Issue 77

What The Aged Care Reforms Mean For You

+ Update on Lymphoedema Care
+ Relax with a Word Search



About Us

Murray Mallee Aged Care Group was founded in 1994. Our vision is a brighter future for older South Australians through our quality services. This includes Home Care Packages, the Support at Home program and social activity programs across remote areas of the Murray Mallee and Riverland districts, as well as metropolitan Adelaide.

Publisher

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Feedback

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

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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.



Greetings everyone,

I hope you are all keeping well and enjoying life. It seems that winter has arrived early and harshly this year.

A recent weather report noted that South Australia experienced its coldest day on the 19th of May since September 2024. Let's hope this winter brings the rain our farmers desperately need, relieving them of the stress caused by ongoing dry conditions.

For those of you who know me, you may be aware that my family and I lived in the lush (and chilly!) surroundings of Stirling for twenty-three years.

After much consideration, and some sadness, we moved back to the western suburbs of Adelaide in December last year. I won't lie; I won't miss Stirling this winter!

Having grown up in the western suburbs, it has been a lovely homecoming for me. Even better, we are within walking distance of my daughter's home, where two of our five grandchildren live. We are also closer to my elderly mother. Sadly, the other three grandchildren live in Melbourne, which means we don't get to see them as often as we would like.

It has been a pleasure meeting many of you at the Town Hall sessions currently underway, and I look forward to meeting more of you in the coming weeks. As you may have heard, the new Support at Home program will replace the Home Care Packages program beginning July 1, 2025. Deputy CEO Foster Davis and his team have developed a comprehensive suite of information that clearly steps through what this means for you, our clients, and for us, as program administrators.

continued on next page...



The feedback on the sessions, held both online and in-person, has been very positive. Well done to Foster and the team.

If you haven't had the chance to attend one of the sessions, please don't hesitate to contact your Service Consultant for a one-on-one information session.

Among the many changes, the new Support at Home program will also introduce some updated terminology. For example, Home Care Package Levels 1 to 4 will become Support at Home Classifications 1 to 8. Additionally, the title "Service Consultant" will become "Care Partner".

For those who have already attended the sessions, you will know that care management charges have been reduced from 20% to 10%, and package management charges have been eliminated altogether. As a result, we are adjusting our unit prices to reflect the true cost of delivering services under this new model.

These changes, and more, are explained in detail during the presentations. To avoid confusion,

I will not go into further detail here.

Again, I encourage you to speak to your Service Consultant, who can personally explain the changes and how they may affect you.

Please be assured that these changes are designed to improve the quality of care for all older Australians, and my team and I are committed to implementing them in a way that minimises any stress or concern you may have.

Stay warm, Anna Howard



Saluti a tutti,

Spero stiate tutti bene e in buona salute. Sebra quasi che l'inverrno e' arrivato prima del previsto ed e' intenso. Un recente studio ha riportato che il Sud Australia sta subendo un abbassamento di temperature dal 19th Maggio a Settembre 2024. Speriamo che questo inverno porti un po di pioggia ai nostri coltivatori che ne hanno un disperato bisogno, aiutandoli a rimuovere lo stress causato dalle condizioni di aridita'.

Chi mi conosce sa che io e la mia famiglia abbiamo vissuto nella lussureggiante e (gelida) periferia di Sterling. Dopo molte riflessioni e un po di tristezza a Dicembre dello scorso anno siamo tornati a vivere nella periferia Occidentale di Adelaide. A dire il vero, non mi manchera' Stirling questo inverno! Essendo cresciuta nella periferia occidentale e' stato piacevole il ritorno a casa. Ancora meglio siamo a pochi passi da casa di mia figlia dove vivono i nostri cinque nipoti. Siamo anche piu' vicini a mia madre, ormai anziana. Purtroppo gli altri 3 nipoti vivono a Melbourne, il che significa che non riusciamo a vederli cosi' spesso come vorremmo.

