

# The Quarterly **CONNECTION**

SUMMER 2022

  
**SANTA PAWS**  
HAS COME TO TOWN!

**MEN'S SHEDS**  
SPANNER IN  
THE WORKS

**HERE COMES  
THE SUN**

**SOLAR PANELS  
POWERING  
MMACG**

**SUMMER SAFETY**  
STAY SAFE AND PROTECTED



Murray Mallee  
AGED CARE GROUP INC.





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## Feedback

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let us know what you think.  
Alternatively post to PO Box 1315,  
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## 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  
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Photo: Hay Bales by Karen Walsh

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**Walking 1000kms p11**



**Spanner in the Works p22**

*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.*

# From the CEO

I am pleased to report that we are experiencing record growth in both our Adelaide and Regional programs. As we grow in numbers, we do not want to lose the family-like feel of our services that we believe sets us apart from other organisations.



## **Greetings everyone,**

Just when we thought that the COVID-19 pandemic was behind us we are hit with yet another wave. Since the start of December, we have seen eight of our team members infected and five of our clients. This strain is quite nasty with people reporting that they feel very unwell. So please keep up with your protective hygiene behaviors and accept the vaccinations if able. Thankfully, anti-viral medications are becoming more freely available and very effective in protecting people from becoming seriously ill.

Sadly, many of our clients living in the regions adjacent to The River Murray are at significant risk of being impacted by the forecast floods that will have a damaging impact. We have made contact and developed strategies and solutions for those people who are most likely to be highly impacted. If you are experiencing any anxiety about your risk of being impacted, please call me on 8532 2255 and I will do my best to assist you to reach the right relief option.

The aftermath of floods often brings with it disease and the one we are currently hearing the most about, is the mosquito borne Japanese Encephalitis. I know that some people in Murray Bridge have already received their vaccination but if you haven't, please speak with your doctor about being vaccinated. The articles in this newsletter will give more detail about how we can best

protect ourselves against pests and extreme weather events at this time of the year.

On a more positive note, I am pleased to report that we are experiencing record growth in both our Adelaide and Regional programs. As we grow in numbers, we do not want to lose the family-like feel of our services that we believe sets us apart from other organisations. As usual, we conducted our annual survey of client and employee satisfaction with our services. A big thank you to those people who took the time to respond as I know that surveys can sometimes be tedious. I was pleased that we scored very high on the scale of satisfaction in both surveys and I congratulate the entire team on achieving such great results. We continually work hard to build a strong culture that creates a welcoming atmosphere for our clients and employees. Your honest feedback is needed so that we can improve wherever possible and raise the bar of quality services to higher levels. Please be sure to contact us with any concerns you may have with our services or, indeed, your positive feedback.

You would be aware that we recently increased the charge for our services for the first time since July 2019. Each client was personally contacted to ensure they understood the reasons behind the increase.

## From the CEO cont.

I was pleased to hear back from the team that the overwhelming response we received from our clients was a strong acceptance of and understanding of the need to raise the price.

To date, the only clients who have any out-of-pocket charge for their services are those who have an income-tested fee which is applied by the government. Furthermore, a client contribution (17.5% of the single-aged pension) which is recommended by the government, is not charged by us to any Home Care Package (HCP) clients that joined us since 2015. This is further evidence that we have our clients' best interests at heart as a not-for-profit non-government organisation.

You may have heard in the media, that as of January 1st, 2023, the Care Management and Package Management fees will be capped at 20% of the total HCP budget for Care Management and 15% for Package Management. Presently, all levels except for Level 2 HCP are being charged at less than 20% by us. The Level 2 HCP charge will be lowered by the 1st of January 2023, in line with the new legislation. Our Package Management fee has been charged at significantly less than the recommended 15% since it was introduced. However, since we will no longer be able to apply the handling fee for services purchased from contractors or the purchase of goods we will need to raise the Package Management fee to 10% (still well under the allowable 15%) by the 1st of January.

Another substantial change for our well-deserving Support Workers is an increase in their wages. This increase proposed to be 15% will significantly impact the cost of running in-home aged care services. The decision was handed down by the Fair Work Commission in the Work Value Case on the 4th of November 2022. This 15% pay increase will be applied to Nurse Practitioners, Registered Nurses, and Enrolled Nurses under the Nurses Award 2020. As well as Home Care Employee Classifications (Levels 1-3) which are involved in direct care under the Social, Community, Home Care, and Disability Services Industry Award 2010. This is the award under which we pay our Home Support Workers.

The sector is seeking clarification as to where the money will come from to pay the increase as well as an exact date that it will be introduced.

The aged care sector is quite change-weary and we hope that there will be some reprieve before the new in-home aged care program scheduled for July 2024 is implemented. I will keep you posted as details come to hand.

The year's end and Christmas is an especially enjoyable time to stop and reflect on the year that has been. For many of us, someone that we loved dearly has passed away this year and we will feel this loss deeply at the Christmas festivities in their absence. The cycle of life can be cruel but equally joyous with the welcoming of new life. We have welcomed many additions to the Murray Mallee Aged Care Group's family. I personally welcomed a beautiful granddaughter in July this year as did Wendy Bartlett and several other employees. It is important to count our blessings and trust that all will be well.

On behalf of the board of directors and the marvellous team at MMACG, I wish you all a safe and joyous Christmas. May you stay safe and well and be ready to embrace 2023.

