

The Quarterly **CONNECTION**

WINTER 2022

CYBER SAFETY

HELPFUL WAYS TO
KEEP SAFE ONLINE

LIGHTS, CAMERA, ACTION!

SCOTT & STELLA
PROMOTE
WARNER CLOSE

DE-STRESS

FIVE WAYS TO
HELP YOU
STRESS LESS

WINTER WARMERS

COSY RECIPES TO
WARM YOUR HEART



WWW.MURRAYMALLEE.ORG.AU



Publisher

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Feedback

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

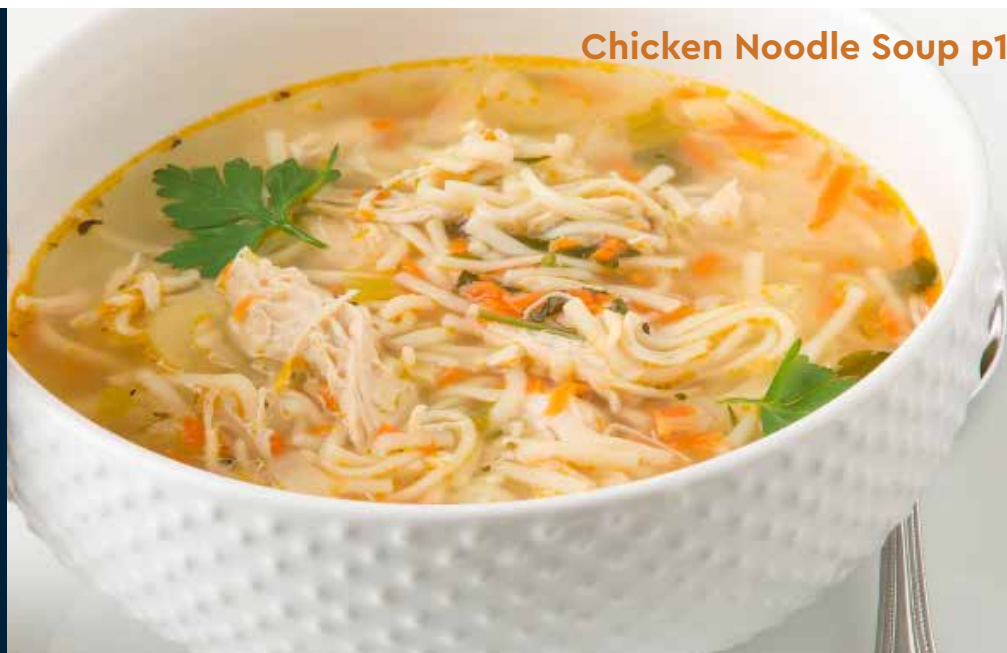
About Us

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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Chicken Noodle Soup p16



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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

As the CEO, I am supported by an amazing team of employees and a terrific group of volunteer directors who I work with closely to ensure that our organisation is run effectively and remains financially successful and viable.



ANNA HOWARD
CHIEF EXECUTIVE OFFICER

Greetings everyone,

Winter has arrived with gusto, with welcome rain that is breathing life into our gardens and the countryside. The crop farmers must be particularly pleased. I do love this time of the year when I drive to Murray Bridge from Stirling. I see the hills greening up and the gentle mist over the river as I arrive at the top of Adelaide Road, from the freeway exit.

Thankfully, we are seeing the COVID pandemic start to abate, yet it remains sad to see that some people are still losing their lives. The vaccines seem to be doing their job as evidenced by anyone in our team who has tested positive, not requiring to be hospitalised nor experiencing severe symptoms. COVID vaccination in the aged care sector remains compulsory and there is a steady uptake by staff having the annual flu vaccination, which is not compulsory. We remain committed to monitoring our clients and ourselves for any signs that we may be carrying the virus. We aim to keep our clients safe from the possibility of cross infection through those of us who enter their home.

