

MY CARE Community

EDITION 9
SUMMER 2025

LISTEN OUT FOR HIS TUNE

Read about Robert's passion for music and skill of combining the harmonica and guitar to enhance blues music.

my
care
solution

LEARN HOW TO RECOGNISE AND AVOID SCAMS

Don't get caught up in the scams. Learn the different types and how to steer clear.



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Welcome to My Care Community



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

As always, thank you for choosing 'My Care Solution' as your preferred provider of home care services.

In this issue we reflect on the year of 2024 for My Care Solution, and what a big year it was. From charitable giving, to new office systems, and continuous training and development, we're extremely proud of another successful year at My Care Solution.

We also remind you in this issue about the Customer Satisfaction Survey that was emailed out recently. Aiming to gain insight into what you've enjoyed and what we could improve in 2025, we encourage you to have your say and share your thoughts, because what you think as a customer matters.

As you read on you'll have the opportunity to learn about two of our customers and their hobbies. My Care Solution customer Robert, a musically gifted man who has spent a lifetime playing in different bands, grew up with musical legends, and mastering the harmonica. He has taken particular interest in pairing together the harmonica and guitar for the ultimate blues mix.

We'll also introduce you to Elizabeth who loves nothing more than setting up in her studio for the day with a paint brush in her hand. Looking at life through the eyes of an artist, Elizabeth shares how differently we can see the world.

My Care Solution Administration Assistant Bel will take us through her journey of deciding to immerse herself in the world of fitness in her 30s, and finding her passion for running.

The remaining articles will educate you on scams, dementia, and choosing a furry companion fit for you in your senior years.

We also want to remind you of our 'Client Referral Program' which allows you, our clients, to encourage your friends to join the My Care Solution community. By referring a friend, you will receive a \$200 Eftpos card to spend on whatever you like. More information can be found within this issue.

We remain committed to ensuring you receive quality care from our support workers and office staff by working 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 Updates

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

Thank You for Another Year

Last year the we did a lot, and it was unlike any of the previous years we’ve experienced, so let’s take you through the highlights.

- We released 4 new issues of ‘My Care Community’ for our clients and broader community to enjoy.
- Held numerous skills and education trainings for our Customer Care Managers and Support Workers.
- Teamed up with the Zahra Foundation for the ‘Women on the Run’ event, as well as a matched giving campaign which saw us raise over \$20,000 for women who are impacted by domestic violence.
- Raised over \$2,000 through our Biggest Morning Tea events held in three of our offices.
- Provided monthly bus outings for our customers that took place across South Australia, from the Barossa Valley to Victor Harbor.

- Welcomed Healthcare Australia and the resources they’re able to provide to help support My Care Solution.
- Said farewell to our Executive Directors the McBriarty family as they take on the next challenge that life has to offer.



Christmas Pageant

To get in the Christmas spirit, members of our Victor Harbor office and support worker team participated in the Victor Harbor Christmas Pageant to bring festivities to the Fleurieu Peninsula.

The event gave us the chance to introduce people to My Care Solution using one of our core values...humour!



Moving to the Adelaide CBD

Our Campbelltown office is vacating and the team are moving to 2/108 North Terrace, Adelaide to join the Healthcare Australia team.

Rest assured, we will continue to operate from our other three offices as usual.

- 89 Philip Highway, Elizabeth South
- 3/166 Main South Road, Morphett Vale
- 2 Stuart Street, Victor Harbor

Customer Satisfaction Survey

Recently a Customer Satisfaction Survey was sent to those who receive communications from My Care Solution via email.

The survey encourages you to reflect on 2024 and your experience with us as your home care provider.

It is really important in helping us to better understand the needs of our customers and learn from feedback so we can get better at providing you with high quality care.

We encourage you to complete the survey if you are yet to do so, or contact your Customer Care Manager if you did not receive it.

HCP Package increase and SCHADS award changes

Earlier this year, the amount you receive through your Home Care Package was increased by the Australian Government.

