



## Layered Celebration Dip

### Ingredients

3 corn cobs, husks and silk removed  
 1 1/2 tsp Mexican chilli powder  
 1/4 cup extra virgin olive oil  
 1 small red onion, finely chopped  
 1 tsp ground cumin  
 2 pinches dried chilli flakes, plus extra to serve  
 425g can black beans, drained, rinsed well  
 6 small tomatoes, finely diced

1/2 x 285g jar piquillo peppers, drained, finely chopped  
 2/3 cup lemon juice  
 4 green onions, finely chopped  
 2 bunches radish, finely diced  
 2 large avocados  
 1/2 tsp Tabasco sauce  
 1/4 cup finely chopped fresh coriander leaves  
 2 x 200g blocks fetta, crumbled  
 2 x 230g packets white corn tortilla strips, to serve

**STEP 1.**  
 Place corn on a microwave-safe plate. Cover with plastic wrap. Microwave on HIGH for 4 minutes.

**Step 2**  
 Heat a chargrill pan over medium heat. Combine chilli powder and 2 teaspoons oil in a large bowl. Rub spice mixture all over corn. Cook corn, turning, for 6 to 8 minutes or until beginning to char. Transfer to a plate. Set aside to cool.

**Step 3**  
 Heat 2 teaspoons remaining oil in a frying pan over medium-high heat. Cook red onion for 5 minutes or until softened. Add cumin and chilli flakes. Cook for 30 seconds or until fragrant. Add beans. Toss to coat. Remove from heat. Set aside to cool.

**Step 4**  
 Combine tomato and peppers in a bowl. Season with salt and pepper. Transfer to a sieve set over a bowl to drain any excess juice. Set aside.

**Step 5**  
 Using a sharp knife, slice the kernels from the cobs. Place corn kernels in a medium bowl. Add 1 tablespoon lemon juice and 1/2 the green onion. Season with salt and pepper. Toss to combine. Spoon corn mixture into the base of a 12-cup-capacity serving bowl.

**Step 6**  
 Spoon the bean mixture over corn mixture, followed by the radish. Place avocado in a bowl. Add the Tabasco, coriander, 1/4 cup remaining lemon juice and remaining green onion. Season with salt and pepper. Stir to combine. Spoon over radish, spreading to cover. Top with tomato mixture.

**Step 7**  
 Place the fetta, remaining lemon juice, remaining oil and 2 tablespoons water in a food processor. Process until mixture is smooth and creamy. Dollop fetta mixture over tomato layer, gently spreading to cover. Sprinkle with extra chilli flakes. Serve with corn tortilla strips.

Source: [www.taste.com.au](http://www.taste.com.au)

## Another amazing milestone to celebrate



On the 24th December one of our home care clients, Winifred, celebrated her 100th year birthday and is still living independently in her own home.

Winifred celebrated this special occasion at a wonderful party with her family before her Birthday.

Relatives travelled from as far as New Zealand for the occasion including some she hadn't seen for over 8 years and that's not all:

- Her friends shared a special morning tea in Manila on her Birthday.
- She has received 9 letters from politicians congratulating her including Anthony Albanese, Barnaby Joyce, Kevin Anderson and the NSW premier
- Tamworth Mayor, Russell Webb visited her and lastly Winifred is waiting for a letter from the new King Charles III.

Congratulations Winifred on reaching this impressive milestone.



## Onward&Outward

### Celebrating 70 years of service to our communities

Welcome to 2023!

I hope you all enjoyed memorable moments with your friends, family and loved ones over the festive season.

As the new year rolls in we are excited to announce McLean Care celebrates 70 years of service to our communities this year. It's an incredible milestone and one we are very proud of. Our longevity and relevance aren't things we take for granted. Across my time as CEO, we have faced many challenges in our industry and also had the privilege of enjoying many special moments sharing the lives of our clients and residents and our staff.

Our world has changed greatly over these past 70 years, and we have all experienced the incredible pace

of change – particularly in the last 3 years. When we sit and listen to the stories from older people in our communities, we can really understand the difference between now and 70 years ago and how our world has evolved and how the pace of this evolution has gained momentum over time.