E' stato un piacere incontrare molti di voi alle sessioni di Town Hall attualmente ancora in corso, e non vedo l'ora di incontrarvi ancora nelle prossime settimane.

Come forse avrete sentito, il nuovo programma di support a domicilio sostituira' il programma pacchetti di assistenza domiciliare a partire dal 1 Luglio 2025. Foster Davis e il suo team hanno sviluppato una serie completa di informazioni che illustrano chiaramente cosa questo significhi per voi, nostri clienti, e per noi come amministratori del programma. Il feedback sulle sessioni, tenute sia online che di persona, e' stato molto positive. Complimenti a Foster e al team.

Se non avete avuto la possibilita' di partecipare a una delle sessioni, non esitate a contattare il vostro consulente di assistenza per una sessione informativa individuale.

continua a pagina successiva...



Tra le numerose modifiche, il nuovo programma di assistenza domiciliare introdurra' anche una nuova terminologia aggiornata. Ad esempio, I livelli da 1 a 4 del pacchetto di assistenza domiciliare sono ora noti come classificazioni da 1 a 8. Inoltre, il titolo di "consulente di servizio" cambiera' in "Care Partner".

Per coloro che hanno partecipato alle sessioni sono a conoscenza che i costi di gestione dell'a ssistenza sono stati ridotti dal 20% al 10% e che i costi di gestione dei pacchetti sono stati completamente eliminati.

Di consequesnza, abbiamo adeguatoi nostri prezzi unitari per riflettere il costo effettivo dell'erogazione dei servizi con questo nuovo modello. Queste e altre modifiche saranno illustrate in dettaglio durante le presentazioni. Per evitare confusione, non entrero' ulteriormente nei dettagli in questa sede.

Vi invito ancora una volta a parlare con il vostro

consulente di assistenza, che potra' spiegarvi e aiutarvi personalmente a capire i cambiamenti che influenzeranno i vostra pacchetti.

Voglio rassicurarvi che questi cambiamenti sono studiati per migliorare la qualita' dell'assistenza per gli anziani Australiani, e il mio team e' impegnato a implementarli minimizzando i rischi di stress e preoccupazioni.

Cordialli saluti, Anna Howard



What is Support at Home?

The Australian Government is unifying in-home aged care services under a single new program called Support at Home (or SAH for short).

Support at Home begins on July 1, 2025 and will likely change some of your care, such as budgets, services, equipment purchases and contributions. SAH will effectively replace the current Home Care Package (HCP) program, so it is important to know how the changes will, and will not, impact you. If you are on the Commonwealth Home Support Program (CHSP), then you will only see minor changes until CHSP joins SAH in 2027.

Current HCP recipients should be aware that when you were assessed for a package impacts if you will pay client contributions to your services under SAH:

- If you were assessed/had a HCP as of, or before, September 12, 2024, then you will be a grandfathered client who does not have to pay for any more contributions than you currently do. For many MMACG clients, this means you still won't pay 'out of pocket'.
- If you were assessed and started having a HCP after September 12, 2024, then you will have to pay client contributions to services when required, just like anyone who joins Support at Home from July 1, 2025.

Regardless of your client contributions, you will keep any unspent funds you currently have. These funds are not time limited and will not disappear if you are reassessed.

You can find more information about Support at Home with the FAQ on the next page as well as in our detailed Client Guide. If you have a supporter/representative, then please make sure they are aware of the changes.

We understand that any change can be overwhelming and difficult, but please know that the goal of Support at Home is to give you greater control over your aged care services, and everyone at MMACG is here to help. We do this transition together!

Despite all these changes, Murray Mallee's commitment to high-quality care stays the same. If you have any questions at all, then you can call us at 8532 2255 (Regional) or 8365 0151 (Adelaide).

FAQs

I have a Home Care Package, what does Support at Home mean for me?

If you currently have a HCP, then you will transition into Support at Home with the same funding as you currently have and will not lose any unspent funds you have at the time SAH begins.

What is the prescribed service list?

The services that you can access will now fall into one of 3 categories: clinical supports (such as nursing), independence (such as transport) and everyday living (such as cleaning).

