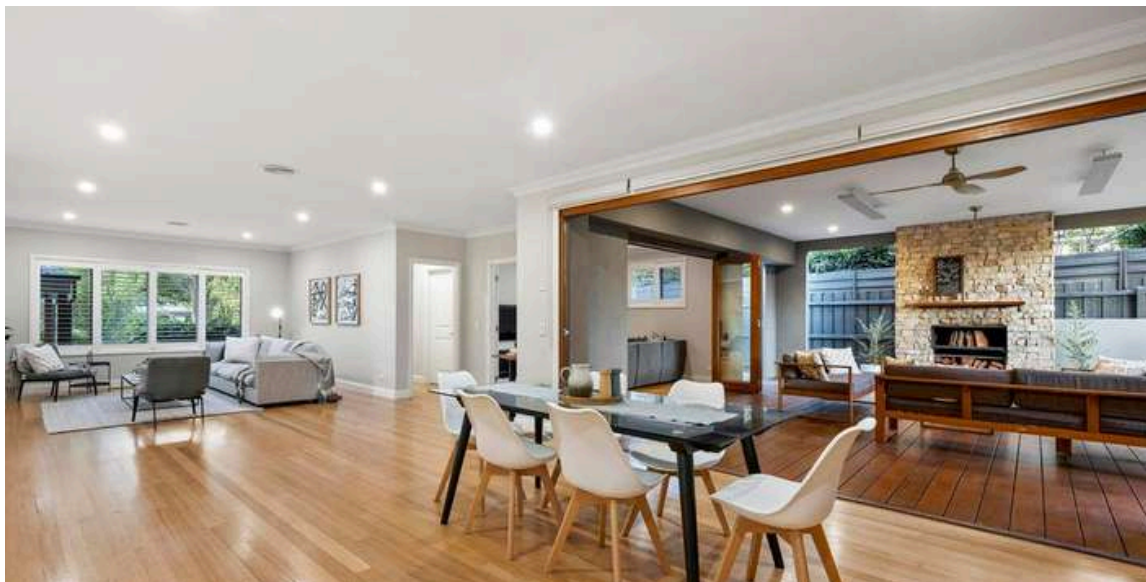


# Monthly Newsletter

## MAGICAL CARE HOME CARE SERVICES

January & February 2025



### Here's what has happened in the New Year and what's to come!

Welcome to the January and February edition of the Magical Care Newsletter!

As we step into 2025, the first two months have been both busy and exciting for Magical Care. We've proudly expanded our community with the opening of new SDA and SIL homes. The homes are designed to offer a welcoming, supportive, and empowering environment for residents, ensuring they have the right support to live independently while maintaining strong community connections. Our growth is more than just about new locations—it's about building a stronger, more inclusive community.

At Magical Care, we deeply value the trust of our home care provider partners. Together, we continue to enhance the lives of aged care clients, ensuring they receive the best possible support. We commit to delivering hundreds of tailored 2-hour support sessions, ensuring every minute is used wisely, flexibly, and effectively to benefit our clients and maximize their home care package funding.

Through our NDIS Community Department, we uphold the highest standards of care by conducting comprehensive risk assessments, personalized care planning, staff selection in collaboration with clients and families, and continuous quality monitoring. Our commitment to 100% satisfaction is driven by regular feedback and ongoing service improvements.

At Magical Care, our commitment to excellence in care, governance, and compliance continues to drive our daily operations. We prioritize a strong duty of care, ensuring every

participant receives the highest quality support while maintaining a robust governance system that upholds the NDIS standards. This ongoing focus on governance and compliance ensures that we provide a safe, ethical, and supportive environment for all of our clients and carers.

With so much progress already in 2025, we are excited to continue making a meaningful difference in the lives of those we support. We look forward to continuing this journey with our growing community in 2025 and beyond!

At Magical Care, we are not just providers—we are partners in care, ensuring every client receives the support, dignity, and quality of life they deserve.

Warmest Regards,

In this newsletter you can expect:

Updates

New SIL House

Magical Care Values

Education

Continuous Improvement

# ☀️ The Little Things Make a Big Difference ☀️ at Magical Care

---

At Magical Care, we believe that exceptional support isn't just about meeting needs —it's about the small details that create a truly great service. From remembering a client's preferred morning routine to little details they like, these little things build trust, comfort, and a sense of belonging.

