

Issue
SE

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2a Myall Avenue

Murray Mallee
Magazine

30th Anniversary Edition



Murray Mallee Aged Care Group Inc.

Murray Mallee

Magazine

Issue SE | 30th Anniversary 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

Publisher: Murray Mallee Aged Care Group Inc
Contributors: Trevor Kerley, Anna Howard, Foster Davis, Rex Lau, and all relevant staff members.
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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.



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.

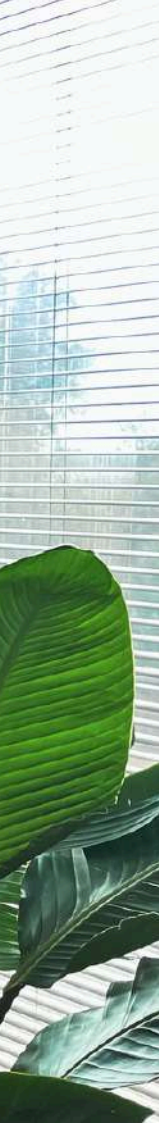




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Welcome to the Murray Mallee Magazine: 30th Anniversary Edition! This special issue celebrates three decades of dedication and growth. Inside, you'll find reflections from our CEO, Board Chairperson, Mayor Thorley, and Mr. Pasin MP, along with a rich historical

timeline, interviews with long-term clients and staff, and heritage highlights. Join us in celebrating Warner Close's 5th Anniversary, and discover our exciting "Vision Forward" plans for the future. Here's to 30 years and beyond!

Anna Howard

Chief Executive Officer

Trevor Kerley

Chairman of the board

Photography by Rex Lau

Editing by Rex Lau

Text Written by

Anna Howard & Trevor Kerley

As we commemorate the 30th anniversary of Murray Mallee Aged Care Group, Anna Howard, CEO, and Trevor Kerley, Chairman, reflect on three decades of dedicated service to the community. In their words, they highlight the milestones, achievements, and the unwavering commitment of the organization to provide exceptional care and support to the elderly in the region. Through their leadership, the organization has navigated challenges, embraced growth, and continued to thrive, ensuring the well-being of those they serve.



Murray Mallee
AGED CARE GROUP







Celebrating 30 Years of Murray Mallee Aged Care Group

It is with great pleasure that both Trevor Kerley, our chairman, and I share with you this overview of the 30-year journey that Murray Mallee Aged Care Group Incorporated (MMACG) has taken. It has been my honour to have been in the CEO role since 2014, and I feel enormously privileged to have stewardship of such a well-respected and successful organization.

Trevor has been on the board since 2011, having held the chair role for eight of those years. Robert Sexton, our Public Officer, takes the record, having joined us in 2002. Robert has also held the chair role at various times in his twenty-two-year journey with us. I would also like to acknowledge Wendy Bartlett, our outstanding Finance Manager, who has been with us since 2001. MMACG has enjoyed the fruits of Wendy's labor with outstanding financial reporting results every year since 2001. Foster Davis, who joined as a trainee in 2013 and now holds the role of Operations Manager/Deputy CEO, and our Clinical Manager Heide Callery. Heide first joined our organization in 2007 as a Support Worker and rejoined us in 2016 as a qualified Registered Nurse, and now leads the team of nurses. Amy Joinbee, the most recent recruit to the management team, has made a fantastic contribution with her 'can do' attitude. All valued and committed senior managers.

There isn't an entity that can thrive and grow without the support of a loyal team of employees and a strong group of Directors. Since its inception, MMACG has benefited from the contribution of many great people. To attempt to name them all would risk missing someone. Having said that, I'd also like to honour Murray Schache (OAM), the founding member who drew together like-minded people in the interests of

older people living in regional South Australia. Murray could see the changes afoot to deliver primary health care into people's homes, and he did not want people living in rural and regional areas to miss out on available care.

As a brief history, initially, nine regional council representatives formed the board of directors, but in 1997 it reduced to five due to the amalgamation of councils. The organization continued to grow and thrive under the stewardship of the representatives in preparation for the new era of in-home care. The Federal Government's announcement of the Community Aged Care Packages (CACPs) program inspired the 'group' to apply for 20 packages. The successful application in the first funding round formalized the 'group' into MMACG.

By 2010 the organization really 'hit its straps' and built a brand-new administration office at 2A Myall Avenue, Murray Bridge. Confidence continued to grow, and in 2012 we won a streak of awards, beginning with the home care Workcover SA Health Award (for the Murraylands and Riverland), as well as the Overall Winner at the Advantage Regional Awards. In 2013, Brand SA recognized MMACG as the winner of the Workcover SA Health Award (for the Murraylands and Riverland). Then the hat trick was achieved in 2014 when MMACG won the Workcover SA Health Award (for the Murraylands and Riverland) and Brand SA acknowledged MMACG becoming a Farmers Union Iced Coffee Hall of Fame Inductee.

What do they say about change... "There is nothing permanent except change." – Heraclitus. In 2017, due to the reforms in the aged care sector, we were able to establish an outlet in the metropolitan

Adelaide. Our vision was to help more families experience empowered aged care with a country-community heart. The team was enthusiastic about reaching out to the Italian older community, and so we employed the inimitable Patrizia Kadis to lead the team. Under her leadership, Patrizia grew the business from eleven home care packages in 2017 to two hundred and seventeen in 2023. Sadly, she left us to take up an alternative employment choice. The Adelaide business continues to grow, with Amy Joinbee having filled the 'big shoes' that Patrizia had previously filled.

By 2019 we were ready to try a new venture into supported accommodation and built fifty independent units now known collectively as Warner Close. We are immensely proud of the reputation that Warner Close has built since Scott and Stella moved in to become the on-site managers. Together, Scott and Stella have created a warm home environment for many people who would otherwise have been living alone without the company of others. Not to mention, enjoying the delightful gardens, Larry and Moe the sheep, the chooks, and the delicious meals cooked by Stella. Whilst the establishment of Warner Close came to fruition through the hard work of the team of directors and the employees, a special thanks needs to be extended to Robert Macdonald, who oversaw the development and construction every step of the way. Robert brought with him vast knowledge in building similar villages over many years with his late wife Raelee. We are forever indebted to him for his wise counsel.

