

Issue
76

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THE SENIORS BUS TRIP TEAM.

EDITOR: REX LAU

Murray Mallee

Magazine

Autumn 2025 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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Contributors: Anna Howard, Foster Davis, Chloe Burnard, Heide Callery, Rex Lau and the Seniors Bus Trip Team.
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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 the festive season was a wonderful time for you and your loved ones. For my family and me, it was a quiet one, having just moved from our family home of twenty-three years in Stirling to a townhouse in Brompton. As they say, to everything, there is a season. Downsizing from a family home to a smaller, easier-to-maintain property is something many of you may be familiar with. While it was sad to say goodbye to a garden my husband tenderly nurtured into a glorious oasis at our doorstep, it is also a relief for him not to have to rake gravel, weed, prune, and mow a large garden! The new home is closer to our children and grandchildren, giving us more opportunities to spend time with them and enjoy the entertainment activities nearby.

The move certainly prompted a lot of reflection and gratitude for the wonderful memories our family shared. Decluttering was also quite refreshing— the more space we have, the more we tend to accumulate, often unnecessarily.

On the work front, 2025 is shaping up to be an exciting year with growth and new opportunities. I am pleased to report that we are getting closer to finalizing the purchase of a property in Murray Bridge, situated opposite Warner Close, our retirement living complex. The plan is to convert the existing four-bedroom house into a multi-disciplinary clinic accessible to both the public and our existing clients.

As some of you may know, our Clinical Manager, Heide Callery, has been expanding her knowledge and practice in treating Lymphoedema, a chronic health condition. Heide's passion is truly inspiring, and she has encouraged others in her team of nurses to broaden their skill set. Many of the individuals Heide is currently treating are reporting significant improvements in their health and well-being. Alongside Heide's nursing team,

continued next page...



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

we aim to attract other allied health professionals such as podiatrists, physiotherapists, and occupational therapists to the clinic. Additionally, following feedback from Scott and Stella, our site managers at Warner Close, and village residents, we are making provisions for a hairdresser to establish a business on-site, as this service would be highly valued by the community. Watch this space!

Looking ahead, significant changes are coming in July 2025 regarding how in-home aged care services will be delivered. We are actively preparing a communication strategy to ensure that we roll out these details alongside government announcements. For our existing clients, current indications suggest that their services will be grandfathered under existing arrangements. We will continue to keep you informed, but please do not hesitate to contact me or Foster Davis, our Deputy CEO and Operations Manager, with any questions. We can be reached at (08) 8532 2255.

As part of our commitment to enhancing Lymphoedema services, you may have received a survey to complete. This survey aims to establish a baseline for the prevalence of the condition among our clients. Once the

data is compiled, we will gain a clearer understanding of how best to provide services that support those living with Lymphoedema. Additionally, this data could help raise awareness and potentially attract external funding to ensure individuals can access the best possible care.

Finally, I want to sincerely thank all our clients for their continued support and trust in our organization. We are dedicated to providing the highest quality care, but we recognize that, at times, we may fall short. If you ever experience an issue, please do not hesitate to contact Foster Davis or me directly at (08) 8532 2255. We will guide you through the complaints process and do our best to resolve any concerns.

**Warmest wishes,
Anna Howard**



From the CEO (Italian)

Anna Howard

Saluti a tutti,

Spero che le feste siano state un bel momento per voi e i vostri cari. Per me e la mia famiglia, e' stato tranquillo, dopo il nostro trasferimento dalla nostra casa in cui abbiamo vissuto per ventitre anni in Stirling, in una villetta a schiera in Brompton. Come si dice, per ogni cosa c'e' una fine. Ridurre da una casa familiare in una piu' piccola e facile da gestire e' qualcosa di familiare per molti di voi. Nonostante sia stato triste lasciare il giardino che mio marito ha teneramente trasformato in una bellissima oasi, e' stato anche un sollievo per lui non dover piu' rastrellare, diserbare, potare un giardino cosi' grande! La nuova casa e' piu' vicina ai nostri figli e nipoti, dandoci cosi' l'opportunita' di passare piu' tempo con loro e goderci le attivita' all'aperto nel vicinato.

Il trasferimento sicuramente ci ha spinto a riflettere ed essere grati per i meravigliosi ricordi che la nostra famiglia ha condiviso li'. La cernita delle "cose" e' stata anche liberatoria. Piu' spazio abbiamo da riempire, piu' accumuliamo - spesso senza necessita'.

