



Murray Mallee
AGED CARE GROUP INC.

Summer 2021 Edition

Newsletter



Christmas

HONEY BISCUITS RECIPE

**WARNER CLOSE
GET SOCIAL**

**STAFF DONATE
FOR SALVOS**

**BE BUSHFIRE
READY THIS
SUMMER**

**#ITSINTHEBAG
STAFF HELP
SHARE THE
DIGNITY**



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Publisher

Murray Mallee Aged Care Group Inc

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Feedback

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

About Us

Murray Mallee Aged Care Group was founded in 1994. Our vision is towards a bright future expanding our quality services to include increased Home Care Packages, Social Day Activity Programs and Seniors Educational Programs for older people in metropolitan Adelaide, rural and remote areas of the Murray Mallee and Riverland districts.

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AGED CARE GROUP



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From the CEO

This time of any year always gives us cause to stop and reflect on the year that has been. This last year has tested us all and forced us to learn to live with this pandemic. We can only hope that we have seen the worst of its impact.



ANNA HOWARD
CHIEF EXECUTIVE OFFICER

Greetings everyone. I find myself writing this piece on the eve of the opening of the South Australian borders after a long period of exclusion of some of our fellow interstate Australians. Not to mention any overseas Australians wishing to return home, or the overseas visitors, or hopeful migrants wishing to come to our beautiful country. On a personal note, I am very much looking forward to the borders opening and my reason is a selfish one. Our family here in South Australia will be meeting our fourth grandchild, Ida Sofia, for the first time at Christmas. Ida was born in Melbourne on the 25th of August, and we have not yet held her in our arms. Thankfully, in South Australia we have not suffered the numbers of outbreaks that our fellow Australians on the east coast have.

Further on the topic of the pandemic, you would have recently received a letter from myself outlining the mandated vaccination requirements that the South Australian government enacted. The aim of the vaccination program is to reduce the potential impact of the Delta strain of COVID-19 from entering our state with the opening of the borders. I am pleased with the positive response that the majority of our employees have taken to this and have rolled up their sleeves to be vaccinated. However, I am sorry that we are saying goodbye to a handful of employees who are not comfortable receiving the vaccine. I am sure that those of you who will miss their familiar faces because of their decision, will join me in wishing them all the best.

This time of any year always gives us cause to stop and reflect on the year that has been. This last year has tested us all and forced us to learn to live with this pandemic. We can only hope that we have seen the worst of its impact. Few of us here at Murray Mallee Aged Care Group, have experienced adversity to the depth that some of our clients have in their lives. World War 2 and the Vietnam War are two catastrophic events that I'm sure some people have been impacted by and still remember. So much has been learned and is being learned about dealing with unforeseen pressures.

I am proud to lead a team of people that I have seen step up and adapt to the reality of a worldwide pandemic, not seen since the beginning of the last century. Throughout the upheaval and uncertainty, they have worked tirelessly to ensure that our clients' needs come first. Our Support Workers have continued to make themselves available to carry on working and adapting to the changes that have been imposed. We have asked them to conduct regular and ongoing health surveys, to wear masks, and to attend regular training to learn how to use the new technology to report back daily. We understand that this may cause our clients frustration, but we do it all with the aim of keeping our clients safe. And we thank you for your cooperation and understanding.

Since the Spring newsletter, we have seen a steep increase in demand for our services both in the Adelaide program and here in the Hills Mallee Southern region.

This has been a result of the Australian Government releasing more Home Care Packages. The increase in numbers is likely to have been caused by the government acknowledging the reluctance of people to choose to enter residential aged care facilities. It is well understood that there are enormous challenges in managing the risk of infection spreading in congregate living. One of the downsides of this expansion is that it has added pressure on us to recruit quality employees to meet our clients' needs and provide the highest quality services.

