

Issue
73

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THE KALEIDESCAPE TEAM,

EDITOR: REX LAU

Murray Mallee

Magazine

Autumn 2024 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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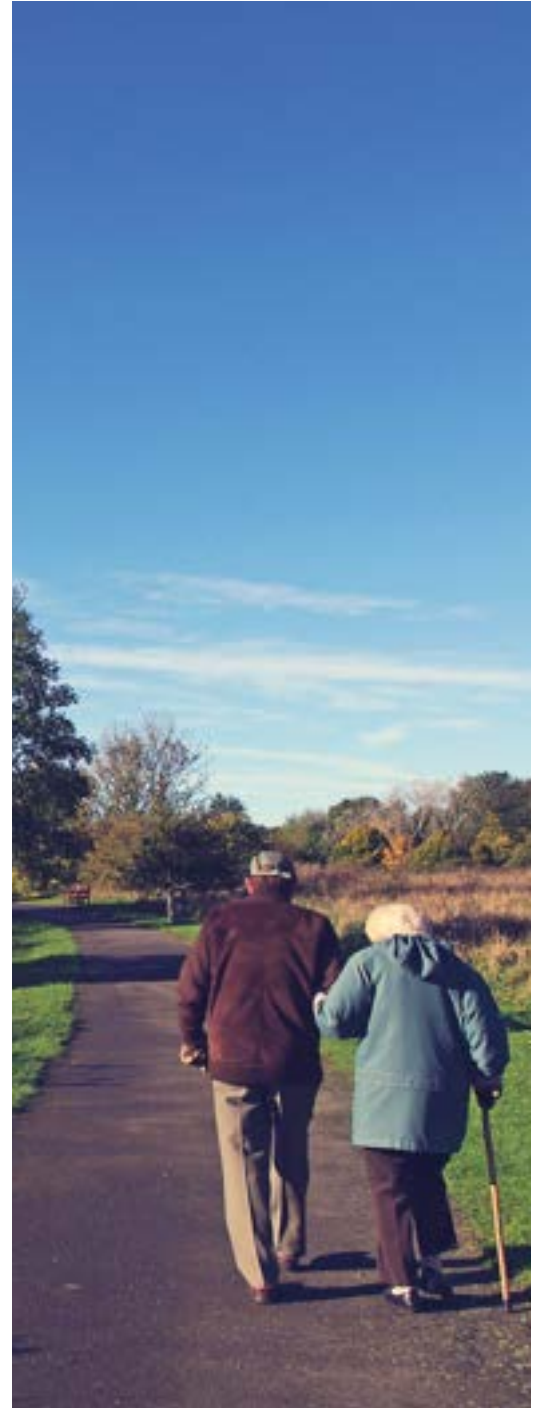
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Feedback

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 that the year has commenced well for you and yours. Thankfully, so far this summer, we have managed to avoid extreme weather here in South Australia. Let's keep everything crossed that we make it through the summer without a bushfire.

We are very excited to see how the changes to the Kaleidescape Social Support Groups that we introduced last year are accepted by our clients. After many years of grappling with how to manage the changing demographics and changes to the types of activities people are looking for, we decided to trial a different model.

I attended the first of the social groups that will be held at Warner Close for those Home Care clients who are no longer able to attend the former Kaleidescape program. Thirteen people attended along with Support Workers Rosie, Colleen, and Carolyn. As it was the first group, we spent a lot of time getting to know one another and planning together the future format of the group. So far, the feedback has been very positive. I would particularly like to thank Stella for the lovely afternoon tea she supplied.

For those people who attended Kaleidescape in the past, you will have got to know Gwenda Zadow. Gwenda has been the president of the Friends of the Tailem Bend Hospital group for almost 35 years. Gwenda and her team prepared the meals for the groups for as long as I can remember, and the quality of the food was recognized and complimented by all who shared it. Gwenda and the team were recognized for their amazing contribution at the Kaleidescape Christmas luncheon held in December 2023 with a
continued next page...



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

gift basket of goodies. We hope that they enjoy many more years cooking for the community.

The number of employees continues to grow both in Adelaide and in the Murray Bridge teams. We have added another nurse to the Murray Bridge team who will also service our Adelaide clients. Look out for her profile in the next newsletter as she is joining us in early March. We have also welcomed Rebecca Rose as a Service Consultant in Murray Bridge, and we are recruiting for a new finance officer and receptionist to assist the growing influx of calls in Murray Bridge. This was a result of a slight restructuring in the Adelaide office due to a request from an employee to adjust their working pattern. When the receptionist position is filled, all calls will be picked up by the Murray Bridge team then forwarded to the correct person for follow-up.