Come March 2020, when Warner Close was a fledgling establishment and everything was running smoothly, like the rest of the world, and like most other businesses, MMACG was affected by the Covid-19 pandemic. Nonetheless, in true MMACG form, the team stepped up to develop a comprehensive business continuity plan that led the day-to-day operations. As always, the safety of our clients was at the forefront of all decision-making, guided by the management team with the highly valued oversight of the board. I was extremely pleased that the organization's improved technological capabilities, adoption of a centralized quality management system, and tireless service enabled us to continue business as usual. When many organizations chose to work

from home, we steadfastly continued to work from the office without suffering any irreparable negative impact of the highly infectious virus. 2024 now marks a significant milestone in the history of Murray Mallee Aged Care Group as we celebrate our 30th anniversary. For three decades, we have been dedicated to serving and caring for the elderly in our community. Our growth from twenty packages in 1997 to over four hundred and fifty by mid-2024 has been significant. The achievements listed exemplify our commitment to elder care with a country heart but always navigating carefully all the requirements of robust governance and quality care. This anniversary commemorates our past achievements and reaffirms our dedication to the future and the continued well-being of those we serve.

I look forward to the years ahead and firmly believe that the strong foundations set by our forebears will hold us in good stead for many, many years to come. With continued good governance and clarity of thought and processes, we are forever hopeful to progress, to build, and to evolve on these foundations and hopefully remain a much-appreciated service provider in the community.

Warmest wishes,

Anna Howard

Chief Executive Officer

Trevor Kerley

Chairman of the board



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Wayne Thorley

Mayor of The Rural City of Murray Bridge

Photography from
The Rural City of Murray Bridge
Interview with Rex Lau

Mayor Thorley's Reflections on MMACG's 30 Years of Service

I think it is pretty amazing for any non-government organization to be able to survive for 30 years. It's something extraordinarily special in the modern day, where the ability to seek funding, expand appropriately, and report back on it is quite challenging and demanding in itself, let alone being able to do it over three decades. This is something to be congratulated and recognized.

In a growing community where the workload continuously increases, especially in Murray Bridge where about one-third of the population is over 55, it's very diverse and multicultural. There are often many challenges related to the services people need and the support they need to understand, especially as they get older.

Even though I haven't had a lot of feedback, sometimes no news is good news. It means you're not being criticized, and I've certainly had no negative feedback. That's a good thing, just having that support with professional advice is pretty important.

Murray Mallee Aged Care Group is well organized, with modern facilities, and very professional in the way it's run. That's a key indicator of performance. If you were working in a tired old building, it suggests you haven't achieved what you're seeking to achieve.



But your facilities are up to speed, well-presented, and have a modern outlook on how they operate.

For your staff working here, it's often a thankless job, so we should say thank you. Often people fly under the radar, not appreciated, but if you were lost, you would be greatly missed. After three decades, I like to think you're not going to be lost. Well done, great work, and keep it up because with some of the developments happening in the near future, the need for these services will continue to grow.

From the community's side, we know the need is there and we respect that. The more advice you receive, the more successful your expectations for the outcome will be. It's fantastic to see external professional advice. For the community in general, I see it as a growing thing. We not only want people to retire here, but we want the people who support them to be here as well with their services. So they're not traveling to Mount Barker or Adelaide for support; they can walk or drive comfortably to get the help they need.

Wayne Thorley

Mayor of The Rural City of Murray Bridge

Medication Support



Do you receive medication support services from us?

Keeping us informed about any changes in your prescriptions, such as new medications for your eyes, ears, or any topical creams, is crucial. Timely updates allow us to review and adjust your medication plan accordingly, ensuring that our care is precise and supportive. Accurate medication management is key to your health and wellness.

Should there be any changes in your prescriptions, please contact us immediately at (08) 8532 2255 or email reception@murraymallee.org.au. Your well-being is our priority, and through diligent medication management, we strive to support your health needs effectively.



Tony Pasin MP

Member of the Australian House of Representatives

Photography from
Office of Tony Pasin MP
Assisted by Therese Kenny
Editing by Rex Lau

Celebrating 30 Years of Exemplary Service by Murray Mallee Aged Care Group

Thirty years of quality service by the Murray Mallee Aged Care Group, who currently support 500 of our senior citizens to remain living happily in their own homes, is an anniversary worth celebrating. Congratulations to the current 180 staff members, whether you are nursing or medical personnel, carers, administrative staff, or gardeners. You, along with past staff members, have all been part of the wonderful story that is the Murray Mallee Aged Care Group.

When, in 1994, Mr. Murray Schache met older people across the Murray Mallee region who could benefit from assistance to continue living happily and healthily at home, he rallied the locals, and the community responded. That was the beginning of the exemplar organization we know today as the Murray Mallee Aged Care Group (MMACG). Its initiation, development, and growth are a testimony to the strength and character of the Murray Mallee community.

The MMACG has been a trailblazer and a leader in the care and maintenance of independence for older Australians. With services now being offered not just in the Murray Mallee region but to people across the Adelaide Hills and into Adelaide's suburbs, the MMACG's reputation for



quality care with a warm country touch has spread far and wide.

Caring for and respecting older Australians is fundamental to a healthy community. An organization like MMACG, continuing to operate and grow in such a crucial care sector, should provide the Murray Mallee community and the wider community with pride and confidence that the care and support of independent living older citizens are in good hands.

Sincere congratulations!

Tony Pasin MP

Member of the Australian House of Representatives

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Our Historical Timeline

1994 - Present

Text Written by Rex Lau



1994 A vision for the future

Throwback to 1994 when Murray Schache ignited a spark in Murray Mallee for specialized elderly care! A groundbreaking collaboration of nine councils and their community champions in aged care set the stage.