In the past 70 years we've witnessed major innovations from computers and the internet, to mobile phones and the impact of social media on our daily lives. We cannot even begin to imagine what is around the corner.

McLean Care has played a significant role in supporting and growing aged care services in rural and regional Australia and naturally over the past 70 years, we have witnessed immense changes in society, health and medicine, in critical infrastructure such as roads and technology to name but a few.

70 years has allowed us to gather decades of knowledge and understanding of the best care practices and how we can best serve

older Australians with dignity and respect. In our industry, aged care has moved from the domain of hospitals in the early 1970's to the 2020's where the consumers have the right to choose the care services they want. This has been ratified by government legislation. We are proud to be a not for profit organisation, driven by our mission "to focus on you".



Mr McLean's farm - Killean located in Inverell, New South Wales

From humble beginnings back in 1953, McLean Care has grown to become a National Provider. We care about the communities we serve; we embrace the opportunities to become involved and to support local events through meaningful community engagement.

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<b>McLean Care at CWA House</b> 21 Cherry Street Oakey QLD 4401 T: 07 4691 1130	<b>McLean Care Yallambee</b> 34-40 Margaret Street Millmerran QLD 4357 T: 07 4695 1580	<b>Kolora Residential Care</b> 8 Prisk Street Guyra NSW 2365 T: 02 6779 1922	<b>Mackellar Residential Care</b> 2 Apex Rd, Gunnedah NSW 2380 T: 02 6741 5400 Alkira: 35 Marquis St, Gunnedah NSW 2380 T: 02 6742 9100	<b>Killean Residential Care</b> 67 Killean Street Inverell NSW 2360 T: 02 6721 7300
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## Understanding the new Aged Care Star Ratings System

The new aged care star ratings went live in December following recommendations by the Royal Commission into Aged Care Quality and Safety of the need for residents and their families to be informed about the quality and safety of services in residential aged care.

Under the system, aged care homes will now receive ratings between one and five stars with three stars indicating an acceptable level of quality service. The intent of the Star Ratings is to support older Australians and their representatives to easily compare services and make informed choices based on an overall Star Rating and the Star Rating four sub-categories:

**Compliance** – based on non-compliance decisions made by the Aged Care Quality and Safety Commission reported daily.

**Residents' Experience** – at least 20% of older Australians living in residential aged care homes are interviewed face-to-face about their overall experience at their residential aged care home by a thirdparty vendor annually.

**Staffing minutes** – derived from reporting under the Quarterly Financial Report and Annual Financial report, case-mix adjusted through the Australian National Aged Care Classification and reported quarterly.

**Quality Measures** – data on five existing quality indicators (pressure injuries, physical restraint, unplanned weight loss, falls and major injury, and medication management) reported quarterly.

The Aged Care Star Ratings have been designed to provide a nationally consistent benchmark to monitor, compare and improve residential aged care services.

- 1 star indicates significant improvement needed
- 2 stars show improvement needed
- 3 stars equal an acceptable quality of care
- 4 stars suggest a good quality of care
- 5 stars highlight an excellent quality of care

The Royal Commission into Aged Care Quality and Safety recommended developing and publishing a Star Ratings based on measurable information. Star Ratings have been designed to

- help older Australians and their families to compare the quality and safety performance of different services.
- transparency about the quality of care in all aged care homes
- an easy way to compare the quality of aged care homes using the free 'Find a provider' tool on the My Aged Care website
- nationally consistent quality measures to monitor, compare and improve aged care
- providers will be engaged to continuously improve their Star Ratings, improving the quality of care for older Australians.

90% of residential aged care homes have received three stars or above in a new rating system, however, Star Ratings also show that 10% of services have fallen short and received just 1 or 2 stars.