Warmest wishes

Anna



*Anna Howard and Wendy Wybrow*



Anna Howard's piece translated into Italian

## From the CEO (Italian)

Cordiali saluti a tutti

Proprio quando pensavamo che la pandemia COVID-19 fosse ormai alle spalle, siamo stati colpiti da un'altra ondata. Dall'inizio di Dicembre, sono stati contagiati otto membri del nostro staff e cinque dei nostri pazienti. Questo virus è piuttosto aggressivo e le persone dichiarano di sentirsi molto male. Vi invitiamo quindi a mantenere i vostri metodi di igiene protettiva e ad accettare le vaccinazioni, se potete. Fortunatamente, i farmaci antivirali sono sempre più disponibili e molto efficaci e proteggono le persone dalla possibilità di ammalarsi in modo grave.

Purtroppo, molti dei nostri assistiti che vivono nelle regioni confinanti con il fiume Murray rischiano di essere colpiti dalle inondazioni previste, che avranno un impatto nocivo. Abbiamo la fortuna di avere alcune strutture libere nel nostro centro per anziani di Murray Bridge, che metteremo a disposizione delle persone più bisognose, come alloggi temporanei. Se siete preoccupati per il rischio di essere colpiti, chiamatemi al numero 8532 2255 e farò del mio meglio per aiutarvi a trovare la soluzione migliore.

Le conseguenze delle alluvioni portano spesso con sé malattie e quella di cui si sente parlare di più è l'encefalite giapponese trasmessa dalle zanzare. So che alcuni abitanti di Murray Bridge hanno già ricevuto la vaccinazione, ma se non l'avete fatto, vi invito a parlarne con il vostro medico. Gli articoli di questa newsletter forniranno maggiori dettagli su come possiamo proteggerci al meglio dai parassiti e dagli eventi meteorologici estremi in questo periodo dell'anno.

Per quanto riguarda il lato positivo, sono lieto di annunciare che stiamo registrando una notevole crescita sia nei nostri programmi di Adelaide che in quelli regionali. Con la nostra crescita numerica, non vogliamo perdere l'atmosfera familiare dei nostri servizi, che crediamo ci distingua da altre organizzazioni. Come di consueto, abbiamo condotto il nostro questionario annuale sulla

soddisfazione dei clienti e dei dipendenti in merito ai nostri servizi. Ringrazio tutti coloro che si sono presi il tempo di partecipare al questionario, perché so che a volte i sondaggi possono essere noiosi. Sono lieto di constatare che abbiamo ottenuto un risultato molto positivo in entrambi i sondaggi e mi congratulo con l'intero team per aver raggiunto risultati così soddisfacenti. Lavoriamo costantemente per costruire una struttura forte che crei un'atmosfera piacevole per i nostri assistiti e per i nostri dipendenti. Il vostro feedback sincero ci serve per poter migliorarci laddove sia possibile e per alzare lo standard di qualità dei servizi a livelli sempre più alti. Vi invitiamo a contattarci per qualsiasi dubbio sui nostri servizi o, addirittura, per i vostri feedback.

Come è noto, di recente abbiamo aumentato il costo dei nostri servizi per la prima volta da luglio 2019. Ogni assistito è stato contattato personalmente per assicurarsi che comprendesse le ragioni dell'aumento. Ho avuto il piacere di sapere dal team che la risposta più diffusa che abbiamo ricevuto dai nostri assistiti è stata una forte approvazione e comprensione della necessità di aumentare il prezzo.

Finora, gli unici assistiti che hanno un costo per i loro servizi sono quelli che hanno una quota di partecipazione al reddito, applicata dal governo. Inoltre, il contributo del cliente (17,5% della pensione di vecchiaia), raccomandato dal governo, non viene addebitato a tutti gli assistiti del pacchetto di assistenza domiciliare (HCP) che si sono uniti a noi dal 2015. Questa è un'ulteriore prova del fatto che, in quanto ente non governativo, senza scopo di lucro, abbiamo a cuore gli interessi dei nostri assistiti.

Forse avete sentito nei notiziari che, a partire dal 1° gennaio 2023, le tariffe per il Care Management e il Package Management saranno limitate al 20% del bilancio totale dell'HCP per il Care Management e al 15% per il Package Management. Attualmente, tutti i livelli, ad eccezione del Livello 2 HCP, vengono addebitati da noi a meno del 20%.

# From the CEO (Italian) cont.

La tariffa per gli HCP di livello 2 sarà ridotta entro il 1° gennaio 2023, in linea con la nuova legislazione. Da quando è stata introdotta, la nostra commissione per la gestione dei pacchetti è stata addebitata a un livello nettamente inferiore al 15% raccomandato. Tuttavia, poiché non potremo più applicare la tassa di gestione per i servizi acquistati da appaltatori o per l'acquisto di beni, dovremo aumentare la tassa di gestione dei pacchetti al 10% (ancora ben al di sotto del 15% consentito) entro il 1° gennaio.

Un altro cambiamento sostanziale per i nostri benemeriti lavoratori di assistenza è l'aumento dei loro salari. L'aumento proposto del 15% avrà un impatto considerevole sui costi di mantenimento dei servizi di assistenza domiciliare agli anziani. La decisione è stata presa dalla Commissione per il lavoro imparziale nel caso del valore il 4 novembre 2022. L'aumento salariale del 15% si applica a infermieri professionisti, infermieri registrati e infermieri iscritti nell'ambito del Nurses Award 2020. Inoltre, le classi di dipendenti dell'assistenza domiciliare (livelli 1-3) che si occupano di assistenza diretta ai sensi del Social, Community, Home Care, and Disability Services Industry Award 2010. Questo è il premio in base al quale paghiamo i nostri assistenti domiciliari. In questa fase non è chiaro da chi dovrà essere finanziato l'aumento salariale. Il settore sta cercando di ottenere chiarimenti sulla provenienza dei fondi

per pagare l'aumento e sulla data esatta in cui sarà introdotto. Il settore dell'assistenza agli anziani è piuttosto logorato dai cambiamenti e speriamo che ci sia un po' di tregua prima che venga attuato il nuovo programma di assistenza agli anziani a domicilio previsto per luglio 2024. Vi terrò informati quando i dettagli saranno disponibili.