We recently conducted a Client Satisfaction Survey seeking feedback about how we are doing in terms of satisfying our clients' needs. I am pleased to report that on a scale of one (1) to five (5) we consistently scored over four (4). The one area that we dipped slightly below four (4) was when we asked 'if MMACG communicates well with other organisations/services to ensure they have a good quality of care'. We scored three point nine two (3.92) for this question. Over recent years we have sought to bring together a group of clients to form a client reference group with little success. In a plight to commence a group we have 'tapped on the shoulders' of a few clients. We know they have a wealth of experience in running businesses and participating in management roles before retiring from the paid workforce. Look out for news of the group which is due to meet early in 2022. It's not too late to join though. If you'd like to know more about the group, please call Heide on 8532 2255 or Patrizia on 8365 0151.

In closing, I would like to thank you, our clients, for choosing us to care for you and for passing on your goodwill to your friends and family. We are noting that most people choosing us are doing so through word of mouth. So, thank you again for your support.

I take this opportunity to thank my team of managers, office administration staff and of the course the amazing team of home support workers. Without these people we couldn't provide the services that we do. Their commitment to constantly learning and adapting to an unpredictable world is phenomenal. Our industry is no longer what

was known as a 'cottage industry'. It is a fully commercialised business environment, and we find ourselves demanding sophisticated systems and people to run the programs. In closing, the final thanks need to go to the Board of Directors. I wish to especially thank my Chairman Trevor Kerley. Trevor has worked closely with me on some complex matters this past year and has always proved to be a good listener, always providing insightful and wise contribution to the situation at hand. The office bearers Robert Sexton and Terry Franklin have also been called upon to go above and beyond this last year. The other six members are all active participants who hold the responsibility of ensuring that good governance processes are always adhered to. All the directors are volunteers, and the majority have been with us for many years, giving their time generously and sharing their vast life experiences. Their collective experience spans both their private and civic lives, which is invaluable when considering the importance of their roles.

I wish you and your family a peaceful and joyous festive season and I extend my sincere sympathy wishes to those of you who will miss one of your loved ones at the Christmas celebrations this year.

Best Wishes,
Anna Howard





CEO Anna Howard with all the generous donations made by staff at Murray Mallee Aged Care Group, for the Salvos

STAFF DONATE TO HELP THOSE IN NEED SALVOS DONATION DRIVE

It has been a very challenging year for some of the people in our community. The stress of the pandemic has caused undue stress on many people and their families who are trying to make ends meet. The staff at Murray Mallee Aged Care Group donated items a few years ago to the Salvation Army, and we thought it would be a good time to do this again. Staff donated items such as non-perishable food items, small gifts, Christmas treats and sweet drinks.

The items have been donated to the Salvation Army who then 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 in the lead up to Christmas.



Metro Update

This year has seen changes within the team. In June this year, Varuni welcomed her second baby boy. Anna and Danielly, will also be welcoming new babies in early 2022.



Throughout 2021 we have shared, without a doubt, a year of professional and personal achievements. Our Home Care Packages have continued to grow and have exceeded our expectations, confirming the commitment and passion of our staff. As the COVID-19 pandemic continues to be a part of our lives, it teaches us new ways to live and provide care for our clients, their families, and our staff.

This year has also seen changes within the team. In June this year, Varuni welcomed her second baby boy, Vayu Ravinath Bandara. Anna and Danielly, will also be welcoming new babies in early 2022. We are delighted and look forward to meeting their babies in the new year.

We have welcomed to our team Connie Mira, Service Consultant/Enrolled Nurse and Amanda Strickland, a former Support Worker. Amanda also welcomed a new addition to her family, a beautiful baby girl. Amanda will be joining the team in December to commence her new role as Service Consultant for the Eastern and Southern Metro region.

It has been a busy year recruiting new staff and upskilling our current staff. Recruitment for culturally and linguistically appropriate Support Workers continues to be ongoing in order to meet the program's demands.

