

# MY CARE *Community*

EDITION 7  
WINTER 2024

## 50 YEARS OF BEING A DIABETIC

Learn Graham's story  
and the changes to  
diabetes management  
over time.

my  
care  
solution

## AGELESS CONNECTIONS

Discover the different  
avenues you can take to  
improve wellbeing and  
form friendships.





# Welcome to My Care Community



Welcome to the sixth edition of our My Care Community Magazine.

As always, thank you for choosing 'My Care Solution' as your

preferred provider of home care services.

Within the last 3 months My Care Solution have moved into a new chapter of growth. Acquired by Healthcare Australia, we're excited to have greater access to people and technology that can better the way we do business and provide you care.

It's important to note that how you receive your care and who you interact with will remain the same. If you are concerned at all we encourage you to talk with your Client Care Coordinator.

We are looking forward to soon be implementing our Client Advisory Body to ensure your voices are heard and we can take appropriate actions to benefit the care of all our clients.

Within this issue, we share the stories of two of our clients. We caught up with Bill, who has been creating beautiful artwork as a hobby

for as long as he can remember, and Graham, who was recently recognised for managing his Type 1 Diabetes for over 50 years.

In this cooler period, it's particularly important to be taking care of not only our physical health, but our mental health also. In this issue, you'll learn about the social offerings of My Care Solution, outside of our typical one-on-one social support service. We'll also provide you with an array of other ways you can find your connections.

We remain committed to only using directly employed Caregivers to ensure consistency of care, with a focus on upskilling our team in dementia care, end of life care, manual handling, and medication management.

We continue to work to our strong family ethos, and core values of compassion, responsiveness, humility, and humour.

Thank you for trusting us with your Care needs, we will never take it for granted.

Kindest regards,

Moti Naral,  
Chief Executive Officer  
My Care Solution

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# My Care Solution Updates

Learn what My Care Solution has been up to in the last couple months.

## Business Update

On May 1st 2024, My Care Solution was acquired by Healthcare Australia.

This new and exciting chapter will allow our founders, the McBriarty family, to take a step back from the business. Mark and Lee plan to focus on a quieter life as they near retirement, and Gabby will focus on her family.

Rest assured, there will be no changes to the way you, our clients, are currently receiving care. You'll still be in contact with your same Client Care Coordinator and be able to ring the office, just as you always have.

We look forward to this new chapter with Healthcare Australia.



## Caregiver Meetings

Caregiver Meetings were held for our staff at the end of May - an opportunity for information sharing and skills development.

An excellent way for our Caregivers to mingle with other Caregivers and office staff, ask any questions, and improve client care.

Topics covered in this session included:

- A farewell from Mark and an introduction to Healthcare Australia
- Quality documentation for Caregivers
- Caregiver essentials (a refresher and point of reference)
- Buddy shifts for new Caregivers
- Staying well throughout winter



## Zahra Foundation Matched Giving

Throughout the month of June, we partnered with the Zahra Foundation to raise money to improve financial support and skills for women breaking free from the cycle of abuse and poverty.

MCS feels connected to this cause as women make up 87% of our workforce, and we want to ensure our staff feel supported and able to lookout for themselves and one another. We also aim to empower our staff to advocate for their clients who may be experiencing these unfortunate circumstances.

The matched-giving campaign with the Zahra Foundation meant that every donation made, was automatically matched with one of the same value from us.

At the end of June a total of **\$20,836** was raised. A huge thank you to all who donated.

## Australia's Biggest Morning Tea

In May, morning tea events were held across our offices to raise funds for Cancer research.

Raffles, games, lucky squares, and whole lot of food was shared to bring awareness to illness that has affected almost all of us in some way, at some point.

A total of **\$2,094** was raised.



## Client Advisory Body Update

Thank you to the many clients who registered their interest to participate in our Client Advisory Body, it will be great to meet with you.

MCS clients who have registered their interest in being part of our Client Advisory Body will have received or soon to receive their acknowledgements and further information.

Watch this space where we will share some of the contributions and outcomes of the groups.

Further information about the Advisory Body can be found through the Aged Care Quality website: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au). Or you can contact our Quality and Compliance Coordinator Wendy at [wendy.lewisbaida@mycaresolution.com.au](mailto:wendy.lewisbaida@mycaresolution.com.au)





# Meet Moti



## My Care Solution Chief Executive Officer

Let's get to know one of the core leaders of My Care Solution, Moti.