Il Natale e la fine dell'Anno, sono momenti piacevoli per fermarsi e riflettere sull'anno trascorso. Per molti di noi, quest'anno è venuto a mancare qualcuno che amavamo molto e sentiremo profondamente la loro assenza durante le festività natalizie. Il ciclo della vita può essere crudele ma altrettanto gioioso con l'accoglienza di una nuova vita. Abbiamo accolto molte adesioni alla famiglia del Murray Mallee Aged Care Group. Personalmente ho abbracciato una bellissima nipotina nel Luglio di quest'anno, nonché Wendy Bartlett e molti altri dipendenti. È importante annoverare le nostre soddisfazioni e sperare che tutto vada bene.

A nome del Consiglio di Amministrazione e del meraviglioso team della MMACG, auguro a tutti voi un buon Natale e un Felice e prosperoso anno Nuovo.

Auguri di cuore

Anna



MY CHOICE CARE

A DIVISION OF MURRAY  
MALLEE AGED CARE GROUP

## Would you like to join our MY CHOICE CARE ADVISORY GROUP?

My Choice Care Advisory Group was established in February 2022 to continuously improve client experience and work in partnership with clients to deliver services that are tailored to individual needs, culturally appropriate and meet lifestyle choices.

We meet quarterly at our metro office located at Unit 1/290 Glen Osmond Road Fullarton. MMACG

is committed to providing services that support our clients to live the life they want, to feel included and respected, supported to make choices that promote and enhance their independence.

Call me on 83650151 to find out more!

**Patrizia Kadis**  
Adelaide Services Manager





## HERE COMES THE SUN MMACG goes solar!

Our regional administration offices in Murray Bridge have recently installed a new 25.73 kW solar system. The 62-panel rooftop solar system is now operating and supplying renewable energy to our administration building. The solar system has been sized to allow us to use excess solar to charge future electric vehicles that they may be incorporated into the vehicle fleet. This was made possible by an interest-free loan from not-for-profit organisation, CORENA. The \$18,990.00 interest-free loan was funded entirely by crowd-funded donations through the charity.







**PATRIZIA KADIS**  
ADELAIDE SERVICES MANAGER

As we near the end of yet another busy and incredible year I would like to take this opportunity to thank you for your support and understanding during 2022.

2022 has been a year with many challenges associated with workforce issues, COVID-19, and the increasing need for services.

Our Service Consultants, Rostering Officer, and Administration team have worked hard in ensuring that we continue to provide quality services to our clients. As for our Support Workers, they continue to be our link to the success of our services, this was made apparent in our Annual Client Survey. So, to all the team a big thank you for the wonderful work that you have done and for accepting and working with the many challenges that 2022 has brought.

As you are aware MMACG is committed to providing services that support our clients to live the life they want, to feel included and respected, and supported to make choices that promote and enhance their independence. Therefore, I would like to invite you to consider joining our My Choice Care Advisory Group.

The group was established early this year to support MMACG to continuously improve client experience and work in partnership with clients and or their representatives to deliver services that are tailored to individual needs that are culturally appropriate and meet lifestyle choices.

We meet quarterly at our Adelaide office located at 290 Glen Osmond Road Fullarton. We would love to welcome you on our Advisory Group, please call 83650151 if you are interested.

To our wonderful My Choice Care team, thank you for your hard work and dedication, it has truly been a year like no other. Together, we worked hard to meet these challenges and together we look forward to a brighter 2023.

To all our volunteers, thank you. Once again you have shown how a smiling face and friendly hand can enrich someone's life. You

make a valuable contribution to the wellbeing of our clients and assist them in maintaining community links.

To our inspiring and motivating CEO Anna, Howard, our heartfelt thanks for your ongoing support, leadership, and passion. It is a joy to be a part of this team.

On behalf of the My Choice Care team we wish you all a safe and happy festive season. Merry Christmas and a Buon Natale, Kala' Christougenna, Sretan Bozic, Feliz Navidad.





# How the Italians Celebrate Christmas

Bless the Italians! Like everything else in life, they celebrate their Italian Christmas Traditions in a manner of different ways. It seems quite unfair that the rest of the world has to wait 365 days for a celebration that only lasts 24 hours.



Christmas in Italy kicks into high gear around the 8th of December each year. This celebratory day is known as The Feast of Immaculate Conception. On this day, Christmas Trees are erected in homes and all over the town's open spaces.

In the nine days leading up to Christmas in Italy, a period ensues that is referred to as the Novena. Traditionally this was when the shepherds travelled to meet the baby Jesus. In modern times the kids in the villages now dress up as little shepherds and surprise homes by knocking on the door and singing Italian Christmas songs in exchange for candy.

The most significant date in this feast is the 24th of December or Christmas Eve and yes it relates to food. What would an Italian Christmas Tradition be without the food? Traditional

Christmas dinners will differ in each household. Some still adopt 'The Feast of the Seven Fishes' that consists predominately of seafood

The 25th of December is commemorated by feasting on a big lunch, this banquet means consuming meats and pasta, followed by an array of desserts containing nuts as a base ingredient.

Christmas gifts to the children in Italy are believed to be given by the ever searching, good-hearted witch called La Befana. Italian Christmas Traditions last until the 6th of January the following year. While the kids wait for Le Befana, they are rewarded in today's modern times by a lump of black liquorice – this is an eye-wink at the mischievous side found in all of them! It's ugly, but it's sweet!

# Staff News

MMACG staff celebrated the year together at a staff lunch in the Adelaide Hills. It was a great chance for colleagues to come together, share a meal and reflect on the last year. Many staff and board members were acknowledged for their years of service. Awards were for over 5 years, over 10 years, over 20 years service and also for loyal dedication and service to the organisation. We commend those who have reached such rewarding milestones.