We have upskilled staff in several positions, as mentioned above Amanda leaves her Support Workers position to commence her new role as Service Consultant. Danielly who started as a Support Worker several years ago, has completed a Diploma in Community Services and for the last six months has held the position of Rostering Coordinator. Their passion and commitment continue to support us to strengthen our programs.

With this growth comes the need for larger premises, so we will be moving office locations. We will keep you updated about the where and when of our relocation, sometime in the early part of 2022. We would love for you to drop in for a coffee once we are settled.

Our staff have attended ongoing training sessions to increase the skills needed to provide the very best care for our clients, carers, and families. This training has provided our staff with the opportunity to develop new skills and knowledge to support them in their roles.

To all our volunteers, thank you once again. You have shown how a smiling face and a 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 wonderful Metro team, thank you for your hard work and dedication, it has truly been a year like no other. Together we have worked work to meet these challenges and together we look forward to 2022.

I take this opportunity to sincerely thank our CEO Anna Howard, for her leadership, direction, and passion. It is with great pleasure that I come to work every day knowing that I am part of a bigger family that cares for its community. This caring starts from the top and filters down THANK YOU Anna.

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

Patrizia Kadis





Look at these wonderful Christmas pictures!

Adelaide Support Worker, Ann, has been getting into the Christmas spirit this season. She has been busy with activities that include creating some festive stockings ready to hang for Christmas. Ann supports the client and they enjoy doing creative activities together.

Ann has also been enjoying days out at Marion Shopping Centre visiting the North Pole it seems!



#ITSINTHE Bag

19-28 NOVEMBER 2021

The Murray Bridge team donated eight filled bags to the charity, **Share the Dignity** – for vulnerable women in need.

This was part of the **It's in the Bag** drive from 19 - 28 November 2021. Share the dignity provides personal items to women, especially vulnerable women, homeless women and new single mums.

Chloe said, 'It is a nice feeling to know we have helped eight women in need at a time of year when they aren't always put first.' What a great effort that will be really appreciated, especially at this time of year.



Kaleidescape Corner



Wow, what a year we have had within the 2021 Kaleidescape program! We ended the year with some great activities and welcomed some new friendly faces. Here's what we got up to:

- South Australia Police came out to talk about scamming and how we can protect ourselves.
- Ken Wells presented a talk about the history of Murray Bridge and surrounding areas.
- Gardening day, which was very well received by all groups.
- The making of Christmas wreaths, which looked amazing.

The planning and implementing for 2022 program has well and truly started. I would like to thank the participants who put their hands up to help form a planning committee for the 2022 program. Having met in November, I do believe the committee has kept everyone in mind, when coming up with ideas and suggestions. I hail the committee a success, as the ideas put forward and discussed has me excited.



The Program will be sent out by the end of January, ready to kick start Kaleidescape for 2022.

- Tailem Bend on the 3rd of February
- Mypolonga on the 8th of February
- Mannum on the 17th of February
- Murray Bridge on the 24th of February

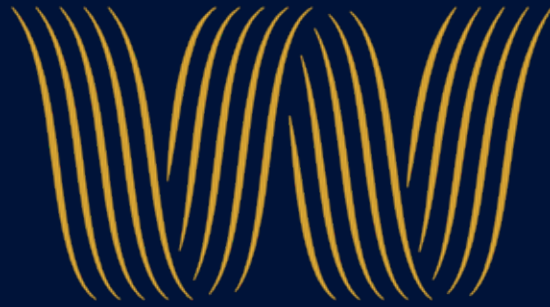
Thank you, Gwenda and her team from Friends of the Hospital, for catering for Tailem Bend, Mypolonga, and Murray Bridge groups this year. Welcome and thank you to Justine from Grazing for Dayz, for catering for the Mannum group.

A BIG thank you to everyone who has participated in Kaleidescape for 2021.

The Murray Mallee Kaleidescape Team would like to wish you and your families a Merry Christmas and a Safe and Happy New Year. We look forward to seeing you all in February.