### Q1. What is your personal background?

I have been living in Australia since 2008. I am married to my beautiful wife Bimita who is also a nurse, and we have two kids - a son (Azyk, 7), and daughter (Alisha, 4). I was born in Nepal, land of mountains and birthplace of lord Buddha. And no, I have not been to Mt Everest yet. The best I have done is seen the peak from the windows of a plane.

I am one of the two sons, and we grew up in a small town called Simara which is about 200km south of the capital - Kathmandu.

I think many people do not realise this but growing up in a small town in Nepal in the 90s was more like growing up in the late 50s in Australia. For example, we did not have a TV in our home until the late 90s, and I only saw a vacuum cleaner once I arrived in Australia.

Growing up I spent a lot of time studying, playing cricket and football (made of socks) and anything else we, as a group of rouge kids could find.

### Q2. How did you get started in the aged care industry?

I have been in Australia for almost 16 years and have spent all but the first 3 months in the aged care industry. I migrated to Australia when I was 19 years old as a nursing student and my introduction to aged care was through my initial study of Cert III in aged care which acted as a gateway to nursing. As part of the study was to complete 3 weeks placement in residential care facilities, that is where I found my passion of work and never looked back.

Even though I have worked I have worked in hospital and other acute settings as a registered nurse, since then I have always kept a job within the aged care industry.

I have now been in home care for almost 9 years and have been with My Care Solution for the last 7.



### Q3. What do you love about My Care Solution?

The ethos and values of MCS. I know it sounds like a cliché, however I truly believe that when this organisation was established, it was truly for the noble cause of finding a solution for our elderly clients. We never believed that we were the only solution for them, but from the beginning the idea was that we could be the whole solution, part solution, or at least we could point our clients into the direction of the solution of their problems.

Also, if you look at values of the organisation especially Humour, it supports my attempt to bring some laughter and fun into the workplace and to the life of our clients. Also, I do truly admire the people that we have in this organisation.

### Q4. What is your favourite thing to do in Adelaide?

The one reason I chose to come to Adelaide in the first place was because of Adelaide oval. As a young cricket fan, the only thing I knew about Adelaide was the Oval and it was my dream to watch cricket there. Even though I have done it many times now, I still look forward to watching cricket at the Adelaide Oval with my family - my kids love the game and it is a good day out for all of us.

Also, given that I spent almost the first 3 years of my life in Adelaide eating Dominos and KFC, now that I have discovered there are other options, we love to spend time enjoying proper meals every now and then around the town.

### Q5. How do you take care of yourself outside of work?

I like reading books, I am currently reading "Thinking Fast and Slow" by Daniel Kahneman. I also enjoy playing amateur soccer on weekends.

Although, I don't get as much time as I use to, like many parents of young kids, most of my relaxing time comes from running after my two kids and taking them to different activities. I don't know if it helps or hinders, but I am very competitive and like to be involved.

Finally, the most important thing that I do to take care of myself outside of work is the thing whatever my wife thinks we should do on our day off - can't go wrong with this approach!







# Staying Social

## Community Clubs & Bus Outings

Staying social is an important contributor to positive mental health, particularly in the winter months where getting out of the house can be more challenging.

Whilst My Care Solution offers Caregiver social support, we acknowledge that often the desire to be social comes from wanting to form new relationships or participate in trips and activities.

So what else can My Care Solution offer besides one-on-one Caregiver social support?

### Community Clubs

Our Community Clubs are an incredible opportunity for our clients to get-together regularly to mingle, play games, participate in quizzes, listen to guest speakers and more.

Snacks and a light lunch are provided throughout the day, including tea and coffee.

Details on the different Community Club options are here.

### Bus Outings

Every month we take a trip to explore a new town and enjoy an activity. From a visit to Monarto Zoo, to a trip to the Maggie Beer farm shop in the Barossa, or exploring the Karkoo Garden centre, there is plenty of opportunity for everyone.

Each trip sees our clients travelling in a highly-praised coach that offers a wheelchair lift, comfy seating, excellent views, and an entertaining driver. Once we've completed our activity we'll stop somewhere for lunch, which is all covered in the cost.

Learn about our next 2 upcoming trips here.