They envisioned a model of aged care that would shine nationwide. Through unity and determination, our Board of Directors harnessed resources and community insights.

Our big leap? Securing our first 20 Community Aged Care Packages from the Federal Government! That success marked the birth of Murray Mallee Aged Care Group. Now, in 2024, we're celebrating 30 years of compassion, innovation, and community-driven care!



1997 Nine become five

In 1997, a transformative amalgamation streamlined nine councils into five, marking a significant evolution for MMACG. This strategic consolidation brought together Coorong District Council, Karoonda East Murray, Rural City of Murray Bridge, Mid Murray Council—merging the District Councils of Mannum, Morgan, Ridley-Truro, and part of Mount Pleasant—and Southern Mallee, uniting Pinnaroo and Lameroo Councils. A momentous shift, this reorganization fortified our commitment to community service and governance.



2005 Expanding Our Horizons

In 2005, Murray Mallee Aged Care Group hit a major milestone, expanding and moving into the iconic 1940s stone building at 74 Adelaide Road, Murray Bridge. This pivotal moment shaped our future, allowing us to better serve our community and grow our family. Here's to growth, history, and the many more achievements ahead!



2010 Foundation of Growth

Throwing it back to 2010, the year Murray Mallee Aged Care Group found its forever home at 2A Myall Avenue, Murray Bridge! This place is more than an office; it's a cornerstone of our journey, witnessing our growth, achievements, and the countless memories we've created together.

Still standing strong as our base today, it symbolizes the solid foundation upon which we've built our dreams and aspirations. Cheers to our history, our home, and the future ahead!





2012 Award Winning Care

Throwing it back to 2012, a standout year for us at Murray Mallee Aged Care Group! We were honoured to receive the Workcover SA Health Award for Murraylands and Riverland, and didn't stop there—bagging the Overall Winner at the Advantage Regional Awards too!

Celebrating these achievements reminds us of our commitment to excellence and the passionate care we deliver every day. These accolades reflect our dedication to our community and the hard work of our incredible team.



2013 Continued Excellence

Continuing our legacy of excellence, Murray Mallee Aged Care Group was recognized by Brand SA as the winner of the Workcover SA Health Award for the Murraylands and Riverland! This accolade highlighted our commitment to outstanding care and safety standards.

2013 also marked the launch of MyAgedCare by the Australian Government, providing a single hub for information and access to subsidised aged care support. We're proud of our achievements and the strides we've made in aged care! Cheers to the journey and the milestones along the way!



2014 Hat Trick

2014 was a monumental year for us! For the third consecutive year, MMACG clinched the Workcover SA Health Award (Murraylands and Riverland) and earned a spot in the Farmers Union Iced Coffee Hall of Fame, recognized by Brand SA! These accolades highlight our unwavering dedication to outstanding care and safety standards.

We're incredibly proud of our journey and the milestones we've achieved along the way! Cheers to the amazing strides we've made in aged care and to the incredible team that made it all possible! Let's keep the momentum going!



2017 Headed for the Big City

2017 marked a new chapter for us! Adelaide metropolitan called for country-like aged care support, and MMACG answered! We extended our services into the city, bringing our country-community heart to more families. Our journey began in Campbelltown and later moved to North Adelaide, helping even more people experience empowered aged care.

This expansion reflects our vision to provide exceptional care beyond boundaries. We're proud of our growth and the impact we've made in the city! Here's to continuing our legacy of excellence and care! Cheers to more milestones and memories ahead!





2018 Five Pillars of Reform

2018 brought significant change with the Royal Commission into Aged Care Quality and Safety! This led to 148 recommendations, driving major reforms in home care, residential services, quality and safety, workforce, and governance. MMACG welcomed these improvements, enhancing our commitment to top-notch care.

The reforms opened doors for thousands of new home care packages, ensuring our elderly can stay comfortably in their homes for many years. We embraced this opportunity to evolve and serve our community better. Cheers to progress and continuous improvement in aged care!



2019 A New Venture

2019 marked a significant milestone for MMACG as we ventured into retirement living with the opening of Warner Close! After 25 years of dedicated service in the Murray Mallee, we embraced a new opportunity to support seniors transitioning to independent living with aged care and medical services close by.

Warner Close offers a vibrant community for those downsizing while ensuring essential care is within reach. We're proud of this achievement and excited to continue providing exceptional support to our seniors. Cheers to new beginnings and a bright future!



2020-21 Pandemic Response

During the challenging times of 2020-21, MMACG rose to the occasion with a comprehensive business continuity plan to navigate the Covid-19 pandemic. With the safety of our clients as the top priority, our dedicated team, led by CEO Anna Howard, implemented improved technological capabilities and a centralized quality management system.

Our tireless service and commitment to excellence kept us strong and resilient. We're proud of our response and the strides we made to ensure the well-being of our community. Here's to overcoming challenges and thriving together!



2024 30th Anniversary Milestone

Celebrating a monumental milestone in 2024! MMACG turns 30 this year, marking three decades of dedicated service to our elderly community. From Murray Bridge to Adelaide Metro, and the establishment of Warner Close, our journey has been incredible.

We've grown significantly, expanding our services and setting new standards in elder care. This anniversary is not just about looking back; it's about reaffirming our commitment to the future and the well-being of those we serve. Here's to many more years of care with a country heart!