Anyone assessed or reassessed once SAH begins will have their budget divided by the assessor to decide how much you can spend in each service category, depending on your needs.

All providers can only give you a service that is on your prescribed list.

Information is correct as of May 2025. Some information may change pending the release of Rules and other associated documents.

How will my budget change?

Budgets will now be set quarterly rather than annually, and you can only carry over 10% or \$1,000 (whichever is greater) into the next quarter if any of it is unspent. Any unspent funds you have now will stay with you in SAH.

Another important change is the removal of package management fees and only 10% of your budget being used for care management.

Will my package funding change?

If you are assigned a package under Support at Home then your budget will be placed into one of 8 classifications compared to HCP's 4 currents levels.

This allows for more precise budgets that better meet your specific needs.

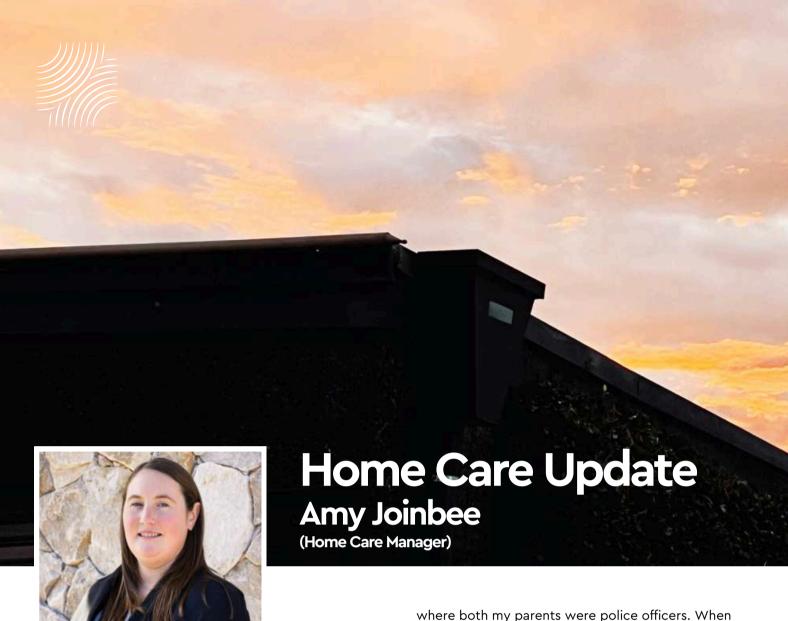
Any grandfathered or transitioned recipient will still receive their same level of HCP funding unless they are reassessed.

For more information

You can read the Support at Home Client Guide for more information. It has been shared with those who attended the Client Town Halls. If you haven't received a copy yet, please be patient. All materials will be mailed to our clients in the near future.

You can also visit <u>murraymallee.org.au</u> and check the Support at Home page for more details, including a digitised Client Guide.





Greetings everyone,

A huge thank you to all who have been attending our recent Client Town Halls. It has been absolutely fantastic to put more faces to names and hear your thoughtful questions about the upcoming Support at Home program. We've had a wonderful turnout, and I'm really looking forward to continuing this journey with you. We will be working hard to keep you informed and involved every step of the way, because your voice truly matters.

