



Murray Mallee
AGED CARE GROUP INC.

Autumn 2022 Edition

Newsletter

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WARNER CLOSE **Australia Day**

The residents at Warner Close had a great time celebrating

EASTER RECIPE **Migliaccio**

Try this delicious traditional recipe this Easter

WELCOME

New staff and new babies!

ANZAC Biscuits

Try this recipe!





Publisher

Murray Mallee Aged Care Group Inc

Editor: Sarah Mugford

Contributors: Anna Howard, Patrizia Kadis, Heide Callery, Allecia and the Kaleidescape Team, Tony Del Duca, Scott Coppin.

Feedback

We appreciate your feedback. Please email us at marketing@murraymallee.org.au and let us know what you think. Alternatively post to PO Box 1315, Murray Bridge SA 5253

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.

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



Murray Mallee
AGED CARE GROUP



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.

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From the CEO

I'd like to take the opportunity to thank those people who have been impacted by any staff shortages caused by COVID for their patience and understanding.

Anna Howard
Chief Executive Officer



Greetings everyone. I hope that this newsletter finds you all well and not suffering badly from the impact of COVID. I am relieved to report that we have only had a few clients and staff test positive or be defined as close contacts. Thankfully, of those people, no one has been seriously ill.

It is hard to believe that summer is 'officially' behind us and what a delightfully mild one it has been this year. Unlike the summers of recent years, and to the relief of many, there have not been the catastrophic bushfires wreaking havoc.

The gardens in my neighbourhood of Stirling are still looking luscious and green. We had one of our best shows of hydrangeas in many years which cheered up the garden beautifully.

It is sad however to hear about and see the devastating floods that Queensland and parts of New South Wales have experienced, and my sympathy goes out to those affected.

You may recall that in January I sent a letter to advise that we had been notified that we would undergo an audit by the Aged Care Quality and Safety Commission on February the 28th and 1st of March. I was contacted late February by the person arranging the audit to let me know that due to resourcing issues they needed to delay the audit. At this stage the plan is that the audit will take place in April.

On January the 27th we held a Client Reference Group meeting in Murray Bridge and

on February the 18th we held one in Adelaide. I attended both meetings and thoroughly enjoyed meeting both the clients and client representatives. I am proud to report that the feedback we received was overwhelmingly positive. Good suggestions for improvements were made, primarily being about what information and by which means we distribute it to clients and their representatives. For example, we were asked to email information to clients and their representatives whenever possible instead of sending via Australia Post.

In the past there were limited people wishing to receive electronic communication, but we are seeing a strong uptake in both our client group and their representatives. If you haven't already provided us with an email address and you wish to receive electronic information, please let Monique on 8532 2255 or Donna on 8365 0151 know and they will update our mailing list.

Another excellent suggestion was made by a committee member on the Murray Bridge Client Reference Group. The suggestion was that I promote the companion card which is issued by the South Australian Government, if you are considered eligible it allows your carer or companion free entry into participating venues that you may wish to attend. You can apply for a Companion Card by calling 1800 667 110 or by emailing DHSCompanionCard@sa.gov.au.

continued next page...

From the CEO cont.

The other service that I would like to alert you to is the Adult Safeguarding Unit. The unit was established to safeguard adults at risk of abuse and responds to concerns such as physical, emotional, neglect, financial or sexual abuse. You can either telephone the unit on 1800 372 310, or email at adultsafeguardingunit@sa.gov.au. If you wish to discuss a situation that you are uncertain about before contacting the unit, please contact Patrizia at our Adelaide office on 8365 0151 or Heide on 8532 2255 in Murray Bridge.

The plan is for the reference groups to meet quarterly. If you can't make it in person, and you are happy to join via Teams or Zoom, we can easily accommodate you. I would encourage you to join the reference group if you can.

I'd like to take the opportunity to thank those people who have been impacted by any staff shortages caused by COVID for their patience and understanding.

One thing that would help us enormously, is for you to give us as much forward notice of any appointments you have that require us to provide a support worker and transport assistance. This is especially important for our regional clients because as we all know, an appointment at an Adelaide hospital can take up one whole day.