30th Anniversary

Our Journey: Stories from the Heart

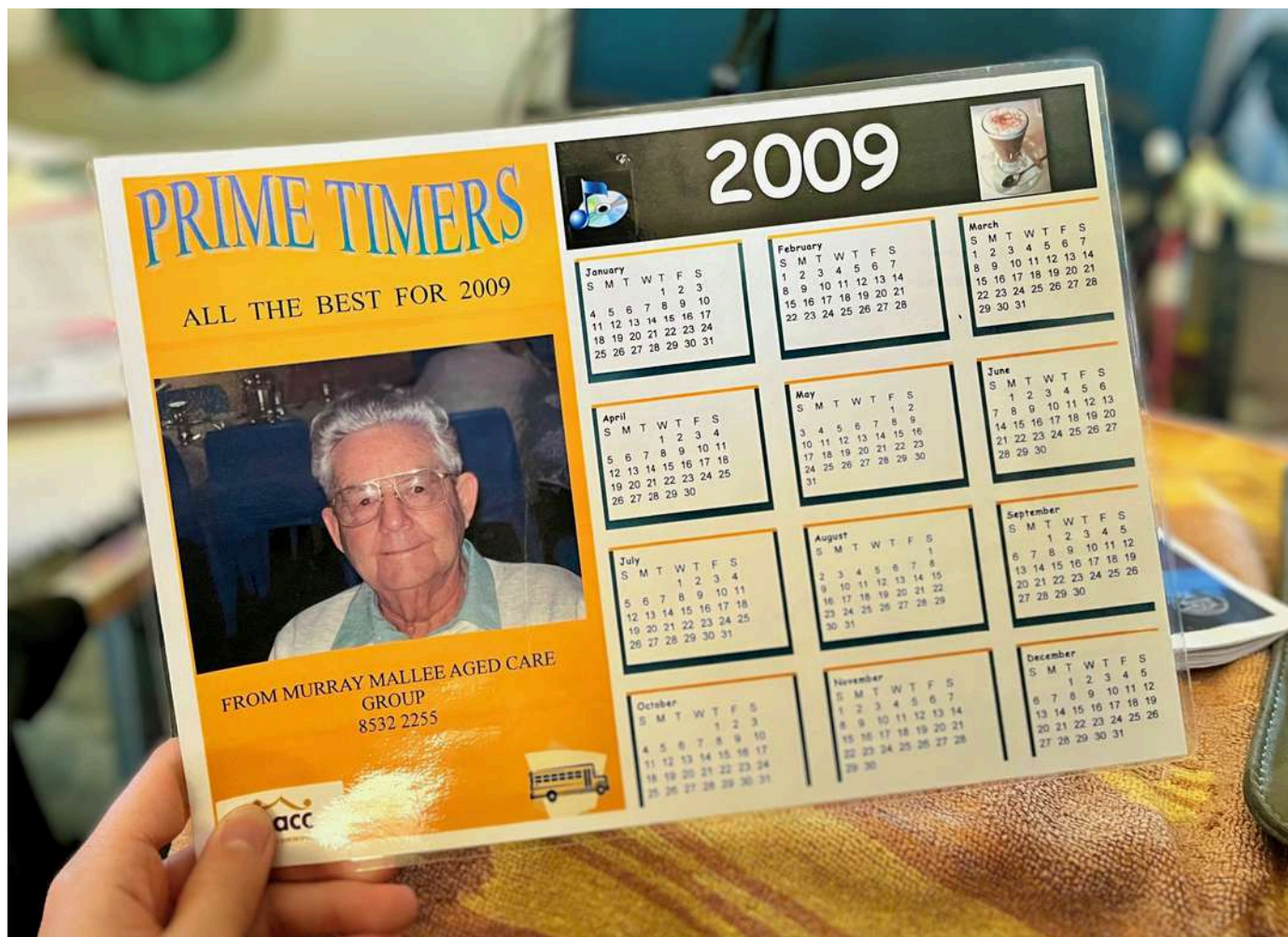




**Ted Truan, 96 years old
Has been with MMACG since 2014.**



Interview with Ted Truan



Q: Can you share a bit about yourself and your background?

I was born in Loxton by the river. When the drought hit, my family moved back to the city. I spent my younger days around Adelaide, mostly near Henley Beach.

In my earlier days, I did French polishing and made a caravan to travel from farm to farm. When I had enough money, I bought a block of land and moved my workshop there. My dad, who worked for Gilbarco installing petrol pumps, was transferred to the southeast, so we spent many weekends there as he preferred the countryside.

After my last sister married, my mom was alone in Adelaide, so we built a couple of rooms for her, and she moved in with us. To give her something to do, we set up a small shop where she sold children's clothes and haberdashery.

The shop grew significantly, especially after a nearby school opened.

As dad retired, he couldn't stand the shop's bustle. Meanwhile, we had a shack in Kingston, where I did a lot of handyman work. The local doctor offered me a block of land if I built on it, so I constructed two portable shacks and received the land.

Dad got involved with McGinnis Cloud, who planned to develop an estate for boats. Eventually, we couldn't manage both shops, so dad started a small shop in Kingston. We built the shop, and I spent weekends working on it, shifting scaffolding and laying bricks. It was an incredible experience. Eventually, we couldn't handle them anymore, so we finished up and settled in Kingston.



"I remember Foster used to answer the phone when I called. Now, he has become the Deputy CEO."

Q: How did you first come to learn about Murray Mallee Aged Care Group and why did you choose us back in 2014?

I started with Kaleidescape by joining for lunches and the social group, then extended it to Home Care Packages. I volunteered a lot at the hospital in the early days. We called it a daycare centre for elderly people from the hospital and local townspeople. We played cards, made toys, and did other activities. However, insurance issues forced the hospital to shut us down. We then decided to have lunch at Kaleidescape community group. That's how I learned about Murray Mallee Aged Care Group and eventually joined.

Q: Is there any message you would give to new clients or those considering joining Murray Mallee Aged Care Group?

Oh yes! I think it's marvelous. Over the years, everything has been great; the arrangement is excellent. I do recommend it to anyone who needs help. I already recommend it to all the people I know. I always tell them to get a Home Care Package and contact you guys for help. I've got no complaints at all; every staff member and support worker is so good.



Ted has prepared a few items for this interview. These items were given to him by Murray Mallee Aged Care Group throughout the years. Each of these items contains valuable memories.