Robert Sexton	20 years
Theo Weinmann	20 years
Linda Beauchamp	10 years
Terry Franklin	10 years
Trevor Kerley	10 years
Lilian Gyss	5 years
Robert Macdonald	Service
Melanie Avion	Service
Noel Kneebone	Service
Wendy Bartlett	20 years
Foster Davis	5 years
Anna Howard	5 years
Wendy Wybrow	5 years
Chloe Burnard	5 years
Heide Callery	5 years
Sheenagh Quinzi	5 years
Patrizia Kadis	5 years
Paul Wheeler	5 years
Sharon Ballard	5 years
Kerry Blakely	5 years

Rosie Cameron	5 years
Christine Cooper	5 years
Carolyn Elliott	5 years
Julie Jacobs	5 years
Natasha Orchard	5 years
Carolyn Poulish	5 years
Kathryn Wright	5 years
Kathryn Vorobyov	5 years
Teresa Linke	5 years
Jennifer Dunthorne	5 years
Colleen Bird	5 years
Tania Noles	5 years
Sarah Shirley	5 years
Trevor Bowden	5 years
Liliana Rossitti	5 years
Maria Braiotta	5 years
Maria Iacopetta	5 years
Biljana Kolundzic	5 years
Rosina Iacopetta	5 years



Finance Manager Wendy, and her husband Brenton, welcomed their granddaughter, Daisy. Wendy says 'She is a little cutie and changing all the time. Loving the cuddles.'



In our regional office, Jo-Anne welcomed a beautiful granddaughter. Her name is Layla May Eve.



Our receptionist in the regional office, Monique, has welcomed a beautiful baby girl this Spring. Lilly and her mum are doing well and we can't wait to meet her! Before Monique went on parental leave, the office showered her with gifts and a morning tea to celebrate.





# CONGRATULATIONS

A big congratulations to our metro Service Consultant, Connie, on her recent engagement to her partner. She has even more reason to celebrate after welcoming two more grandchildren to her family.



Welcome to our front office, Administration Assistant, Karen. Karen is originally from Queensland, then the Northern Territory for over 20 years, & moved to Murray Bridge 13 years ago. She has four children – one at art college, one at uni, and the only boy just graduated yr 12 this year, and the youngest just started high school this year.

*"I love working at MMACG – awesome culture and people – everyone is lovely, friendly and helpful."*

# Congratulations!

Domenico has shared with us a stunning 'moment of beauty'. His beautiful parents, Ugo and Marta, reached an amazing milestone. At the age of 89, Ugo and Marta walked 1000km in 1000 days! They completed the walk during the months from January 2020 to October 2022. Well done on such an incredible commitment and achievement! Straordinari!

Ugo and Marta also celebrated another milestone in their lives. This year they celebrated their 65th Wedding Anniversary in October! Blue Sapphire dreams! They celebrated with a beautiful cake, shared memories of Marta's dress, and a photo from their big day. Congratulations Ugo and Marta!





# Bushfire Safety

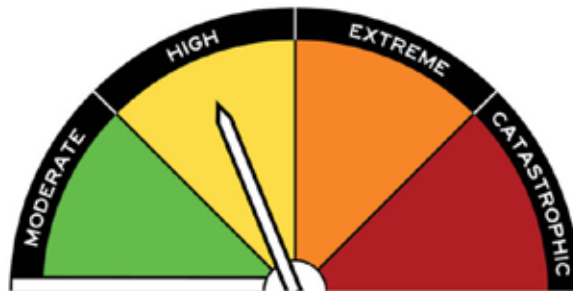
With bushfires a real threat in Australia, it's important to know what to do and be prepared.

To stay safe, you need to understand what the daily Fire Danger Rating means for your area and how different Bushfire Warning levels are issued. You should also watch for signs of fire, especially smoke and flames—and act decisively the moment you know there is danger. The Fire Danger Rating is an indication of how likely fires are to start and spread. The ratings range from Low to Extreme.

The best way to stay informed is by using more than one source of information. When bushfires are burning, there will be plenty of news coverage from local channels as well as national networks like ABC or SBS. You should listen carefully to these sources, but also make sure you have an emergency alert app on your phone that can tell you whether or not there is a fire near where you live or work.



The Australian Fire Danger Ratings (AFDRS) levels are:



**MODERATE**  
Plan and prepare

**HIGH**  
Be ready to act

**EXTREME**  
Take action now to  
protect life and property

**CATASTROPHIC**  
For your survival, leave  
bushfire risk areas

## Snake Awareness

As the warmer months bring sunshine and warmth to us, it also brings out the snakes. Snakes will begin to emerge during spring and often bask in the sun to warm up their bodies. You may find snakes lying around on rocks, concrete, or asphalt surfaces. Snakes are an important part of the ecosystem as they reduce the population of rats and mice. In SA, snakes are a protected species.

If you encounter a snake on your property never try to catch or kill the snake. Remember that most snake bites are caused by a person trying to catch or kill a snake. So leave them alone.

### What to do if you see a snake:

1. Do not panic.
2. Keep children and pets away from the snake.
3. Contact a licensed snake catcher. (A fee will be charged).
4. If the snake is indoors, close all internal doors and open external doors.
5. Try to keep an eye on the snake's location so it's easy for the snake catcher to find.





# Fight the Bite

This summer, the mosquito numbers are expected to increase due to the heavy rain and flooding of recent months. There has been an explosion in insect numbers which increases the risk of mosquito-borne diseases. Here are some ways to help prevent mosquitos around the home and to reduce the chance of being bitten.



## Cover up

Mosquitos can easily bite through tight-fitting clothing such as jeans or leggings. Wearing long loose-fitting clothing that is light in colour makes it more difficult for them to get to your skin and bite through.