I reported in my Autumn newsletter piece that we were due to be audited by the Aged Care Quality and Safety Commission on the 28th of February and 1st of March. As it turned out, it was rescheduled to the 12th and 13th of April due to staff shortages, caused by COVID. I am pleased to report that the

process went smoothly, with the auditors and my team working collaboratively to gather and analyze the information necessary for the auditors to decide how we perform against the standards. Overall, we were pleased with the feedback that the auditors gave us, and we were most particularly pleased when they reported that of the clients they spoke with directly, all clients reported overwhelmingly that they are happy with our services. This is a wonderful endorsement of the superb work of our Support Workers, Nurses, and Service Consultants.

The team works tirelessly to ensure that our clients receive the highest possible quality standard of services, delivered with all the respect they deserve. This was confirmed further by the auditors' findings that we are fully compliant with Standard 1. This standard is in my view, the most important standard, i.e., Consumer Dignity and Choice. The areas identified where they suggested we could improve our performance were in the way we conduct our assessments and set goals with clients, and to adjust our contract with external service providers to ensure that we stringently have oversight on their commitment to the safety and wellbeing of our clients.

continued next page...

From the CEO cont.

All suggestions for improvement have been added to our already substantial continuous quality improvement register! I'd like to take the opportunity to thank the participants of the Client Reference Group both in Adelaide and Murray Bridge, for the enormous contribution they make on behalf of all our clients, by adding their viewpoints to inform how we can continue to improve the way we operate. All being well, the next audit is due to occur in three years.

As of the 24th of June, I have been at the helm of this wonderful organisation for eight years. I am constantly reminded of the growth that we have experienced in those years and the challenges that come with growth. In 2014 we had 110 clients, 11 office staff and 60 contractors. Today we have over 400 clients, 30 office staff including Nurses, 90 Support Workers, and in 2019 we opened our 50-unit retirement living complex, Warner Close, where we have two amazing on site managers.

To accommodate the growth in Adelaide we are pleased to have moved into new offices at 290 Glen Osmond Road, Fullarton. If you are in the vicinity and would like to see through the new premises, please pop in for a tea or coffee. Please note that the phone number will remain the same (8365 0151).

As the CEO, I am supported by an amazing team of employees and a terrific group of volunteer directors who I work with closely to ensure that our organisation is run effectively and remains financially successful and viable. On this note, I am pleased to report that we are meeting and exceeding all key business performance indicators which heeds well for our future. The external audit mechanisms that we operate under are reassuring me that we are doing well. However, the most important measure of our performance is the satisfaction of our clients. Each year we conduct a client satisfaction survey, and we will conduct one in the final quarter of this year. However, I encourage you all to pick up the phone and call me, or anyone in the team that you

communicate with directly, if you have any concerns that need to be addressed. We can only fix a problem if we are made aware that there is one. I can reassure you that I am a strong believer of a no-blame approach to remedying a problem. Please do not feel that if you complain anyone will 'get into trouble', rather see it as an opportunity for us to get things right.

The thing that we value the most in our organisation is the family/country approach to providing services that we have installed over the almost 28 years that we have been operating. As we continue to grow in numbers and diversify our business, we wish to hold dear to us these values.

Stay safe and stay well.

Anna Howard



Mentoring

Our traineeship program commenced to support the much-needed recruitment of trained Support Workers. This included mentoring training held in April this year and the development of new roles across the organisation.

From the CEO (Italian)

Anna Howard's piece translated into Italian

Un saluto a tutti,

L'inverno è arrivato con foga e con una pioggia che sta ridando vita ai nostri giardini e alla campagna. I coltivatori devono essere particolarmente soddisfatti. Adoro questo periodo dell'anno quando vado a Murray Bridge da Stirling. Vedo le colline verdeggianti e la leggera foschia sul fiume quando arrivo in cima ad Adelaide Road, dall'uscita dell'autostrada.