In conjunction with this, the SCHADS award which is used to dictate our support workers pay rates, also received a much deserved increase.

As a reflection of both these things, you would have communications regarding our fee changes, specifically to our Care Management and Package Management fees.

If you have any questions about these changes, please talk directly with your Customer Care Manager.



Learn How to Recognise and Avoid Scams

According to the Australian Tax Office (ATO), in January 2025 alone, 5,806 reports were made to the ATO of impersonation scams, a 19% increase since December. With the demographic who reported providing personal information to scammers the most being Australians over 65 years old.

Scams can come in many formats with many different objectives, so it's important to learn how to recognise scams before we can then also learn how to avoid them.

But ultimately remember this, if something feels even a little bit off, do not proceed with anything until you've checked with someone you trust.

Types of Scams

Investment Scams

When scammers are pretending to be from a bank or financial company of some kind in order to get your bank or card details. They are likely to offer you things such as fixed-term deposits with guaranteed high returns.

Imposter Scams

As the name suggests, this scam involves scammers claiming to be from a place they are not, be it a trusted business or government agency. Examples include: the Australian Tax Office (ATO), MyGov, Netflix, Optus, Medicare, or Origin Energy.

These are different from investment scams as they use threats rather than services to get you to share your personal, bank, or account details. These threats could be large fines or being arrested.

Home Repair Scams

This is when scammers may knock on your door or make calls to offer home repair services for a cheap price, or a limited time offer, asking you to pay a deposit or the full amount up front. This becomes a scam as they'll never show up to do the work or will not be for the value of the amount paid.

Loved One Impersonation Scams

These often take the form of a text message where scammers are pretending to be a family member. They'll send a message such as 'Hi Nanna' and claim to have lost or damaged their phone, hence why the number isn't the same. These scammers are in it for the long game, aiming to build a rapport with you to eventually ask for assistance to pay for things because they apparently can't access their own banking.

How to Avoid a Scam

The Australian Government has recommended that you STOP, THINK, AND CHECK when something feels a little off.

Be it a text message, phone call, email, or in person, make sure you are being extra cautious when someone is requesting your personal details, banking information, or any online account information.

Tips

- If receiving a text claiming to be a family member from a different phone number, make sure to try calling the number you already have saved for them, or contacting them on social media to confirm whether the text is real.
- If you receive a call from somewhere like the Australian Tax Office, check their contact information through their official website to verify the communications. Do not use the contact details they may have provided in the communications to you.
- Never send money to anyone without being 100% sure of who you are sending it to.
- Don't do what strangers tell you to. If you receive communications from Telstra but you're with Optus, delete the communications or hang up. If anyone tells you they need to access your devices remotely, don't accept.
- Don't share personal information in response to out-of-the-blue messages.



Refer a friend to MCS today & be rewarded

We love client referrals so much that we'll give you a

\$200 cashcard

to say thank you!*



< Scan to learn more

📞 1300 271 791

*visit mycaresolution.com.au/home-care-refer for full Terms & Conditions



Listen Out for His Tune

We spoke with MCS customer Robert to learn about his passion of music, and childhood growing up surrounded by music legends.

It's not often that people find a passion and just stick to it, but Robert is one of the few that has.

Robert's dad used to play the harmonica all the time when he was growing up. He would play him nursery rhymes, melodies, all sorts.

One Christmas, his dad asked what he wanted and after listening to him play all the time he asked his dad for a harmonica (or a mouth organ as they were called at the time).

Robert shared that back when he was younger you could buy a harmonica for about 50c, now a good one costs around \$50!

So Robert got a harmonica for Christmas and taught himself how to play all his favourite songs, and from that a life long love was born.

Growing up around the Elizabeth area, Robert became friends with and shared his childhood with icon and Cold Chisel member Jimmy Barnes. They used to run a muck together, drink together, and play on the old steam train together.

After mastering the harmonica, he moved onto the guitar. Cold Chisel member Steve's brother taught Robert how to play a few chords on the guitar to get him started, and soon enough Robert got the hang of it.