## Insect repellent

Using insect repellent is a great way to keep the mosquitos off your skin. It is recommended that people use repellents containing either DEET, Picaridin, or Oil of Lemon Eucalyptus (PMD), that have been approved by the Australian Pesticides and Veterinary Medicines Authority (APVMA). When outdoors a mosquito coil can help deter the insects from flying near. Make sure to always follow the manufacturer's instructions on how to use them correctly.

## Household measures

Check your doors and windows and make sure your mosquito-proof mesh is on good repair with no large holes or damage. Use mosquito nets over your beds to stop them from coming near you if they are in the house. Insect sprays can help control mosquitoes inside the home but always follow instructions on the label.

## Stop mosquitoes breeding

Cover areas where water is stored such as rainwater tanks, septic tank openings, wells or other large water containers with mosquito-proof mesh. Clear areas where stagnant water can sit such as gutters, old pots, or buckets. Maintain and regularly refill bird baths, stock troughs, and pets' drinking water containers at least once a week. Maintain and disinfect swimming pools or spas.



## JEV VACCINE AVAILABLE

Those living and working along the River Murray, Lake Alexandrina, and Lake Albert who spend more than four hours a day outside will be eligible for the Japanese Encephalitis Virus (JEV) vaccine.



## USEFUL LINKS

[www.cfs.sa.gov.au](http://www.cfs.sa.gov.au)

For up to date information about fire safety

[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

For health and wellbeing information



## STAFF DONATE TO HELP THOSE IN NEED

### Salvos Donation Drive

The staff at MMACG have once again donated items to the Salvation Army, such as non-perishable food items, small gifts, Christmas treats, and sweet drinks. The Salvation Army make up packages to distribute to those in need. Thank you to anyone who was able to participate, we appreciate it. Wishing you all a safe and happy time this Christmas.

## GIDDY UP!

### Warner Close celebrate in style



The residents at Warner Close enjoyed a Melbourne Cup celebration in November. Many dressed up in fancy clothes and watched the race in the community centre. There was a delicious lunch on offer and it all made for a wonderful afternoon.







# Home Care Packages Pricing Update

November 2022

The Australian Government understands that one of the top concerns for older Australians in the Home Care Packages (HCP) Program is the high administration and management charges set by some providers.

That’s why the Government is taking action to reduce excessive charges and improve your ability to compare prices between providers.

## What’s changing?

From **1 January 2023**, providers must charge no more than:

- 20 per cent of the package level for care management
- 15 per cent of package level for package management

Depending on your package level, you can be charged up to the following per fortnight:

Level	Care management	Package management
Level 1	\$70.42	\$52.82
Level 2	\$123.87	\$92.90
Level 3	\$269.56	\$202.17
Level 4	\$408.63	\$306.47

**These are the maximum prices for these services and these prices will go up with subsidy increases.**

From 1 January 2023, providers will also **not** be allowed to charge:

- Exit fees.
- Package management in a month where you do not receive any services other than care management.
  - This is different than when you ask to take leave from your package, such as when you access respite care or go to hospital. When you take leave, your provider cannot charge for any services, including care and package management.

# Let's Get Clinical



**HEIDE CALLERY**  
CLINICAL MANAGER

## DEHYDRATION

As the weather warms up, the risk of dehydration increases.

Dehydration occurs when you don't have enough fluids in your body. When your body has enough water to work properly, you are hydrated. Water is the best drink to hydrate your body. It is important to have extra fluid when the weather is hot if you are unwell, or when you are exercising.



## The symptoms and signs

**You can become easily dehydrated because of:**

- poor kidney function
- chronic illness
- limited mobility
- certain medicines (particularly diuretics)

**If you have mild to moderate dehydration, you might:**

- be thirsty
- have a dry mouth, lips and tongue
- dizzy or light-headed
- have a headache
- have dark urine or not so much as normal

**If you have severe dehydration, you might:**

- be extremely thirsty
- have a very dry mouth
- be breathing fast
- fast heart rate and low blood pressure
- have a fever
- have little or no urine (wee)

It is extremely important to keep your fluid intake up. You may even become dehydrated before you feel thirsty. It is important to drink water regularly.

**If you experience any symptoms of dehydration, you should:**

- move to a cool place
  - loosen any tight clothing and remove unnecessary clothes
  - drink small amounts of cool water, often
- If your symptoms don't improve seek medical advice.



For more information about dehydration visit [www.healthdirect.gov.au/dehydration](http://www.healthdirect.gov.au/dehydration)



# What can my Home Care Package be used for?

Your Home Care Package can be used to purchase care and services, including (but not limited to) the following:

- Personal services
- Nursing
- Allied health and therapy services
- Nutrition, hydration, meal prep and diet
- Continence management
- Mobility and dexterity
- Transport and personal assistance
- Management of skin integrity
- Support for cognitive impairment
- Cleaning and household tasks
- Home maintenance
- Light gardening
- In-home respite
- Care management
- Activities of daily living

## What can't Home Care Package funds be used for?

There are care and services that you must not use Home Care Package funds for:

- items that would normally be purchased out of general income;
- buying food except as part of enteral feeding requirements. This includes groceries and take-away meals.
- payment for permanent accommodation
- payment of home care fees owing to your chosen provider
- payment of fees or charges for other types of care funded, or partly funded, by the Australian Government
- home modifications or assets that are not related to your care needs
- travel and accommodation for holidays
- cost of entertainment activities
- gambling activities
- payment for services and items covered by the Medicare Benefits or the Pharmaceutical Benefits Scheme

**In relation to meal services and whether food can be included in your package:**

- preparation and delivery of meals can be included
- the raw food component of those meals is not included, except in the case of enteral feeding.