## August

### Maggie Beer Farm Shop

**When:** August 20th, 10am - 3pm

**Activity:** Join us as we experience the Maggie Beer Farm Shop where we'll enjoy one of the Maggie Beer talks, a tour through the farm shop, followed by grabbing lunch at the Angas Park Hotel in Nuriootpa.

**Pick Up:** The ARC, 531 Lower North East Road, Campbelltown.

## September

### Gilbert Motor Museum

**When:** September 25th, 10am - 4pm

**Activity:** go on an adventure to Strathalbyn where we'll explore the Gilbert Motor Museum. Learn about and admire their motorcycles, vintage, classic, and muscle cars. We'll follow up with a bite to eat at the Commercial Hotel.

**Pick Up:** Glandore Community Centre OR Wilfred Taylor Reserve.

### Victor Harbor Community Club

**Where:** Middleton Pioneer Hall  
(3 Walker Place, Middleton)

**When:** 2 sessions every Wednesday -  
Half-day or full-day with travel available.

Morning: 10am - 12.30pm  
Afternoon: 12.30pm - 3.00pm  
All day: 10am - 3pm

### Morphett Vale Community Club

**Where:** Room 6, Woodcroft Morphett  
Vale Neighbour Centre  
(175 Bains Road, Morphett Vale)

**When:** Every Wednesday 10am -  
12.30pm. - Potential travel options  
available.

### Interested in getting involved?

Learn more about the social options at My Care Solution and discuss your interest in being involved by talking to your dedicated Client Care Coordinator or contacting our Community Club and Bus Outing organiser Sue Lake on 0466 879 200.





# Thrifty Living

## Cost of Living Savings Hacks

In today’s economic landscape, where the cost of living is rising steadily, older adults often face the challenge of managing their finances on a fixed income. To help navigate this difficult terrain, here are three not-so-ordinary tips seniors can employ to save money and maintain their quality of life.

### Embrace the Sharing Economy

Things like ride-sharing, tool lending, libraries, and community gardens, provides ample opportunities for seniors to save money. By participating in these community driven initiatives, older adults can access services and goods at a fraction of the traditional cost.

**Ride-Sharing and Carpooling:** Seniors who may not need a car every day can benefit from ride-sharing services or carpooling with neighbours. This can save on the costs of owning, maintaining, and insuring a personal vehicle.

**Community Gardens:** Participating in or starting a community garden can reduce grocery bills and provide fresh, home-grown produce. Not only is this cost-effective, but gardening also offers physical activity and a sense of community.

### Leveraging Technology for Discounts and Deals

While it may seem counter intuitive, embracing modern technology can uncover numerous money-saving opportunities. There are several ways seniors can use technology to their financial advantage.

**Discount and Cashback Apps:** Apps like Rakuten, Honey, and Ibotta offer discounts, cashback, and price comparison services. By using these apps when shopping online, seniors can save a substantial amount on everyday purchases.

**Online Coupons and Discount Codes:** Websites such as RetailMeNot and Coupons.com aggregate a vast array of coupons and discount codes. By taking a few moments to search for deals before making purchases, seniors can reduce their spending on groceries, clothing, and household items.

**Virtual Financial Advisors and Budgeting Tools:** Tools like Mint or YNAB (You Need A Budget) help manage finances more effectively. These platforms can track spending, set budgets, and offer insights into where to cut costs. Many of these tools are free or low-cost, providing valuable financial management resources without the need for expensive advisors.