You may be aware that Cyber Security is a very hot national topic at the moment, so I would like to take the opportunity to reassure you that the Directors, the management team, and I take this

matter seriously. Over the past two or so years, we have worked closely with an independent provider of Information Technology support to provide us with the best possible hardware and software to ensure that our data records are as secure as possible. We train all employees on how to use the equipment to the maximum benefit and to recognize any phishing emails and be alert to scam phone calls. I urge you too to take every precaution to protect yourself from fraudsters who make their living by convincing innocent citizens that they need to hand over credentials to receive scam refunds of one sort or another. If you have any questions regarding how we store data, please be in touch, and I will answer any question you have.

Please also remember to reach out to me to tell me what you like or suggest what we could do better to meet your needs.

**Warmest wishes,
Anna Howard**



From the CEO (Italian)

Anna Howard

Saluti a tutti,

Spero il nuovo anno sia cominciato bene per tutti voi. Fortunatamente, finora questa estate, siamo riusciti ad evitare il tempo estremo in Sud Australia. Incrociamo le dita che riusciamo ad evitare gli incendi.

Siamo molto entusiasti di vedere come i cambiamenti ai Kaleidescape Social Support Groups che abbiamo introdotto lo scorso anno siano stati accolti dai clienti. Dopo molti anni passati alle prese con cambiamenti demografici e i tipi di attività che le persone preferiscono, abbiamo deciso di provare un nuovo modello.

Ho partecipato al primo dei gruppi che saranno tenuti a Warner Close per tutti i clienti che non possono più partecipare ai programmi Kaleidescape. Tredici persone erano presenti insieme a Rosie, Colleen, and Carolyn. Essendo il primo gruppo, abbiamo speso del tempo

conoscendoci e pianificando il futuro formato del gruppo. Finora, i feedback sono stati molto positivi. E vorrei rivolgere un ringraziamento particolare a Stella che ha provveduto al te pomeridiano.

Tutti coloro che hanno partecipato a Kaleidescape in passato hanno conosciuto Gwenda Zadow.

Gwenda è stata la presidente del gruppo Friends of the Tailem Bend Hospital per quasi 35 anni.

Gwenda ed il suo team si sono occupati di preparare i pasti per il gruppo da sempre, e la qualità del cibo è stata riconosciuta ed apprezzata da tutti coloro che li hanno condivisi.

Gwenda ed il suo team sono stati riconosciuti per il loro fantastico contributo al pranzo di Natale 2023 per il Kaleidescape con un cesto di doni. Ci auguriamo che tu possa cucinare per la comunità per molti altri anni.

continua a pagina successiva...



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

Il numero del personale continua a crescere sia nel team di Adelaide che in quello di Murray Bridge. Abbiamo aggiunto un'altra infermiera nel team di Murray Bridge che servirà anche i nostri clienti di Adelaide. Tenete d'occhio la prossima newsletter per scoprire il suo profilo visto che si unirà a noi nel mese di Marzo.

Abbiamo anche dato il benvenuto a Rebecca Rose, nuova Service Consultant di Murray Bridge, e siamo alla ricerca di un nuovo membro del Finance e una nuova segretaria per aiutare nello gestire il crescente numero di chiamate verso l'ufficio di Murray Bridge. Questo è stato il risultato di aggiustamenti dovuti al cambiamento di orari di un dipendente. Quando la posizione di segretaria sarà occupata, tutte le chiamate verranno prese dal team di Murray Bridge e poi trasferite alla persona interessata.

Sarete a conoscenza che la Sicurezza Informatica è un argomento molto caldo a livello nazionale, per questo vorrei cogliere l'opportunità per

assicurarvi che i Direttori, i Managers e me stessa prendiamo questo molto seriamente. Nel corso dei passati due anni abbiamo collaborato con un provider esterno per assicurare la protezione dei nostri dati sensibili. Facciamo training con tutto il personale su come usare gli strumenti per riconoscere emails pericolose e truffe telefoniche. Vi incoraggio a prendere ogni precauzione per proteggervi da questi truffatori che si guadagnano da vivere convincendo cittadini innocenti che devono consegnare dati personali per ricevere rimborsi di qualunque sorta. Se avete domande su come noi gestiamo i dati, vi prego di contattarmi e risponderò ad ogni domanda.

Vi prego anche di contattarmi per farmi sapere cosa possiamo fare meglio per soddisfare i vostri bisogni.

Con i più calorosi saluti
Anna Howard

Home Care Package

What expenses are covered by Home Care Package funds?