Fortunatamente la pandemia di COVID sta iniziando a diminuire, ma è triste vedere che alcune persone continuano a perdere la vita. Sembra che i vaccini stiano facendo il loro lavoro, come dimostra il fatto che tutti i membri del nostro team che sono risultati positivi non hanno avuto bisogno di essere ricoverati in ospedale e non hanno manifestato sintomi gravi. La vaccinazione COVID nel settore dell'assistenza agli anziani rimane obbligatoria e si registra un costante aumento del personale che si sottopone alla vaccinazione antinfluenzale annuale, che non è obbligatoria. Rimaniamo impegnati a monitorare i nostri clienti e noi stessi per individuare eventuali segni di contagio del virus. Il nostro obiettivo è quello di mantenere i nostri assistiti al sicuro dalla possibilità di un'infezione indiretta da parte di coloro che entrano nelle loro case.

Nella mia newsletter autunnale ho riferito che il 28 febbraio e il 1° marzo avremmo dovuto essere sottoposti a un esame da parte della Commissione per la qualità e la sicurezza dell'assistenza agli anziani. Come si è verificato, l'esame è stato riprogrammato per il 12 e 13 aprile a causa della carenza di personale causata dal COVID. Sono lieto di riferire che il programma si è svolto senza difficoltà: i verificatori e il mio team hanno lavorato in modo proficuo per raccogliere e analizzare le informazioni necessarie per decidere le nostre prestazioni rispetto agli standard. In generale, siamo stati soddisfatti del responso che i revisori ci hanno rilasciato e siamo stati particolarmente soddisfatti quando

hanno riferito che, tra gli assistiti con cui hanno parlato personalmente, tutti hanno dichiarato di essere molto soddisfatti dei nostri servizi. È un'ottima conferma del lavoro eccellente dei nostri operatori di assistenza, infermieri e consulenti.

Il team lavora con impegno per garantire che i nostri assistiti ricevono servizi della massima qualità possibile, con tutto il rispetto che meritano. Ciò è stato ulteriormente confermato dai risultati dei revisori, secondo i quali siamo pienamente conformi allo Standard 1. Questo standard è, a mio avviso, il più rilevante: la dignità e la scelta del consumatore. Le aree in cui i revisori hanno suggerito di migliorare le nostre prestazioni sono state il modo in cui conduciamo le verifiche e stabiliamo gli obiettivi con gli assistiti, e di adeguare i nostri contratti con i fornitori di servizi esterni per garantire una vigilanza rigorosa sul loro impegno per la sicurezza e il benessere dei nostri assistiti. Tutti i suggerimenti di miglioramento sono stati aggiunti al nostro già consistente registro di miglioramento continuo della qualità! Vorrei cogliere l'occasione per ringraziare i partecipanti al Gruppo di riferimento per i clienti sia di Adelaide e Murray Bridge, per l'enorme contributo che danno a nome di tutti i nostri assistiti, aggiungendo i loro punti di vista per informarci su come continuare a migliorare il nostro modo di funzionare. Se tutto va bene, la prossima revisione è prevista tra tre anni.

Il 24 giugno sarò alla guida di questa meravigliosa organizzazione da otto anni. Mi viene costantemente in mente la crescita che abbiamo vissuto in questi anni e le sfide che la crescita implica. Nel 2014 avevamo 110 clienti, 11 impiegati e 60 appaltatori. Oggi abbiamo oltre 400 clienti, 30 impiegati, tra cui infermieri, 90 operatori di assistenza e nel 2019 abbiamo aperto il nostro complesso abitativo per anziani da 50 unità, Warner Close, dove abbiamo due straordinari manager in sede.

From the CEO Italian cont.

Per far fronte alla crescita ad Adelaide, siamo lieti di esserci trasferiti nei nuovi uffici al 290 di Glen Osmond Road, a Fullarton. Se vi trovate nelle vicinanze e volete visitare la nuova sede, fateci un salto per un tè o un caffè. Il numero di telefono rimarrà invariato (8365 0151).