Robert then discovered that the harmonica and the guitar went quite well together, and so he would play the harmonica-guitar combination to all his favourite songs. His favourite genre is the blues. Matt Taylor from Chain is a favourite artist of his.

Over the years Robert would always carry a harmonica in his pocket. So often he would be out at a bar with a band playing, and he would simply ask if they wanted someone with a harmonica to join. Often they would say yes so he would jump up and join them for a night of great music!

Robert's been in a couple bands of his own over the years which has kept his passion for music alive.

Eventually he took to busking. Typically outside of Elizabeth Shopping Centre on a Friday and Saturday morning to bring some joy to the crowds walking by.

When he first started busking there was a guy playing guitar and Robert told him how good he was, and they became friends.

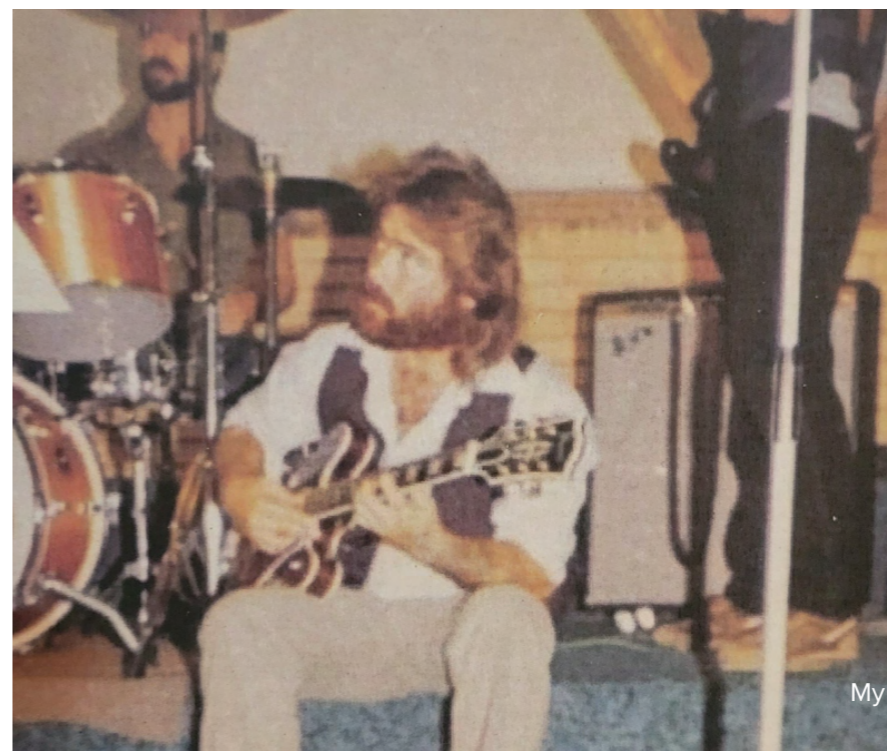
Next thing you know, Robert is bringing a couple of harmonicas around and they're playing them together, and even made quite a bit of money from it Robert admits. They did that together for about a year before his friend disappeared, however Robert still busks when he can.

Robert shares two tips for people wanting to learn how to play the harmonica, which are simple enough for anyone to have a crack at.

1. Start off by learning 'Three Blind Mice'.
2. You've just got to muck around with it.

Robert continues to play the harmonica and guitar and dabbles in a bit of keyboard as well. "It's part of me, it's my thing".

What a joy it must be to find a hobby to last a lifetime.



Welcome to the Club

Wanting to get out of the house and meet new people?
Why not consider joining one of our My Care Solution Community Clubs?

Continuing to stay social is an important contributor to a positive wellbeing. It's never too late to make new friends and is always a great idea to keep your mind active.

Whilst My Care Solution does offer social support services through the home care package as a 1:1 service, we acknowledge that often a desire to be social comes from wanting to form new relationships outside of your current circle.