### Make Your Home More Energy Efficient

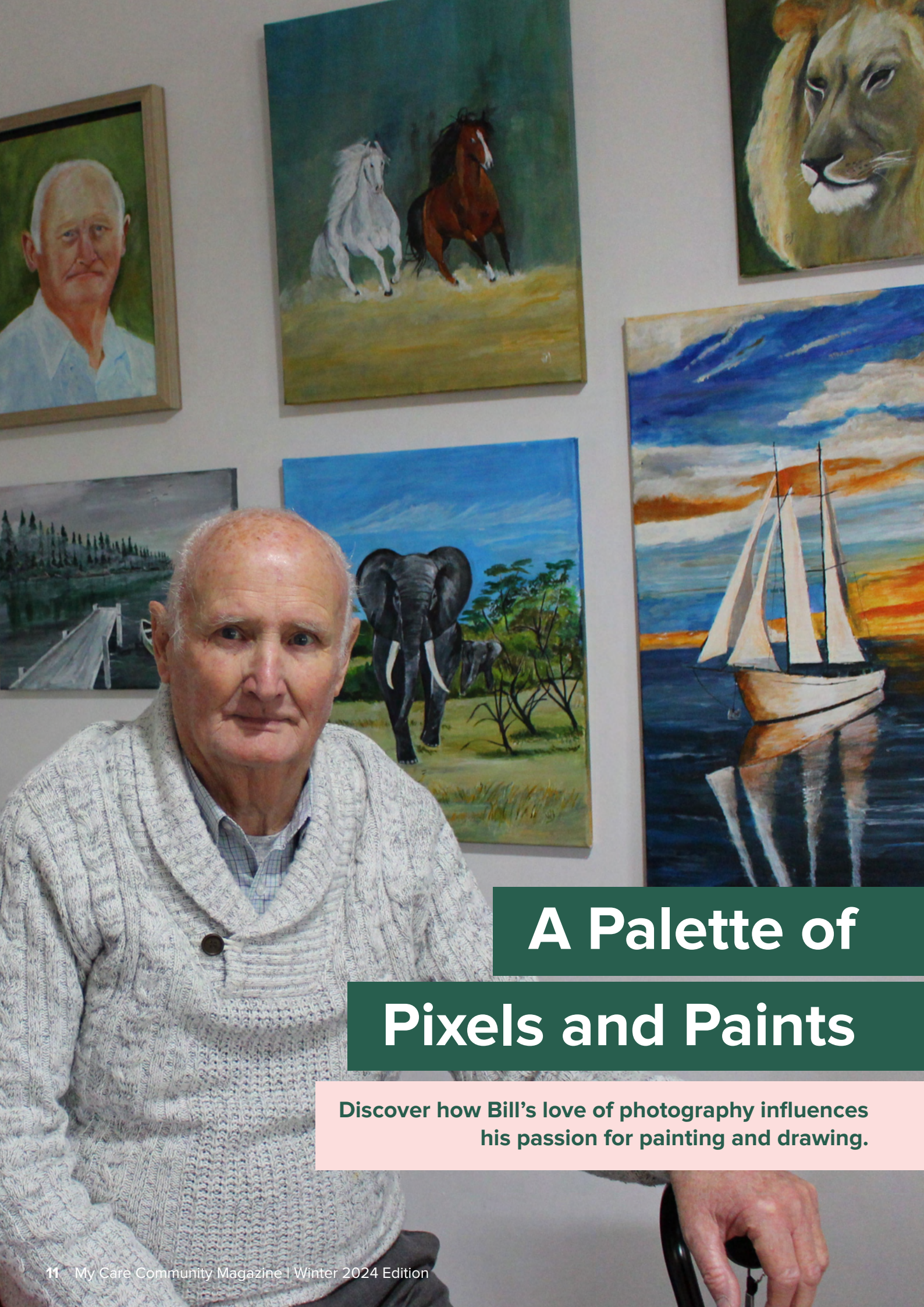
We know that the increase of housing costs have risen, in particular your energy bill.

**Consider the following to make your home more energy efficient:**

- Replace incandescent bulbs with LED bulbs (they use up to 80% less energy and last far longer)
- Turn off lights, appliances, and electronics when not in use
- Wash clothes in cold water, and air-dry if possible
- Be strategic with your landscaping, planting trees and shrub as natural shading and wind breaks. Or incorporating drought-resistant plants to reduce the need for water.

Navigating a cost of living crisis requires creativity and willingness to explore new strategies. For older adults, these tips will hopefully lead to significant savings. By adopting these unconventional methods, seniors can stretch their dollars further and maintain a comfortable lifestyle despite economic challenges.





## A Palette of Pixels and Paints

Discover how Bill's love of photography influences his passion for painting and drawing.

A collection of Bill's current cameras



Bill bought his first camera when he was just 16 years old, followed by his first 35mm camera at 19 years old that he bought in Yemen whilst in the army. This love for taking photos would eventually grow to influence a love for painting and drawing.

Over his years, Bill has been part of numerous camera clubs, entered competitions, and more. Unfortunately, he didn't keep most of his photographs as between the use of slides and SD cards he's got no clue where they all are! However, he still has quite a collection of top-quality cameras now.