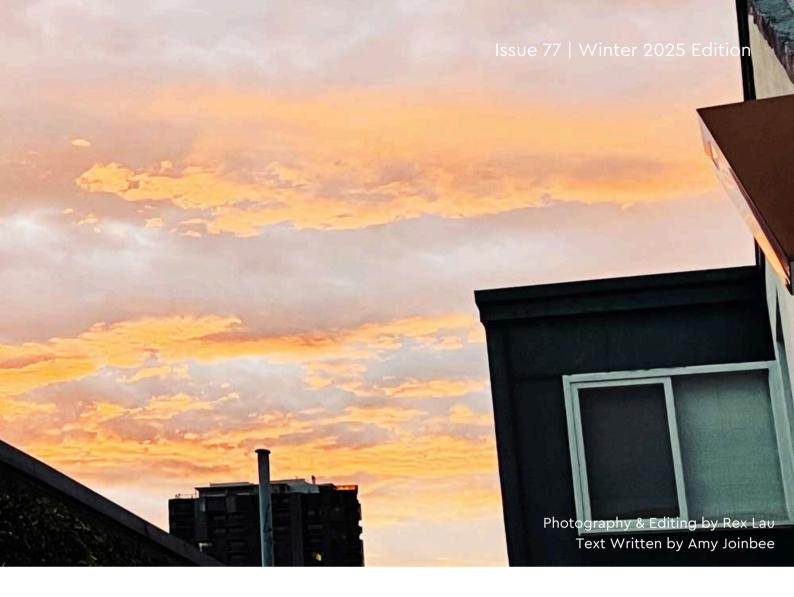
I also wanted to take a moment to share a little more about myself.

I spent the first eight years of my life growing up at the Summertown Police Station in the Adelaide Hills, where both my parents were police officers. When the station closed in the late 1990s, life changed for our family. I became unwell with childhood cancer, and my parents decided it was time for a lifestyle change. They bought a hobby farm, and to this day, they still live there, overlooking the beautiful Mount Lofty Ranges.

Earlier this year, my parents packed up their caravan and set off on a six-month trip around Australia. That left me with the not-so-small task of looking after their hobby farm while working full-time and heading into a cold winter.



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The farm is home to two senior horses, Jesse and Harry, our 13-year-old blind and half-deaf dog Tydo, my own two dogs Miphy and Darla, plus a mix of chickens, roosters, and one very loud guinea fowl. A couple of weeks into housesitting, I noticed we weren't getting many eggs. I eventually found a hidden nest with 12 eggs and one very determined broody hen. After checking them, I realised eight were fertile and due to hatch soon. So, now there are nine new fluffy additions to the flock. It was a surprise, but a lovely one.



Outside of work, I enjoy quiet winter evenings by the fire with my husband and never forget to bring marshmallows.

As the cooler months approach, it's a good time to check in on your winter safety, especially around the home. Staying warm is important. But so is staying safe.

Thank you again to everyone who has engaged with us during this time of change. I look forward to continuing to support you and our amazing community.

Warm regards, Amy Joinbee



At MMACG, your care, dignity, and respect come first. You have the right to speak up about your services or Support Workers without fear. Your feedback helps us improve. If you have concerns, requests, or suggestions, we're here to listen and support you.

Your voice matters.
You can share your thoughts by:

- Speaking with Your Service Consultant
- **S** Using Our Official Feedback Channels
- Having A Trusted Person Speak On Your Behalf









Consumer advisory body

A resource for aged care consumers.

(08) 8532 2255 MMACG Office



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



If you are interested in becoming involved, please contact the office at (08) 8532 2255.

What is a consumer advisory body?

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

Consumer advisory bodies are important because they:



look at the quality of care and services you and others receive



find and communicate consumer needs and issues



provide opportunities for improvement

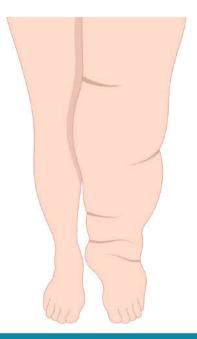
Clinical Update

Hello everyone,

Thank you to everyone who participated in the oedema survey.

The Australian Government has limited statistics on oedema, yet it remains a significant healthcare issue. Studies indicate that many older adults and those receiving home care are affected by chronic oedema in the lower limbs, with prevalence rates ranging from 38.1% to 56.7%.

With early recognition, we can prevent hospitalisations and avoid lifethreatening infections.