Our Community Club's are a great opportunity for our clients to get together regularly for a chance to mingle, play games, participate in fun quizzes, liisten to guest speakers, and much more.

Depending on which time of day you wish to attend, snacks and a light lunch are provided as well as tea and coffee.

Victor Harbor Community Club

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

When:
Every Wednesday -
Half-day or full-day with travel available

Morning: 10am -12.30pm, Afternoon:
12.30pm - 3pm, or 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

If you might be interested in attending, reach out to your Customer Care Manager for more information. We hope to see you there!





Going the Distance

MCS Administration Assistant Bel shares her fitness journey, specifically her love for running.

When I reached my 30s, my ultimate goal was to fully immerse myself in fitness. I have struggled to achieve this goal for a long time.

I am a dreamer, and I don't easily give up when I set my sights on something. However, as life became increasingly overwhelming, I began to lose motivation.

Jim Ryun once said, "Motivation is what gets you started. Habit is what keeps you going."

Reflecting on my life made me realize that I was not balancing my life properly and that

my overall well-being was suffering. I had overlooked the significance of exercise in my life.

After several struggles to maintain focus and consistency, I decided to invest in a personal trainer (PT) in July 2024. This choice reignited my motivation to achieve my fitness goals and it became the best investment I've ever made for myself. I learnt to maintain momentum, consistency, and determination until exercise transformed into a habit and that keeps me going. My PT introduced me to running—something I had never considered before. As a beginner, my PT guided me every step of the way.



At the aged 35, I discovered my love for running, and also the power of perseverance and endurance. Completing my first 12km during the City-Bay Run in August 2024 and following it with my first Half Marathon in Victor Harbour in December 2024 were remarkable achievements. For me, these experiences taught me the profound benefits of running. It requires both physical and mental strength to reach the finish line.

I particularly value the mental fortitude gained through running; it's like a challenge in life - if we give up, we miss the rewards waiting at the finish line. Every race presents challenges

yet running offers immense benefits for our mental health. Life is difficult, but by enduring to the end, we can accomplish our purpose.

I love running along the beach, especially during sunset. After a long day at work, it's a perfect opportunity to witness the gift of creation. Every completed kilometre feels like a significant accomplishment, no matter how far I go. There are no downsides to running; each step is a step toward fulfilment.

I am absolutely loving my running and fitness journey! It's such a great feeling to know that I've accomplished the most significant goal in

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Motivation is what gets you started.**Habit is what keeps you going.**

by Jim Ryun

”

my life: turning exercise into a daily habit. The thrill of each run and the rush of endorphins is incredible, and I can't wait to see where this journey takes me next!

A common misconception about running is that it's only for those who can run fast, but that's simply not true! I've invited friends to join our HybridX Run Club in Adelaide, and many express their fears about not being fast enough or feeling shy about being left behind.

I tell these people to remember that you can start at your own pace. Focus on enjoying each step you take and celebrating every kilometre you complete no matter what the pace. It's all about uncovering the benefits of running and discovering how it enhances our well-being.

Balancing our lives today is essential. Immersing ourselves in fitness activities is a priority because nothing is more important than our health. No matter how busy we are, we must always make time.

Strength training and running transformed my perspective on life, revealing the powerful truth that our health truly is our greatest wealth.

We hope Bel's story inspires you to find a way to stay active in your senior years.

For more on exercise in your senior years visit mycaresolution.com.au/blog/ to search for our past My Care Community issues.

In Edition 8 you'll find **'Everyday Chair Fitness'** and in Edition 3 an article from fellow MCS customer the article **'Exercise is Medicine'** which shares how a dementia diagnosis and a fall led to exploring and seeing the benefits of exercise on the mind and body.

Myth: Dementia is contagious.**Fact:** Dementia is a brain condition.**Myth:** Dementia is a normal part in ageing.**Fact:** Dementia can be genetically inherited, but this is rare.**Fact:** There is no known cure for dementia, but research is ongoing.

