

# Monthly Newsletter



## MAGICAL CARE HOME CARE SERVICES

◆  
April 2024



MAGICAL CARE OFFICE TEAM



## Here's what has happened in the last month and what's to come!

Welcome to Magical Care's first ever Newsletter!

We are thrilled to have you join us on this journey of empowerment, inclusion, and advocacy for individuals with disabilities and homecare participants.

Our values at Magical Care are Empathy, Respect, Integrity, Accountability, and Innovation, serving as the guiding principles in our commitment to exceptional Service.

We believe that home is where the heart is, and it's our privilege to provide the highest standard of care right where it matters most as we continue our commitment to making every house feel like a home.

Through this newsletter we aim to share news, updates, announcements, inspiring stories, provide resources and support, raise awareness, and promote advocacy, celebrate diversity and inclusion, as well as engage and connect through our achievements.

Together, we can make a real difference in the lives of those who need it most. Thank you for your continued support!

Enjoy this month's newsletter!

*Magical Care Team*  
- *Angela, Debbie, Steta, Jet & Annie*

x

In this newsletter you can expect:

Updates & Reminders

Supported Independent Living (SIL) Updates

About Respite Care

Achievements

Announcements

Continuous Improvement Strategies



**READY FOR A DAY OUT**



**ALL DRESSED UP**



**SMILES ALL AROUND**

## Supported Independent Living (SIL)

As some of you may be aware, we have recently embarked on an exciting new venture by opening our first Supported Independent Living (SIL) House in Wheelers Hill. This milestone marks a significant step forward in our commitment to providing personalized care and support in a warm and nurturing environment.

We are thrilled to announce that our SIL House is now home to three wonderful individuals. Each of them brings a unique personality and story, and we are honoured to be a part of their journey towards greater independence and fulfilment and wish them all the best with Magical Care by their side.

The success of our SIL House wouldn't have been possible without the dedication and hard work of our amazing team in Wheelers Hill. Their tireless efforts and unwavering commitment to our clients have truly made a difference, creating a supportive and inclusive community where everyone feels valued and empowered.

As we continue to grow and expand our services, we remain committed to upholding our core values of compassion, dignity, and respect. We are excited about the future and look forward to creating more opportunities for individuals to thrive in a home-like setting.



**DAY OUTING FUN**

## Respite Care - What is it?

At Magical Care, we take pride in offering a diverse range of services designed to cater to the unique needs and preferences of our clients. Among these offerings, one that stands out as a favorite among our clients is our respite trips program. These excursions provide individuals with the opportunity to embark on memorable outings to a variety of destinations, allowing them to relax, unwind, and create cherished memories. From rejuvenating visits to soothing hot springs to delightful overnight getaways at charming Airbnbs nestled across Victoria in picturesque locations such as Geelong, Rosebud, and Mornington, we ensure that every aspect of the trip is carefully arranged and thoughtfully planned.



**HAPPY CLIENT AT A FARM STAY**

Our dedicated team handles all the logistics, from transportation and accommodation to activity planning and meal arrangements, so that primary caregivers can experience temporary relief and peace of mind knowing that their loved ones are in capable hands.

These respite trips not only offer a welcome break for caregivers but also provide our clients with valuable opportunities for adventure, socialization, and exploration. At Magical Care, we believe in the transformative power of respite care, and we are committed to making every trip a truly magical experience for all involved.

# Achievements

These achievements are a testament to the dedication and passion of our team, and we look forward to building on this success as we continue to enhance the lives of our clients.

A round of applause is in order for our exceptional caregiving teams! Tasked with providing round-the-clock care to our high needs client, this dedicated group consistently exceeds expectations with their impeccable work ethic and unwavering commitment.

Their reliability is unmatched, offering peace of mind to both the client and their family, knowing that they are in capable and compassionate hands at all times. What truly sets our team apart is their extraordinary level of support and understanding. They go above and beyond to not only meet their needs but also to anticipate and address any challenges that may arise. Whether it's assisting with daily tasks, cooking delicious and healthy meals, offering a listening ear, providing companionship to not just the client but their family. This team approaches their work with empathy, kindness, and professionalism. Their willingness to go the extra mile is a testament to their dedication to enhancing quality of life and ensuring his well-being. To our exceptional team: your unwavering commitment and compassion make a world of difference and your culinary skills are unmatched!

Your level of care does not go unnoticed.