Bill talks about how as both an avid photographer and artist, he has found a different appreciation for the world, admitting that these kinds of people see things differently to others.

People looking through artist's eyes consider the highlights and the shadows or the angle of which you view an object from which can make it truly beautiful.

Even when photographing something as simple as a stobie pole, this can be brought to life through by the right photographer. Bill talks about artists and their ability to **“turn something ordinary into something extraordinary”**.

Bill's first love of photography assisted in growing his passion for art, with Bill admitting that he doesn't have much of an imagination so he would use photographs he took as inspiration and copy them as a painting. Or he would tweak photos he'd seen, putting his own spin on them through his paintings and drawings.





At one stage, Bill had the opportunity to go to South London Art College, however he declined as he wanted to get to work and keep art as his hobby. These days he talks about attending the 'University of YouTube', and being very thankful for the accessibility of the internet which can help teach him new techniques and provide inspiration.

Bill has experimented with oils, acrylics, and graphite in his art, however tends to stick to acrylic and graphite now because oil paints take too long to dry.

He loves landscapes and as many people do, finds painting portraits among the most challenging of styles. However his favourite painting is the one he's done of his late wife.

When asked about artists he looks up to, he admitted that he doesn't love a lot of modern art, but has a great admiration for graffiti artists and the techniques they use (not necessarily how they go about it).

Bill is thankful for having a lot of friends within the Jehovah's Witness community who can come together to share their love of art and photography. In Bill's words, "we inspire each other and show each other our artwork sometimes, without necessarily being too nosey about it".

These days, Bill has an art studio set up in the garage with all his many painting and drawing supplies, giving him the ability to pick up a paint brush or a pencil whenever inspiration may strike..







**M**ost of my life I have participated in some form of physical activity.

As you may remember, Jane Fonda in her tights, fancy aerobic shoes and socks, well I was part of that craze. For me, it just continued with gym activities, aqua aerobics, boutique gym training with a combination of gym workouts in the park at the beach.

These activities were all part of the routine of taking care of my health and wellbeing. These days I walk to amazing tracks in the Adelaide hills, pathways to the local cafes, walk up and down hills with our dog who also enjoys these activities.

Recently, I started attending the Hills Yoga School which teaches the Iyengar Yoga form

of yoga, focusing on the alignment of the body whilst practicing the sequences and the use of props to enhance the benefit that can come from using this support when needed.

The teacher provides the instruction and support with the setting up of the poses and how to safely undertake each pose and may make adjustments to help with finding the correct alignment.

This activity also forms part of my daily routine to support health and wellbeing. It is important to understand the safety aspect while undertaking the poses, which is reinforced by the teacher, because our body may respond to a pose differently today than yesterday and each student has their own needs.

One of my favourite poses is the inversion pose, salamba sirsasana, using ropes



Sandra performing the inversion pose - Salamba Sirsasana



suspended from the class wall. The teacher assists with the setup of this pose and provides clear instructions of where to place the rope, and how to use my arms, legs and body strength to pull myself up the wall and support myself to face outwards from the wall and reposition my head and neck in a safe position.

As seen in the photo, I am in the full pose. I am continuing to practice the pose and the many different poses to strengthen my muscles and mind.

The Yoga inversion pose, salamba sirsasana, helps to release tension, increase circulation and energy while strengthening muscles, the body core, arms and shoulders while improving balance and stability. It is also has shown to promote emotional growth and calm the mind. I can truly feel the benefit of this pose.

Yoga has offered me a welcome challenge. I feel motivated to improve my confidence in the poses, and to regularly work with attaining correct alignment of the poses.

I am experiencing a change in my body. I am now more physically aware that my body is improving along with my wellbeing. This has developed my physical strength, my mental health, listening and problem-solving skills. I can take what I learn in my yoga class, into my work and daily life.

As I age, I realize that Yoga is a safe way to maintain my health and wellbeing. My Yoga practices have improved during the past 18 months of participation, and I continue to improve by facing the challenges that it presents.





# Ageless Connections

Forming friendships in your golden years

Helping you get through the bad times and celebrate the good times, friendships are vital in helping maintain a positive wellbeing.

However, it's commonly known to be more difficult to make friends as you age, when you're not put forced into environments like schooling where friendships are easily established.