Dementia Insight

From Dementia Support Lead - Betty Hurrell

Helpful Information for Carers of Those Living with Dementia

Only a person caring for someone who is living with dementia understands what it is really like. The caring role is 24 hours 7 days a week.

Everyone who is living with dementia is so unique, what works for one person does not for the other. This makes the caring role so stressful at times.

Did you know?

Carers are eligible for some financial assistance from the Government.

If you are providing 24-hour care for your loved one who has dementia, and you both receive the Age Pension, you are likely eligible for Carer Allowance. It is designed for

people who provide significant daily care to someone with a long-term medical condition like dementia; however, you should always confirm your eligibility by contacting Services Australia directly OR talk to your Customer Care Manager.

What is Carer Allowance?

A supplementary payment if you care for someone who needs daily support. This fortnightly payment is for you to give support and care to someone either: with a disability, with a medical condition, or someone who is frail aged.

This payment is for you if the person you care for needs ongoing daily care for at least 12 months or has a terminal medical condition.



Painting for the Love of It

We visited MCS customer Elizabeth to learn about her love of painting, how she sees the world as an artist, and her tips for beginners.



Elizabeth is dedicated and insightful. She is modest about the beautiful artwork she creates.

You can tell by the images spread across the pages that Elizabeth has a gift, but it's not one that she was just great at off the bat, it's one that took years of learning and trial and error.

Elizabeth started what turned into a lifelong hobby by sketching at a very young age. Not because anyone she knew did, or anyone taught her, but because she decided to pick up the pencil one day and just never put it down. She's learnt a lot over the years through books and trial and error, and slowly but surely has worked at perfecting her craft.

In 1985 Elizabeth went to South Africa where she learnt the art of oil painting. The teacher would often use her work as an example in class, showcasing the talent she had. One of the pieces painted at this time is still hanging on Elizabeth's wall (shown above). This period in her life was the only formal art training she ever received.

Over time, Elizabeth continued to use both oil and acrylic based paints to bring her artistic visions to life. Her inspiration for what she paints can come from anywhere, but she likes portraits the most. She might take a photo of something she likes, or buy something she sees in store just because she thinks



it'd be nice to paint. However, she notes that whether painting from a physical object or from an image, she would always tweak her art a little to make it her own.

Elizabeth speaks beautifully about how she sees the world through an artist's eyes. Always looking for the lines, dots, and shadows, where she would start sketching, what areas to highlight, the colours that are most prominent. Even as I sat down to interview her she admitted she was distracted at how the light was hitting my face and how she would transition my image to a painting.

Isn't that such a lovely way to live life? Looking at the flowers, the grass, how someone is standing in the sun and seeing the beauty and the details that so many others wouldn't think twice about. It truly makes you want to stop and smell the roses.

When asked about the artist's work she admires Vincent Van Gogh was mentioned as being such an interesting man. However, she also loves all the older artists who paint people exactly as they are, they aren't making adjustments to suit their style or erase their imperfections.

Despite the evidence before you, Elizabeth admits that she's never thought of selling her work as she doesn't believe it's good enough. Instead, she opts for giving away pieces to friends and family, or displaying it in her own home. What lucky loved ones she has!

Elizabeth's Tips for Beginners

- You've got to love it.
- You've got to know how to sketch by looking at something.
- Get a book to learn about the different brush sizes and types.
- On top of that, make sure you get a good quality brush, you'll be able to tell by feeling it.
- If you think you've finished painting it's okay to just stop.
- Learn your tonal values by scrunching up a piece of paper and drawing it as is to appreciate the colours and tones you see.



Get the Most From Your Home Care Package

Our Customer Care Managers are experts in knowing what services and products can and can't be purchased through your government funded Home Care Package.

No question is too big or too small, if you feel as though there is something that can better your care in your home, have a chat to your Customer Care Manager to learn if we can get you what you need.