In qualità di Direttore generale, sono affiancato da un'incredibile squadra di dipendenti e da un fantastico gruppo di direttori volontari con i quali lavoro a stretto contatto per garantire che la nostra organizzazione sia gestita in modo efficace e rimanga finanziariamente valida e sostenibile. A questo proposito, sono lieto di riferire che stiamo rispettando e superando tutti gli indicatori chiave di performance aziendale, il che fa ben sperare per il nostro futuro. I meccanismi di revisione contabile esterna che ci sono stati imposti mi rassicurano sul fatto che stiamo facendo bene. Tuttavia, la misura più importante della nostra performance è la soddisfazione dei nostri clienti. Ogni anno

conduciamo un'indagine sulla soddisfazione dei clienti e ne condurremo una nell'ultimo trimestre di quest'anno. Tuttavia, vi invito a prendere il telefono e a chiamarmi, o a chiamare chiunque del team con cui dialogate direttamente, se avete dei dubbi che devono essere risolti. Possiamo risolvere un problema solo se ci viene segnalato. Posso rassicurarvi sul fatto che credo fermamente in un atteggiamento di non colpevolezza per risolvere un problema. Non pensiate che, se vi lamentate, qualcuno si metta "nei guai", ma piuttosto che sia un'opportunità per noi di sistemare le faccende. La cosa che apprezziamo di più nella nostra organizzazione è l'approccio familiare/ paesano alla prestazione di servizi che abbiamo instaurato nel corso dei quasi 28 anni di attività. Mentre continuiamo a crescere numericamente e a divulgare la nostra attività, desideriamo mantenere questi valori.

State al sicuro e state bene



Donna with her prize and certificate



Congratulations Donna

Recently, we ran a challenge to think of a brand new name for our newsletter. Many staff emailed through some wonderful suggestions! It was hard to shortlist the suggestions as there were so many original and creative entries.

Donna from the Adelaide metro office submitted the name suggestion of '**The Quarterly Connection**' and we thought that it best represented what the newsletter aimed to achieve.

We hope you like the name as much as we do!

Adelaide Update

Since we expanded our metro services five years ago, your loyal support has helped us grow, and we needed more space to serve you better. We were looking for a new premises for the past few months to better suit our clients, support workers, and our operations requirements. The new location is near the city and is more accessible.



PATRIZIA KADIS
ADELAIDE SERVICES MANAGER

I continue to be amazed at the professionalism and dedication that our team provides during these challenging times. With the COVID-19 pandemic still causing distress and now increased cases of influenza around us, it has become difficult at times. However, the fabulous team has proven time and time again, that their ability to adapt is second to none. Everyone is working together to ensure the least possible disruption to our clients' services and care.

Our team is doing an incredible job during these challenging times, a heartfelt 'thank you' goes to our wonderful team of Support Workers for their continued commitment to providing exceptional care and support.

Whilst we know that we are working better with daily challenges that our industry is experiencing, we are excited with the organisation's growth and future developments.

Since we expanded our metro services five years ago, your loyal support has helped us grow, and now we need more space to serve you better. We were looking for a new premises for the past few months to better suit our clients, support workers, and our operations requirements. The new location is near the city and is more accessible.

Our new address for Adelaide Metro is:
290 Glen Osmond Road, Fullarton.

We also have more exciting news! A traineeship program has commenced that will support the much-needed recruitment of trained Support Workers. This included mentoring training held in April this year and the development of new roles across the organisation.

We would also like to congratulate our service consultant, Yole Gentili on her recent appointment of Team Leader for the Adelaide Metro. Yole joined the team in January 2019 and she has been an instrumental part of the program's growth and success. We also give a warm welcome to Vansha Pillay who commences in the role of Receptionist / Administration Officer.

Our metro phone number has not changed, it is still **(08) 8365 0151**, and our contact email address is still:
metroadmin@murraymallee.org.au



290 Glen Osmond Road, Fullarton

Staff News

Congratulations Rachel



Our Service Consultant in Murray Bridge, Rachel, started her leave to welcome her new addition with an office baby shower. We look forward to meeting Liam who arrived a little earlier than expected.



Welcome back Danielly from parental leave.

Danielly
Service Consultant

Congratulations Monique



There's some exciting news from the front desk at Murray Bridge, Monique is expecting! As you could imagine their chocolate labrador is *pawsitively* excited about having a baby in the family.