Kaleidescape Team
Allecia, Rosie & Tanya





WARNER CLOSE

RETIREMENT LIVING

Discover the ultimate Murray Mallee lifestyle with spectacular and comfortable units, beautifully landscaped grounds, and an excellent location. Warner Close Retirement Living is a place to call home. Dive into the vibrant Murraylands experience in one of South Australia's most popular townships.

Stunning yet practical, Warner Close Retirement Living is designed with independent seniors in mind. Contemporary light-filled spaces welcome you with a gentle ambiance and relaxed indulgence. Warner Close Retirement Living invites you to taste the serenity of the Murraylands.



Warner Close Retirement Living combines excellence and equitability with a simple rental agreement that replaces complicated financial documents. This also means that there are no expensive upfront or exit fees involved in obtaining your new home.

warnerclose.com.au

ARE YOU BUSHFIRE READY?



As we enter the summer season, the risk of bushfire increases and you need to be prepared. If you live in an area that is prone to bushfires, then there are some steps you can take to assist with your preparedness.

Bushfire Safer Places

A Bushfire Safer Place is an area that you can relocate to with the threat or event of a bushfire, such as metropolitan Adelaide and some regional townships, that is considered safe and has low level of bushfire fuel.

Emergency Kits

A bushfire emergency kit should contain all the resources and items you may need in the event of a bushfire. The items should help you survive and assist you for a few days after the bushfire event.

Your Home and Property

Your home and property should be well prepared throughout the year, not just the summer months. Having a well prepared home is more likely to survive a bushfire than one that isn't. Some examples of a well prepared home are clean gutters, non-flammable building materials, and removed dead branches, leaves and undergrowth.

Preparing Yourself

You need to prepare yourself and be ready! You have a much better chance of surviving a bushfire if you have a bushfire survival plan, and a well maintained home. A bushfire plan will help you to decide if you need to leave early or stay and defend your home.

Find out more about being bushfire ready, as well as helpful factsheets in the CFS website: www.cfs.sa.gov.au

HOME CARE PACKAGES

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

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

Book a free appointment now on (08) 8532 2255



Murray Mallee Aged Care Group Inc. would like to wish everyone celebrating a birthday during the summer season a very special
Happy Birthday!



CHRISTMAS RECIPE GERMAN HONEY BISCUITS



Submitted by Foster Davis

Ingredients

- 454g of honey
- 304g sugar
- 3 eggs (approx. 55g per egg)
- 3 tsp bi carb soda
- 1 tsp allspice
- 1/3 tsp nutmeg
- A large amount of plain flour (at least 6-8 cups for a recipe this size.) You will need a large bowl



Method

1. Preheat oven to 180C.
2. Melt honey and sugar on low heat till sugar dissolves.
3. Add allspice and nutmeg then allow to cool.
4. In a separate bowl, whisk the eggs until mixed.
5. Slowly add the cooled honey mix, stirring so the egg doesn't cook.
6. Add in the bi-carb soda.
7. Slowly add cups of flour (may need 6-8 cups) mixing after each cup until the dough can be rolled out.
8. Allow to cool if still warm. Dough can be refrigerated overnight.
9. Roll out on floured surface to about 15mm thick and cut into desired shape.
10. Place on trays and cook in the oven (approx 10-15mins) until brown.
11. Cool slightly on trays and then move to wire rack.
12. Decorate with icing once cooled.



SOCIAL CLUB PICS

At Warner Close, the social club has been busy! Recently, they enjoyed a Melbourne Cup lunch where they dressed up in their best hats and fascinators! The social club is always having fun with weekly movie matinees and bingo games! Residents are looking forward to Christmas lunch where they'll enjoy a delicious roast.



OFFICE CLOSURE

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

Monday 27th December 2021

Tuesday 28th December 2021

Monday 3rd January 2022

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