In closing, I note that Easter will fall before the next newsletter is due, so I would like to wish you all a Happy Easter on the 17th of April or, Orthodox Easter on the 24th of April. Stay safe and stay well.

Best wishes
Anna Howard



Murray Mallee
AGED CARE GROUP INC.

We invite you to join our **Client Reference Group**

Do you feel that you have a wealth of experience in running businesses or participated in management roles before? Do you feel like you can help contribute to our Client Reference Group? We invite you to join!

If you'd like to know more,
please call **Heide on 8532 2255**
or **Patrizia on 8365 0151**.



Hygiene *with* Heide



Heide Callery
Clinical Manager

Change in weather brings lots of sniffles and colds. Please ensure to keep your distance from clients when unwell.

If you feel unwell or have symptoms of COVID-19 such as a cough, sore throat, runny nose, fatigue, shortness of breath, loss of taste and loss of smell, please get tested.

Keep up the good work, results from COVID-19 surveys are impressive, just make sure you take the time to answer the questions correctly.

We have had some cases where Support Workers have tested positive after being in with our vulnerable clients. Fortunately, due to wearing of masks, gloves and correct hand hygiene there were no positive cases transmitted.

So please, a note to our wonderful clients, please do not ask workers to take their masks off, this is your best line of defence.



NATIONAL CORONAVIRUS HELPLINE UPDATE



1800 020 080

A recent National Coronavirus Helpline (NCH) update guarantees free interpreter assistance for multilingual callers.

In response to concerns that the Translating and Interpreting Service (TIS) 1300 number incurs local connection costs for callers, upgrades were made to the Helpline call menu and connection pathway. This means that multilingual callers will now call the same **free 1800 number** as English-speaking callers.

From 10 February 2022, multilingual callers can call the **National Coronavirus Helpline on 1800 020 080** and choose **option 8** at the beginning of the call. This will automatically connect them to the Translating and Interpreting Service (TIS) without the local call charge. The interpreter will then call the priority number to speak with a dedicated Helpline call agent.

This update gives people with culturally and linguistically diverse backgrounds free phone access to COVID-19 information and support to find a vaccine appointment.

Metro Update

I am pleased to inform you with the recruitment of new staff we are now able to meet the request for additional clients.



Patrizia Kadis
Adelaide Services Manager

The start to the year has been a busy one. I am pleased to announce that I have joined the ACSA Home and Community Care State Advisory Committee. ACSA is our peak body and represents a number of organisations on a larger scale.

With the COVID-19 pandemic impacting us in new ways, we continue to keep our training up to date to keep our staff and clients as safe as possible. Mask wearing and hand hygiene are always going to be the first line of defense to helping stop the spread of the virus.

Current growth, workload and physical resources has seen the development of a waiting list for potential new clients, I am pleased to inform you with the recruitment of new staff we are now able to meet the request for additional clients.

It is with great anticipation that the Al Mio club has now recommenced on the 3rd March. The Al Mio Club is now in its fourth year and continues to grow support with both increasing potential participants and volunteers. The club meets weekly and provides a day of cultural activities and a yummy meal prepared by our

dedicated volunteers. I take this opportunity in thanking all our volunteers for their support and giving so generously of their time.

We have welcomed new staff into the Adelaide Office. Lea McCafferty is our new Team Leader and Leonie Wilmshurst is our new Rostering Officer, taking over Danielly's position who is on Maternity Leave. We look forward to meeting Danielly's new arrival soon.

Earlier this year we were delighted to hear the news of Anna Manzari and her husband welcoming a third baby, Lucas to their family. We also celebrated Donna's milestone birthday. It is wonderful to have good news and celebrations in the office.

Our staff continue to attend training to keep up to date with processes and increase skill sets. The office staff recently took part in training for Fire Safety and Infection Control and the Support Workers continue to partake in training.

As our team continues to grow, so does our need for new office space, so we are excited to be able to move into our new premises mid-year.



Donna from Adelaide Metro recently celebrated a milestone birthday! 50 years young!