Vansha
Administration Assistant

Welcome New Staff!



Louise
Service Consultant



Jaz
Service Consultant



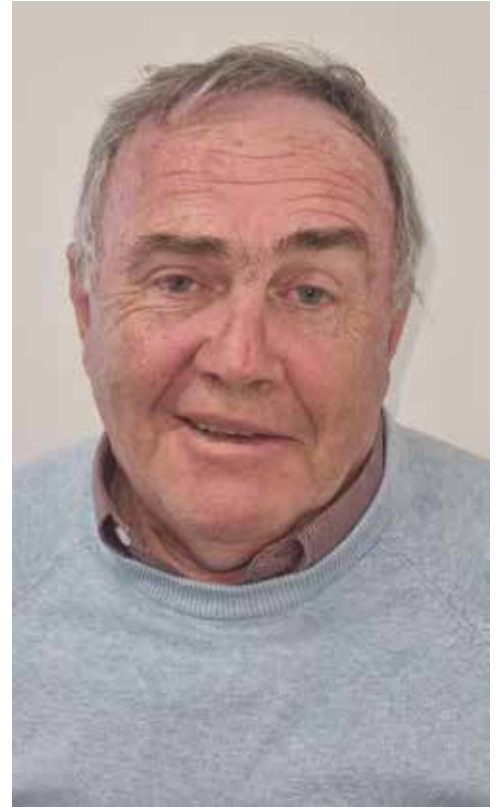
Chelsea
Administration Assistant (Quality)



Jo
Administration Officer



Nathan
Service Consultant



Laurie
Registered Nurse



South Australian Adult Safeguarding Unit

Do you have concerns?

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

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

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

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

What does abuse look like?

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

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

Emotional abuse: threats, humiliation, verbal or psychological abuse

Sexual abuse: sexual activity which is unwanted or not understood

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

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

South Australian

Adult Safeguarding Unit

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

 **1800 372 310**



KALEIDESCAPE

Social day activity program for over 65s.

📍 **MURRAY BRIDGE** 📍 **MANNUM** 📍 **MYPOLONGA** 📍 **TAILEM 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

Anyone wishing to join a group will require an approval code from My Aged Care at www.myagedcare.gov.au or by phoning 1800 200 422.

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

www.MurrayMalleeAgedCareServices.com.au



WARNER CLOSE
RETIREMENT LIVING

STUNNING INDEPENDENT RETIREMENT LIVING

Welcome to Warner Close, where you can discover the ultimate Murray Mallee lifestyle. With spectacular and comfortable units, beautifully landscaped grounds, in an excellent location.

Warner Close is independent living at its best. With all meals included in your easy rental plan, you have the time to enjoy your retirement and take in what the Murrayland has to offer.

18 Warner Road,
Murray Bridge

Find out more today!
(08) 8532 2255

info@warnerclose.com.au
warnerclose.com.au



WARNER CLOSE
RETIREMENT LIVING



Let's Get Clinical



HEIDE CALLERY
CLINICAL MANAGER

Free Flu Vaccinations for South Australians

The National Immunisation Program (NIP) provides free flu vaccinations for everyone aged 65 years and over. Due to the unique circumstances in 2022, all South Australians are now able to access the flu vaccine for free until 30 June 2022. Influenza, commonly known as the flu, is a highly infectious viral illness caused by influenza A or B viruses.

The vaccine can be accessed at GPs and pharmacies.

The 2022 flu season is expected to be more severe following two years of the COVID-19 pandemic response, with reduced natural immunity and low influenza vaccination rates, so receiving the flu vaccination is more important than ever.

While the flu jab won't protect anyone from COVID-19, The Royal Australian College of General Practitioners said it was more important than ever people get immunized as it will help ease the strain on the health system. Influenza can have a substantial negative impact on adults 65 years and older with higher hospitalisation and death rates compared to younger, healthier adults.

Contact your GP or local pharmacy to book your free flu vaccination.