Lymphoedema can cause abnormal swelling, thickened or fibrotic skin, as well as hyperkeratosis and papillomatosis

Treating Oedema/Lymphoedema/Lipoedema

We are pleased to announce that Murray Mallee Aged Care Group is now approved to treat chronic oedema, lymphoedema, and lipoedema. We offer options, including:

- ✓ Charging these services to your budget
- ✓ Minimal to no out-of-pocket costs
- Budgets must be approved to cover expenses

Chronic Wound Consumables Scheme (CWCS)

Additionally, the Department of Health, Disability and Aging has introduced funding for diabetics with wounds through the Chronic Wound Consumables Scheme (CWCS for short).

CWCS covers the cost of wound consumable products for people with diabetes and chronic wounds who are aged 65 and older, or are First Nations people aged 50 and older.

Our nursing team will evaluate your wound and help you apply for the necessary products, which will be delivered to your home at no out-of-pocket cost.

Exciting times are on the horizon!



Next Steps

Please be patient with my nursing team as they follow up on answers from the survey. Accurate results are crucial; without them, government statistics may be incorrect, which would lead to wasted resources. Thank you for your understanding.

We're here to help!

If you have a wound or oedema, lymphoedema or lipoedema, please contact your Service Consultant to receive a visit from our nurses.



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.



Healthy Bites

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

Spicy Chicken & Avocado Wraps



This sapid meal is a simple and nutritious one that will give your chicken a nice kick. If you are not one for spice; be sure not add it!

Time: 15 mins

Servings: 2

INGREDIENTS

- 1 chicken breast, approx. 180g
- 2 wraps, with seeds is healthier
- · 1 avocado, halved and stoned
- 1 red capsicum
- 1 garlic clove
- 1/2 lime squeezed
- ½ tsp mild chilli powder
- 1 tsp olive oil
- 1 Prepare Your Meal: Thinly cut the chicken into slices at an angle and then mix it with the flavour including lime juice, chilli powder, and chopped garlic.
- Cook Your Meal: In a fry pan, pour your oil in and then cook the seasoned chicken for a few minutes. Since the chicken slices are thin, it shouldn't be long until it is cooked and a bit brown.
- Orepare the Wraps: Follow the instructions on the packaging. You can either have it cold, but it is recommended to warm them up.
- 4 Final Additions: Squash half an avocado onto each wrap and add some sliced capsicum. You can optionally warm up the capsicum in the fry pan.
- 5 Serve: Put your cooked chicken onto the wrap, add some cheese if you would like. Enjoy immediately.



Cauliflower Fried Rice

Have a nutritious meal full of cooked vegetables that taste delicious together! Feeling good and full is easy, especially when you can put just about any veggie in it.

Time: 30 mins

Servings: 1



INGREDIENTS

- ½ cup cauliflower
- 1 sprig spring onion
- ½ red capsicum
- 4 green beans
- 1 fresh corn cob, or 1 cup frozen corn
- 1 carrot
- 1 egg
- 1 tbsp soy sauce
- 1 Prepare the Ingredients: Grate the cauliflower so that it resembles rice grains and chop the remaining vegetables into small pieces.
- Cook the Vegetables: Using a pan, fry your vegetables (except the cauliflower) until cooked. Once done, put this aside in a bowl.
- 3 Work the Egg: In a small bowl, beat the egg and then put it into the now empty pan. Cook until it is solidified so that you can remove it and slice it into strands. Like the vegetables, put it aside in its own bowl.
- Bring It Together: With the pan empty once more, put a bit of cooking oil in and cook your grated cauliflower for a few minutes. Then, add your vegetables and stir it all together. Just make sure nothing gets burnt!
- 5 Final Touch: Mix your meal with the sliced egg as well as the soy sauce and any other spices such as salt and paper. Serve immediately.



Office Staff Update

Welcome to the Team



Hey, I'm Serena! I joined MMACG in March as a Service Consultant and love being part of a team that delivers great care. I'm a proud mamma and wife, enjoy cooking, swimming, documentaries, and have a soft spot for turtles—they're my favourite!

Serena Rossano Service Consultant

I'm Rebecca and have lived in the Murray Mallee region for 16 years with my husband and two children. I'm excited to join MMACG as a Service Consultant and look forward to building strong relationships while supporting clients to reach their goals and stay independent.