Sul fronte lavorativo, il 2025 si prospetta essere un anno

pieno di crescita e attivita'. Sono felice di riportare che siamo vicini nel finalizzare l'acquisto di una proprieta' in Murray Bridge, situata di fronte a Warner Close, il nostro villaggio per pensionati. L'obiettivo e' di convertire quella che ora e' una casa con quattro camere, in una clinica multi-disciplinare accessibile al pubblico e ai nostri clienti.

Come molti di voi gia' sanno, Heide Callery, la nostra Manager Clinica, ha sviluppato la sua conoscenza e prattica nel trattamento di quella condizione cronica conosciuta come Linfedema.

La passione di Heide e' contagiosa, ed ha ispirato altri nel suo team di infermiere ad espandere anche la loro conoscenza. Le persone che Heide sta trattando al momento, riportano grandi miglioramenti nella loro salute e benessere.

Oltre che ad Heide ed al suo team, speriamo di attrarre altri professionisti come podiatri, fisioterapisti, e terapisti occupazionali nella clinica. In oltre, basandoci sui commenti da Scott e Stella, i nostri manager a Warner Close, e dai commenti dei residenti, introdurremo una parrucchiera con un centro loco,

continua a pagina successiva...



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

considerando ce questo servizio sara' di grande valore per la comunita'. Rimanete sintonizzati!

Ci sono molti cambiamenti in arrivo riguardo il modo in cui verranno forniti servizi in casa per gli anziani da Luglio 2025. Staimo mettendo in atto piani per comunicare i dettagli di questi cambiamenti parallelamente all'annuncio del governo. Per i nostri attuali clienti, ci sono state indicazioni che i loro servizi verranno mantenuti per il momento invariati. Faremo il nostro meglio per tenervi informati, ma vi prego di non esitare a chiamare me o Foster Davis, il nostro Vice Amministratore Delegato e Manager delle Operazioni, per ogni domanda. Potete contattarci al (08) 8532 2255.

A supporto del nostro impegno nel provvedere servizi per il trattamento del Linfedema, avrete già ricevuto un questionario da completare. Questo questionario ha l'obiettivo di stabilire una guida per capire l'incidenza di questa condizione nei nostri clienti. Una volta raccolti i dati, avremo una

conoscenza maggiore di come provvedere questo servizio al meglio per supportare il benessere di coloro che vivono con questa condizione. Sono anche dati che potranno essere utilizzati per sensibilizzare e potenzialmente attrarre risorse da fonti esterne per colmare ogni divario che potrebbe impedire alle persone di accedere alla miglior cura possibile.

In conclusione, colgo l'occasione per ringraziare tutti i nostri clienti per il loro continuo supporto e fiducia nella nostra organizzazione. Ci sforziamo nel provvedere la piu' alta cura, ma riconosciamo che, in qualunque momento, potremmo inavvertitamente commettere errori e deludervi. Se dovesse capitarvi, vi prego di contattare me direttamente o Foster Davis al (08) 8532 2255. Vi guideremo nel processo di reclamo per assicurarci che ogni dubbio sia riconosciuto e risolto appropriatamente.

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.




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.



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

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

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.





Home Care Update

Chloe Burnard

(Regional Team Leader)

Greetings everyone,

I hope everyone is well-rested and had the chance to spend quality time with loved ones over the holiday period.

While our fantastic Home Care Manager, Amy, enjoys some well-deserved time off, I have been asked to step in and keep things running smoothly for both our regional and metro clients.

Over the past few months, we've noticed an increase in discussions and questions—both in the office and from clients and their families—about Power of Attorney (POA), Advanced Care Directives (ACD), and Substitute Decision-Makers (SDM). These are important legal tools that impact care, financial matters, and decision-making rights.

We have taken the time to educate ourselves further on these topics, as the information available can

sometimes be overwhelming or contradictory. This article aims to provide clarity and ensure our clients and their families have the knowledge they need to make informed decisions.

At the end of the day, the reason we seek information about your POA, ACD, or SDM is to ensure we can best support you and your family while respecting your wishes.

Understanding Key Legal Terms

Power of Attorney (POA): A General Power of Attorney allows you to appoint someone to manage financial and legal matters on your behalf. This can include handling banking, buying and selling assets, or paying bills. However, it does not remain in effect if you become legally incapacitated.