Welcome Lea McCafferty, our Team Leader for the Metro team in Adelaide.



Welcome Leonie Wilmshurst, our Rostering Officer for the Adelaide team.

Congratulations



Anna our Service Consultant welcomed a third baby, Lucas to her family.



Danielly our Rostering Officer welcomed a second baby, João Victor to her family.



Muhammad, our Operations, Quality & Analysis Officer welcomed a second baby, Muhammad Kabir Khan to his family.

Meet New Office Staff



Meet Rachel Crawford, our Service Consultant in the Murray Bridge Office.



Meet Jamie, our Enrolled Nurse/Service Consultant in Murray Bridge.



Meet Sarah Mugford our Marketing Officer based in Adelaide.



Meet Amanda Strickland, our Service Consultant for the southern region in Adelaide.



Meet Ebony Schiller, our Administration Trainee in the Murray Bridge Office.



At Warner Close, the social club is always having a good time! In January, they celebrated Australia Day together! Residents challenged each other to friendly games of quoits. They enjoyed a special lunch and enjoyed the decorations and cheer!



Worth Framing

Adelaide Support Worker, Ann, has been helping her client's creative side shine with some art activities.

How amazing is this client's piece of artwork? The colours and the composition are so creative. What a wonderful way to use colour. This one is definitely worth framing!



Scan the code!

Office Staff Training

Our office staff have enjoyed practical training courses for the start of the year. Adelaide and Murray Bridge Staff participated in Infection Control training and Fire Safety training.



Fire Safety Training

Adelaide and Murray Bridge were on fire, literally. No need to panic though, it was all under controlled conditions.

The staff participated in Fire Safety Training. These hands-on trainings allow staff to learn how to use a fire extinguisher and other ways to prevent a fire disaster. If the unlikely event of a fire ever occurs, the staff are ready and know what to do.



Infection Control

Office staff participated in Infection control training, with Clinical Manager, Heide.

The training involved learning about different infectious diseases and how they are transmitted. Prevention is the key and staff learnt ways to reduce infection with various diseases, including COVID-19. One of the simplest infection prevention strategies is clean hands! Staff participated in an exercise where invisible ink was used to see how well we need to wash our hands.



RECIPES

ANZAC Biscuits

On the 25th April Australia stops to remember those who gave their lives to serve their country. The ANZAC biscuit is a recipe that was sent to the men on the front line to eat. As they were eggless they kept for a long amount of time, however they were quite hard. Some soldiers would grind the biscuits up and eat as a porridge. Today, we still make the traditional ANZAC biscuits to remember. There are some variations of the recipes. This particular recipe sourced from the Australian War Memorial website, was published in The Capricornian (Rockhampton, Queensland) on Saturday, 14th August 1926.

INGREDIENTS

- 2 cups rolled oats
- 1/2 cup sugar
- 1 cup plain flour
- 1/2 cup melted butter
- 1 tbs golden syrup
- 2 tbs boiling water
- 1 tsp bicarbonate soda

METHOD

1. Combine dry ingredients.
2. Mix golden syrup, boiling water and bicarbonate of soda until they froth. Add melted butter.
3. Combine butter mixture and dry ingredients.
4. Drop teaspoons of mixture onto floured tray, allowing room for spreading.
5. Bake in a slow oven.





Migliaccio

Submitted by Tony Del Duca

INGREDIENTS

- 200 grams semolina
- 1 litre full cream milk
- 300 grams white sugar
- 7 eggs
- 300 grams ricotta
- 1 tablespoon butter
- 1 orange zest, plus the juice
- Half lemon
- 1 pinch salt
- 2 teaspoons vanilla sugar
- 1 shot glass liqueur (preferably Strega)

METHOD

1. Using a saucepan, add in the milk and sugar over a medium heat, and stir.
2. Once heated add in the semolina and butter as well as half a lemon (with skin).
3. Continue stirring until the mixture just starts to boil. It should get to a thick consistency by this time. Remove the lemon skin.
4. Allow to cool down.
5. Once cool, add in the 7 eggs, ricotta, vanilla, salt, orange (zest and juice), liqueur and continue stirring (at this stage use of stand mixer preferred) until all ingredients are well blended.
6. Pour the mixture in a well buttered baking tin (so as to prevent sticking).
7. Bake at 180° for approximately one hour
8. Allow to cool prior to serving.
9. It is recommended store in fridge.