If our MCS Community Clubs or social outings aren't for you, here are some practical ways to build new friendships and expand your social network, to better your overall emotional wellbeing.

## Join Clubs and Groups

Look for ones that cater to your interests such as gardening, knitting, reading, or photography. You can often find these groups through your local council website or community notice boards.

Places like the local Mens Shed or South Australian Country Women's Association are also good places to look at.

## Volunteer

An opportunity to give back to the community, and find others who also have shared values. Be it a local charity, hospitals, schools, or animal shelters to name a few.

## Take Classes

Whether it be through TAFE or online, there's people out there offering all kinds of valuable learning opportunities.

This could include: learning a language, computer skills, art, or pottery. By jumping into these classes which put you in a vulnerable position, you're likely to find others just as much a beginner as yourself to bond with.

## Attend Community, Religious, or Cultural Events

From fairs, to farmers markets, or carols, local community gatherings are another way to remain an active member of the community, and maybe meet a friend or two along the way.

Attending services or events at your place of worship or through cultural organizations can provide a great sense of belonging, knowing that you're already surrounded by people who align with your background and values.

## Exercise and Wellness Programs

Whether it be yoga, tai chi, water aerobics, or a walking group, exercise or wellness programs are a two for one, helping you stay fit and healthy and meeting others who endeavour to do the same.

Walking groups especially can be great for those who are wanting to chat more so than exercise!

Making friends as an older person requires taking the initiative and being open to new experiences. By picking just one of the things on this list to try out you can build yourself a rich and fulfilling social life whilst also doing something you enjoy! The key is to stay active, engaged, and open to forming new relationships.





# 50 Years of Being a Diabetic

We spoke with Graham to learn about his journey from getting diagnosed with diabetes at 21 years old, to now.



Life hasn't always been easy for Graham who is living with Type 1 Diabetes, but he's determined to continue to live his life just as anyone else would.

## The Diagnosis

At just 21 years old Graham was at work in the lift when all of a sudden he fell. When he went to the doctors they assured him he was fine. Graham, still not feeling great, knowing something was up, went back to a different doctor a week later where he was told that he had diabetes.

A shocking thing to hear for a young man. Not long after, he'd gone back to the doctor and who told him that he was cured of the diabetes, and didn't need to take any insulin. With diabetes being such a rare thing at the time, he didn't think much of it, and took the doctor's word.

However, not long after, Graham was on holiday in Queensland when he discovered his body wasn't working like everyone else's.

Graham would eat large amounts of food but was burning it up so quickly that he immediately wanted to eat again.

He went back to the doctor who once again said he was fine and not to worry, but Graham wanted a second opinion.

He went to the Queen Elizabeth Hospital where they were incredibly grateful he'd come to see them. Dropping from about 90kg to 60kg in such a short span of time, the doctors there told him that if he had waited another week he would have been dead!

## Living With Diabetes

Unfortunately, he didn't quite have the support network when he returned home from the hospital. As Diabetes was such an unknown thing at the time, his friends, and colleagues were frightened to be near him, thinking they could catch diabetes from Graham.

Even at work, when explaining to his colleague that when he's acting a certain way to make sure to give him the sweet treat he kept in his pocket or the can of coke in the fridge, they wouldn't. They didn't want to risk touching him.

Once everyone got over their fear and understood it wasn't something they could catch, Graham made sure to continue doing the things he loved like playing basketball and football, just to prove he could still do it.

Throughout this time his mother was his biggest supporter. It wasn't until his now wife, Shirley, came into the picture, that she took over this role.





Photo: Science History Institute: Museum and Library

## The Evolution of Diabetes Management

Having been living with diabetes for so long now, Graham has lived through the evolution of glucose testing and general diabetes management.

Initially it was Graham's responsibility to test his blood sugar levels by urinating in a test tube, then dropping a special tablet inside which would change the colour of the urine. He would then need to hold up the test tube to a sheet which told him what the colour indicated. If he had a high blood sugar, he would use a thick needle to insert the insulin, from which the entire syringe needed to be disposed of. This required a lot of math as you never knew the exact level of your blood sugar.

As this process didn't include continuous monitoring, Graham would need to repeat this around 10 times a day. This was essential due to the type of heavy work he was doing at the time.