An Enduring Power of Attorney (EPOA) continues to operate even if you lose the ability to make decisions, ensuring your financial affairs are managed by someone you trust. This must be established while you still have legal capacity.

Substitute Decision-Maker (SDM): A Substitute

continued next page...



Photography by Rex Lau Editing by Rex Lau
Text Written by Chloe Burnard

Decision-Maker is someone you appoint under an Advance Care Directive to make medical, lifestyle, and personal care decisions on your behalf if you lose decision-making capacity.

SDMs can make decisions about:

- ✓ Health care
- ✓ Accommodation
- ✓ Personal matters

They cannot refuse pain relief or the natural provision of food and water by mouth.

Advance Care Directive (ACD): An Advance Care Directive is a legal document that records:

- ◆ Your preferences for future health care and lifestyle choices
- ◆ Your values and wishes
- ◆ The appointment of one or more Substitute Decision-Makers (SDMs)

It comes into effect only when you lose decision-making capacity, either temporarily or permanently.

Wills: A will is a legal document that specifies how your estate (property and possessions) should be distributed after your passing.

For a will to be valid in South Australia, it must:

- ✓ Be in writing (not spoken)
- ✓ Be signed by you and witnessed by two adults
- ✓ Clearly name beneficiaries
- ✓ Appoint an executor to carry out your wishes

For more information about wills, visit the Legal Services Commission South Australia:

- 📞 1300 366 424
- 🌐 www.lsc.sa.gov.au

Why Does This Matter? Planning ahead ensures peace of mind—for you and your loved ones. Having the right legal documents in place means your wishes will be respected, and your care and financial matters will be managed according to your preferences.

If you are unsure about any of these legal terms or want to make updates to your documents, we encourage you to seek professional legal advice.

For free legal information and assistance, visit:

- 📞 Legal Services Commission SA – 1300 366 424
- 🌐 Law Handbook SA

By understanding these important legal tools, you and your loved ones can make informed decisions that ensure the best possible care and support.



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

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!

Hello all,

and welcome to another edition of the magazine!

As most of you have received the Chronic Oedema Screening Tool, let's unpack why we are conducting this assessment.

What is Chronic Oedema/Lymphoedema?

Chronic oedema is defined as swelling that lasts for more than three months. Lymphoedema is a gradual, abnormal swelling of a limb and/or the related quadrant of the trunk. It is minimally responsive to overnight leg elevation or diuretics and can cause skin changes such as:



Thickened or fibrotic skin



Abnormal swelling



Hyperkeratosis and papillomatosis

What Causes Lymphoedema?

Secondary lymphoedema occurs due to damage to the lymphatic system. Common causes include:

- ✓ Venous insufficiency
- ✓ Obesity
- ✓ Recurrent infections
- ✓ Surgeries
- ✓ Radiation treatments

It is often seen as a side effect of cancer therapies that remove or damage lymph nodes or vessels. While lymphoedema is a chronic condition that cannot be cured, it can be effectively managed with early intervention.

Why is This Screening Important?

Early intervention and management of chronic oedema or lymphoedema can significantly reduce the risk of infections and hospitalizations for clients. This proactive approach is essential in improving overall client health.

Please take the time to complete the form, as it will help us determine how many people are affected and how we can better support them.

Wishing you good health,

and thank you for taking the time to read this edition of the Clinical Update. If you have any questions, please don't hesitate to reach out to me at (08) 8532 2255.



Heide Callery (Clinical Manager)

Heide started her journey with MMACG in 2000, as a Support Worker in Coonalpyn 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.

Healthy Bites

"Healthy Bites" is your go-to section for discovering delicious, nutritious recipes tailored for our clients. Each edition brings you carefully selected dishes that blend taste with health benefits, ensuring every meal is an opportunity to nourish your body and delight your taste buds.

Avocado Salmon Sandwich



The Avocado Salmon Sandwich is a quick, light, and nutritious meal combining the rich flavors of avocado and smoked salmon.

Time: 10 mins

Servings: 2

INGREDIENTS

- 1 ripe avocado
- 1/4 red onion, finely chopped
- 1/2 lime
- 2 slices whole-grain bread
- 4 slices smoked salmon
- Salt, to taste
- Granulated garlic, to taste

- 1** Prepare the Avocado Dip: Slice the avocado in half, remove the pit, and scoop the flesh into a bowl. Mash it until smooth. Add the finely chopped red onion, juice from half a lime, salt, and granulated garlic. Mix until well combined.
- 2** Toast the Bread: Lightly toast the whole-grain bread slices to your preference.
- 3** Assemble the Sandwich: Spread a generous amount of the avocado dip onto each slice of toasted bread.
- 4** Add the Salmon: Place 1 or 2 slices of smoked salmon on top of the avocado spread on each slice.
- 5** Serve: Optionally, sprinkle with chili pepper slices for added heat. Enjoy immediately.