Doggone Toilet Paper

I have a toilet paper shortage, and it has nothing to do with panic buying! When I got home the other day, I was met with what looked like snow all over my floor! It was shredded toilet paper!

I heard a knocking at the bedroom door and sure enough, I found the culprit. It's a pity she didn't find the chips before she found the toilet paper.



Laugh out Loud



Seniors

And on the 8th day, God created Seniors.

Most seniors never get enough exercise. In His wisdom God decreed that seniors become forgetful so they would have to search for their glasses, keys, and other things, thus doing more walking. And God looked down and saw that it was good.

Then God saw there was another need. In His wisdom He made seniors lose coordination so they would drop things, requiring them to bend, reach, and stretch. And God looked down and saw that it was good.

Then God considered the function of bladders and decided seniors would have additional calls of nature, requiring more trips to the bathroom, thus providing more exercise. God looked down and saw that it was good.



So if you find, as you age, you are getting up and down more, remember it's God's will. It is all in your best interest even though you mutter under your breath.

Nine Important Facts to Remember as We Grow Older

#9 Death is the number 1 killer in the world.

#8 Life is sexually transmitted.

#7 Good health is merely the slowest possible rate at which one can die.

#6 Men have two motivations: hunger and hanky-panky, and they can't tell them apart. If you see a gleam in his eyes, make him a sandwich.

#5 Give a person a fish and you feed them for a day. Teach a person to use the Internet and they won't bother you for weeks, months, maybe years.

#4 Health nuts are going to feel stupid someday, lying in the hospital, dying of nothing.

#3 All of us could take a lesson from the weather. It pays no attention to criticism.

#2 In the 60's, people took LSD to make the world weird. Now the world is weird, and people take Prozac to make it normal.

#1 Life is like a jar of jalapeno peppers. What you do today may be a burning issue tomorrow.

Please share this wisdom with others; I need to go to the bathroom.

Kaleidescape Corner

Welcome Back Kaleidescape!

Welcome also to our new participants. It has been wonderful to see so many new faces. It has been a pleasure to meet you all!

We have had some exciting activities for the beginning of the year.

- We have had Bunnings come out to show us how to create masterpieces using mosaic tiling.
- We had a circus act performer who delighted & entertained us.
- We painted our own silk scarfs, which look absolutely beautiful!
- All groups enjoyed a relaxing river cruise with *Four Knots River Cruises*.
- We also celebrated NAIDOC with a dreamtime story using the didgeridoo & learning the craft of basket weaving.

Don't forget, due to catering purposes, if you're unable to attend Kaleidescape, please call the office to let Allecia know on (08) 8352 2255.

From the Kaleidescape Team
Allecia, Rosie & Leonie



Five Ways to De-stress

We all encounter stressful situations and moments in our lives. With the last few years being quite unpredictable and unstable, it's easy to become overwhelmed and stressed by even the smallest of things. There are some simple ways to help deal with the day to day stress of life. Here are five ways that can help you to de-stress and create some balance in your life.

1. Exercise

One of the easiest ways to de-stress is to physically move the body. A simple walk can do wonders for the mind and the body. Exercise can also help with increasing energy and helping you sleep better. Even just small body movements each day can help with your circulation and wellbeing.

2. Get Into Nature

Spending time in nature can help relieve stress and anxiety, improve your mood, and boost feelings of happiness and wellbeing. Being in nature, or even viewing scenes of nature, reduces anger, fear, stress and increases pleasant feelings. Exposure to nature not only makes you feel better emotionally, it contributes to your physical wellbeing, reducing blood pressure, heart rate, muscle tension, and the production of stress hormones. Research done in hospitals, offices, and schools has found that even a simple plant in a room can have a significant impact on easing stress and anxiety.

3. Meditate

Taking the time to slow down and be more mindful can do wonders. A few minutes a day to unwind can help to calm the racing thoughts that often take over our thinking. Listening to a guided meditation, or even just closing your eyes and listening to some calming music will benefit your mindset.