## Care or services not listed?

You will need to work in partnership with your provider to determine if the service, support or purchase:

- is directly linked to your identified care needs and goals
- will optimise your health and wellbeing
- is necessary for you to remain living safely and independently in your home
- can be delivered within your available package budget
- would be considered an acceptable use of Government funds.

Your provider will also consider whether they have the capacity and capability to deliver, or source, the proposed support.



# Kaleidescape Corner



## An action packed end to the year!

For the month of October, we had four different groups enjoying different locations. From seeing what's changed in Wellington to the Adelaide Hills, to a morning tea at Berenberg, followed by lunch & a sneaky trip to Melba's chocolate factory.

We headed to the Barossa to explore the Lavender Farm, Barossa Chocolate Factory, and were delighted with the sounds of The Hill & Son Grand Organ.

November was all about Christmas with a delicious Christmas lunch, where we made our own wreaths, table decorations, and Christmas

flowers. Our joint Christmas Luncheon was held this December at the Murray Bridge Greyhound Centre.

From the Kaleidescape Team  
**Allecia, Rosie & Leonie**



## 📍 MURRAY BRIDGE 📍 MANNUM 📍 MYPOLONGA 📍 TALEM BEND

The program provides an opportunity to:

- ✔ Socialise with friends
- ✔ Enjoy a two-course meal
- ✔ Engage in a variety of activities
- ✔ Have fun and chat

A fee of \$15.00\* is charged on the day.  
\*Fees may increase slightly for special entertainment.



*Murray Mallee*  
AGED CARE GROUP

For locations and more information:

☎ (08) 8532 2255

Anyone wishing to join a group will require an approval code from My Aged Care at [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or by phoning 1800 200 422.



# Power for Life Support?

## Notification of life support equipment to SA Power Networks

If you or someone you know relies on medical equipment, here are some extra tips to best prepare and manage your needs during an outage:



**Notification of life support equipment**

Registering your address **does not** guarantee supply which will still be subject to outages due to storms, accidents or other circumstances beyond SA Power Networks' and your retailer's control.

You can register the following equipment types (as specified in the National Energy Retail Rules). Please tick the appropriate box.

<input type="checkbox"/> Oxygen concentrator	<input type="checkbox"/> Kidney dialysis machine
<input type="checkbox"/> Chronic positive airways pressure respirator	<input type="checkbox"/> Crigler Najjars Syndrome phototherapy equipment
<input type="checkbox"/> Intermittent peritoneal dialysis machine	
<input type="checkbox"/> Other (please specify) _____	

**Registration Details**

Mr     Mrs     Ms     Miss

First name	Surname
Residential address	
Postal address (if different to the above)	
Mobile phone	Landline phone number
Email address	
National Metering Identified (NMI) number from power bill <b>200</b> _ _ _ _ _ / _ _	

I certify that the details provided are correct and understand that my electricity retailer and SA Power Networks will share the information provided to update their records and registers. I will inform both parties if the person the equipment is required for vacates the property or no longer requires the equipment by calling **13 12 61**.

Customer signature ..... Date .....

**Medical Practitioner Certification**

I ..... (Medical Practitioner) hereby certify a person residing at the above address requires the equipment indicated above.

Signature/stamp of Medical Practitioner ..... Date .....

Return the completed form to: [lifesupport@sapowernetworks.com.au](mailto:lifesupport@sapowernetworks.com.au) or SA Power Networks  
Market Operations DX11101  
GPO Box 77 Adelaide SA 5001

- To register for Life Support a medical certificate will need to be completed by your Medical Practitioner and returned SA Power Networks (see image on left)
- Set up a back-up plan for when the power goes out
- Make sure any medical equipment that needs power has battery back-up or a generator. Personal or medical alert systems may also be affected during an outage
- Know the phone number and location of your nearest hospital
- Keep emergency phone numbers for your friends, family, doctor, fire department, police and ambulance service handy
- Always have a phone available that doesn't rely on mains power. Cordless phones, and those connected to the NBN, don't work during power outages
- Be prepared to leave your home if an extended outage occurs

To download a copy of this form, scan the QR code or visit this website: [www.sapowernetworks.com.au](http://www.sapowernetworks.com.au) and click on:

- Outages, then
- What to do when the power goes out then scroll to
- Life support customers' section.



<https://www.sapowernetworks.com.au/public/download.jp?id=320363>

# Recipes

Christmas is a time to eat delicious food and entertain. Why not try these recipes for your next gathering.



## Apple Custard Sponge Trifle

Serves 8-10

### You will need these ingredients:

- 6 apples
- 2 tablespoons of caster sugar
- 1 teaspoon of cinnamon
- ½ cup water, plus 2 extra tablespoons
- 1 tablespoon of corn flour
- 1 Large sponge cake
- 2 cups of vanilla bean custard
- ½ of caramel sauce, plus extra for garnish
- ½ cup of apple slices
- Fresh strawberries sliced
- Cream



1. Peel, core, and dice apples and place in a large saucepan. Add caster sugar, cinnamon, and ½ cup of water. Simmer apples for 5-8 minutes until tender.

2. Combine cornflour and remaining water. Stir in cornflour mixture into apples are syrupy.

3. Cut sponge cake into 2 centimetre diced pieces. Arrange 1/3 of the sponge pieces in the base of the serving bowl. Add half of

the cinnamon apple pieces, including syrupy juices. Add 1 cup custard and drizzle with ¼ cup caramel sauce. Repeat with remaining ingredients, finishing with sponge cake, then chill in the fridge.

4. Whip the cream and spoon dollops over the sponge cake to cover the top. Garnish with apple slices, strawberry slices and caramel sauce.