Scrambled Eggs with Spinach

Scrambled Eggs with Spinach is a nutritious, protein-rich dish packed with flavor. Soft, creamy eggs combine with fresh spinach for a simple yet satisfying meal.

Time: 10 mins

Servings: 2



INGREDIENTS

- 4 eggs
- 1 cup fresh spinach, chopped
- 1 tbsp butter or olive oil
- 2 tbsp milk (optional, for creaminess)
- Salt and pepper, to taste
- 1/4 tsp garlic powder (optional)

- 1 Prepare the Ingredients: Wash and chop the spinach. Crack the eggs into a bowl, add milk (if using), and whisk until combined.
- 2 Heat the Pan: In a skillet over medium heat, melt butter or add olive oil.
- 3 Cook the Spinach: Add the spinach and sauté for 1-2 minutes until slightly wilted.
- 4 Scramble the Eggs: Pour the eggs into the pan, stirring gently with a spatula. Season with salt, pepper, and garlic powder (if using).
- 5 Finish and Serve: Cook until the eggs reach your desired consistency, then serve immediately.



Office Staff Update

Welcome to the Team



Hello! My name is Rebekah, an Italian/Australian with a deep love for the care sector. I was a Support Worker but have now moved into Rostering! I miss my clients but love helping things run smoothly. MMACG truly values its workers and clients, and I'm excited to take on this new role and support the team!

Rebekah Piombo
Rostering Officer

I live in Mypolonga with my partner and daughter. I have worked as a carer for over six years and as an Enrolled Nurse for nearly four years, both in memory support. I'm passionate about helping people and am currently in my final year of a Bachelor of Nursing. I'm very happy to have joined the MMACG team!

Tracey Barnes
Registered Nurse



Hello, I'm Pat! I'm originally from Argentina but moved to Australia six years ago. My background is in Law, and I have several years of experience as a Quality and Compliance Officer in the construction industry. I'm excited and motivated to join MMACG in this role and make a positive impact!

Patricio Iglesias
Quality & Compliance Officer

Hi, I'm Ros! I previously worked as a practice manager for a dental practice in Mt Barker. I'm married to Kirk, with two daughters and two grandchildren. I'm excited to join Murray Mallee and look forward to supporting you all!

Roslyn Ferguson
Receptionist





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.

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!



Seniors Bus Trip

Seasonal Highlight



Photography by the Seniors Bus Trip Team
Text Written by Rex Lau

Seniors Bus Trip



In October, our seniors enjoyed a wonderful day exploring the lush greenery of Jungle Willunga, followed by a delicious meal at the Old Bush Inn. With breathtaking scenery, great company, and plenty of laughter, it was a perfect outing filled with joy and connection.



In November, our seniors set sail for a delightful dolphin cruise, taking in the scenic waters and friendly marine life. The day was topped off with a delicious lunch at Birkenhead Tavern, making for a memorable outing filled with smiles, laughter, and great company.

Seniors Bus Trip



December 2024



In December, our seniors embraced the holiday spirit with a festive Christmas lunch at the Bridgewater Inn. With great company, delicious food, and plenty of cheer, it was the perfect way to celebrate the season and conclude a fantastic year of adventures!



In January, we kicked off 2025 with a fantastic Seniors Bus Trip! Exploring the Brighton Sculptures, enjoying morning tea, and a seaside lunch made for a perfect day. It was great to see familiar faces and welcome new ones on this wonderful outing!

It's Trip Time!