- Personal Care
- Home modifications and aids
- Assistance with daily living tasks
- Purchase of mobility aids
- Nutrition & hydration
- Nursing services
- Household chores
- General wellbeing
- Clinical services

What expenses are not covered by Home Care Package funds?

- Purchasing groceries and general items unrelated to care.
- Covering rent or mortgage payments.
- Settling fees and charges linked to other government-funded care.
- Making home modifications not directly related to care.
- Funding holiday travel or accommodations.
- Engaging in entertainment, club memberships, or event tickets.
- Gambling activities.
- Paying for services/items already covered by the Medicare Benefits Schedule or Pharmaceutical Benefits Scheme.

What if my needs change?

As your needs evolve, you may require increased assistance to maintain a comfortable living at home. If you find yourself needing a higher-level Home Care Package, feel free to reach out to the Murray Mallee Aged Care Group Office at (08) 8532 2255 to explore the available options.





Care with a Country Heart

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

✓ Home Care Packages

✓ Social Support



Murray Mallee
AGED CARE GROUP INC.

Question?

Call us at (08) 8352 2255



Home Care Update

Amy Joinbee
(Home Care Manager)

We have started the year on a fantastic note as we have had a large number of compliments come in for our amazing Support Workers. We love to pass on your compliments and a thank you from us in the office for the amazing work they do each time one comes in. If you wish to give us feedback on your Support Worker please call/email the office, or we can post you out a Feedback form.

We are very excited to announce a new face to the Murray Bridge office. We currently welcome new service consultant Rebecca Rose (Bec) to the team. I am also excited to announce the safe arrival of Service Consultant Louise Praino's Baby Boy, Emilio. Louise and her husband are overjoyed with the little addition to their family.

In addition, we also have Vansha, our Adelaide Receptionist, upskill to become the Adelaide Program Assistant/Receptionist; she will be working alongside Monique, who is the Murray Bridge Program Assistant. They will be working with the Service consultants to help the program run smoothly and follow up on the survey calls.

For some time now, we have been running a client reference group which is comprised of clients/representatives, Clinical Manager Heide, and CEO Anna Howard. This group is to help talk about changes and provide feedback or new ideas you might have. We hold these meetings quarterly, and I would like to invite any of our clients/representatives to join the group by calling our office on 8532 2255. You can attend the meeting face-to-face or online by Teams or Zoom. I would encourage you to join and work with us to continue to grow and make changes.

Warmest wishes,
Amy Joinbee



Photography by regirock365 Editing by Rex Lau
Text Written by Amy Joinbee



Monique Morrison

Program Assistant

Monique joined MMACG as Receptionist in 2020 before taking maternity leave for the birth of her daughter Lilly. Lilly recently celebrated her first birthday and Monique has returned part-time to assist the HCP team. Returning part-time, Monique now assists the HCP team. She enjoys gardening and outdoor family and friend gatherings on weekends. Monique loves making a difference in clients' lives at Murray Mallee, cherishing the laughter and stories shared by clients visiting the office.



Vansha Pillay

Program Assistant

Vansha started at MMACG as a receptionist two years ago, recently advancing to a Program Assistant. She appreciates Murray Mallee Aged Care's dedication to staff and clients alike. The focus on community, relationships, and professionalism, along with support and growth opportunities from colleagues and managers, deeply resonates with her. Vansha is honored to contribute to the well-being of clients and workers, valuing her role in the organization.

Clinical Update

As autumn nears, I'm thrilled to share crucial health updates and tips in this issue. Discover safe use of Opioid Skin Patches, easy steps to fold and unfold your wheelchair, and tips for optimal foot health. These guides aim to boost your safety and well-being this season. Join us for a healthier autumn.

Guidance on Using Opioid Skin Patches Safely

Opioid patches like fentanyl are high-risk medications requiring careful handling, especially for first-time use. They're classified as Schedule 8, indicating a high potential for abuse and serious side effects like overdose or respiratory depression. Administration of these patches is not within Support Workers' duties. If you're prescribed these, please contact our office to organize a nurse visit for safe application and management. Your health and safety are our utmost priorities, and we're here to support you in your care needs.



Folding & Unfolding Your Wheelchair Safely

Learning to fold and unfold your wheelchair enhances mobility and storage. Here's a quick guide: To fold, first ensure safety, then press the central button to detach wheels, increasing space. Lift the seat to fold the chair, keeping it tight. For assembly, press the center, slide the axle into the wheel brace, and ensure it locks securely before use. This simple process ensures your wheelchair is ready and safe, supporting your independence and ease of travel.