## Easy Reindeer Snacks

### You will need these ingredients:

- 20 mini star-shaped pretzels
- 10 red M&M's
- 20 candy eyes
- 10 Tim Tam biscuits
- 50g dark chocolate, melted, cooled

Make Reindeer Biscuits: Using picture as a guide, attach pretzels, M&M's and candy eyes to Tim Tam biscuits using melted chocolate. Refrigerate until set.





# Puzzle Page



## Find-a-word

Find and circle all of the words are listed below that are hidden in the grid. The words may be hidden in any direction.

N A T I V I T Y Q U W E I N L E S N I T O U P  
 F Z P C A G E F Z Q L A V K G N I M M I W S W  
 R W D A Y S S R D X Z U R U D O L P H C A E B  
 E A Y R H E U A Z L E V A R T K S H E L L H S  
 I V D O Q O B N N E D I L S R E T A W G O G T  
 N E A L E X L K G T Y L I M A F K W R P W X O  
 D S E S D R C I A L A N P O P S I C L E S S C  
 E R R S A L C N D N A H E V A W T A E H T E K  
 E R B T N E D C X A G S R S T N E S E R P N I  
 R E R N O G I E E Z Y A S M G N I P M A C I N  
 P M E E M O M N C H I M N E Y Y L L O J Q H G  
 X M G M E O U S Y L L O H O S E Z Y U A P S A  
 X U N A L R H E D Q O M I S T L E T O E C N K  
 K S I N Q C T R A D I T I O N M E R R Y X U T  
 W B G R P S A E K A C T I U R F H G I E L S K  
 H J R O K E V I T S E F P N A S D S E V L E O

Find the following words in the puzzle.

Words are hidden ↑ ↓ → ← and ↘ .

- |              |             |           |            |            |
|--------------|-------------|-----------|------------|------------|
| BEACH        | FRUITCAKE   | MERRY     | SANTA      | SWIMMING   |
| CAMPING      | GINGERBREAD | MISTLETOE | SCROOGE    | TINSEL     |
| CAROLS       | HEATWAVE    | NATIVITY  | SHELL      | TRADITION  |
| CHIMNEY      | HOLIDAY     | ORNAMENTS | SLEIGH     | TRAVEL     |
| ELVES        | HOLLY       | POPSICLES | STOCKING   | WATERSLIDE |
| FAMILY       | HUMID       | PRESENTS  | SUMMER     | WAVES      |
| FESTIVE      | JOLLY       | REINDEER  | SUNGLASSES |            |
| FRANKINCENSE | LEMONADE    | RUDOLPH   | SUNSHINE   |            |

## RIDDLES

1. What time is it when an elephant sits on a fence?
2. What gets wet while drying?
3. What can you hold in your right hand, but never in your left hand?
4. What has many teeth, but cannot bite?

## Answers

1. Time to fix the fence
2. A towel
3. Your left hand
4. A comb

# Spanner in the Works

On 23rd November, The Murraylands Community Men's Shed held a men's health day at their shed located on the Murray Bridge Showgrounds. They call the event a "Spanner In The Works" day. It is a National Men's Shed Initiative. The event ran from 10 am until the early afternoon and had approximately 230 people attend. Mick Loeckenhoff, Secretary of Murraylands Community Men's shed Inc. said '...our big day was such a resounding success. The feedback for those attending and those presenting was very positive, and the weather was nearly perfect.'

Federal Member Tony Pasin opened the event via a video link. Local organisations hosted

stalls and displays to showcase their goods or services. Murray Mallee Aged Care group were delighted to host a stall and speak to the array of attendees from the region and from other Men's Sheds across the state, as well as veteran members of regional RSL Clubs. There were a number of guest speakers throughout the day delving into topics about mental and physical health.

The event was supported by the Australian Men's Shed Association, which was also in attendance on the day.



**AUSTRALIAN  
MEN'S SHED  
ASSOCIATION**  
Shoulder to Shoulder

## What is a Men's Shed?

The modern Men's Shed is an updated version of the shed in the backyard that has long been a part of Australian culture. Men's Sheds are found in many cities and towns around Australia and continue to spring up internationally.

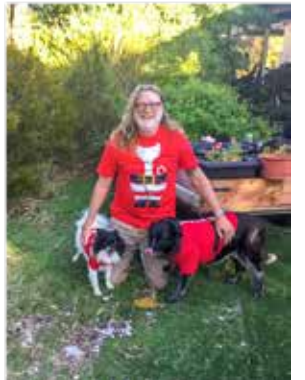
To find your local Men's Shed, visit [mensshed.org](http://mensshed.org)



# Santa Paws is coming to town!



Merry Christmas and Happy Holidays  
from the paws and claws of Murray  
Mallee Aged Care Group!







# Code of Conduct for Aged Care

A resource for aged  
care consumers

1800 951 822  
[agedcarequality.gov.au](http://agedcarequality.gov.au)



**A new Code of  
Conduct for Aged  
Care (the Code)  
starts on  
1 December 2022.**

## Why is it being introduced?

Everyone has the right to receive safe and quality aged care services.

The new Code aims to:

- support your **rights** to **personal choice, dignity** and respect
- promote **kind, honest** and **respectful** behaviour
- keep you **safe from harm**.

## What is the Code?

The Code will:

- set out how providers and the people providing your care **must behave and treat you**
- **strengthen powers to protect you** from services or workers that make you feel unsafe, taken advantage of or disrespected.



## Who will be covered by the Code?

### The Code applies to

- Approved providers of residential, home care and flexible care services
- Governing persons of approved providers (e.g. board members and Chief Executive Officers)
- Aged care workers of approved providers (includes volunteers, contractors and subcontractors of the provider)

**Note:** Flexible care includes the Transition Care Program, Multi-Purpose Services Program and Short-Term Restorative Care Program.