To uphold this high standard, we are committed to regular follow-ups with all support workers and staff, ensuring every team member is informed, supported, and aligned with our person-centered approach. By staying engaged with client progress and support teams, we create a continuous loop of communication, care, and improvement, allowing us to respond proactively to changing needs. Through this dedication to both the big picture and the smallest details, we continue to provide a compassionate, high-quality service that empowers our clients to live fulfilling and independent lives.

This dedication to going above and beyond is deeply rooted in our core values:

♥️ **Empathy** – We listen, understand, and respond to each client's unique needs, ensuring personalized and compassionate care.

♥️ **Respect** – We honour client choices, routines, and preferences, fostering dignity and independence.

♥️ **Integrity** – We are transparent, honest, and committed to delivering high-quality, person-centered support.

♥️ **Accountability** – We follow up with staff, families, and support teams to ensure seamless care and continuous improvement.

♥️ **Innovation** – We embrace new ideas and solutions to enhance client well-being and independence.

By focusing on the little thing, staying engaged with client progress, support teams, and families, we create a continuous loop of communication, care, and growth. This ensures that our clients feel valued, supported, and empowered to live fulfilling and independent lives.

**Let's keep living our values every day  
—because the little things make all the difference! ♥️**



# Ensuring Medication Competency at Magical Care

At Magical Care, medication management is a critical responsibility, and we are committed to ensuring that all staff dealing with medication administration during shifts are competent, confident, and compliant when administering or supervising medication. Proper medication handling protects client safety, promotes well-being, and upholds our high standards of care.

## 📌 What is Medication Competency?

Medication competency means that all support workers and carers have the necessary knowledge, skills, and training to:

- ✓ Administer medication safely according to prescribed dosages and client care plans.
- ✓ Recognize potential side effects or adverse reactions and respond appropriately.
- ✓ Document medication administration accurately in progress notes.
- ✓ Follow NDIS guidelines and legal requirements for medication handling.

## 📖 Training & Compliance

To ensure best practices, all staff dealing with medication administration during shifts must:

- ✓ Complete mandatory medication competency training.
- ✓ Undergo regular refresher courses to stay updated on safe administration.
- ✓ Adhere to strict protocols for storing, handling, and documenting medications.
- ✓ Communicate with health professionals, families, and support teams about medication changes or concerns.

## ⚠️ What to Do in Case of an Error or Concern?

Mistakes can happen, but it's crucial to act responsibly:

- ◆ Report any errors immediately to the supervisor.
- ◆ Seek medical assistance if a client shows signs of an adverse reaction.
- ◆ Document the incident accurately and follow up as required.



At Magical Care, accountability and integrity are at the heart of everything we do. By maintaining high medication competency standards, we ensure that our clients receive the safest, most effective care possible.

Let's continue prioritizing safety, accuracy, and excellence in medication management!



# Innovation at Magical Care: Premium SIL Homes Redefining Comfort

---



**We are excited to announce the opening of our new Supported Independent Living (SIL) home at Ringwood, VIC 3134!**

This spacious and modern property is designed to provide a comfortable, safe, and supportive environment for individuals seeking greater independence while receiving the care they need.

## **Property Features:**

- ✓ 4 spacious bedrooms – Providing privacy and comfort for residents.
- ✓ 3 modern bathrooms – Ensuring convenience and accessibility.
- ✓ Open-plan living and dining areas – Creating a welcoming and communal atmosphere.
- ✓ Fully equipped kitchen – Ideal for meal preparation and shared cooking experiences.
- ✓ Secure 2-car parking – Offering safety and convenience for residents and visitors.
- ✓ Large 669 m<sup>2</sup> land size – Providing ample outdoor space for relaxation and social activities.

## **Prime Location & Community Benefits:**

Located in the heart of Ringwood, this home is close to public transport, shopping centers, medical facilities, and community hubs. Residents will enjoy easy access to parks, recreational areas, and essential services, fostering independence and community engagement.

This home is a perfect blend of modern living, accessibility, and high-quality care, ensuring residents feel supported, empowered, and connected.