4. Gratitude

It's easy to focus on the things that we do not have, so shift your focus and be grateful for the things that you **do** have. By practising gratitude, you become more aware of the people and things in your life that benefit you, and that are wonderful. Make a list of all the things you are grateful for. You can continually add to the list when you can. Then, when you feel overwhelmed you can read your gratitude list to help make yourself feel fortunate.

5. Practise Positivity

It's not easy to be positive all the time, but we can change our mindset to see the positive side of things more. So, when things go wrong, try to find the positives in the situation. It takes practise but it gets easier over time. The more you focus on positives, the more your brain will notice them.



Recipes



It's that time of year when we need something cosy and warm in the cold winter months. Try out these delicious recipes for yourself, or to entertain.

Cosy Chicken Noodle Soup

Ingredients

- 2 tbsp olive oil
- 1 medium onion, finely chopped
- 1 large stick celery, thinly sliced
- 1 medium potato, peeled and diced
- 1 medium carrot, diced
- 6 cups chicken style liquid stock
- 300g chicken breast fillets, diced
- 2 tbsp chopped flat leaf parsley leaves
- Thick wholegrain toast, to serve



Method

Heat oil in a saucepan over medium heat until hot. Add onion and cook, stirring often, for 3 minutes. Add carrot, celery and potato and cook, stirring often, for 5 minutes.

Add stock, cover and bring to the boil. Reduce heat, cover and simmer for 15 minutes. Add chicken and pasta, partially cover and cook for 8-10 minutes or until pasta is tender. Stir through parsley. Season to taste. Ladle soup into serving bowls and serve with wholegrain toast.

Warm Fruit Compote

Ingredients

- 500g pack mixed dried fruit
- 200ml fresh orange juice
- Half cinnamon stick
- 6 cloves
- 6 black peppercorns
- Fresh yoghurt
- Mint leaves



Method

Combine the dried fruit, orange juice and whole spices into a microwaveable bowl.

Pop into the microwave on for about 4-5 mins on high. Stir halfway through until the juices become sticky and the fruits are plump. Stand for about a minute before serving in bowls. Add a spoonful of yogurt and garnish with mint leaves.

Puzzle Page

When the rain is pouring outside and there's not much to do, get out your pen or pencil and have a go at these puzzles!

Sudoku

- Each row must contain the numbers from 1 to 9, without repetitions.
- Each column must contain the numbers from 1 to 9, without repetitions.
- The digits can only occur once per block (nonet).
- The sum of every single row, column and nonet must equal 45.

		6			9			5
2			1	7				9
	1		4	5	2		7	
6	5		2		3	7		
3		9	7	6	1	2	5	
	2		5		8			6
			6		7	5	4	
	4			8		3		1
	6		3	2	4			

	9			2		6		
4		3	6	7			5	2
6			9		1	7	8	
	3			8	2			6
2			5			1	3	8
	8			3				5
3					9			7
			8		3	5		1
			4	1		3		

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

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.



- | | |
|------------|---------|
| INSULATION | THERMAL |
| SNOWSTORM | MITTENS |
| SHIVERING | WINTER |
| FIREPLACE | HEATER |
| FREEZING | RAIN |
| BLIZZARD | |

How to stay Cyber-safe



With more scams circulating on the web and more sophisticated software to crack passwords, it's never been more important than ever to increase your safety practices online. Discover some essential tips of cyber safety such as how to create and remember strong passwords and how to spot a phishing scam.

For more information visit: www.esafety.gov.au

Safe Passwords

When you sign in to anything online it's important that you have a strong password. Passwords are like keys that you have to your house or your car, they are unique and custom to only fit your keyholes. Passwords need to be the same, just as unique, and not shared with anyone. If someone has your password, then they could get access to your online accounts or your emails. They could gain access to your online banking or social media accounts. Hackers may try to guess your password using common names or words, otherwise there are sophisticated software programs that can be used to crack your password. The simpler your password is, the easier it is to crack. So, it's best to choose a password that is complex but easy for you to remember. The first letters of a song lyric, a poem or a favourite phrase using numbers, letters and symbols substitutions is a strong solution.