### The Code does not apply to

- Commonwealth Home Support Programme (CHSP) providers
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) providers

These providers are still required to provide care and services that are safe and respectful and behave in a way that aligns with the Code. If you have concerns regarding a CHSP or NATSIFACP provider, you can contact the Commission to discuss.

## What can you expect under the Code?

You should always be treated well and feel safe. Your aged care provider and the people who provide your care must act in a way that is respectful, kind and consistent with the behaviours set out in the Code.

Your provider must also manage and respond to the behaviour of their workers and governing persons that do not meet the Code.

## Contact






For more information, you can access the [Code of Conduct for Aged Care – Consumer Guidance](#) available on the Commission website.

If you have questions or concerns about the Code, you can contact:

- your aged care provider
- the **Older Persons Advocacy Network** (OPAN) on 1800 700 600
- the **Aged Care Quality and Safety Commission** by:
  - completing our [online contact form](#)
  - 1800 951 822 (free call)
  - [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
  - Aged Care Quality and Safety Commission GPO Box 9819, In Your Capital City.

## The 8 elements of the Code - Summary for aged care consumers

This table outlines the 8 elements of the Code and provides examples of how the people providing your care and services should behave.

Elements of expected behaviour	Examples of how people should behave Your provider and the people who provide your care should...
 <p><b>Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.</b></p>	<ul style="list-style-type: none"> <li>• Ask and listen to what you need and want</li> <li>• Talk to you in a way that is easy to understand</li> <li>• Help when you need support to make decisions about the care and services you receive</li> </ul>
 <p><b>Act in a way that treats people with dignity and respect and values their diversity.</b></p>	<ul style="list-style-type: none"> <li>• Respect your social, cultural, religious and ethnic background</li> <li>• Talk in a way that makes you feel comfortable and respected</li> <li>• Respect your individual needs and wants</li> </ul>
 <p><b>Act with respect for the privacy of people.</b></p>	<ul style="list-style-type: none"> <li>• Keep your personal information safe in line with privacy policies</li> <li>• Ask first before providing care or services to make sure you feel comfortable and safe</li> </ul>
 <p><b>Provide care, supports and services in a safe and competent manner, with care and skill.</b></p>	<ul style="list-style-type: none"> <li>• Use equipment safely</li> <li>• Have the right skills, experience and qualifications for the job</li> <li>• Follow policies about safe and up to date work practices</li> </ul>
 <p><b>Act with integrity, honesty and transparency.</b></p>	<ul style="list-style-type: none"> <li>• Treat you fairly and not take advantage of you</li> <li>• Be honest about their qualifications, skills and experience</li> <li>• Help you understand more about your care and services</li> </ul>



Elements of expected behaviour	Examples of how people should behave Your provider and the people who provide your care should...
 <p><b>Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.</b></p>	<ul style="list-style-type: none"> <li>• Know how and what to do if something happens</li> <li>• Speak up and report concerns to providers to reduce risk of harm</li> <li>• Support you to feel safe to give feedback or make a complaint</li> </ul>
 <p><b>Provide care, supports and services free from:</b></p> <p><b>i. all forms of violence, discrimination, exploitation, neglect and abuse, and</b></p> <p><b>ii. sexual misconduct.</b></p>	<ul style="list-style-type: none"> <li>• Be alert to situations that may hurt, upset or take advantage of you and others receiving care or services</li> <li>• Know what violent, abusive and neglectful practices look like</li> <li>• Not commit or participate in any form of violence, discrimination, neglect and abuse or sexual misconduct</li> </ul>
 <p><b>Take all reasonable steps to prevent and respond to:</b></p> <p><b>i. all forms of violence, discrimination, exploitation, neglect and abuse, and</b></p> <p><b>ii. sexual misconduct.</b></p>	<ul style="list-style-type: none"> <li>• Follow processes to help prevent harm to you and others receiving care and services</li> <li>• Take action about a safety risk or concern in line with your provider's systems and processes</li> <li>• Cooperate with any investigation or enquiry</li> </ul>



Code of Conduct for Aged Care – Consumer Guidance  
[agedcarequality.gov.au/resources/code-conduct-aged-care-guidance-consumers](https://agedcarequality.gov.au/resources/code-conduct-aged-care-guidance-consumers)



Aged Care Quality and Safety Commission online contact form  
[agedcarequality.gov.au/contact-us](https://agedcarequality.gov.au/contact-us)

November 2022



**Phone**

1800 951 822



**Web**

[agedcarequality.gov.au](https://agedcarequality.gov.au)



**Write**

Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city



# Holiday Season Office Closures\*

- Monday 26th December 2022
- Tuesday 27th December 2022
- Monday 2nd January 2023
- Thursday 26th January 2023

\* Emergency calls only, can be made to the on-call phone over the Christmas, New Year break or a message can be left on the office phone for return calls when we re-open.



## Advocacy Service List

### Emergency Services

#### Police/Fire/Ambulance

Ph: 000

#### South Australian State Emergency Service SASES

Ph: 132 500

#### SA Power Networks

Ph: 13 13 66

### Aged Care Clients

#### Aged Rights Advocacy Service ARAS

Ph: 82325377

Email: aras@agedrights.asn.au

#### Older Persons Advocacy Network OPAN

Ph: 1800 237 981

Email: enquiries@opan.com.au

#### Adult Safeguarding Unit

Ph: 1800 372 310

Email: adultsafeguardingunit@sa.gov.au

#### Aged Care Quality and Safety Commission

Ph: 1800 951 822

Email: info@agedcarequality.gov.au

### Multicultural Clients

#### Multicultural Aged Care

Ph: 08 8241 9900

Web: www.mac.org.au

#### Multicultural Communities Council of SA

Ph: 08 8345 5266

Email: mccsa@mccsa.org.au