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Murray Mallee Client App

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5



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Years Old

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Home Care

LANGUAGE

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English

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Our Journey: Stories from the Heart



**Pat's daughter,
Megan Ritchy**

**Patricia Kirby, 85 years old
Has been with MMACG since 2015**

Interview with Patricia Kirby

As Pat's daughter, Megan Ritchy, was also in our conversation, for clarity, Pat is referred to as P, and Megan is referred to as M.

Q: Can you share a bit about yourself and your background?

P: I was born in Sydney, got married there, and lived there for quite a while. Then, we moved to Queensland for my husband's work. After that, we moved back to Sydney and stayed for a while before being transferred to Adelaide. We've been here ever since. We had two children, a girl and a boy, and we were always together. Later, we moved to Mannum, where my husband passed away, and I moved to my current unit. That's it.

Q: How did you first come to learn about Murray Mallee Aged Care Group and why did you choose us back in 2014?

P: Because Murray Mallee was just handy when we lived in Mannum. It's been a while, so I forgot how I first learned about Murray Mallee Aged Care Group back then. Maybe it was a recommendation from a doctor. Do you remember anything?

M: I think it was the GP because Dad probably would not have known about Murray Mallee. I knew Murray Mallee helped with the ligaments in your shoulder. I think that's when we started meeting the doctor.

Q: How would you describe your experience with us over the past nine years?

P: Is it that long? I've never had any problems throughout the years.

M: Murray Mallee Aged Care Group does really good work and helps Mum a lot. Mum has been up and down. When Mum has been in the hospital and comes out, we've needed some extra equipment at home. Murray Mallee has always been there, getting her the things she needed, like the crutch or the toilet shower seat. It's been invaluable.

**Patricia Kirby, 85 years old
Has been with MMACG since 2015.**

Q: Can you tell us about a staff member who has made a significant impact on your life?

P: Yes, Teresa. She's no longer with Murray Mallee, but she was very good. And the girl I have now is very good; her name is Christy. Yes, she's very good.



Q: Can you share a story about a time when our services made a significant difference in your life?

M: When Mum was really sick, remember when she was really anemic. We thought it was her heart. Teresa was there with us with the ambulance, working with me because Mum was so ill. I remember times when it was really a struggle with Mum, and the two of us were racing around, getting things organized to get Mum in the ambulance, getting her to the hospital, and working out her medication list for the ambulance. All this stuff, you know, at the end of the day, having someone on site to collaborate with made a huge difference.

P: Yeah, Teresa was here for seven years. So, you know, she wasn't just my carer; she was also a friend of mine.

M: Teresa still visits Mum now, even though she's not working for Murray Mallee anymore. She still comes for a chat, asking, "How are you going?" They've become friends, and that is very lovely. These relationships are cherished. Even the current carer, Christy, brings honey from her farm from time to time. These little things make Mum's life very great.

Q: Is there anything else you'd like to share about your journey and experiences with Murray Mallee Aged Care Group?

M: I've really never had much trouble. When we need assistance, Murray Mallee is there and helps us right away. I've never had to wait, and sometimes things have been urgent, like when we needed a shower chair, and it just came straightaway. I wish more older people who need help would know about Murray Mallee. I think a lot of people don't even know these services are actually available. You know, there are so many elderly at home alone and struggling so much. I hope this interview will help more people who need help know these services are actually out there. Lastly, my Mum and I would like to thank Murray Mallee for everything they have done to help us.

Q: Is there any message you would give to those considering joining Murray Mallee Aged Care Group? (Continue on the left)

P: I'd certainly recommend Murray Mallee.

M: I think people who live in the countryside should consider Murray Mallee. I know it may not be hard to get into the My Aged Care system in the metropolitan area, but I personally know people who have been waiting for years just trying to get into the system and actually receive help. Murray Mallee really stands out because they can truly help people who live in the countryside get the assistance they need.



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*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.



Heritage Highlights

Photography & Text Written by Rex Lau

Special thanks to Wendy Bartlett for keeping all the historical items safe with love.

Murray Mallee Transport Card

The Murray Mallee Transport card was an essential tool created by Murray Mallee Aged Care Group Inc. in collaboration with the Australian Government's Department of Health and Ageing. Designed to introduce the Murray Mallee Transport website, this card provided valuable information and services to the elderly in Murray Bridge. While the card and website are no longer in use, they represent our ongoing commitment to supporting the elderly community.

