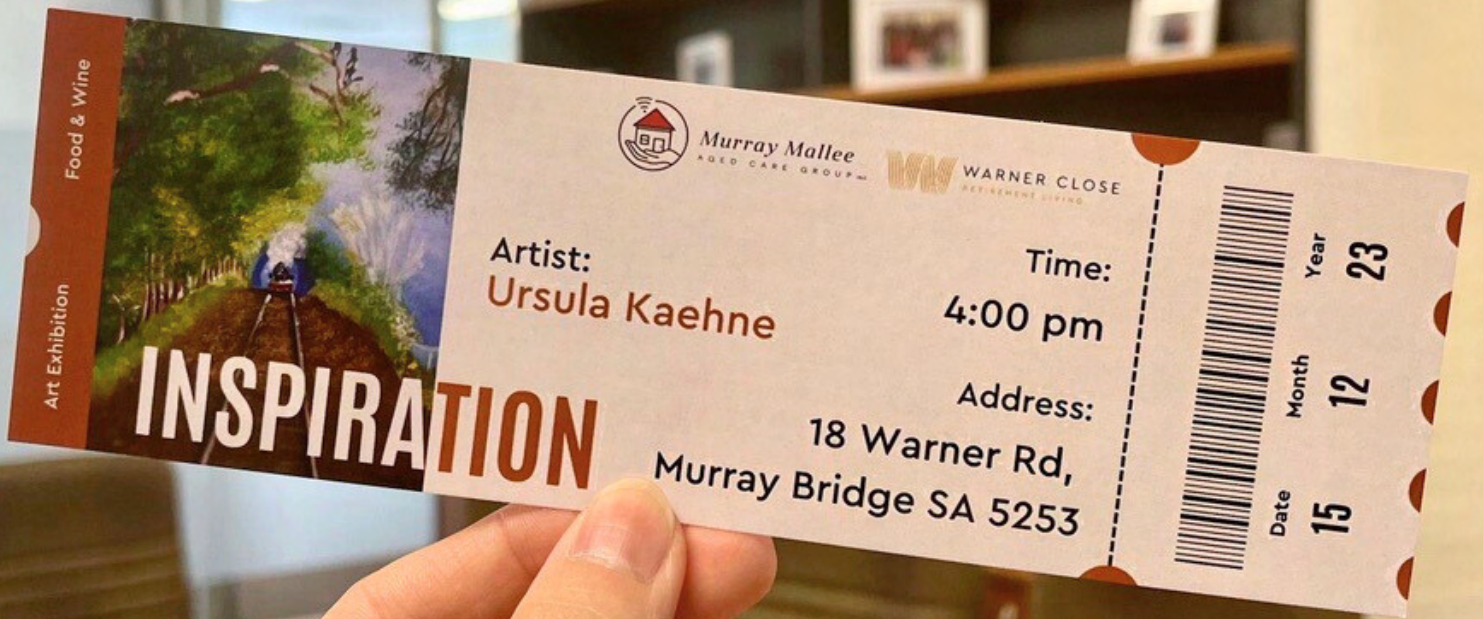
Earlier in November, we brought the spirit of the Melbourne Cup Day to our vibrant community! We hosted a joyous event filled with delectable food and exciting prizes for our cherished residents. The smiles and laughter of our residents illuminated the day, making it an absolute delight for everyone involved!



SOLAR PANELS ♻️

At Warner Close, our commitment to sustainability shines brighter with the ongoing installation of solar panels. These panels not only contribute to a greener environment but also promise potential cost savings on electricity bills for our residents. This initiative aligns with our vision for an eco-friendly future while benefiting our community financially.





YOU ARE INVITED!

Artist: Ursula Kaehne

Food & wine will be provided!

FREE

Date: 15 December 2023 (Friday)

Time: 4:00 pm

Address: Warner Close;

18 Warner Rd, Murray Bridge SA 5253

INSPIRATION

**Art Exhibition
Free Event**

UNITS NOW AVAILABLE



**Best
Retirement
Living Ever!**



Enquire Now
warnerclose.com.au



WARNER CLOSE
RETIREMENT LIVING

Holiday Season Office Closures*

 Monday 25th December 2023

 Tuesday 26th December 2023

 Monday 1st January 2024

 Friday 26th January 2024

*Emergency calls only, can be made to the on-call phone over the Christmas, New Year break or a message can be left on the office phone for return calls when we re-open.



Murray Mallee
AGED CARE GROUP

Gift Policy

During this festive season, we deeply appreciate your thoughtfulness and generosity. However, we kindly request that you refrain from presenting gifts to our staff members or support workers. As per our policies, we are unable to accept such tokens of appreciation.

Your trust and support mean the world to us, and we remain committed to providing exceptional care and service to you. Thank you for your understanding and continued partnership.