Hello! I'm McKenna—passionate about media and serving people, so MMACG is the perfect place to do both. As a recent communications grad, I'm excited to use my skills to keep clients informed and hope this magazine brings a smile to your day!

McKenna Paull Marketing Assistant

Hi, I'm Isabelle and thrilled to join MMACG as a Service Consultant. With five years in Pathology and Allied Health, I'm eager to support our community. I live in Callington with my partner and rescue animals, and love birdwatching, bushwalking, and native wildlife.

> Isabelle Gammon Service Consultant





One of our receptionists, Kim, and her dragon boat paddling group recently participated in the annual SA Masters Games. Kim joined the group about five years ago and train weekly (at minimum) on the Murray River. Their motto is "Fun, Fitness, and Friendship."

This year, Kim's group competed in the Games as a Senior A Women's Over 50 team and entered six races. For their mighty efforts, they earned a silver medal by finishing second place. This team effort is an achievement they are all very proud to have accomplished.

Well done to all of them!



We recently said farewell to Anna Dimasi who has now retired after being a Support Worker with MMACG for about a decade! Anna always thoughtfully supported her clients and has, along with our other Support Workers, shown what it means to give care with a community heart.

In particular, her clients with an Italian background enjoyed having her engage in their shared culture and speak in their native tongue. Her warmth has been appreciated by all.

Happy Retirement, Anna!

Happy Centennial to Rocco!

One of our clients, Rocco Baldino, recently celebrated his 100th birthday!

CEO Anna Howard and Rocco's Service Consultant, Calia Sandona, celebrated this special occasion with him.

Rocco originally lived in Naples, Italy before moving to Australia in 1952. His wife and five children joined him in 1954. That same year, Rocco began working at Holden, where he remained until 1982. During this time, their family continued to grow, welcoming a sixth child.

Today, Rocco continues to enjoy life by making homemade wine and sauces. He shared that the care he receives— especially from one of our Support Workers, Fabio—offers a personal connection that helps him feel at ease and stay connected to his culture.

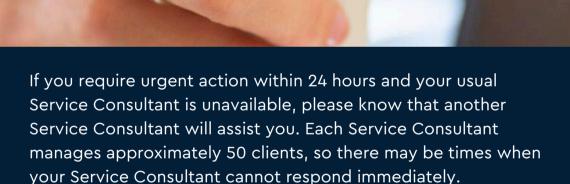
With four generations, including 15 grandchildren and 17 greatgrandchildren, Rocco celebrated his big day with over 100 people.

Happy Birthday, Rocco!





Need Assistance? We're Here to Help!



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!

Thank you for understanding!







BrainTrack

Cognitive Monitoring App





63 RATINGS

5

AGE

4+

Years Old

CATEGORY



Health

LANGUAGE

EN

English

For many older adults, experiencing dementia and cognitive decline can be confusing and frightening. You may be concerned about your cognitive health or noticed slight changes in your memory, thinking, or behaviour.

To help with your concerns, Dementia Australia has developed BrainTrack. This free app allows you to privately track your cognitive health over time and between visits with your GP to better understand your mind.

Please note that BrainTrack is not a diagnostic tool and should not replace formal cognitive assessments. However, it can empower you to take charge of your cognitive health early on and monitor changes over time.

Benefits of Using the BrainTrack App:

- Simple and engaging travel-related games that assess memory, attention, and problem-solving skills.
- Personalised tracking that monitors your performance every month.
- The ability to share data and potential changes through a report with your healthcare provider.

Download for Free

Available to download on most phones and tablets.

Search BrainTrack on the Apple App Store or Google Play Store.