Chihuly Art, EverGreen Deli & Jam Factory Glass Blowing

March RSVP by 6th March 2025

\$25/Person

Lyndoch Lavender, Tanunda Hotel & Barossa Chocolate Factory

May RSVP by 15th May 2025

\$25/Person

Karoonda Coffee Stop & Loxton Historical Village Tour

June RSVP by 12th June 2025

\$25/Person

**Secure Your Spot 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.

Warner Close Seasonal Update



Photography by Rex Lau & Warner Close Team
Text Written by Rex Lau



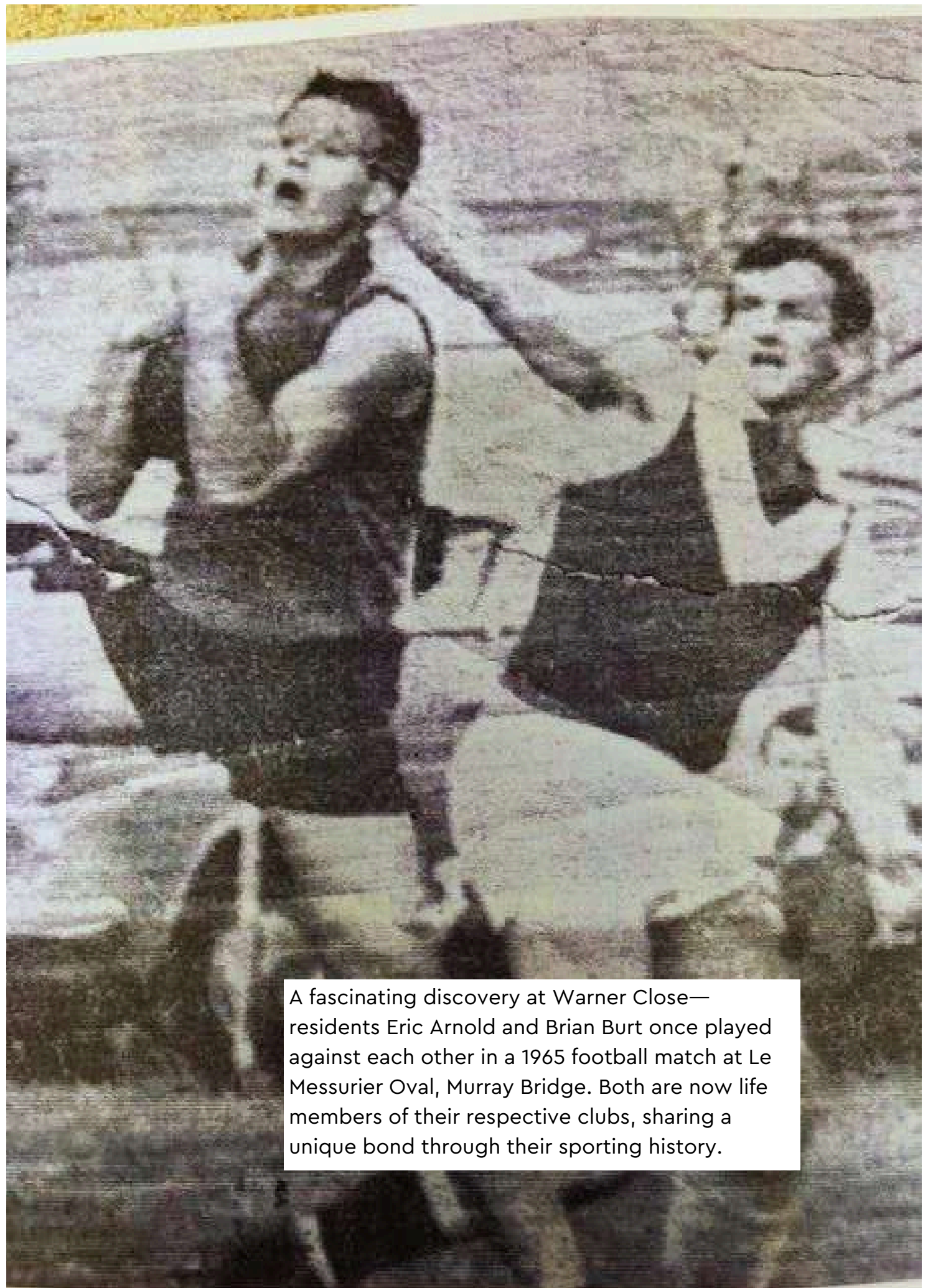
In December 2024, we proudly celebrated the 5th Anniversary of Warner Close Retirement Living. Over the years, we have met incredible residents, shared inspiring stories, and created countless cherished memories. The milestone was marked with a wonderful gathering filled with great food, drinks, and laughter. It was heartwarming to see everyone come together to celebrate the community we have built and the connections we have fostered.