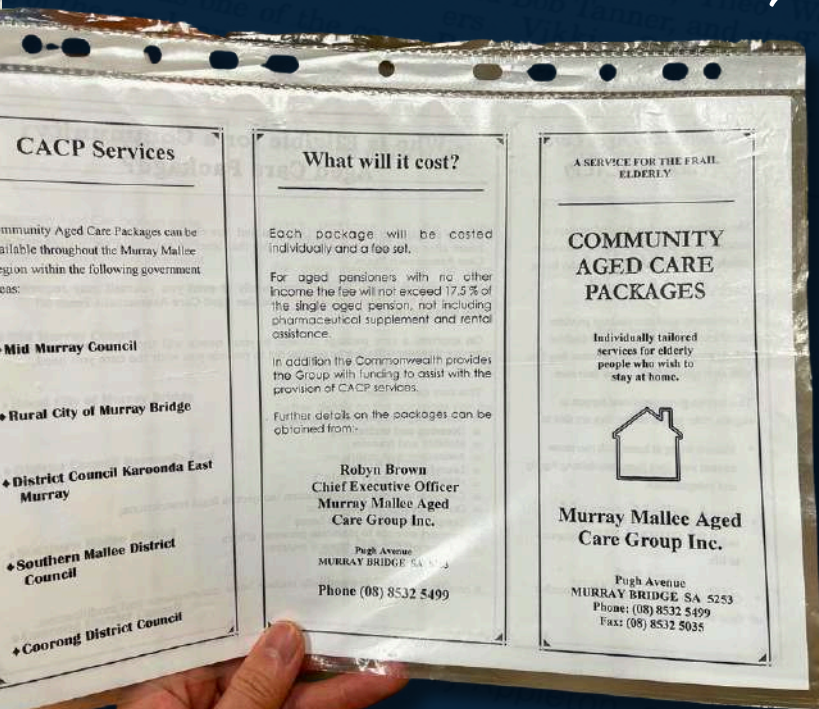


Headquarters Opening Newsletter 2013

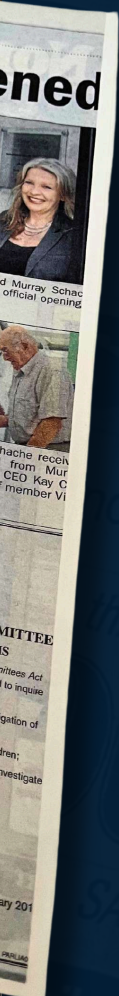
This historical newsletter from 2013 marks a significant milestone in the journey of Murray Mallee Aged Care Group Inc. It highlights the grand opening of our current headquarters, a pivotal moment that symbolized our growth and commitment to providing exceptional care to the elderly community. This newsletter not only documents the opening event but also reflects the excitement and dedication of our team as we embarked on a new chapter.



Promotional Brochure



This vintage brochure offers a glimpse into the early promotional efforts of Murray Mallee Aged Care Group. It highlights the foundational services and mission of the organization during its initial years. Comparing this brochure to our current materials reveals the significant evolution in our branding, services, and approach to aged care. This historical piece showcases how far we have come and our continuous commitment to improving the lives of the elderly in our community. It serves as a testament to our growth and dedication over the years.



20th Anniversary Invitation Card



This invitation card was used to invite our esteemed guests to celebrate the 20th Anniversary of Murray Mallee Aged Care Group. A decade ago, this card symbolized our gratitude and joy in marking two decades of service to the elderly community. As we now celebrate our 30th Anniversary, this card serves as a nostalgic reminder of our journey and the milestones we've achieved. It reflects the continuity of our mission and the lasting relationships we've built over the years. Time flies, and as we look back, we are filled with pride and appreciation for everyone who has been part of our story.

Handwritten Client Book

This handwritten client book, used by Murray Mallee Aged Care Group, dates back to the 1990s and early 2000s. Before the advent of advanced technology, we relied on traditional handwritten records to keep track of our clients. This book represents a significant part of our history, showcasing the meticulous effort and dedication we put into caring for our community. It stands as a testament to the evolution of our record-keeping methods and the progress we've made over the years.



CACP Newsletter

April 1998

Murray Mallee Aged Care Group Inc.

What is a CACP you ask?

Community Aged Care Packages can assist older people living in the community to remain at home by providing a range of coordinated services to meet their care needs. It offers people a choice - a choice to stay at home or move into a facility offering residential care.

The Murray Mallee Aged Care Group Inc commenced the first package on 14th August, 1995 and have exceeded all expectations. One year later Grant Leach who was the first CACP Co-ordinator had 13 current packages. For the past 18 months since I have taken on the co-ordinator's role the current number has increased to 26, 13 male and 13 female clients, with a total of 51 installed to date. (That is just over 1½ packages installed per month.) That is no mean feat due to the fact that the area covered is throughout the Mallee in the 9 original council districts and with amalgamations is now 5 districts.

We also have an on-going role to maintain the packages. This includes in some cases, much regular discussion with service providers, visits to Clients, coordinating other services like hearing aid maintenance or new applications, transport needs and of course review with the ACAT (Aged Care Assessment Team) and other professionals. This allows us to keep our service very flexible which is one of the great attributes of the packages.

Can you imagine caring for a frail, aged person with little mobility without a phone, power or running water. Some are much luckier. They may only be lacking a hot water service. Even in a "normal" house there are also challenges like the fact that there is only a bath installed and no shower. Most of our Clients need a shower chair to enable them to shower.

We have 27 service providers besides those who are contracted through the hospitals. It cannot be stressed enough the wonderful job these carers do, sometimes in quite remote areas and with quite challenging situations.

I think the carers worth is summed up by a lovely lady who was our very first Client 2 years ago. She feels she is "blessed with the care she gets from her carer. Couldn't get a better girl. More than happy with the Package. I tell everyone how great my carer is."

Due to client confidentiality issues we cannot mention the lady's name but we do have permission to include this. (Sounds like one of those toothpaste adverts by the local dentist.)

Her carer, who is a quietly spoken, very pleasant lady says that "The Client is not hard to please and she is very happy with the package." On discussions in the past with the carer I know she becomes very frustrated because the Client scurries around the house before she arrives and tries to get lots of the chores done. We do encourage the Clients to do what they can but this lady is fiercely independent as are many of our Clients, and sometimes overdoes things.



Early Edition Newsletter - April 1998

This early edition of the Murray Mallee Aged Care Group newsletter, produced in April 1998, represents a significant part of our history. It dates back to the early days of our communication efforts. Over the years, our newsletter has evolved, now rebranded as the Murray Mallee Magazine since the start of 2024. We have produced 74 issues, each showcasing our journey, achievements, and the stories of those we serve. This early edition highlights our commitment to keeping our community informed and engaged, laying the groundwork for a legacy that continues to thrive.



2014 APPRENTICE & TRAINEE AWARDS

MURRAY HANDS
TRAINING & DEVELOPMENT

- TRAINEE -
OF THE YEAR
AWARD

Foster Davis

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Timeless Dedication

Interview with Our Longest-Serving
Staff Members

Wendy Bartlett
Foster Davis

Photography by Rex Lau
Interview with Rex Lau

In celebration of Murray Mallee Aged Care Group's 30th Anniversary, we honour the incredible dedication of our longest-serving staff members. In this special feature, we interviewed Wendy Bartlett and Foster Davis, who have both been part of our family for over a decade. They share their experiences, memories, and insights from their remarkable journeys with us. Through their stories, we get a glimpse into the heart and soul of our organization, highlighting the commitment and passion that make Murray Mallee truly special.