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COMPLIMENTS, COMPLAINTS, AND FEEDBACK PROCESS

1

Clients, their representatives, staff members or any other individual can submit compliments, complaints, and feedback by:

- **Phoning us:** (08) 8532 2255
- Using our **suggestion box** at Office Reception
- **Emailing us** reception@murraymallee.org.au
- **Staff** can report via the Quality Management System (QMS) app on their phones

- Completing a complaint, compliment, or feedback **form** and submitting **online** or **post** to PO Box 1315, Murray Bridge SA 5253

*Complaints and feedback can be submitted anonymously, however, if made anonymously we will be unable to contact you to inform you of the progress or outcomes of your complaint or feedback.

2

Advocacy services. One of these is the Aged Rights Advocacy Service.

Phone: (08) 8232 5377 or 1800 700 600 (toll-free in AU)

Fax: (08) 8232 1794

Text Telephone (TTY): 13 36 77

Speak and Listen (SSR): 1300 555 727

Translating and Interpreting Service: 13 14 50.

Independent interpreters may be available by appointment free of charge.

3

We can assist you to find an interpreter service if one is required.

4

We will contact you to acknowledge the receipt of your feedback.

5

We will investigate the complaint or feedback.

How we investigate complaints and feedback is detailed in our Compliments, Complaints, and Feedback Policy. Please contact us if you do not have a copy and one will be sent to you.

6

If you have chosen to be involved in the resolution process, we will advise you of the outcome and contact you for feedback.

7

If you would like to make an official complaint to an external body, you can submit your complaint to The Aged Care Quality and Safety Commission:

Complaints

Phone: 1800 951 822 (free call)

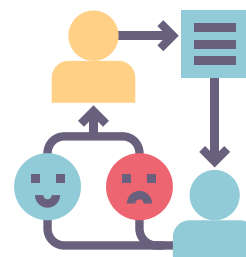
Post: GPO Box 9819, Adelaide SA 5000

Online: www.agedcarequality.gov.au/making-complaint/lodge-complaint

Feedback

Phone: 1800 951 822 (Free call)

Email: audit.feedback@agedcarequality.gov.au



If you require assistance with the submission of your complaint or feedback to an external body, please ask your support worker to assist you or call the MMACG office on 8532 2255 (regional Office) or 8365 0151 (Adelaide Office)



Murray Mallee

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COMPLIMENTI, RECLAMI, E FEEDBACK PROCESSI

1 I pazienti, i loro rappresentanti, i membri dello staff o qualsiasi altro individuo possono presentare complimenti, reclami, direttamente a noi.

- **Telefonando:** (08) 8532 2255
- Usando la nostra cassetta dei suggerimenti alla ricezione dell'ufficio
- Inviandoci **un'e-mail** a reception@murraymallee.org.au
- Il **personale** può riferire tramite l'applicazione Quality Management System (QMS) sui loro telefoni
- Compilando un modulo di reclamo, complimento o feedback e inviandolo online o per posta a PO Box 1315, Murray Bridge SA 5253

*I reclami e i feedback possono essere presentati in forma anonima, tuttavia, se fatti in forma anonima, non saremo in grado di contattarvi per informarvi dei progressi o degli esiti del vostro reclamo o feedback.

2 Servizi di difesa. Uno di questi è l'Aged Rights Advocacy Service.

Telefono: (08) 8232 5377 o 1800 700 600 (gratuito in AU)

Fax: (08) 8232 1794

Telefono testuale (TTY): 13 36 77

Parla e ascolta (SSR): 1300 555 727

Servizio di traduzione e di interpretazione:

13 14 50. Interpreti indipendenti possono essere disponibili gratuitamente su appuntamento.