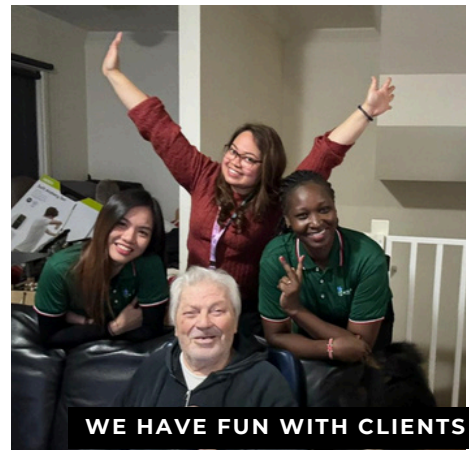


A beloved client at our SIL House in Wheelers Hill, has triumphed over significant challenges with the unwavering support of our dedicated team. After enduring several months of hospitalisation following a fall, this client joined Magical Care with a sense of apprehension, having been bedridden for many years due to the fear of another fall. However, thanks to the exceptional dedication of our remarkable caregivers from our Wheelers Hill house, this client's journey took a remarkable turn. In just three weeks, staff have formed a profound connection, building trust and understanding that has surpassed fears.

With their compassionate encouragement and personalised approach, they empowered them to conquer their fears and step out of her bed—a monumental achievement that speaks volumes about their compassion and expertise. This newfound mobility not only signifies a personal victory but also embodies the transformative impact of genuine care and support.

*To the Magical Care team: your dedication and compassion continue to inspire us all.*

*Keep up the fantastic work!*





**WE SUPPORT OUR TEAM**

# Continuous Improvement

Part of Magical Care's value is to always innovate, to do this, we encourage and follow up on all feedback. We have heard you and are implementing:

- Enhanced education and training opportunities for support workers and our community nursing team.
- Automated reminders to staff and clients using our ShiftCare platform to enhance communication.
- Zero tolerance on neglect! ensuring high standards of care and safety
- Maintaining professionalism and attentiveness in staff members, addressing any lapses promptly
- Quarterly staff performance reviews and prompt action on telephone feedback to foster continuous improvement and client satisfaction.
- Ensuring prompt mandatory reporting with NDIS and Aged Care Commission when required.



## Announcements

Exciting developments are on the horizon for Magical Care Home Care Services, including:

- Opening of our new office space, Monday 13/05/2024, located in Building 4: Suite 34, 195 Wellington Rd, Clayton, VIC. Business as usual as we transition.
- Expansion of our SIL Houses
  - We are expecting our second fully-staffed SIL home to open in the coming months.
- Additional Respite bookings have been added to our calendar, inclusive of both overnight and day trips.



**STAFF TRAINING DAY**



**TEAM LUNCHEON**



**DIRECTOR (ANGELA) GIVING A SPEECH AT STAFF FUNCTION**



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**TEAM BONDING IS PARAMOUNT**



**CLIENTS ENJOY OUR PERSONAL CARE TOUCHES**



**WE ENJOY RESPITE FARM VISITS**



**CLIENT AND TEAM AT CHRISTMAS PARTY**



**OUR LOVELY CLIENT WITH HER HUSBAND**



**ENJOYING OUTDOOR ACTIVITIES**



**OUR TEAM MEMBERS CELEBRATING TOGETHER**



**WE FOSTER FRIENDSHIPS**

# A Few Notes To Remember

- Office Hours are 9am to 5pm Monday to Friday
- After-hours support is available from 5pm to 9pm and from 7am to 9am. .
- The after-hour contact number is 0451301319. From 2100 to 0700, please contact 000 if you are facing issues.
- Winter Flu-Season is upon us! Please ensure that you receive your Influenza vaccine and update us with your vaccination certificate.
- All staff must wear masks, uniform and ID badge when seeing clients. If you more PPE is required- reach out to us to update your supply.
- It's staff appraisal time! Please send back your quarterly performance review ASAP.
- Reminder to ensure staffing compliance documentation is up to date. If your document is nearing expiry. Please renew and keep us updated!
- If you have any photos you'd like to share with us of memorable moments for future newsletters, don't hesitate to email us!



**Connect, Laugh, Thrive:**

**Unleash the Magic of Social Activities.**

## Conflicts of Interest

Just a gentle reminder to all that whilst Magical Care is committed to providing exceptional service and support to our clients, we recognise the importance of transparency and ethical conduct in all aspects of our operations. As such, we want to make it clear that any conflict of interest arising from servicing our clients under your own Australian Business Number (ABN) will be addressed with the utmost seriousness.

In the event that a conflict of interest is identified, particularly if it involves a breach of our commitment to excellence or compromises the well-being of our clients, Magical Care will not hesitate to pursue legal action as necessary. This includes situations where there may be a temptation for personal gain or where our duty to act in the best interests of our clients is compromised.

We hold ourselves to the highest standards of integrity and professionalism, and any violation of these standards will be met with decisive action.

Our priority is always the well-being and satisfaction of our clients, and we will take all necessary measures to uphold their trust and confidence in our services.

**Why Choose Magical Care for Disability Support?**

- Quality and safe service
- Caring with a kind heart
- Professional Team
- Flexible service
- Innovated operating system
- Multicultural team

*Thank you for reading!*

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**MAGICAL CARE**  
Home Care Services



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