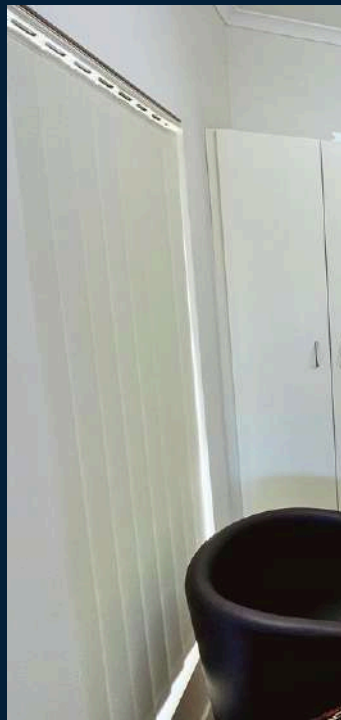
January 2025 brought yet another remarkable achievement —Warner Close reached full capacity for the first time in its history, with all 50 units occupied by 54 residents. This milestone would not have been possible without the unwavering support of our residents and the local community. A special thank you goes to Scott and Stella, our dedicated village managers, whose hard work and commitment have played a vital role in making Warner Close a thriving and welcoming place to call home.

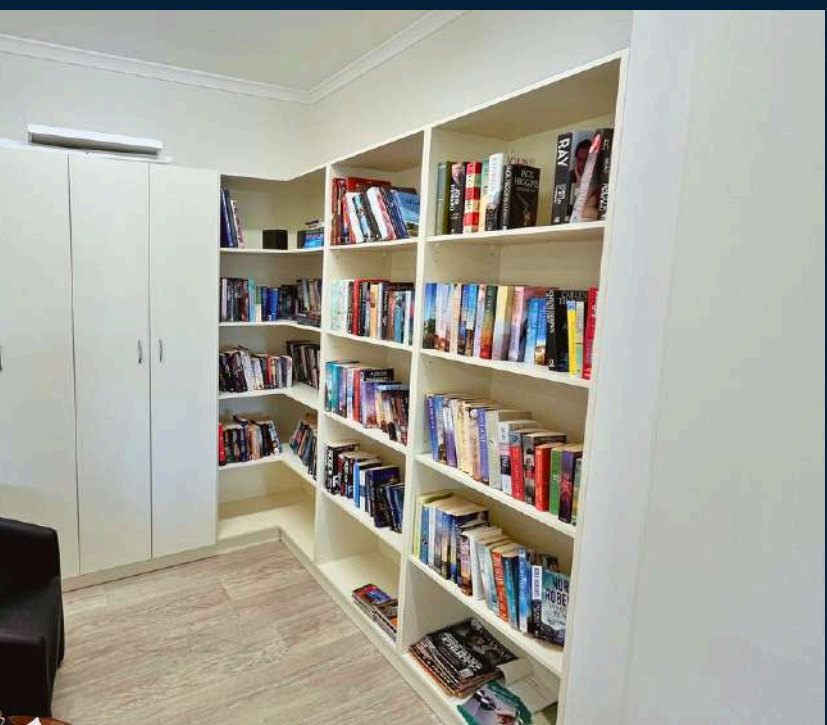


Warner Close embraced the festive spirit with a joyful Christmas celebration. Residents gathered to enjoy delicious food, refreshing drinks, and, of course, a special visit from Santa. It was a heartwarming way to celebrate the season together.



A fascinating discovery at Warner Close— residents Eric Arnold and Brian Burt once played against each other in a 1965 football match at Le Messurier Oval, Murray Bridge. Both are now life members of their respective clubs, sharing a unique bond through their sporting history.





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



WARNER CLOSE
RETIREMENT LIVING

Make our day with a 5-star review!

Your feedback and support are invaluable to us at Murray Mallee Aged Care Group.

If you've had a positive experience and wish to share it, a 5-star Google review would be greatly appreciated. This not only motivates our team but also helps others discover our services.

Simply search

Murray Mallee Aged Care Group 

or

My Choice Care 

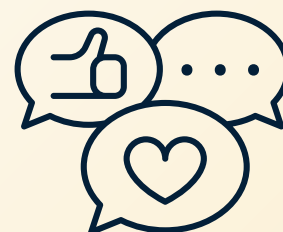
or

Warner Close Retirement Living 

on Google to leave your review and share your experience.

Thank you for your continued trust in us. Your input helps us continually improve and serve you better.

Thank you



Thank you

for reading the Murray
Mallee Magazine.



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Online for the Latest News.**

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Murray Mallee

Magazine