- 1% of all aged care facilities in Australia received one star
- 9% received two stars
- 59% received three stars
- 30% received four stars
- 1% received five stars

Across our NSW and QLD residential McLean Care facilities received a 3 or 4 star rating despite extraordinary funding and workforce challenges. Our Alkira facility in Gunnedah has received a 2 Star Rating due to our recent non-compliance in a re-accreditation audit back in late 2022 and Staffing Minutes. Alkira's care minute scores were taken from earlier in 2022 when the sector wasn't funded for or legislatively required to meet the specific 200 minute target.

Staffing minutes show the amount of care received from a registered nurse, enrolled nurse or personal care worker to each resident in an aged care home compared to the average government-set care targets for each individual facility. Minutes are case-mix adjusted through the recently introduced Australian National Aged Care Classification and reported quarterly.

It is also important to note that given the national workforce challenges across the health and aged care industries Staffing Minutes not being met will always be a challenge for many aged care providers.

Like all star ratings in any industry it will be important for consumers to look deeper into that rating especially if it is low. The methodology behind the aged care star rating system is very different to the methodology that is utilised to review hotels, restaurants or movies. The criteria and what the ratings mean are vastly different, so it's important the two are not compared.

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As CEO of McLean Care I recognise that it takes soul, systems and great people to lead an organisation like McLean Care and I believe that one of the many reasons McLean Care has been so successful for the past 70 years, is our ability to adapt and to learn, staying open to new ideas, and becoming early adopters in the delivery of person centered care.

Our fully qualified and passionate, dedicated, and good humoured residential and home care employees are the soul of McLean Care who thrive on delivering the care you want, the way that you want, when you want.

My heartfelt thanks to them for their dedication and passion and their contribution to making sure that you can live and love your later life with us.

 Sue Thomson  
Chief Executive Officer

McLean Care supports The Royal Commission into Aged Care Quality and Safety and we understand the need for transparency of the quality of care in all aged care homes. However, it's important for consumers to know that the star rating cannot be considered in isolation to other aspects of a particular facility. The information independently collected on behalf of the government around resident experience and quality at Alkira in Gunnedah shows that residents confirm that they are receiving the care that they need, they feel safe and are treated with respect. However, because we did not meet all of the quality standards in our most recent re-accreditation audit and because we were unable to meet Staffing Minutes, Alkira has received a two star rating.

Providers who received a score of 3 stars or more shows that services are providing everything they are funded by the government to provide for older Australians, at a good level of quality.

A facility may always do great on resident satisfaction with a high percentage of residents saying, 'I love the people' and 'I receive great care' but if they haven't met all standards or required staffing minutes, they might end up with 2 stars.

## Changes to Commonwealth Seniors Health Card eligibility could save you thousands



About 50,000 additional older Australians could be looking at savings of around \$3000 per annum, and some of them might not know it. This is the number of people estimated to be eligible for the Commonwealth Seniors Health Card (CSHC) following the Government's income test threshold increase.

### Who can access the concession card and what are the benefits?

The cards are open to anyone over 66 and six months and not receiving a social security pension or benefit.

Access to certain bulk-billed benefits that some people on higher incomes typically miss out on these.

Recipients must be living in Australia when they receive the card, and have either Australian citizenship, permanent residency, or a Special Category visa.

### What are the changes, and who will benefit?

As of November 4 2022 income limits dictating CSHC eligibility increased from \$61,284 to \$90,000 for singles, \$98,054 to \$144,000 for combined couples and \$122,568 to \$180,000 for couples separated by illness.

With the mounting cost of living pressures, having more retirees on the CSHC could make a real difference as our seniors grappling with inflation.

## Have you noticed things have changed?



Are you over 70 years old and want to stay independent, at home but:

- need some help with everyday tasks
- your walking speed has slowed greatly
- you have trouble holding or gripping objects
- you are doing 'less', either physically or mentally
- you have increased levels of exhaustion
- you have experienced unintended weight loss.

Did you know we have a Short Term Restorative 8 week Program designed to help reverse or slow the difficulties you might be having with everyday tasks, so that you can retain your independence.

To find out if you're eligible to participate in this program, please contact our customer service team on 1300 791 660. We will help you to connect with My Aged Care for an assessment by the Aged Care Assessment Team.