A couple years after his diagnosis he upgraded to needing to prick his finger and put the blood on a specific paper strip to indicate his glucose level. This was a big scientific jump at the time. Because of the need to prick his finger so regularly the doctor was worried for him as all his fingers were getting black dots from where they'd been pricked and were at risk of contracting gangrene. With this process a re-usable pen-like syringe was used where just the needle tip needed to be disposed of, significantly cutting down on the wastage made.

Next the testing kit got even more efficient, with a much less severe prick of the finger and a more user-friendly pen. This stage also so the introduction of fast acting and slow acting insulin.

Graham now has a small sensor device that he attaches to himself which needs to be replaced regularly, and uses disposable pens. This has been the biggest game changer and has made a huge difference to both Graham and Shirley's life, allowing alerts to be given throughout the night if his levels aren't quite right.

## Celebrating His Accomplishments

Last year, Graham was awarded the Kellion Victory Medal through Diabetes SA for over 50 years of diabetes management.

He was celebrated with around a dozen others all completing various milestones.

Throughout his lifetime, Graham has been praised by his doctors for being so great at learning how to manage his diabetes.

Even now, Graham is always researching and learning tips for diabetes management, and what the 'next thing' might be in glucose monitoring or even a cure for diabetes.

If he could put his hand up to be the test guinea pig on potential scientific breakthroughs every time he would - even though he knows he likely won't be around to see the effects the breakthroughs have.

Congratulations on such a significant milestone Graham.





# Wendy's Recipes

## Lumberjack Cake



**A** more old-fashioned apple and date cake with a chewy caramelized coconut topping. It's worth the effort and time.

### Cake ingredients

- 2 large apples peeled, cored, diced smally
- 1 cup seeded dried dates, finely chopped
- 1 tsp. Bicarb soda
- 1 cup boiling water
- 125g softened butter
- 1 tsp. Vanilla extract
- 1 cup castor sugar
- 1 egg
- 1 1/2 cups plain flour

### Topping Ingredients

- 60g butter, chopped
- 1/2 cup brown sugar, firmly packed
- 1/3 cup of milk
- 2/3 cup shredded coconut
- (Use flaked almonds or just the caramel topping as a substitute for coconut)



Photo credit: Kulinary Adventures of Kat

### Method

1. Preheat oven 180 degrees (160 fan forced)
2. Grease a deep 22cm cake pan and line the base and sides with baking paper
3. Place apple, dates, and bicarb soda in a large bowl. Stir in the hot water. Stand for 10 mins.
4. Beat the butter, vanilla, and sugar in a small bowl until light and fluffy.
5. Add the mixture to the apple/dates, stir to combine.
6. Stir in the sifted flour.
7. Pour the mixture into the lined tin smoothing out the top.
8. Bake for approximately 50 mins, or until a skewer comes out clean.

### Topping method

1. Stir all the ingredients in a medium size saucepan over a low heat until the butter melts and the sugar dissolves.
2. Remove the cake from the oven (leave oven on)
3. Spread the warm coconut topping evenly over the cake.
4. Bake for a further 20 minutes or until the topping is browned.
5. Let stand for approximately 5 min. turn out top side onto a wire rack to cool.

This cake is suitable to freeze (up to 3 months). Is great for portioning in the freezer for when you feel like a treat or have unexpected visitors.





# Home Care Package Tips

Help us, help you. Don't be afraid to speak up.

**W**e want you to make sure you're getting the most out of your home care. So here are some tips from the Aged Care Quality and Safety Commission that are especially applicable if your early into receiving care with us.

Talk to us about how you will get to make choices about your care, and how we will keep in contact with you. It can be good to get this sorted early on. It is a chance to make your expectations clear, reach agreement with your provider, and avoid misunderstandings later.

Ask what happens if a carer is not available or your needs change. How will we communicate with each other about these kinds of things?

It is okay to tell us how you want them to stay in touch with you, and how you want to be involved in decisions about care.

A good care plan can help. Make sure you have a copy of yours. Remember - we are responsible for giving you this information and communicating with you properly.

You have a right to know what you're being charged, for the service you are receiving, and we will be able to explain this to you.

It is okay to ask if you do not understand a statement or invoice. We can explain it in a way you can understand. Do not be afraid to ask for a better explanation.

If your care is not what you agreed to or were promised, talk with us about this.





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