Avoiding Scams & Tricks

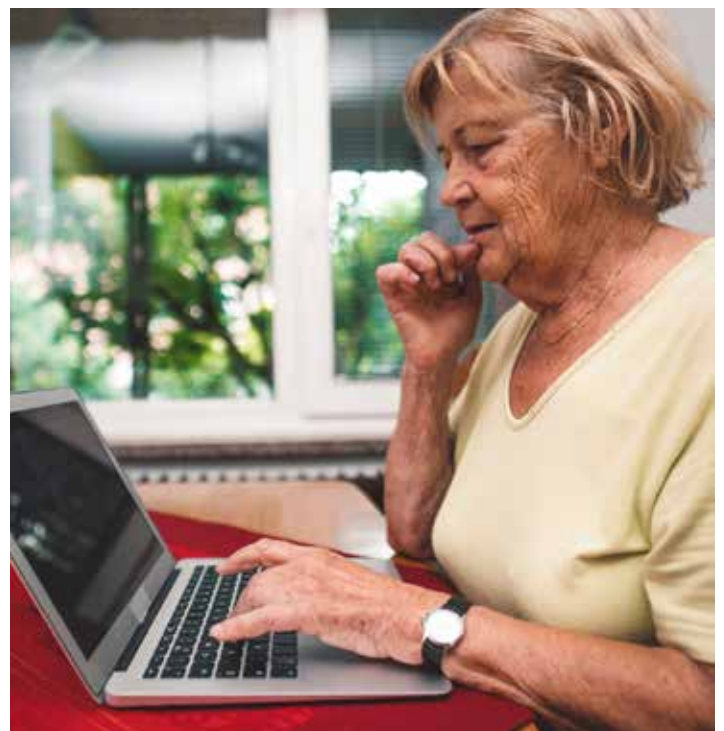
Phishing scams can occur via email or text message. They are called phishing scams because they're 'fishing' for information on you. Most scams start with an email or text that seems to be from a business you trust, such as a bank, government agency or your phone company.

They may ask for your personal information and threaten that something might happen to your finances or services if you don't give your details. They seem legitimate, but they are fake.

Never click on a link in a phishing email. They are likely to take you to a fake website. Delete the email. Never provide your personal information or account details, either by email, text, or over the phone. If you're unsure, contact the bank or business yourself (using your own contact information for them) to check if the message you received is genuine.

Your bank or government departments will never contact you by text, phone or email to ask you to confirm your account or log in details. If you are unsure, don't click!

Visit www.scamwatch.gov.au for more information.



Warner Close-up



Residents at Warner Close retirement village love where they live. The words they use to describe their home are 'brilliant', 'safe', and 'fantastic'. That's why we sent a videographer to capture the smiles and hearts of our residents.



Lights, Camera, Action!

Our video stars were naturals in front of the camera and had no trouble explaining why they made the choice to move to Warner Close. 'They celebrate individuality and encourage community, which is great and it's that encouragement that's important.' was one of the quotes from one resident.

The stand out element of why Warner Close is so fantastic was the managers, Scott and

Stella. The managers received high praise from the residents who were interviewed. Their professionalism, their commitment to the residents, and their high standards is what help keep Warner Close running smoothly and safely.

Stay tuned soon to see our new videos featuring our residents from Warner Close, and the hardworking managers, Scott and Stella, who feature in the series as well.





We'd love your Submissions

Submissions for the newsletter 'The Quarterly Connection' is welcomed from all our clients and staff. Do you have something that you wish to share? Do you have some funny jokes or riddles? We'd love to hear from you.

We want to share your stories. **The best submission for our Spring issue will win a \$50 voucher!** Send your ideas and submissions via post, in person, or by email to the following addresses:

- Email:** smugford@murraymallee.org.au
In person: 2a Myall Ave, Murray Bridge
290 Glen Osmond Rd, Fullarton
Post: PO Box 1315, Murray Bridge, SA 5253



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