Essential Foot Care Tips for Your Health & Well-being

Taking care of your feet is crucial for overall health, especially for those with diabetes, to prevent serious complications. Ensure to wash and thoroughly dry your feet every day, including between the toes, to avoid moisture buildup which can lead to infections. If you notice any cuts, bruises, or changes in your skin, report them to our support worker or office immediately. When applying moisturizer, avoid the area between your toes to prevent fungal infections. Always wear shoes to protect your feet and prevent falls. Proper foot care is essential for staying active and healthy.



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.

Baked Sweet Potato



Easy and nutritious, baked sweet potatoes are versatile as a side or main, offering a rich source of vitamins whether sweet or savory.

Time: 65 mins

Servings: 4

INGREDIENTS

- 4 sweet potatoes
- Kosher salt and freshly ground black pepper
- Butter (Optional)
- Beef or Chicken or Pork (Depends on your preference)

- 1 Preheat your oven to 400°F (200°C). Give your sweet potatoes a good wash and scrub.
- 2 Place the sweet potatoes on a baking sheet and poke 4 to 5 holes in each sweet potato with a fork or sharp knife.
- 3 Bake in the oven for approximately 60 minutes, or until soft. To test if they're done, poke them with a fork or knife. You should feel very little resistance when inserted.



Grilled Eggplant with Garlic & Herbs



These grilled eggplant slices are always a hit! They are grilled and tossed in a simple garlic and herb oil which gives them lots of flavor!

Time: 27 mins

Servings: 2

INGREDIENTS

- 1 eggplants
- 1 tsp salt
- 0.25 cup extra virgin olive oil
- 1.5 cloves garlic crushed
- 1 tbsp chopped fresh parsley
- 1 tbsp chopped fresh oregano
- 0.25 tsp pepper
- 0.13 tsp salt

- 1 Cut the eggplant into 1/4 inch thick slices and generously salt each slice. Let them rest for about 15 minutes so that the salt can draw out the moisture and bitterness. Wipe each of the slices with a paper towel to remove the salt and moisture.
- 2 Preheat the barbecue to medium heat
- 3 In a large dish combine the olive oil, garlic, parsley, oregano, salt and pepper. Place each of the eggplant slices in the dish, flipping them over to ensure both sides are covered in oil.
- 4 Grill for approximately 6 minutes per side until golden in colour with grill marks. If the eggplant slices become dry and stick to the grill, brush them with more oil.
- 5 Once the eggplant is tender and cooked. Remove from the grill and return back to oil, herb and garlic mixture in the pan. Flip once so that both sides are coated before transferring to a serving platter. Spoon any of the excess herbs & garlic overtop before serving. The eggplant can be enjoyed hot or at room temperature and will last for up to 4 days in the fridge.



Office Staff Update

Welcome to the Team



Thrilled to be Murray Mallee Aged Care's new Senior Rostering Officer. My background in 24-hour freight and logistics, and experience with HCO, equip me well for this role. I'm passionate about helping people, facing challenges, and contributing positively.

Leanne O'Leary
Senior Rostering Officer



I worked in a Community Pharmacy for 23 years, mainly in the Adelaide Hills. After taking a break for 18 months, I am excited about the opportunities that Murray Mallee Aged Care Group has to offer and to further assist the community.

Rebecca Rose
Service Consultant

Baby Update

Who wouldn't want to see this? As you may know, one of our staff, Louise, recently had a baby. Welcome to the world and to the big Murray Mallee family, Emilio! Louise and Emilio are doing really well. Please send all your love to them.






Support Worker

Murray Mallee Aged Care Group  5.0

 Murray Bridge & Adelaide SA

 Aged & Disability Support
(Community Services & Development)

 Casual

[Apply Now](#)

[Save](#)

The Opportunity:

Join our compassionate team at Murray Mallee Aged Care Group and make a real difference in the lives of the elderly. We are seeking enthusiastic individuals in the Murray Bridge & Adelaide area to help older persons live independently in their own homes.

Your role will involve one-on-one assistance with personal goals, domestic chores, community access, and travel arrangements. If you have a passion for positively impacting lives and a caring nature, we encourage you to apply.

Essential Criteria:

- Current First Aid Certificate
- Valid Police Check
- Driver's Licence
- At least 2 COVID-19 vaccinations

Apply Now:

For a full Job & Person Description, please contact Jo Bretag at 8532 2255 or email jbretag@murraymallee.org.au. We look forward to welcoming you to our team!

We're always looking for more Support Workers to join the Murray Mallee family.