Seniors Bus Trip



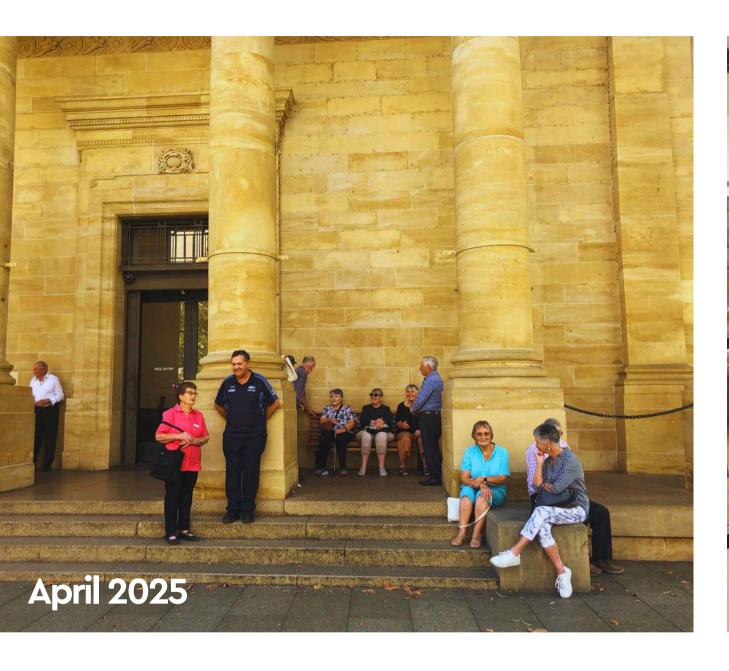
Our seniors enjoyed a relaxing day in Mount Barker. We started with coffee at Sunday Co, followed by the Bob Dylan film "A Complete Unknown" at Wallis Cinemas, and finishing with lunch at Oak & Iron. It was a perfect chance to catch up with old friends and meet new ones!





We kicked off autumn by enjoying the outdoors at the Adelaide Botanic Gardens. The stunning nature and famous Chihuly art were only matched by the delicious food at the nearby EverGreen Deli. Our seniors wrapped up the day with some heat by watching live glass blowing at JamFactory.

Seniors Bus Trip



Adelaide was so good the first time—we had to return!
This time, it was for "Sister Act: The Musical" at the Festival
Centre, and we had a blast grooving together. After that
excitement, we slowed things down by visiting the Art Gallery to
admire its stunning pieces (and yes, we whispered!).





As autumn came to a close, we visited the Barossa Valley and explored some local favourites. We began with the scenic Lyndoch Lavender Farm, soaking in the calm and refreshing fields. After lunch at the Tanunda Hotel, we saved room for a sweet stop at the Barossa Chocolate Factory. Seeing how the treats were made was the cherry on top for a fun day out with friends!