Interview with



Wendy Bartlett

"Coming together is a beginning. Keeping together is progress. Working together is success" – Henry Ford

Q: Can you share a bit about yourself and your background?

I grew up on a rural farm in Kimba on the Eyre Peninsula and completed my final year of schooling at Walford Girls Grammar. My first job was with the Finance Corporation of Australia, where I worked for six years until they merged with ANZ. I then moved on to Frigrite Air Conditioning, where I stayed for seven years. I took a break to raise a family and later moved to the Murraylands to manage the El Shaddai Camping Centre with my husband. We have been married for 42 years, have two adult children, and one grandchild.

Q: How has your role evolved over the years at Murray Mallee Aged Care Group?

In 2001, we had only a few staff members under MMACG. At that time, our CEO managed both us and the Murraylands Retirement Village staff. I was responsible for all accounts, and when we moved to Adelaide Road, we had a new CEO and three office staff. This change broadened my role beyond just handling accounts.

Over the years, MMACG gradually expanded, and my position as Finance Manager became focused solely on finance due to the organization's growth. I currently lead a small team of three people who support finance in this role.

Q: What are some of the biggest changes you've seen in the company since you started?

Staffing in the office has expanded, along with an increase in the number of support workers. This growth is due to MMACG supporting more consumers.

There have been changes to the way packages are funded. When I started, we used Community Aged Care Packages, where we received bulk funding and applied for packages. In June 2015, funding transitioned to Consumer Directed Care, where the funding was allocated to specific clients and the provider held the unspent funds. In 2017, this changed to Home Care Packages, where unspent funds remained with the Department.

We built a new Administration and Training Centre in 2010 in Murray Bridge, opened an office in Adelaide in 2017, and established Warner Close Retirement Living, consisting of a Community Centre and 50 units, in 2019.

Q: How do you feel about the company reaching its 30th Anniversary milestone?

Having been with the company since April 2001, it is a privilege to witness the organization's growth over the years and to be the longest-serving employee as we celebrate these milestones. I am very proud of it.

The vision of Murray Schache (founding member), the registration of the business on 24th August 1994, the volunteer Board members, the leadership of four CEOs, and the contributions of numerous office staff and support care workers have all been a tremendous accomplishment. Together, we have provided aged care services to the community and beyond.

Q: What do you think has been the key to the company's success?

Keeping the client as the primary focus, going where others would not, respecting staff, and striving to stay ahead of changing department regulations.

Q: Is there any message you would like to share with our readers?

It has been a privilege working for MMACG, where I have had the opportunity to witness the organization grow positively and to continue the vision that began 30 years ago.

"Coming together is a beginning. Keeping together is progress. Working together is success." – Henry Ford



Wendy Bartlett

Finance Manager

Since 2001

Wendy joined MMACG in 2001 and has since managed finance administration. After graduating from Walford Girls Grammar, she worked at Finance Corporation of Australia (in Debentures and Fixed Deposits) until the ANZ merge in 1984.

She later worked at Frigrite Air Conditioning in the accounts department until having children. Wendy also dedicated a decade of her time to her husband's mechanical tractor repair company until the family moved to Wellington in 1998 to manage the CYC El Shaddai Campsite for a couple of years.

Today, Wendy continues her 23+ year finance role at MMACG, while also overseeing the finance of her husband's manufacturing business, and her son's window tinting business.

Interview with

Foster Davis

"When the opportunity arose to work in the aged care sector and help others facing similar experiences, I knew it was the right choice."

Q: Can you share a bit about yourself and your background?

I grew up and went to school in Murray Bridge. After school, I started a bachelor's degree at university but found the subject wasn't for me at the time, so I decided to defer for a year. During that time, I applied for a traineeship in business administration and was fortunate enough to secure a role with Murray Mallee Aged Care Group. Since then, I have become a training and apprenticeships ambassador for South Australia and am currently studying for my Master of Business Administration.

Q: What motivated you to join the Murray Mallee Aged Care Group initially?

Growing up, my parents both ran local businesses, which gave them a strong connection to the local community. While they were busy at work, my brothers and I were looked after by our maternal grandmother. She lived with us throughout my entire life and played a key role in raising us. She faced numerous health battles, including a particularly aggressive cancer. As she aged and her health and abilities changed, I witnessed firsthand how challenging that time of life can be, both for my grandmother and for my parents, who cared deeply about her. When the opportunity arose to work in the aged care sector and help others facing similar experiences, I knew it was the right choice.

Q: How has your role evolved over the years at Murray Mallee Aged Care Group?

How hasn't it? I started as a trainee in the Receptionist position, which I think is a really privileged role because you get to see clients and their families and witness the positive changes in their lives. From there, I moved into a Finance Officer role and then transitioned to Marketing Manager, which aligns with what my university degree would have been in. After that, I became the Deputy CEO and Marketing Manager, and now I am the Deputy CEO and Operations Manager.

Q: How has working at Murray Mallee impacted your personal and professional growth?

I think professional growth is the obvious one. I have always had opportunities at MMACG, thanks to our CEO, the board, and the encouragement of my colleagues. I don't know if I would have taken on an MBA without them.

More than that, though, I've had the great privilege of learning from people—both coworkers and clients—who are more experienced than I am, who have lived more of life than I have. Hearing their successes and failures, and seeing them go through experiences, both joyful and painful, that I may not experience for decades (if ever), has been invaluable. You learn from watching the human experience of others. It builds compassion and understanding. Hopefully, you learn humbly, but sometimes you still learn the hard way. Both ways develop your character and, hopefully, your integrity. You need that in any leadership role, where you have the privilege of making important decisions but also the burden of tough ones. I think it was Aristotle who said, "Educating the mind without educating the heart is no education at all."

Q: What are some of the most rewarding aspects of your job?