Guarding Against Bank Impersonation: Essential Safety Measures

Reference: **Senior**



4 TIPS TO HELP AVOID BEING A VICTIM OF PHONE SCAMS

- **Verify Caller Identity:** If someone claims to be from your bank with alarming news, hang up and call your bank's official number to verify.
- **Don't Click on Links:** Be wary of emails or SMS that prompt you to click a link to update banking information. It's a common scam tactic.
- **Never Share Personal Information:** Legitimate banks will never ask you to transfer money or provide sensitive details like passwords or PINs over the phone.
- **Spot Red Flags:** Urgent or threatening messages about your bank account are signs of a scam. Genuine bank communications won't pressure you for immediate action.

In 2022, Australians witnessed a significant rise in bank impersonation scams, with losses surpassing \$20 million across 14,603 reports. These sophisticated scams, often involving phone calls, emails, or digital messages, exploit bank identities to deceive individuals into revealing sensitive information or transferring money. To combat this, Bendigo Bank emphasizes vigilance, advising against clicking unsolicited links and urging direct contact for any banking queries.

Key preventative measures include recognizing scam signs like urgent messages or requests for money transfers, which are tactics banks would not employ. Additionally, verifying communication through independent means and disregarding any instructions to download software or visit links via unsolicited emails or SMS are crucial steps.

To safeguard against these threats, Bendigo Bank and ScamWatch recommend a cautious approach: stop and think before sharing personal information, verify the authenticity of the message, and protect oneself by reporting any suspicious activities directly to the bank or through official security channels.



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.

Seniors Bus Trip



Reflecting on the Seniors Bus Trip in February, it was a day filled with joy and community spirit. Our journey to Mount Barker was highlighted by a captivating movie, "The Boys in the Boat," at Wallis Cinemas, enhancing our cultural experience.



The day was further enriched with a delightful lunch at Iron & Oak, where conversations flowed as freely as the delicious cuisine served. The event not only provided a wonderful opportunity for entertainment but also fostered a sense of belonging among our attendees.

It's Trip Time!

**Seniors
Bus Trip**

Maggie Beer Farm & Tanunda Pub Lunch Excursion

March RSVP by 14th March 2024

\$25/Person

Victor Harbor Whale Watch & Crown Hotel Luncheon

April RSVP by 11th April 2024

Free

A Day at Monarto Zoo

May RSVP by 23rd May 2024

TBC

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

Inspiration Art Exhibition Dec 2023



On the 15th of December 2023, Warner Close Retirement Living hosted an unforgettable art exhibition that became a heartwarming gathering for our community. Witnessing the turnout and shared joy over the stunning artworks and wonderful company was truly special. The showcase featured the remarkable talents of Ursula Kaehne, leaving us all in awe. We managed to capture these beautiful moments and would like to share them with you all.



The evening was made even more delightful with complimentary food and wine, underlining the beauty of art in bringing us closer. Your smiles and laughter, echoing around the artwork, were a testament to the event's success.





In January 2024, Warner Close Retirement Living celebrated Australia Day with a splendid feast prepared by our wonderful managers, Stella and Scott. They served up an array of tasty and healthy dishes that truly brought all our residents together.





Australia Day
Jan 2024

The day was filled with joy, laughter, and great company as we celebrated this special occasion. We captured these beautiful moments and are thrilled to share them with you all. Join us in reliving the delightful day through the photos and memories of our fantastic celebration.



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



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

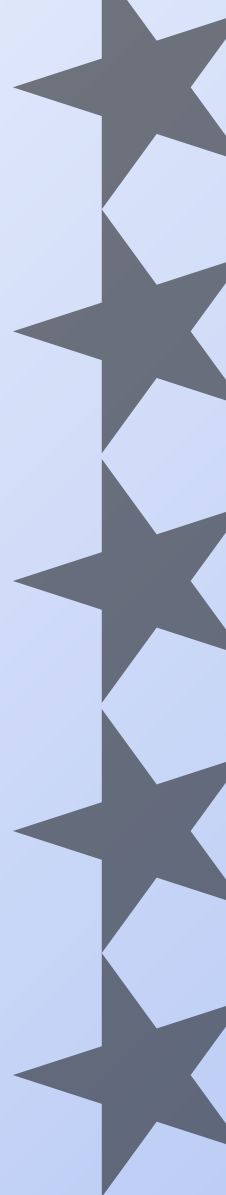


MY CHOICE CARE

A DIVISION OF MURRAY
MALLEE AGED CARE GROUP



Murray Mallee
AGED CARE GROUP

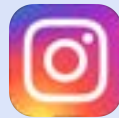


Thank you

for reading the Murray
Mallee Magazine.



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Issue 73 | Autumn 2024 Edition

Murray Mallee

Magazine