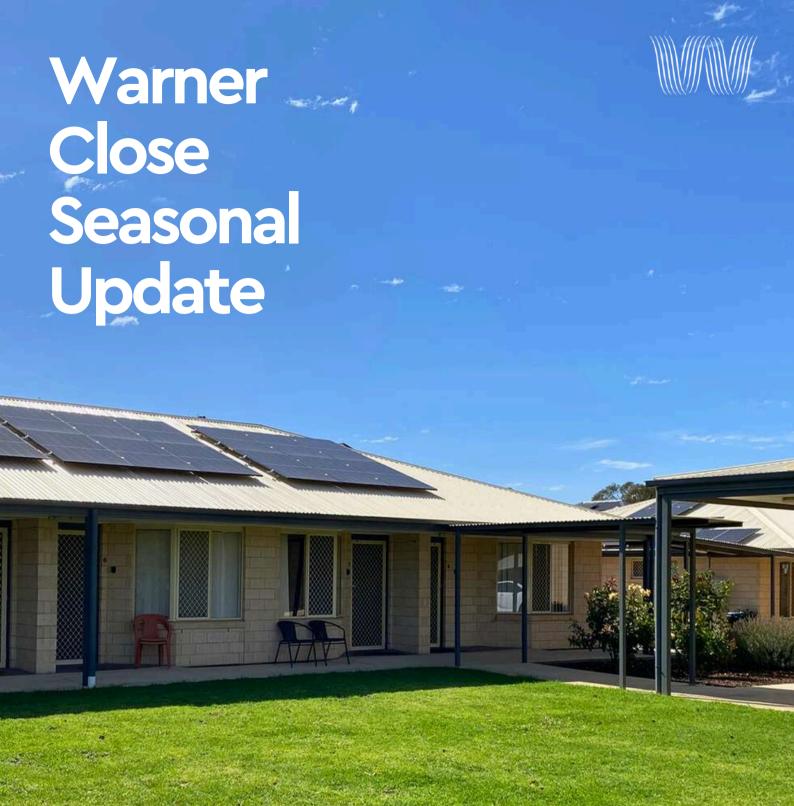


Join Us for Our Monthly Seniors Bus Trip!

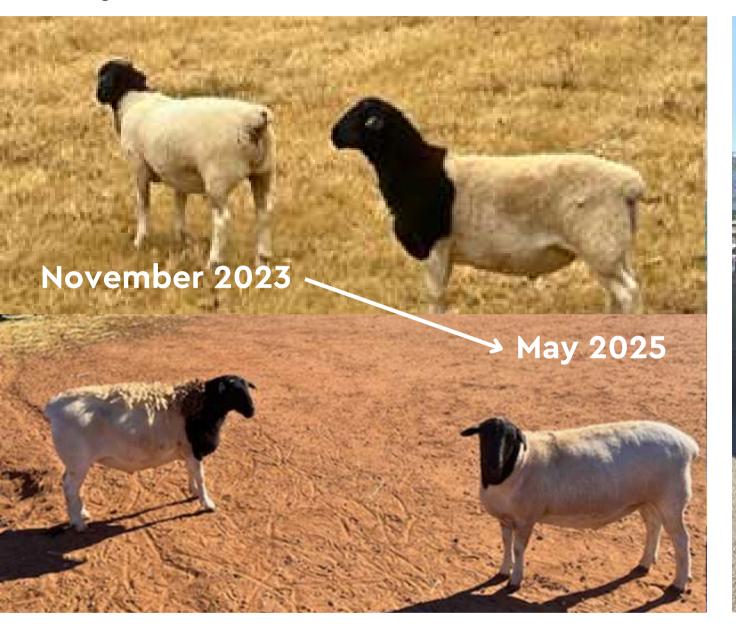
- Tailored for Individuals Aged 65+
- Exciting Monthly Excursions
- Affordable Fun

Secure Your Spot Today

(08) 8532 2255



Larry & Moe



A lot can change in 18 months! Our sheepish friends, Larry and Moe, have grown quite a bit (and their home has changed too), but they still love greeting visitors and enjoying some delicious food.



Generator Installed





We recently had a new generator installed at Warner Close. This will provide back-up power to the community room and kitchen in the case of an outage. Always good to have a refuge if the lights go out!

Stripped & Polished



A small, but important, change in our community room: the floors have been stripped and polished—transforming the space to be much more homey! Our team knows these little details can make a big improvement, and this mighty floor will be part of many meals and gatherings in the future.



Learn more about Warner Close Retirement Living Call (08) 8532 2255 or Email info@warnerclose.com.au

Word Search



Grab a pen and relax with a word search. Each word relates to something in the magazine and MMACG. The words can be found in any straight direction, be that upwards, downwards, or diagonal.

Can you find all 10 words below? There's a bonus word in there too!

В	L	М	Н	U	Р	L	С	I	Q
С	R	S	С	G	K	Α	0	М	R
D	I	F	0	В	R	I	D	G	Е
А	U	N	Е	Е	Е	U	Е	В	N
J	N	М	Е	А	L	X	Е	N	R
F	0	R	S	М	I	G	N	G	А
Н	Е	Е	N	Y	А	N	В	R	W
W	L	V	Т	J	В	Y	G	Н	Т
U	М	I	Т	Α	L	Y	В	В	А
S	В	R	С	0	Е	С	V	Е	S

Answers

Answers are below and upside down.

Thank you

for reading the Murray Mallee Magazine.



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