**NOW ACCEPTING EXPRESSIONS OF INTEREST! CONTACT US TODAY TO LEARN MORE ABOUT THIS FANTASTIC SIL OPPORTUNITY.**

# Stunning New SIL Home in Ringwood



Innovation at our SIL Department: we are redefining what it means to provide Supported Independent Living (SIL). Traditional SIL housing often follows rigid structures that may not fully cater to individual needs. We believe in breaking the mold and offering something different — by offering beautifully designed, premium-quality homes that prioritize comfort, convenience, and independence. Our homes feature modern décor, thoughtfully furnished interiors, and high-quality finishes to create a warm and inviting atmosphere. Strategically located near shopping centres and train stations, they provide easy access to essential services and community activities. With a focus on enhancing quality of life, our homes offer the perfect balance of style, functionality, and independence for people living with disabilities.



## What Makes Our SIL Homes Different?

- ✔ A Real Home, Not Just a Service – Our houses are thoughtfully designed to feel warm and inviting, creating a true sense of belonging.
- ✔ Personalized Care & Flexibility – We tailor support to each resident's unique needs, ensuring they live on their terms.
- ✔ Fully Furnished, Move-In Ready – Every home is fully equipped with modern furniture, appliances, and essentials, removing the stress of setting up.
- ✔ Community & Lifestyle – We foster meaningful connections among housemates while encouraging independence.
- ✔ Innovative Care Model – We integrate technology, professional oversight, and a holistic approach to empower residents.

By stepping away from the one-size-fits-all model, we are setting a new standard in SIL housing—where individuals thrive, not just live.



# New SIL Houses in 2025



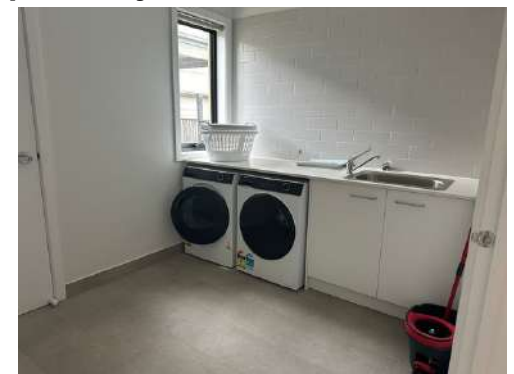
**SDA in Berwick, Hybrid model, opening for one more participant to move in**



**SDA in Clyde North, Bariatric feature, opening for two more participants to move in**



**SDA in Airport West, welcoming it's third participant to join us**



**Independent living options in Highett, for participant who don't have SIL funding**



# Continuous Improvement

## Strengthening Transitional Care for Clients at Risk of Absconding

At Magical Care, we continuously refine our processes to ensure a safe and supportive transition for clients moving into a new home. Recently, a challenging incident highlighted the importance of proactive planning and specialized support for individuals at risk of absconding.

### **Incident Overview**

During a recent transition, a client with a history of absconding moved into one of our SIL homes. Despite detailed care planning, the client became overwhelmed in the new environment and attempted to leave the property without support. Staff responded promptly, following protocols to ensure the client's safety. However, this incident brought to our attention key areas for improvement, particularly in early intervention, environmental adjustments, and structured engagement strategies.

### **Key Areas for Improvement**

#### **1** Pre-Move Risk Identification

Strengthening our risk assessments and transition plans to ensure clients feel safe and supported.

Identifying potential triggers and creating personalized support strategies before move-in.

#### **2** Structured Transitional Support

Implementing gradual familiarization visits to help clients adjust before moving in. Increasing staff support and engagement during the initial transition period.

#### **3** Specialized Staff Training

Enhancing training on early warning signs, de-escalation techniques, and intervention strategies. Equipping staff with real-life scenarios and response protocols to better manage high-risk situations.

#### **4** Environmental & Security Adjustments

Reviewing property layouts, exit monitoring, and safe outdoor areas. Ensuring clear emergency protocols for responding to absconding risks.

#### **5** Collaborative Approach

Strengthening communication with families and allied health professionals for additional support. Encouraging client involvement in designing their transition plan to foster a sense of security.



# Quality of Care Commitment

## **Moving Forward**

This incident served as a valuable learning opportunity, reinforcing our commitment to continuous improvement. By enhancing our transitional care processes, we aim to reduce risks, improve client experiences, and ensure a safe, structured move-in process for all individuals in our care.

At Magical Care, our commitment to excellence in care, governance, and compliance continues to drive our daily operations. We prioritize a strong duty of care, ensuring every participant receives the highest quality support while maintaining a robust governance system that upholds the NDIS standards.