I love taking on challenges, finding tangible solutions, resolving problems, and making improvements. I also love hearing positive feedback from our clients and their family members.

Q: How do you feel about the company reaching its 30th Anniversary milestone?

It's a great honour. Any business celebrating 30 years is no easy feat; it speaks to the great work and good stewardship of everyone who has been a part of MMACG since it was founded. It's a real reason to celebrate what has been accomplished, but also to look ahead to what is still to come.



Foster Davis

Deputy CEO & Operations Manager

Since 2013

Foster, born and raised in Murray Bridge, graduated top of his class at Unity College. He deferred a Bachelor of Communications to take a Business Administration traineeship with Murray Mallee Aged Care Group in 2013. After completing his traineeship, Foster became a full-time Receptionist and later earned a Diploma of Business Administration.

He has held several positions, including Finance Officer and Marketing and Communications Manager. In early 2020, Foster was promoted to Deputy CEO. He has received awards such as 2x Murraylands Trainee of the Year and South Australian Trainee of the Year. Foster holds a Graduate Certificate in Management and is pursuing an MBA.

Warner Close 5th Anniversary

Photography by
Scott Coppin & Stella Coppin & Rex Lau
Text Written by Scott Coppin

Stella and I have been managing Warner Close Retirement Living since April 2021. Over this time, we've faced some challenges, such as trying to increase occupancy during the COVID pandemic. However, we have successfully overcome these challenges by building a great culture and increasing occupancy to 92%, mostly through word of mouth.

We introduced a social club that raises money through a small shop in the dining room, raffles, and collecting cans and bottles. The funds are used for bus trips and outings. We also organize bingo on Wednesday afternoons, darts on Thursday, and a popular happy hour on Friday afternoons, which features an 8-ball table and helps raise more money for the club.



Scott & Stella
Village Managers

History of Warner Close Retirement Living

2018



Warner Close began in 2018 as just land with a stilt, which we still use today. A year later, it became a thriving community.

2019



Warner Close Retirement Living officially opened in 2019, offering a welcoming community and quality living spaces for our residents.



Larry & Moe



There is a large veggie garden behind the shed, supported by the social club and maintained by one of our residents, Phil. We've also introduced some chickens and a couple of sheep, which are cared for by two other residents, Elizabeth and Dion. The chickens and sheep are dearly loved by all the residents, and their grandkids.

Warner Close is a safe, gated community with on-site managers who truly care about the residents and the community. In 2023, MMACG decided to help residents with the high cost of living by installing solar panels on all the units at no cost to the residents.

Over the past five years, I truly believe Warner Close has come of age, and we are looking forward to the next five years.

Scott Coppin

Warner Close Retirement Living, Village Manager

2022

In 2022, Warner Close achieved a significant milestone, reaching 70% occupancy for the first time since opening. This marked a turning point, with occupancy rates continuing to rise steadily. The positive trend reflects the growing appeal of our community and the dedication of our team.

2023

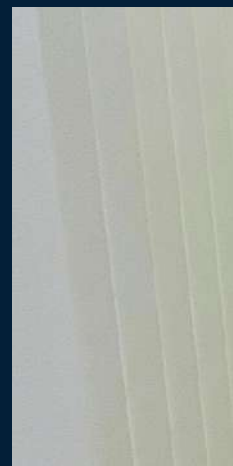


In 2023, we installed solar panels to promote a greener future and provide potential electricity cost savings for our residents.

2024

In 2024, Warner Close proudly marked its 5th Anniversary by reaching a significant milestone — 90% occupancy for the first time since opening. This achievement represents our highest occupancy rate ever, and the trend continues to rise, reflecting the growing appeal of our community.

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





WARNER CLOSE

RETIREMENT LIVING



Vision Forward

The Future of Murray Mallee Aged Care Group



In this section, we explore the future vision of Murray Mallee Aged Care Group. Following the 2019 Royal Commission into Aged Care, we remain committed to community-based care. Learn about our plans to enhance allied health services, expand affordable housing, and continue our legacy of exceptional in-home aged care across South Australia.

The Future of Murray Mallee Aged Care Group

"Committed to Community-Based Care and Building a Brighter Future for Our Seniors"

Since the Royal Commission into Aged Care in 2019, our sector has embarked on a journey of transformation, navigating significant changes and facing new challenges. Yet, amidst these uncertainties, our vision remains steadfast: community-based care is, and always will be, the heart of who we are and what we do. Driven by this vision, we are committed to enhancing how we serve our communities and address their evolving needs.

Our dedicated team of staff and board of directors is deeply aware of the critical gaps in aged care, particularly in allied health and wellness services, and affordable housing for seniors. Allied health services are essential to enriching the lives of senior Australians, but challenges such as shortages and uneven distribution of professionals, especially in rural areas, often hinder access. As Australians live longer and wish to stay in their homes, complex medical conditions can force them to move to receive the care they need. We are resolute in our mission to address these challenges by

expanding our clinical services and improving accessibility to allied health services, striving to be part of the solution.

In the face of rising housing and accommodation costs across South Australia, we recognize that affordable housing is crucial for the health and well-being of older Australians. Our retirement community, Warner Close, is a testament to our commitment, but we are eager to explore new ways to expand our contributions. We are particularly focused on developing housing models that cater to the needs of older Australians, especially those in rural areas.

Moreover, we are thrilled to continue our three-decade legacy of delivering outstanding in-home aged care services across regional South Australia and metropolitan Adelaide. Our staff's unwavering dedication and care drive us to enhance our services year after year. As we celebrate 30 years of serving our community, we firmly believe that our most impactful and fulfilling work is still ahead of us.

Murray Mallee Aged Care Group is focused on improving allied health services in rural areas and expanding affordable housing options for seniors, particularly in underserved communities.



Future projects will be announced in due course.

Photography by Rex Lau

Thank you

for reading the Murray
Mallee Magazine &

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Murray Mallee Aged Care Group.



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