Talk to us, it's what we're here for



Choosing Your Furry Friend

Whilst you might have fallen in love with border collies from when you were a kid, it may not be the best furry companion to bring into your home for your lifestyle or level of mobility.

If you're set on getting a dog soon, whether it be because you're wanting a way to combat loneliness, keep you active, or simply wanting something else to love, you need to consider your wants and needs as well as the dog you are choosing. So let us walk you through the things to consider and some potential dog breeds for you.



Things to Consider

Age

Older dogs are typically better for older adults to adopt in comparison to super active puppies who have a tendency to chew and nip which may lead to your own injuries or damaged furniture. A ‘senior’ dog tends to be around 7 years +, is already house trained and sociable with people.

Life expectancy of your dog should also be considered in regards to how likely it is that your pet will outlive you and who you might have to take care of your dog if this is the case.

Temperament

Some dogs can be raised to be gentle and friendly, whilst others are naturally born that way through years of conditioning through the breeding process.

An example of dogs with the best temperament include beagles, poodles, and retrievers. However in general it is best to interact with a potential pet before making your decision to see how well-suited you are to one another.

Size

A smaller dog is typically a better choice for older adults. They are easier to control, can fit in your lap, are more portable, easier to wash etc. However, it’s important to note that some small dogs have a lot of nervous energy and may bark more.

Larger dogs that are more docile and don’t require a large amount of maintenance may be better suited for you.

Energy

If you’re an active individual you may be suited to a dog that requires more playtime and running. But if you have mobility issues, a dog that is content with shorter walks is best. There may even be very small dogs who get enough exercise from running around inside your house.

Grooming Requirements

Dependant on the hair length and breed, some dogs may need a quick brush, whilst others require regular bathing and clipping.

Make sure you are choosing a dog whose grooming needs you can manage, whether this be by yourself or a professional.

Best Companion Dogs

Based on the learnt knowledge, the following breeds are the best option for older adults.

Boston Terrier

- Smaller size
- Friendly
- Easy to train
- Don’t bark much
- Minimal grooming needed

Cavalier King Charles Spaniel

- Loves snuggling
- Quiet
- Smaller size
- Easy to train
- Regular grooming, occassional bath

Poodle

- Easy to train
- Gentle and loving
- Requires daily walk
- Monthly grooming
- Three sizes

Pembroke Welsh Corgi

- High energy
- Smaller size
- Good watch dogs
- Intelligent
- Love human attention

Maltese

- Playful
- Small size
- Short walks
- Daily brushing, weekly bathing
- Good with other dogs

Chihuahua

- Small size
- Love cuddles
- Enjoy walks
- Regular brushing
- Intelligent

Pomeranian

- Love attention
- Small size
- Regular brushing
- Gentle
- May be loud



Explore What's at Your Doorstep

MCS Adelaide Adventures

Every month we gather MCS customers that are eager to explore Adelaide and its surrounds and go on a bus outing to a new location.

From Monarto Zoo, to the Cockle Train, Lavendar Farm and more, there's plenty of activity options for everyone.

The cost can be paid for via your Home Care Package, and includes the transport there and back, the activity, and your lunch for the day.

This year we're looking at visiting these places and doing these activities.

- Mount Compass Strawberry Farm
- Old Tailem Town
- Adelaide Gaol
- Dolphin Tour
- Art Museum
- Gawler Old Telegraph Museum
- Adelaide Zoo
- Mount Lofty Botanical Gardens

Interested?

If you might be interested in joining us on one of our Adelaide Adventures, please talk to your Customer Care Manager.

If you have a fascinating hobby, an intriguing career, or an interesting story to tell, let us know!

We'd love to share it with the My Care Solution community

Talk to your Customer Care Manager about sharing your story

mycaresolution.com.au

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Phone: (08) 8552 9840

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Victor Harbor SA 5211

Morphett Vale

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Address: 3/166 Main South Road,
Morphett Vale SA 5162

Elizabeth South

Phone: (08) 7286 9210

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Elizabeth South SA 5112