## **Our Daily Commitment to Quality Care**

**Strong Compliance & Feedback System** – We actively review and improve our processes through ongoing participant and staff feedback.

**Nursing & Clinical Support** – Our dedicated nursing team works closely with participants, families, and healthcare professionals to deliver safe and effective care.

**Collaborative Team Approach** – We believe in teamwork, ensuring our daily operations not only meet but exceed industry benchmarks.

## **A Remarkable Achievement in Wound Management**

Recently, our team received incredible news—one of our palliative participants, whose wound was reviewed by a plastic surgery team, showed unexpected and significant healing under our advanced wound management. Even the plastic surgeon was surprised by the progress, calling it a miracle. This achievement reflects the dedication and expertise of our clinical team, reaffirming our commitment to complex care and best-practice nursing interventions.

## **Strengthening Our Duty of Care**

- **Daily Operations Above NDIS Benchmarks** – We uphold the highest standards to ensure participant safety and well-being.
- **Robust Compliance & Feedback System** – We actively seek feedback to refine and improve our care delivery.
- **Clinical & Nursing Support** – Our nursing team provides specialist oversight and intervention, ensuring participants receive the best possible care.

## **Continuous Improvement & Staff Training**

As part of our ongoing commitment to excellence and innovation, we have implemented several key improvements:

- ✓ **Transition to Digital Charting** – Enhancing real-time monitoring and improving documentation accuracy.
- ✓ **Advanced Staff Competency Training** – Ensuring all staff are skilled and confident in:
  - Medication Administration Competency
  - Diabetic Management Competency
  - Catheter Management Competency
  - Injection Administration Competency
  - **Ongoing Professional Development** – Regular training sessions to strengthen skills and improve client outcomes.

## Welcoming New Team Members

As we grow, we are excited to introduce three new members to our office team:

### **Joel – SIL Quality Lead**

**Ensuring high standards and best practices across our SIL services.**

### **Shania – Care Coordinator**

### **Jenny - Care Coordinator**

**Supporting participants and staff to enhance care delivery and service coordination.**

Their expertise and passion will further strengthen our commitment to quality, participant-centered care, and continuous improvement.

At Magical Care, we never compromise on quality. We remain cautious, proactive, and dedicated to ensuring that our care, governance, and operations remain above NDIS standards. Together, as a team, we drive positive outcomes and make a real difference in the lives of those we support.



# January & February Galleries



ENJOYING DINNER OUT AT RSL



ENJOYING THE SUNSHINE ON THE BEACH



ARTS AND CRAFTS IN THE SIL HOUSE



TREATS DURING COMMUNITY ACCESS



MINDFUL DRAWING IN THE PARK



CREATIVE DRAWINGS SESSIONS



FUN GIRLS NIGHT OUT



LOVELY WALKS IN THE PARK  
EMBRACING NATURE



**VALENTINES DAY CELEBRATIONS**



**COFFEE TIME & CONVERSATIONS**



**ENJOYING FOOD MADE BY SUPPORT WORKERS**



**EXCELLENT CLIENT & STAFF RAPPORT WITH CONSTANT LAUGHTER**



**SURPRISE GIFTS & TREATS**



**ON THE WAY TO FUN SOCIAL OUTINGS**



**EMBRACING NATURE AND FRESH AIR**



**EXPLORING NEW CUISINES**



**ENJOYING LIGHT SNACKS DURING THE DAY**



**REGULAR MEETINGS WITH CLIENT SUPPORT TEAMS'**



**SEE YOU AGAIN DINNER**



**SUPPORT BRAIDING HAIR WORKERS CLIENTS**



**OFFICE LUNCH TOGETHER**



**KEEPING UP WITH DAILY EXERCISES**



**HEALTHY BREAKFAST**



**HOUSEMATE BONDING WELL**



**HOMEMADE MEALS**



**CLIENTS' BELOVED CAT - MIA**



**OFFICE LUNCH TOGETHER**



**NUTRITION PACKED**

*Thank you for reading!*

[info@magicalcare.com.au](mailto:info@magicalcare.com.au)

(03) 8512 3068  
0451 301 319

[www.magicalcare.com.au](http://www.magicalcare.com.au)

Building 4: Suite 34, 195 Wellington Rd, Clayton, VIC.