3 Possiamo aiutarvi a trovare un servizio di interpretazione se è richiesto.

4 Vi contatteremo per confermare la conferma del vostro feedback.

5 Indagheremo sui reclami o sul feedback.

Il modo in cui indaghiamo su reclami e feedback è descritto in dettaglio nella nostra Polizza sui complimenti, reclami e feedback. Contattateci se non ne avete una copia e ve ne sarà inviata una.

6 Se avete scelto di essere parte della procedura di resiliazione, vi informeremo dell'esito e vi contatteremo per un feedback.

7 Se volete fare un reclamo ufficiale ad un ente esterno, potete presentare il vostro reclamo a The Aged Care Quality and Safety Commission:

Reclami

Telefono: 1800 951 822 (chiamata gratuita)

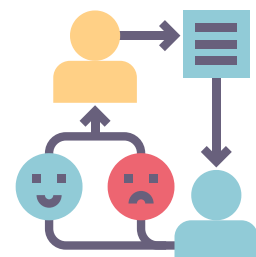
Posta: GPO Box 9819, Adelaide SA 5000

Online: www.agedcarequality.gov.au/making-complaint/lodge-complaint

Feedback

Telefono: 1800 951 822 (chiamata gratuita)

Email: audit.feedback@agedcarequality.gov.au



Kaleidescape Corner

Welcome back to everyone and a very warm welcome to all our new members that will be joining us this year. It's going to be an action-packed calendar and we look forward to spending some time together.

Start up dates for March onwards:

Tailem Bend

Held on the first Thursday of the Month:

New time 11:00am to 3.00pm

Mypolonga

Held on the second Tuesday of the month:

10:30am to 2:30pm

Mannum

Held on the third Thursday of the month:

10:30am to 2:30pm

Murray Bridge

Held on the fourth Thursday of the month:

10:30am to 2:30pm

We have some exciting activities planned for this year including:

- A boat cruise along the mighty River Murray
- Circus acts
- Celebrating Naidoc Week
- Be WOWed by some magic

These are just a few of the events that the program has to offer.

A friendly reminder that you need to all wear masks and if you have any symptoms of COVID-19 please stay home and let the office know by calling on **8532 2255**.

We look forward to seeing you all throughout the rest of March.

Allecia & The Kaleidescape Team.





South Australian Adult Safeguarding Unit

Do you have concerns?

If you suspect you or someone you know is at risk of or is being abused, you can call the **Adult Safeguarding Unit (ASU)** on **1800 372 310**, Monday to Friday, 9.00 am to 5.00 pm for information, support or to make a report, or email the ASU at **adultsafeguardingunit@sa.gov.au**.

Anyone can call the ASU and you can remain anonymous if you wish.

Contact **Translating & Interpreter Services (TIS)** on **131 450** if you require an interpreter to speak with the ASU.

The ASU is not an emergency/crisis service. Dial 000 for emergencies.

What does abuse look like?

The behaviours and signs of abuse can include, but are not limited to:

Physical abuse: being hit or injured on purpose, restraining someone inappropriately

Emotional abuse: threats, humiliation, verbal or psychological abuse

Sexual abuse: sexual activity which is unwanted or not understood

Financial abuse: the theft or misuse of money, pressure in relation to legal documents including wills, property or inheritance

Neglect: not providing food, clothing, attention or care.

South Australian

Adult Safeguarding Unit

A place anyone can discuss concerns of abuse or neglect of older people and people living with disability.

 **1800 372 310**



Murray Mallee
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Home Care Packages

Do you need help securing your Home Care Package with Murray Mallee Aged Care Group?

Our Service Consultants will assist you in the My Aged Care Referral Process.

Book an appointment now on **(08) 8532 2255**

www.MurrayMalleeAgedCareServices.org.au



Daylight Savings ends Sunday 3 April

Daylight Saving ends on the first Sunday in April. Turn your clocks back one hour.



HOLIDAY OFFICE CLOSURE

Our offices will be closed for Public Holidays over the holiday period. This includes:

Friday 15 April 2022
Monday 18 April 2022
Monday 25 April 2022

For emergencies, please call our on-call phone number, or if necessary call 000.

